# Harrow Council: Workplace Equality Index 2020 Feedback

Congratulations on taking part in Stonewall’s 2020 Workplace Equality Index. As an employer that has taken the time to participate, you’ve demonstrated commitment to your LGBT staff and the wider LGBT community. In this report you will find feedback from Stonewall to help you plan your year ahead to drive forward LGBT inclusion in your workplace.

## What this report contains

This report is specific to your organisation. It gives you the following information:-

* Your overall score
* Your overall rank, and rank within the local government sector
* Your performance on key questions for bi and trans staff
* Your scores in the ten sections of your submission
* A short qualitative summary of your performance in each section
* Comparison data for different groups of entrants:-
  + All entrants
  + Entrants in the local government sector
  + Top 100
  + Top 100 threshold: those ranked one hundred to eighty-five, typical of organisations newly entering the Top 100

Additional information will be provided to you on the staff feedback questionnaire that you sent to your employees:-

* How your employees responded to key questions about LGBT equality
* How employees of similar organisations in the local government sector and your region responded

## How to use this report

Your Stonewall Account Manager will organise a feedback meeting with you to talk through the strengths and weaknesses of your current LGBT inclusion work, best practice and give you tips for action planning in the future. During this meeting, the Account Manager go through the work that is most relevant to your organisation.

You should use this report, along with the verbal feedback from your Account Manager to make the short and long-term changes necessary to drive inclusion in your workplace.

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| Score and rank  * Total score: 62.5 * Rank: 276th * Local government sector rank: 20th * Local government sector entrants: 33 * Bi inclusion score: 28% * Trans inclusion score: 21% |  | Quick facts  * Over 500 organisations took part * 109 820 people responded to the Staff Feedback Questionnaire * The average Top 100 score is 137.5 * The average Top 100 Bi Inclusion Score is 67% * The average Top 100 Trans Inclusion Score is 60% |

# Summary and overview

The below table gives you a summary of how you scored across the ten sections of the Workplace Equality Index.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Local government sector | Top 100 | Top 100 Threshold  Entrants |
| 1. Policies and benefits | 6.5 | 15 | 14.5 | 8 | 8.5 |  | 6.5 | 6.5 | 10.5 | 10.5 |
| 1. The employee lifecycle | 10.5 | 27 | 24 | 13.5 | 16.5 |  | 10 | 11.5 | 17.5 | 15 |
| 1. LGBT employee network group | 3 | 22 | 16 | 13 | 19 |  | 9.5 | 10.5 | 17 | 14.5 |
| 1. Allies and role models | 5 | 22 | 14.5 | 9.5 | 17 |  | 7.5 | 8 | 14.5 | 13 |
| 1. Senior leadership | 3.5 | 17 | 9.5 | 6 | 13.5 |  | 6 | 7 | 12.5 | 11 |
| 1. Monitoring | 8.5 | 21 | 20.5 | 12 | 12.5 |  | 6 | 7 | 10.5 | 8.5 |
| 1. Procurement | 4 | 17 | 11 | 7 | 13 |  | 4 | 6 | 10.5 | 8.5 |
| 1. Community engagement | 12 | 20 | 20 | 8 | 8 |  | 9 | 12 | 15.5 | 13.5 |
| 1. Clients, customers and service users | 7 | 17 | 14 | 7 | 10 |  | 6 | 6 | 12.5 | 9.5 |
| 1. Additional work | 0 | 2 | 2 | 2 | 2 |  | 0.5 | 1 | 1 | 1 |
| Staff feedback questionnaire | 2.5 | 20 | n/a | | 17.5 |  | 10.5 | 8 | 16 | 16 |

* **Your score** – the number of points allocated based on the answers and evidence provided
* **Total marks** – the number of points available in that section
* **Marks claimed** – the number of marks that your organisation claimed in the submission†
* **Marks claimed, not awarded** – the difference between marks claimed and your score
* **Marks available, not awarded** – the difference between marks available and your score
* **Averages** – mean averages of the scores awarded to…
  + **All entrants** – all organisations, over 500, who entered the Workplace Equality Index 2020
  + **Local government sector** – all organisations which entered in the local government sector
  + **Top 100** – all organisations which ranked in the Top 100 employers
  + **Top 100 Threshold** – all organisations which ranked between 100 and 85, the typical score of an organisation that is newly entering the Top 100

† If this number is less than your score this shows that the evidence you submitted is worth more points than you claimed

† Referred to in previous reports as ‘self-score’

# Section 1: Policies and benefits

This section examines the policies and benefits the organisation has in place to support LGBT staff. The questions scrutinise the policy audit process, policy content and communication.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Local government sector | Top 100 | Top 100 Threshold |
| 1. Policies and benefits | 6.5 | 15 | 14.5 | 8 | 8.5 |  | 6.5 | 6.5 | 10.5 | 10.5 |

