The power of conversation

A guide on how to talk about ethnicity & race with your team

FOR SODEXO MANAGERS

2021

ONE sodexo
Cultural Inclusion makes us stronger

Contents

Word from leadership

Word from
Denis Machuel

Sodexo Group CEO

"Inclusion never stops, and our commitment has never been so important. We have reached a turning point in society, where citizens are increasingly looking to companies to lead the way on social justice. The world as we knew it is transforming rapidly and we have a unique opportunity, as business leaders, to challenge our ways of doing things. We must seize this moment and tackle the institutional racism that has, unfortunately, existed across the world for decades, even centuries.

Sodexo is a global company and our success is very much linked to our diversity – such as our diversity of cultures, ethnicities and ways of thinking and doing.

However, being diverse is not enough. We need to work even harder to be truly inclusive. We need to reconcile our corporate actions and commitments with the everyday reality of our colleagues. This starts by getting better at understanding each other, and especially the lived experiences of our people from diverse ethnic and social groups.

I am convinced this conversation guide on ethnicity inclusion will help you, as Sodexo managers, to become more inclusive leaders.
I invite you to have authentic conversations, challenge your own biases and listen humbly to the hard truths of your colleagues, fellow human beings. Most of all, let's take a stand and not allow any form of racial discrimination to go unreported. Because facing our differences makes the difference."

Word from
Zeta Smith

Executive sponsor ONESodexo and sponsor for our Ethnicity focus area
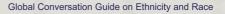
CEO Seniors NORAM

"I'm proud to sponsor Sodexo's work to support people from diverse ethnic backgrounds, ensuring everyone in our company has equal opportunities to grow and thrive. We have already achieved so much in the D&I space, and our mission is not finished – we must continually challenge our ways of working, raise awareness, and build systems that are free from ethnic bias and stereotype. And in building a culturally inclusive workplace for our teams, we also strive to set an example to our clients, partners and consumers – collaborating together for a more inclusive society."

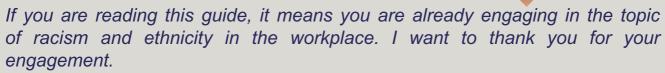Read a LinkedIn
post from Zeta:
Black Lives Matter:
A Business
Imperative

Word from
Mia Mends

Global Chief Diversity & Inclusion Officer
&
CEO, Impact Ventures, North America

Dear Colleagues,

If you are reading this guide, it means you are already engaging in the topic of racism and ethnicity in the workplace. I want to thank you for your engagement.

At Sodexo, we aim to ensure that Diversity & Inclusion is in our DNA. From the beginning of our journey, the topic of racial equity has been one of the foundational elements of our D&I strategy.

We focus on the topic of ethnicity as part of our "Cultures & Origins" dimension. This is one of five global dimensions of Diversity & Inclusion, and the work we do on this dimension comes under the umbrella of OneSodexo, our global Cultures & Origins taskforce. Up until now, our focus on ethnicity and race has been locally-driven on a country level. This is because we have been able to move faster in certain countries, notably where ethnic and racial data collection is required by law, specifically in the United States and United Kingdom.

In the context of world events that have renewed our consciousness on racism, we intend to take a far stronger global stance on the topic. Companies like ours have a major part to play in building an inclusive workplace and setting an example for our employees, our clients and consumers. In order to do this, we must be deliberate, and action oriented in tackling decades of institutional and structural racism. By this we mean that discriminatory behaviours and systems that are so ingrained into our social fabric, our government structures and workplaces, that they are hard to detect or even invisible to some. As Mirjana Najcevska, Chair of the UN Working Group of Experts on People of African Descent, puts it, "Structural inequality is a state which arises when certain groups enjoy unequal status in relation to other groups, as a result of unequal relations in their roles, functions, rights and opportunities."

Word from
Mia Mends

This guide is aimed at supporting your understanding of the facts and figures relating to ethnic diversity, and offers you tips on how to engage your team members on the topic. We also highlight internal trainings that are available as well as links to find out more.

What we are asking of you is critical:
- ***Please take an active role in having conversations about ethnicity and race with your teams.***
- ***Educate yourself on the key issues on this guide. If you are apprehensive about getting started, we provide some excellent tools and training links to provide you a great basis.***
- ***Most of all, we want you to remember that it's ok to feel uncomfortable. It is far better to lean into the discomfort and have these conversations, than to ignore them and risk leaving colleagues feeling forgotten, excluded or unheard.***

If you have any questions or would like to get more involved in the work of OneSodexo, please don't hesitate to contact me.
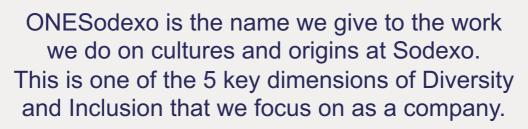
ONE sodexo
Cultural Inclusion makes us stronger

our mission

MISSION
Ethnicity focus area

"Promoting a culturally inclusive workplace experience that reflects the diversity of the communities in which we live and serve."

ONESodexo is the name we give to the work we do on cultures and origins at Sodexo. This is one of the 5 key dimensions of Diversity and Inclusion that we focus on as a company.

[Find out more]

Context

Finding the right words to talk about ethnicity

One major obstacle in having healthy conversations about ethnicity and racism is the **fear of saying the wrong thing**.
This is why we are providing a list of key terminology to talk about ethnicity and race in this guide.

Click here to access the list.

We hope that having these definitions at your fingertips will help you overcome any fear you might have about talking about ethnicity and race.

Inclusion of diverse ethnicities is good for business

… but we have a long way to go to achieve it

DID YOU KOW?

Companies with more ethnic and cultural diversity in executive teams outperformed those with less diversity by 36 percent in terms of profitability in 2019 *(source: McKinsey)*

Organisations with more diverse teams have **36 per cent** better financial returns [UK] *(source: Business in the Community)*

In the **US**, Black professionals hold just **3.2%** of all executive or senior leadership roles, less than **1%** of all Fortune 500 CEO positions. *(Center for Talent Innovation, US)*

BUT…

Only **one in 16** people at senior levels in the private and public sector are from an ethnic minority background in the UK (BITC)

Brazil: Black Brazilians **earn about 44% less** than whites. Over 75% of those killed by police officers in recent years were black. *(56% of the 211million population identifies as "black". (Financial Times, June 2020)*

Representation of ethnic minorities on US and UK executive teams stood at only **13 percent** in 2019, up from just 7 percent in 2014. *(McKinsey, 2020)*

In the **European Union**, **1 in 3 Black people** experience everyday racism, 4 in 10 Black people stopped by the police say it was because of their colour and 4 in 10 Jewish people consider emigrating because they do not feel safe. *(Fundamental Rights Report 2019)*

In **Germany,** people of African descent are highly represented in the lowest rungs of society. Their monthly income is almost 25% less than the national mean monthly net income. *(Source: ENAR, 2017)*

In **Singapore**: **62%** of Chinese respondents stated that they had never felt discriminated against in the workplace or at work. By comparison, 40.4 percent of Malay respondents stated that they never felt discriminated against at work. *(A survey on racial and religious harmony in Singapore)*

The reality at Sodexo

some facts about ethnic diversity in our teams*

In **Canada**, people of European origins (or non-visible minorities) form 72.9% of the population while Black and Indigenous peoples represent 3.5% and 4.9% respectively. At Sodexo Canada, those self-identifying as Black and Indigenous peoples represent at 5.13% and 6.04% of the workforce respectively.

At Sodexo **UK&I**, only **1%** of our GSL population identifies as Black and **4%** as Asian. This does not reflect the national reality: in England & Wales, **3%** of the population identifies as Black and **7%** as Asian (Source: McKinsey / ONS)

*In the UK, the stats are for those that have shared their ethnicity with us - current disclosure rate is 72%. Therefore there could be more people that identify as Black and Asian and Mixed / Other

In the **United States**, Black people represent 12.5% of the national population. At Sodexo Noram, our Global Senior Leader (GSL) population includes **9% Black people**.

Of the 210 million Brazilians, 117 million are Black (**55%** of the population). At Sodexo **Brazil**, 57% of employees are Black. However, only **28%** of the managers are Black.

Sodexo **South Africa**: currently among the country leadership team, only one out of five (20%) members is African (Black South African) and another one out of five (20%) is Indian. This is not reflective of the national population which is, according to the latest census, 79.2% Black South African , 8.9% "coloured" and 2.5% Indian/Asian (note: the term coloured is used in S. Africa).

*Statistics from February 2021

Ethnicity and COVID-19

Around the world, people from diverse ethnic backgrounds have **suffered disproportionally** during the COVID-19 crisis

This is due to multiple factors, e.g.:
- increased financial precarity
- racism and abuse *
- large proportion of frontline workers coming from diverse ethnic backgrounds
- environmental injustice (i.e. living in neighbourhoods which are less healthy)
- higher health risks
- teleworking can reinforce existing exclusive behaviour and biases and undermine inclusive workplace cultures

Sources: multiple, e.g. BBC, Guardian, Bloomberg, UK's Office for National Statistics, McKinsey…
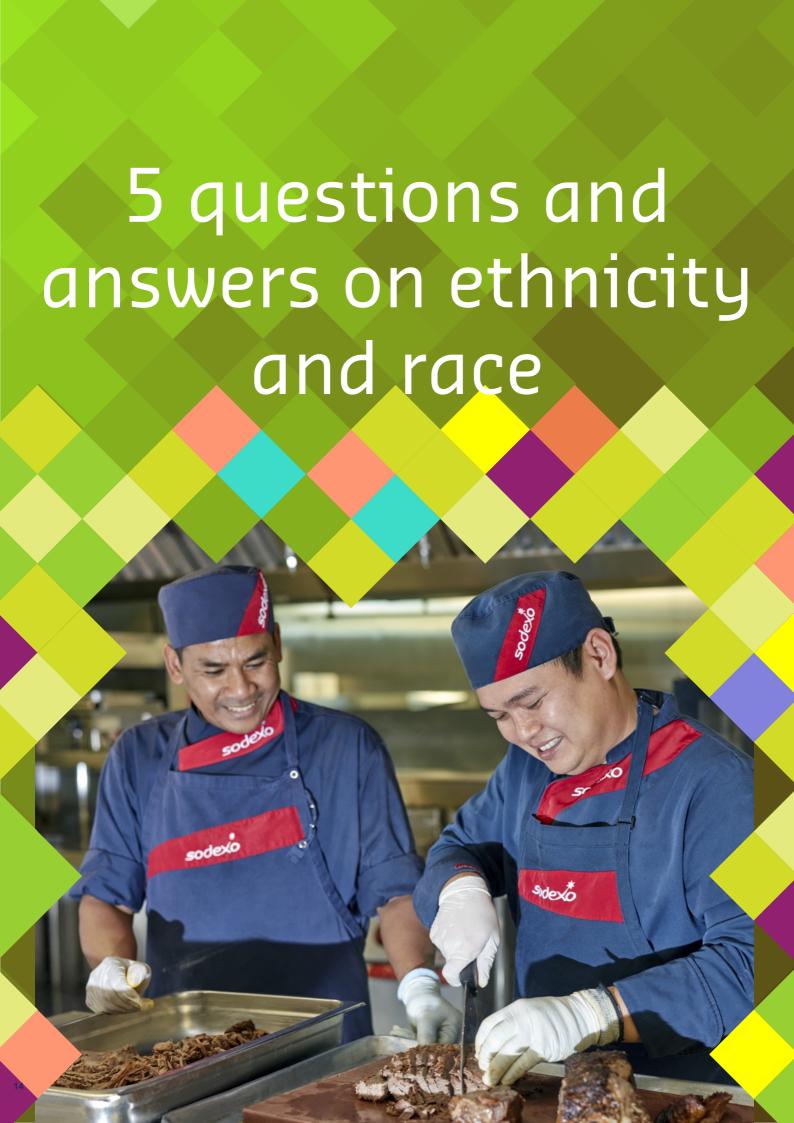
*Racism and abuse

Covid-19 has triggered fear, leading to mistrust and negative behaviour towards specific ethnic or national groups. This began with marginalisation and hostility towards of Chinese / Asian descent. As the virus spread globally, so did the negative behaviours towards people from other ethnic/ national groups.

Lesson learned: Remember to always treat other people with humility and respect. Are you acting based upon fact or is fear driving your actions? How would you feel if you were in this person's position?

Cartoon, right: "Shouldn't you get off this tram?" Inspired by recent events, Korean-Swedish artist Lisa Wool-Rim Sjöblom is addressing the hostility Asians increasingly are facing during the COVID-19 global pandemic in a series of one-panel comics.

I don't want to come across as racist, but shouldn't you perhaps get off this tram?

Source: PBS

5 questions and answers on ethnicity and race

Conversation guide

5 key questions

1   **What is unconscious bias**, and how can I address it at work?

2   **How can I create** a safe and inclusive psychological environment for starting conversations addressing race, ethnicity and cultural origins with my team?

3   **How can I be** a better ally?

4   **What are some recommendations** if a client/consumer who has made me (or my team member) feel discriminated against/ marginalised?

5   **What are some specific actions** that managers should take to set an example as inclusive leaders?

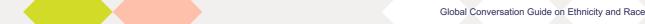# What is unconscious bias, and how can I address it at work?

What is unconscious bias?

Stereotypes exist and are prevalent in our society

Bias is a predisposition to see certain things, events or people in a positive or negative way. It is an **attitude** or **belief**. It can be unconscious, in that we may think that we are bias-free but in actual fact, due to our upbringing, education or environment, we have built up attitudes that are so ingrained in us that we do not realise it.

Unconscious bias can hinder efforts to build an inclusive workplace, damage collaboration and block creativity.

No one person or group owns bias or stereotyping. There are many reasons people remain silent.
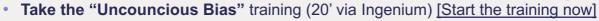
Unconscious bias: 3 practical tips

1. Do a short training course and assessment

- **Take the "Uncouncious Bias"** training (20' via Ingenium) [Start the training now]

- Access the **"Cultural Navigator"** – an interactive tool to understand your cultural preferences and how this could influence your opinions and decisions. Once you create your profile, you can compare your preferences to those of colleagues and the "average" person from your home country. It's fascinating! [Access it now via Sodexo_Net]

2. Challenge yourself and start a dialogue

- **Be open** to listening to other people's perspectives without judgment
- Encourage your teammates to **share their ideas** and think about whether your reactions are influenced by your cultural heritage / education

3. Consider also

- **Micro-aggressions** can be a form of unconscious bias. Examples include phrases such as:
  "You speak English very well."
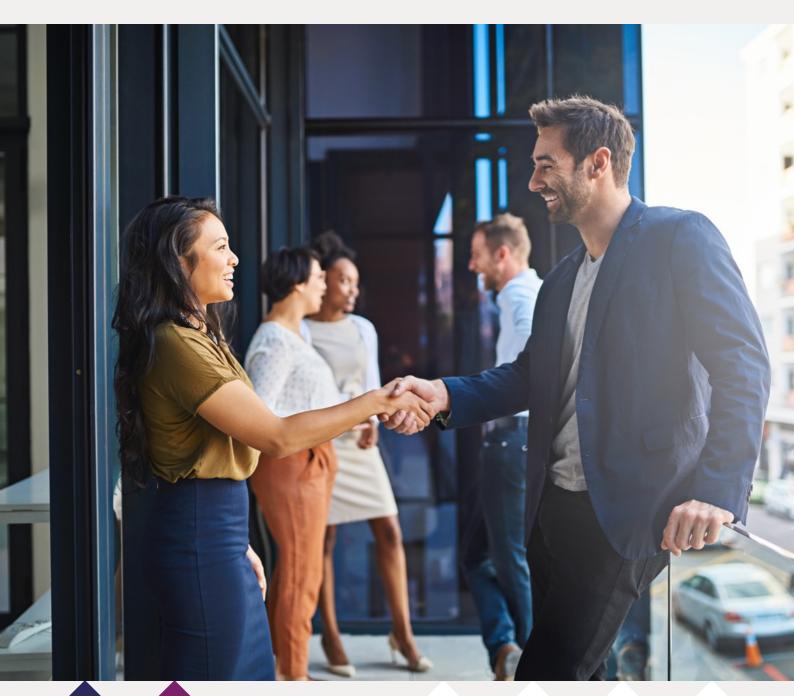 *"You are so articulate."*
  "Are you sure you should be here?"

  Can you think of examples when you have seen these kinds of remarks being made, to yourself, or to (other) people from diverse ethnic backgrounds? Consider the impact of such remarks on the person in question.

2

How can I create a safe and inclusive psychological environment for starting conversations?

Why are we even talking about ethnic groups at work?

You may be thinking…*

This is a difficult topic.

I'm a private person.

We bring our whole selves to work

It is important to create an environment where colleagues feel safe to be themselves.
This enables people to fully engage with their tasks, contribute their unique ideas and creativity, collaborate more effectively.
At Sodexo, we foster Quality of Life for our clients, and this starts with ensuring the well-being and happiness of our employees.

This feels invasive.

How does this link to the workplace?

*Source: Catalyst. 2016.

Why we do not talk?

Three examples of why

1. There isn't a problem

"Gender differences don't matter–we view men and women equally."

"We don't see color– only people."

"Race and ethnicity are not relevant in certain places."

2. There's no benefit to talking

"Talking about our differences can only further divide us."

"Talking won't solve anything."

"People have said they think I'm overly sensitive, and I feel that my experiences are minimized."

"I will say something inappropriate– or worse, be viewed as racist or sexist."

"It's not safe to speak up."

3. There will be negative consequences to my actions

Source: Catalyst. 2016

Guidelines
for having healthy
conversations

Guidelines for having healthy conversations with your team members

We suggest the following approach:

- **Humble listening:** Listen with a view to learn, realising with humility there are experiences other people have that you do not have. Be willing to put your own assumptions and viewpoints aside to learn from someone else's experiences.

- **Assume positive intent:** Start from a place of assuming the other party means no harm and means well.

- **Admit mistakes:** Be open when you make mistakes as this builds trust.

- **It's okay to be uncomfortable:** The temptation is to shy away from the discomfort, but to have conversations about race, we need to accept the fact it may be uncomfortable.

Example scenario

"A person on my team is from an ethnic minority and they don't feel like they get the respect others get"

Someone in you team tells you that they have been unfairly treated because of their race or ethnicity. You believe that the treatment has nothing to do with their background. What can you do to resolve the situation?

Remember: listen humbly and assume positive intent.

Why would the person bring up the issue about their background? Could they have suffered some trauma that they find it hard to talk about? You may believe that their cultural background has nothing to do with it – but can you be sure?

What you could say:

- Thank you for sharing this issue. Could you explain what you mean when you say that the issue is related to your background? Could you help me by sharing some examples?
- Is there anything I can do to help support you and ensure this doesn't happen again?

What you could do:

- Talk privately with the alleged perpetrator of the unfair treatment to understand the context and make it clear that we do not tolerate discriminatory behavior at Sodexo.
- Ensure that you address the topic of Inclusion in your next team huddle.
- Set up a regular time to discuss this issue as part of a "diversity moment".
- Ensure to check in with your team member each week to ensure they are OK and are being treated fairly.
- If the situation persists, talk to your line manager and or HR contact.

You should never dismiss or ignore the complaint!

- By doing this, you risk leaving your team member feeling alienated. This is not good for their well-being and will have an impact on their performance & could potentially also impact team dynamics.
- Remember: by creating an environment where each person feels safe and valued, everyone will feel better and perform better.

Why fostering inclusion in your team is a win-win objective

When our colleagues feel that diversity is valued, they feel more engaged!
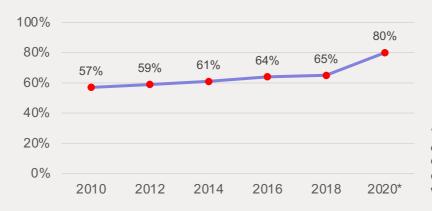
Did you know?
At Sodexo, Diversity & Inclusion is one of the highest engagement drivers over the last 5 reporting cycles (2012, 2014, 2016, 2018 and 2020) for both women and men.

82%

D&I satisfaction rate is most recently at 82% globally.

80%
The overall employee engagement score the overall (2020)

*engagement questions have evolved, cannot be compared directly with 2018 results

In Sodexo's Engagement survey, D&I Satisfaction has been observed through the question:

"I feel Sodexo values diversity (e.g., age, gender, ethnicity, religion, sexual orientation, physical or mental abilities) in the workplace".

D&I Satisfaction of total workforce

Trauma related to having these conversations

Exposure to racial discrimination, either directly or indirectly, can trigger racial trauma. "Indirect" exposure can include witnessing discrimination against a member of a particular group.

Any type of stress or anxiety around racial factors or treatment can trigger racial trauma. Some examples include:

- **Exposure to racial or ethnic stereotypes:** for example, when academics or textbooks assert that some racial groups are better or worse at certain tasks.
- **Fears about personal safety:** for example, when a person of colour fears abuse by police.
- **Witnessing members of a person's group receiving abuse:** This can occur in person or via the media, such as when a Latino person sees immigrant children in cages, or a Black person sees a video of an unarmed Black person being killed.
- **Racist abuse of loved ones:** This can include attacks on partners, parents, or children.
- **Direct exposure to racist abuse or discrimination:** for example, hearing racist stereotypes at work or being the recipient of a racial slur.
- **Others not taking experiences of racism seriously:** This may happen when people question if someone's experience was real.

The list of racial trauma is unlimited. Other examples may include historical trauma, microaggressions, and experiences of living with inequalities, such as lack of access to schools and medical treatments.

Even well-intentioned and good work focusing on anti-racism can be exhausting for ethnic minority colleagues. If employees are asked to be involved in activity which has the potential to re-traumatise or trigger emotions, **ensure they are empowered to ask for support** and be proactive by checking in with them to see what they might need.

For example, when having conversations about race and ethnicity empower participants to call 'time out' if needed. You can **talk to your line manager** for support. Remember you can direct participants to **wellbeing resources** such **as Sodexo supports me.**

Discover more

Inspiring materials for you read and watch

From our partner, Catalyst:

Infographic
Conversation Ground Rules

Research
Overcoming Conversation Roadblocks

Article
Ask Catalyst Express:
Talking Across Differences

Blog
"Everyone's Scar Tissue Looks Different":
Discussing Racism at Work

3

How can I be a better ally?

What is allyship?

Reminder

An **ally** is someone who speaks up on behalf of someone else. Being an ally means being supportive of equality in its many forms.

Think about the different aspects of allyship:

- **Inner:** our own behaviors and mindsets
- **Outer:** speak up and call out biased or discriminating behaviors or words

Key actions for being a better ally

Recognise that "I don't know what I don't know."

- Be open to listen
- Assume nothing; ask "thoughtful" questions
- Listen for understanding
- Attend conferences, webinars, trainings & read books on the topic of race & ethnicity

Be a role model, be an advocate and be a voice.

- Speak up and call out discrimination
- Take part in an EBRG (network) at Sodexo (see later in this guide) or in your local community
- Support your colleagues from diverse backgrounds and understand any biases you might have when reviewing their skills
- When hiring, ensure you have a diverse candidate slate in terms of both gender and cultural diversity.

Remember: Support given in silence is not support.

Discover more

Inspiring materials for you read and watch

Article:
Race and Work in 2020: How to Be a Better Ally to Your Black Colleagues (Wharton School, UPenn)

Article:
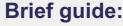Race & ethnicity in the workplace: The road to active allyship (Bloomberg)

Video:
Oprah Winfrey on Personal Experiences with Racism, Life, The Color Purple & the Future of OWN (YouTube)

Brief guide:
Anti-Racism and Allyship in the Workplace (Business in the Community)

Video:
People share experiences of everyday racism in Australia (ABC Everyday)

Video:
Get comfortable with being uncomfortable | Luvvie Ajayi (TED talk)

Report:
Curiosity powers allyship to create change (Catalyst)

4

What actions can managers take to demonstrate inclusive leadership and activate real change?

Actions to take to become an inclusive leader

1. Show your commitment

Articulate authentic commitment to diversity

- Share a message related to D&I at your regular huddle/team meeting
- Post a D&I message in a place visible to all employees (online or on-site)

Make diversity & inclusion a personal priority

- If you see something that you know is wrong, say something… point it out immediately in a constructive way
- Be a member of an EBRG and encouraging employees to become members

Challenge the status quo

- Identify new and better ways of doing things. Ask team members how a process could be done differently.
- When you have a vacancy, create a job description related to that specific job, with a list of tasks / behaviours required for the job only. Remember to consider your choice of vocabulary to ensure it appeals to diverse candidates.

Actions to take to become an inclusive leader

2. Deepen your awareness

Be humble

- Admit when you don't know something. This demonstrates that you are still learning even though you are in a leadership role and creates the space for others to contribute

Listen without judgment

- Be mindful and aware of your emotions when engaged in conversations with your team members
- Resist commenting: acknowledge that you heard. Read more in the earlier section of this guide

Show curiosity

- Get to know your team members – ask questions, allow them to share their authentic self
- If your team is ethnically diverse, why not introduce an activity such as inviting colleagues to bring a local dish, or share insights into their culture/ religion

Actions to take to become an inclusive leader

3. Favour effective collaboration

Empower others

- Encourage team members to take on new duties/tasks
- Encourage your team members to lead from within

Pay attention to diversity of thinking and psychological safety

- Create an atmosphere where all voices count and should be heard
- Ask employees how they are feeling when current events are impacting their community

Focus on team cohesion

- Encourage team members to lead a huddle
- Bring team together regularly and invite equal time for all members to participate

Inclusive leadership:
Read more

Inspiring materials for you read and watch

Quiz
Are you an inclusive leader?
(Korn Ferry)

Blog post
Stamping out racism and
inequality in business
(Business in the Community)

Blog post
The Power of Individuals
Dr Rohini Anand

5

What are some recommendations if a client/consumer has discriminated against me or my employee?

Golden rule: discrimination, regardless of the source, should be reported!

- Employees may be reluctant to report customer behaviour – especially if it is a client with substantial revenue. But a lack of reporting means customer behaviour goes unpunished and may impact others.

- Employees must be encouraged to report discrimination by clients/customers and should consider it like any other form of harassment/discrimination/marginalisation that they may experience in the workplace.

- Employees need to understand that it doesn't matter where the source of the harassment/discrimination/marginalisation is coming from, Sodexo will take it seriously when reported.

- Leaders need to encourage employees to speak up, regardless of the situation.

- Leaders must be visible in their action – if employees see you brushing issues under the carpet to avoid upsetting the client / customer they will not believe that action will be taken and will not have the faith to report.

- Leaders should communicate our zero-tolerance approach to discrimination with clients and customers – it is likely they share the same approach, and this could provide opportunities to combine efforts to tackle discrimination.

- Provide a confidential route for reporting discrimination such as a whistleblowing line. For example, you can report incidents via our **Speak Up platform**.

Discover more

Inspiring materials for you to read and watch

Article
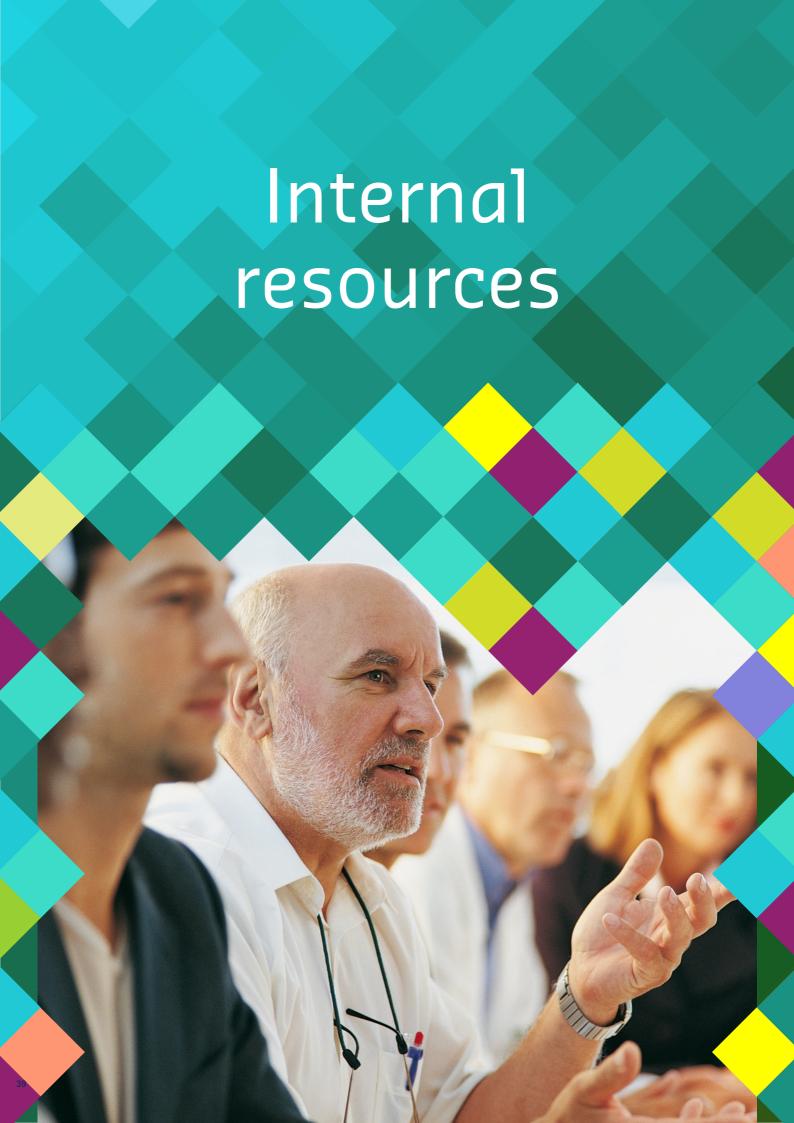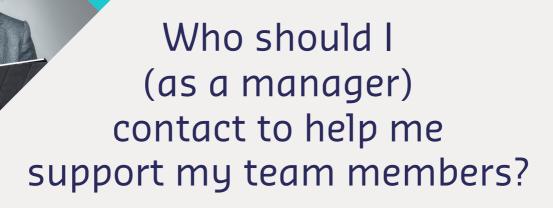[Talking about racial inequality at work is difficult — here are tips to do it thoughtfully](#) (CNBC)

Guidelines and resources
[Discrimination and how to call out racism and hate](#) (Amnesty International)

Internal resources

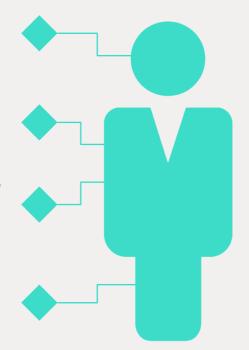# Who should I (as a manager) contact to help me support my team members?

1. In the first instance, you can raise issues or concerns with your **line manager**

2. If further support is needed, talk to your **local HR manager** and/or **Diversity & Inclusion Regional Lead**

3. If the issue is not resolved or further support is required, you can contact **Sodexo Supports Me** or your local equivalent 3rd party support line

4. In parallel to the above, you can engage with the **OneSodexo community** and join your **local network/EBRG** (if there is one) for support, advice and dialogue. [see the "Contact" section of this guide]

Global resources to support you & your teams

Interested in boosting your "race fluency"?
Check out some great training & Tools available

SPIRIT OF INCLUSION

2 x 2h virtual, interactive session

Note: this training is also embedded into the Site Manager Academy.

Objectives:
Spirit of Inclusion is an interactive workshop for intellectual, emotional and practical commitment in Diversity & Inclusion.
During the workshops you will:
- Explore your awareness to identify and confront personal biases and prejudices and provide an understanding of the impact on inclusive / exclusive behaviour on performance
- Understand Sodexo's commitment to D&I and why it is critical to the organisation's future success
- Develop personal action plans to create an inclusive working environment and behaviours.

Currently available in certain regions only. Contact your regional D&I lead or HR for more information.

UNCONSCIOUS BIAS

20 min. e-learning (Ingenium)

Objectives
- Learn the dynamics of unconscious or hidden bias
- Examine types of hidden biases and explain how they can impact our daily work life
- Review tools designed to manage our unconscious bias and create inclusion in the workplace

Access via Ingenium

CULTURAL NAVIGATOR

Online tool, available via Sodexo_Net

Note: in-depth version available in English only.

Objectives:
Better understand your own cultural preferences by doing a self-assessment of your "Cultural Orientations Indicators (COI)". These indicators are based upon: social and national culture; culture of a social group; organisational culture; functional culture; culture of a team and individual culture.
Once you've completed your cultural profile, you can connect and compare with colleagues. You can also see how your profile matches the "typical profile" of your home country (or another country).
This is a great tool to use as a basis of a more in-depth discussion on how your interactions may be affected by your cultural background and/or education. Understanding these preferences can help support a culture of inclusion and solve conflict

Acces via Sodexo_Net
Points of contact: Satu Heschung and Jodi Davidson, Diversity & Inclusion.

External resources

Discover more

Access more articles, tips and toolkits on ethnicity and race

Business in the Community (UK):
[Race at Work report 2020](#)

Enar:
[Intersectional Discrimination in Europe (report, 2020)](#)
[Race & Mental Health at Work (toolkit, 2020)](#)
[Racism & Discrimination in Europe 2013-2017](#)

Catalyst (US/ global):
[Gender, Race and Ethnicity portal](#)

Diversity Best Practices (US/ global):
[Insights, research, reports](#)

Focus on racism & discrimination

Other great resources

**European Union Agency
for Fundamental rights**
Charts, infographics and reports on racial
and ethnic origin/ discrimination

Eurostat
EU Labour Force Survey

Pew Research Center (US)
Discrimination and Prejudice

Resolution foundation (UK)
Ethnic minorities in the hospitality sector

Focus on racism & discrimination

Other great resources

Council of Europe
Manual of Human Rights Education with young people – section on discrimination and intolerance

Alberta Civil Liberties Research Centre
Resources on the topic of "racialisation"

McKinsey
Diversity wins: how inclusion matters (report, May 2020)

Understanding barriers to a more inclusive workplace (survey, June 2020)

Appendix

Ethnic diversity around the world: a snapshot

Insight into national ethnicity statistics in some countries where ethnicity data is collected and available

Ethnic groups with largest representation

US

- White: 60,1%
- Latino/ Hispanic: 18,5%
- Black: 12,5%
- Asian American: 5,9%
- American Indian or Alaska native: 0,7%
- 2 or more races: 2,2%

(source: US Census Bureau: population estimates)

Canada

- European Origins: 72,9%
- South Asian: 5,6%
- Chinese: 4,6%
- Black: 3,5%
- Filipino: 2,3%
- Arab: 1,5%
- Latin American: 1,3%
- Southeast Asian: 0,9%
- West Asian: 0,8%
- Korean: 0,5%
- Japanese: 0,3%
- Other visible minorities: 1,1%
- Indigenous: 4,9%

(Canada Census 2016)

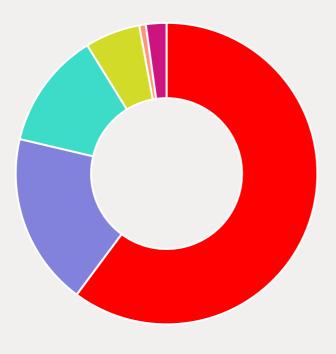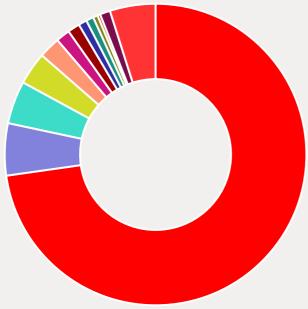# Ethnic diversity around the world: a snapshot
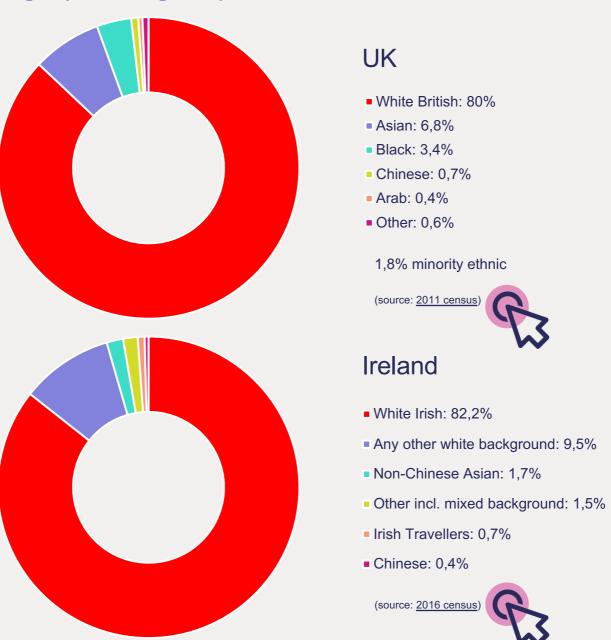
Insight into national ethnicity statistics in some countries where ethnicity data is collected and available

Ethnic groups with largest representation

UK

- White British: 80%
- Asian: 6,8%
- Black: 3,4%
- Chinese: 0,7%
- Arab: 0,4%
- Other: 0,6%

1,8% minority ethnic

(source: 2011 census)

Ireland

- White Irish: 82,2%
- Any other white background: 9,5%
- Non-Chinese Asian: 1,7%
- Other incl. mixed background: 1,5%
- Irish Travellers: 0,7%
- Chinese: 0,4%

(source: 2016 census)

For a more insight into ethnic breakdown in **European countries**, check out the ENAR 2017 report for detailed country profiles. From a European perspective, you can also check out some interesting studies done in Belgium on labour market breakdown by origin.(2019).
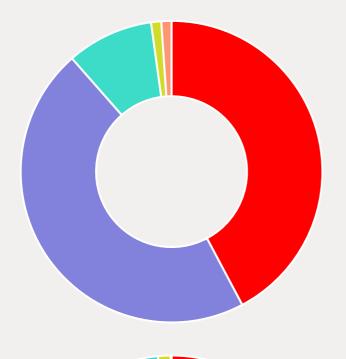
Ethnic diversity around the world: a snapshot

Snapshot of ethnicity statistics in some countries where ethnicity data is collected and available

Ethnic groups with largest representation

Brazil

- White: 42,7%
- Brown (mixed white and black): 46,8%
- Black: 9,4%
- Yellow: 1,1%
- Indigenous: 1,1%

(source: IBGE (Brazilian Institute of Geography and Statistics)

Colombia

- Without ethnicity (whites, castizos and mestizos): 87,58%
- Black, mulatto, Afro-descendant, Afro-Colombian: 6,68%
- Natives: 4,31%
- Unanswered: 1,35%
- Raizal: 0,06%
- Palenquero: 0,02%
- Gypsies: 0,01

(source: 2018 census)

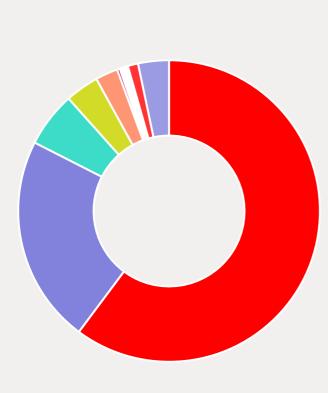# Ethnic diversity around the world: a snapshot

Snapshot of ethnicity statistics in some countries where ethnicity data is collected and available

Ethnic groups with largest representation

Peru

- Mestizo: 60,2%
- Quechua: 22,3%
- White: 5,9%
- Afro-descendant: 3,6%
- Aymara: 2,4%
- Native or indigenous to the Amazon: 0,3%
- Ashaninka: 0,2%
- Part of another indigenous or native people: 0,2%
- Awajun: 0,2%
- Shipibo Konibo: 0,1%
- Nikkei: 0,1%
- Tusan: 0,1%
- Other: 1,1%
- Don't know / No answer: 3,3%

(source: 2017 census)

More about ethnicity in Latin America
According to the World Bank, in 2015 the population of black people in Latin America was 24%, which corresponds to an approximate 133 million people.

There are 522 indigenous peoples in Latin America and they are located throughout the region's territory, from Patagonia and Easter Island to northern Mexico. If we talk about diversity in terms of indigenous peoples, Brazil takes the first place with 241, representing 734,127 people. It is followed by Colombia with 83 indigenous peoples within its territory (1,392,623 inhabitants), the next is Mexico with 67 aboriginal populations representing a total of 9,504,184 people. Finally, there is Peru which has 43 different towns and represents 3,919,314 inhabitants.
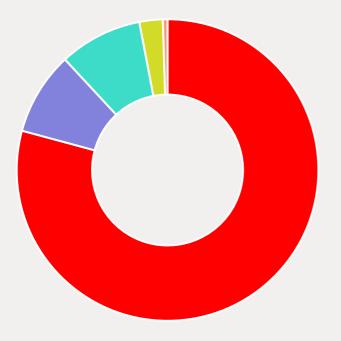
Ethnic diversity around the world: a snapshot

Snapshot of ethnicity statistics in some countries where ethnicity data is collected and available

Ethnic groups with largest representation

South Africa

- Black South African: 79,2%
- White: 8,9%
- "Coloured" South African: 8,9%
- Indian or Asian: 2,5%
- Other/Unspecified: 0,5%
  note: the term "coloured" is used in S. Africa but unacceptable in other contexts]

(source: Statistics South Africa, 2011 census)

Australia

Country of birth
- Australia: 66,7%
- England: 3,9%
- New Zealand: 2,2%
- China: 2,2%
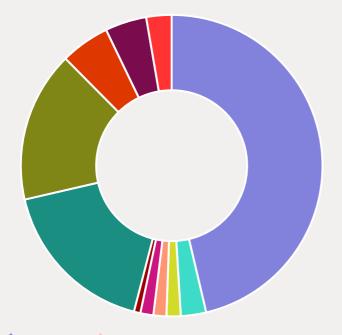- India: 1,9%
- Philippines: 1,0%

Ancestry
- English: 25%
- Australian: 23,3%
- Irish: 7,6%
- Scottish: 6,4%
- Chinese: 3,9%

(Australian Bureau of Statistics, 2016 census)

Ethnic diversity around the world: a snapshot

APAC comprises 48 countries, which are home to 60% of the world's population — some 4.3 billion people. Within this region, 2,300 languages are spoken and a multiplicity of religions practiced. APAC is also home to a myriad of ethnic groups, all with different needs and cultural practices. Check it out different Ethnicities in Asia on Wikipedia. (see "Historical Facts" in this guide for more info).

Selection of historical facts about ethnicity and race

Understanding the context is vital! Here are a few examples to get you thinking.

- In **France**, it is illegal to collect data on people's ethnicity and race. There are historical reasons for this. Firstly, the French republic is built upon the notion of "Liberté, Egalité, Fraternité" (liberty, equality, fraternity). The word "égalité" (equality) denotes that all citizens are equal no matter what their background, ethnicity included. It is understood that all citizens are on an equal footing, being French first and foremost. Resistance to ethnicity data collection is also based upon another, more troubling reason. Before and during the Second World War, the identity of French citizens was categorised not into two categories (for woman/man) but four, with Jewish men and women classed separately. There is a will to forget about this dark part of France's history, and as a result strong reticence towards the idea of collecting data beyond gender.

- The **United States** has a complex history with regards to race and ethnicity. Slavery was legal until President Abraham Lincoln's 1863 executive order freeing the slaves held in the Confederate states. Segregation continued until 1954 when it was declared unconstitutional. In the Brown v Board of Education ruling, the Supreme Court ruled that segregation was unconstitutional and schools would have to integrate. Civil rights leaders led anti-segregation marches across the country in the 1960s. In 1964, President Lyndon Johnson signed the Civil Rights Act into law. The Civil Rights Act of 1964 (less than 60 years ago!) ended segregation in public places and banned employment discrimination on the basis of race, colour, religion, sex or national origin.

- The fight against social inequalities in **Brazil** has been studied by scholars and formulators of public policies involved in the diagnosis and in the implementation of measures to reduce them. Skin colour or race is central to this debate. The partial inclusion of the black, brown and indigenous populations in Brazil's history has resulted in higher levels of social and economic vulnerability, as shown by a number of social indicators that have been continuously released by the IBGE through its studies and surveys.

- In **South Africa**, a system of laws named Apartheid, an Afrikaans word meaning "aparthood" or segregation, were officially established in the 1940s, Prior to the 1940s, some aspects of apartheid had already emerged in the form of minority rule by white South Africans and the socially enforced separation of black Africans from other races, which later extended to pass laws and land apportionment. According to this system of social stratification, white citizens had the highest status, followed by Asians and "Coloureds", then black Africans. Between 1960 and 1983, 3.5 million black Africans were removed from their homes and forced into segregated neighbourhoods as a result of apartheid legislation, in some of the largest mass evictions in modern history. Apartheid legislation was repealed in 1991 and on May 10, 1994 South Africa elected their first black president, Nelson Mandela. Though more than 25 years ago, the economic and social healing is still ongoing.

- Note also that in **S. Africa** the government now requires companies to fill in an Employment Equity Submission form. This is an essential part of the BBBEE (Broad-based Black Economic Empowerment). The initiative encourages businesses to integrate black people in the workspace, support black businesses, and give back to poor black communities affected by land repossession. Businesses are awarded points which they can claim on a BBBEE certificate which entitles them to a greater chance of obtaining government contracts. The status awarded on the certificate is from 1-8 (1 being the best) based on the number of points achieved, below 8 is non-compliant. Some clients will only do business with companies that have a status of 1,**The Sodexo team in South Africa has achieved Level 1 status in both 2019 and 2020, this is a huge accomplishment and shows a strong commitment. . Find out more**

- The **APAC region** comprises <u>**48 countries**</u>, which are home to <u>60% of the world's population</u> — some 4.3 billion people. Within this region, <u>2,300 languages</u> are spoken and multiple <u>religions</u> practiced. APAC is also home to <u>myriad ethnic groups</u>. According to a <u>Mercer study</u>, a significant number of companies place a focus on national culture or race/ethnicity as part of their D&I strategy. These are seen as overlapping categories, since being Chinese, Indian and Japanese etc. are seen as descriptions of race and nationality. Ethnicity, on the other hand, is seen as linked to the same national culture (common beliefs, values, history, etc.) but denotes diverse groups within that culture, including some that are legislatively defined as minorities, such as the Uygur in China or Aboriginal and Torres Strait Islander peoples in Australia.

Key terminology

NOTE

This list is not exhaustive, and terminology will vary depending on the country/ geography in which you are in.

Keep this in mind when engaging with your team members.

Don't hesitate to ask your colleagues if other categories of differences that might be applicable to them depending on your region.

Key terminology

- **Race**: a term used to place people into populations or groups on the basis of various sets of distinctive physical characteristics and backgrounds. It is important to understand that the notion of "race" is a social construct. There has been widespread belief that there are human races within the human species, distinguishable on the basis of physical differences. Scientific research shows, however, that "human populations are not unambiguous, clearly demarcated, biologically distinct groups"4, and that race is an imagined entity or social construct. All humans belong to the same species and, therefore, it makes no sense to talk of "races". (Source: Council of Europe)

- **Racism**: The prejudice, discrimination or antagonism directed toward someone of a different race, based on the belief that one's own race is superior. Racism, as an ideology, exists in a society at both the individual and the institutional level. Consequently, the systemic nature of racism, as well as who holds the power to perpetuate it, is becoming more popular in mainstream discourses of the term. (Source: ENAR)

- **Racialisation** describes the process by which certain groups become signified as 'races' within specific social contexts. (UK Parliament, Islamophobia defined, 2018)

- In Europe in particular, it is increasingly encouraged to use the term "**racialised**" when referring to specific groups, instead of race. (Source: European Network Against Racism - ENAR)

- **Structural discrimination**: Refers to a range of laws, policies, rules, attitudes, and behaviours in institutions and society which cause barriers and prevent equal access to rights and opportunities for minority groups. Structural discrimination is often aligned with privilege and disadvantage aligned with societal norms, power and dominance related to race, gender, religion, sexuality, and other social, economic and cultural power relations. (Source: ENAR)

- **Ethnicity** refers to the ethnic group(s) which people identify with, i.e, African, Indian, Chinese, etc. In short: "Large groups of people classed according to common racial, national, tribal, religious, linguistic, or cultural origin or background" (Webster 2011). However, please note that the adjective "ethnic" to describe someone from a diverse background is not usually acceptable.

Key terminology

- **Racial or Ethnic Minority**: this term is usually acceptable to denote people from a diverse group, but do not use the term "minority" alone, as it could be taken as a negative classification.

- **Underrepresented Racial or Ethnic Groups**: another acceptable term to use to describe diverse groups.

- **Culture**: The customary beliefs, social norms, and material traits of racial, religious, or social groups (Webster 2011).

- **Stereotype**: a stereotype is a generalised belief or opinion about a particular group of people, for example, that entrepreneurs are ambitious, public servants are humourless, or that women have long hair and wear skirts. (source: Council Europe)

- A **prejudice** is a judgment, usually negative, we make about another person or other people without really knowing them. Just like stereotypes, prejudices are learned as part of our socialisation process. One difference between a stereotype and a prejudice is that when enough information is available about an individual or a particular situation, we do away with our stereotypes. (Council of Europe)

- **Xenophobia**: The Oxford English Dictionary defines xenophobia as "a morbid fear of foreigners or foreign countries." In other words, it means an irrational aversion to strangers or foreigners; it is irrational because it is not necessarily based on any direct concrete experiences of threat posed by foreigners. Xenophobia is a prejudice related to the false notion that people from other countries, groups, cultures, or speaking other languages are a threat. Xenophobia is closely related to racism: the more "different" the other is perceived, the stronger the fears and negative feelings tend to be. Xenophobia is one of the most common forms of, and grounds for, discrimination and it is for this that it is a challenge to human rights.

- **Unconscious Bias**: social stereotypes about certain groups of people that individuals form outside their own conscious awareness. Everyone holds unconscious beliefs about various social and identity groups, and these biases stem from one's tendency to organize social worlds by categorizing. Biases may exist toward any social group. One's age, gender, gender identity physical abilities, religion, sexual orientation, weight, and many other characteristics are subject to bias.

Key terminology

- **Micro-aggressions** are everyday slights rooted in bias (intentional or unintentional). (Source: McKinsey)

- An **ally** is someone who speaks up on behalf of someone else. This could be a supporter, assistant, partner, collaborator. Being an ally means being supportive of equality in its many forms.

- We use the term **intersectionality** to talk about different dimensions of diversity and how they can overlap/intersect. For example, I might identify as a white female or a black male, or a black LGBTQ+ woman, a white female with a disability, etc. It is important to understand that, depending on the different dimensions of diversity with which we identify, this can have an impact upon the levels of discriminations we may face. Take the example of pay. On average, Black women in the U.S. are paid 38% less than white men and 21% less than white women. (Source: Lean In)

- **Indigenous peoples** are the original inhabitors of the countries in which they live. It is estimated that there is more than 370 million Indigenous peoples across 70 countries worldwide.

Key terminology: regional subtleties

- In the **UK**, the most commonly used term for diverse ethnic groups is **B.A.M.E**, (Black, Asian and Minority Ethnic.) One of the limitations of this term is that ethnic minorities are seen as one homogeonous group (Atewologun et al, 2020). Other terms include Asian/South Asian, African, Caribbean or African-Caribbean, Mixed Heritage.

- In the **USA**, common terms are **Ethnic Minority** or **People of Color** (PoC). Other terms include, African American, Native American, Asian American.

- **BIPOC** – Black Indigenous People of Color

Please note that in **no circumstances** is it OK to use the following: Coloured*, Negro**, Oriental, Gypsy, Mulatto, Yellow**, Aboriginie or Abo
*the term "**Coloured**" is used in S. Africa but unacceptable in other countries.
the terms "Negro**" and "**Yellow**" are used in Brazil, but unacceptable in other countries.

Please remember, labels and descriptors
can vary and be subject to change,
so therefore it is always **helpful to ask
people about their preferences**.

This builds trust and shared understanding.

Contact

Join the ONESodexo Ally community

ONE sodexo
Cultural Inclusion makes us stronger

Join ONESodexo, our global ally community for cultures and origins. OneSodexo invites you to take part in webinars and other activities – because cultural inclusion makes us stronger!

- **Sign up for OneSodexo updates!**
  Don't miss out on our latest news! Sign up to receive invitations to our upcoming global webinars and more.

  Sign up here

- **Join the discussion on Yammer!**
  Find out more about our D&I activities globally, get involved in the **Global D&I community**.
  Please use the hashtag #OneSodexo for posts you create on the topic of ethnicity and feel free to tag your colleagues who would be interested.

For any specific questions, you can also contact **Onesodexo@sodexo.com**

Get involved with your local EBRG/network!

We have local EBRGs/networks focusing on the topic of ethnic inclusion in the following countries/ regions

- **US**
  - **AALF** – African American Leadership Forum
  - **NAAC** – Native American and Aboriginal Council
  - **PANG** – Pan Asian Network Group
  - **SOL** – Sodexo Organisation of Latinos

  Contact for all US EBRGs:
  Gloria Puentes, OneSodexo co-lead

- **Luxembourg**
  SoTogether Luxembourg
  Contact Cecile Sompayrac, co-chair

- **UK&I**
  Origins
  Contact Ryan Candy / Harpreet Cheema (co-chairs) or Raj Jones, D&I Manager

- **Canada**
  - Cultural Diversity
  - Council for Indigenous people (CIP)

  Contact Gloria Puentes, OneSodexo co-lead

- **Brazil**
  ONESodexo Brazil
  Contact Lilian Rauld, Head of D&I or Ana Menegotto, OneSodexo Brazil co-lead

- **Australia**
  D&I Council
  Indigenous Affairs committee
  Contact Jacqui Bainbridge, D&I Lead

- **Latam**
  Contact Faiber Carrillo, D&I Lead or Gloria Puentes, OneSodexo co-lead

Final thought

"Our greatest ability as humans is not to change the world; but to change ourselves."

Mahatma Gandhi

Thank you