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| Feedback from your marker It's clear to see work has been done on policies to make them more LGBT inclusive and it's good to see consultation with LGBT groups - however it doesn't seem like key policies have been updated since our feedback last year, and the policies must go further to be truly inclusive of all LGBT people.  Your ban on bullying and harassment should mention clear examples of what homophobia, biphobia and transphobia could look like in the workplace.  In your leave policies document, there are some good examples of gender neutral language and also some mentions of 'partner regardless of gender' but it's unfortunately not consistent throughout. It mentions ' male and female employees' for Fertility Treatment as well as using female pronouns. 'Her' and 'pregnant woman' used in Antenatal section. 'Transitioning or Gender Reassignment' section says 'he or she', which suggests only binary transitions so is not inclusive of non-binary employees. 'Maternity Support Leave' section uses the term mother without expanding to all pregnant employees and the same with the 'paternity leave' section.  Your Transgender Equality Policy also needs to be reviewed to be inclusive of all trans and non-binary identities and to support HR, colleagues and the employee transitioning. |
| Your notes |
| Stonewall opportunities **Best practice guides** are available to you, as a Stonewall Diversity Champion for free. Talk to your account manager about how to best use these resources.  **Open programmes** are available for up to three people from Harrow Council to attend. Trans allies is available in [London on the 28th of April](https://stonewall.typeform.com/to/YIvbWL) and in [Liverpool on the 25th of June](https://stonewall.typeform.com/to/Np2Apy). Open Programmes are available as part of the Scotland Empowerment Week from [18th to 22nd May in Scotland and the north-east of England](https://www.stonewallscotland.org.uk/events/stonewall-scotland-empowerment-week-2020). |

# Section 2: The employee lifecycle

This section examines the employee lifecycle within the organisation; from attraction and recruitment through to employee development. The questions scrutinise how you engage and support employees throughout their journey in your workplace.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Local government sector | Top 100 | Top 100 Threshold |
| 1. The employee lifecycle | 10.5 | 27 | 24 | 13.5 | 16.5 |  | 10 | 11.5 | 17.5 | 15 |

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| --- |
| Feedback from your marker It's great to see clear statements of positive action around LGBT diversity and inclusion. Going further, could you recruit from LGBT inclusive job sites? As with last year, your recruitment and all staff training needs to be reviewed to focus specifically on scenarios and provide staff with information on routes to reporting, ways to challenge inappropriate behaviour as well as terminology and language. Please also review your definition of 'Gender Reassignment' as it is currently binary in reference to 'one gender to another' which excludes non-binary identities. However, it is good to see non-binary recognition on workplace systems.  We also don't recommend you using the term 'straight allies', so please review this in your communications about your Network.  It's great to see you sharing updates on terminology (Bi Erasure, GRC), however in this section we are looking to see how you celebrate and communicate specific days for these marginalised identities. |
| Your notes |
| Stonewall opportunities **London Workplace Conference** is on the 3rd of April. [Tickets are available](https://www.stonewall.org.uk/events/stonewall-workplace-conference-london-2020) for £349+VAT (or at our early bird rate of £309+VAT until the 21st Feb) for public-sector organisations.  **Cymru Workplace Conference** is on the 14th of February. [Tickets are available](https://www.stonewall.org.uk/events/stonewall-cymru-workplace-conference-cardiff-2020) for £110+VAT for public-sector organisations. Tickets can be bought on a buy-three-get-one-free basis.  **Global dial-in tickets** for London Workplace Conference [are available](https://www.stonewall.org.uk/global-lgbt-inclusion-live-stream) for £50 (or three for £120), with discounts available to Global Diversity Champions.  **Workplace Allies** is an empowerment programme which [can be booked](https://www.stonewall.org.uk/workplace-allies-programme) to be run in-house for up to 36 delegates from Harrow Council.  **Stonewall Workshops** are available, on topics such as bi inclusion, trans inclusion, allyship, and leadership. Email [conference@stonewall.org.uk](mailto:conference@stonewall.org.uk). |

# Section 3: LGBT employee network group

This section examines the activity of your LGBT employee network group. The questions scrutinise its function within the organisation.

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| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Local government sector | Top 100 | Top 100 Threshold |
| 1. LGBT employee network group | 3 | 22 | 16 | 13 | 19 |  | 9.5 | 10.5 | 17 | 14.5 |

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| Feedback from your marker As your MADG group is not an LGBT Staff Network Group, we have given marks here where possible. When we are looking for events that cover diversity strands, your answers don't cover the intersection between LGBT identities and other protected characteristics, and when it comes to providing a confidential space for LGBT people, this is also harder to cover in a wider diversity group. However, there are some great examples of work here and it's clear that the MADG plays an important role at Harrow.  It's great to see in the terms of reference that the group is explicitly inclusive of LGBT+ people, specifically including bi people, trans and non-binary people. One key change I recommend is the use of the term Straight Allies. You are meaning 'Allies to LGBT people' but by using the term 'Straight' you are focusing on sexual orientation and excluding trans identities. I recommend just using 'Allies' or 'LGBT Allies'. |
| Your notes |
| Stonewall opportunities **Workplace Allies, Workplace Trans Allies and Workplace Role Models** are empowerment programmes which [can be booked](https://www.stonewall.org.uk/programmes-and-opportunities) to be run in-house for up to 36 delegates from Harrow Council.  **LGBT Network Group Masterclass** is available in June in Birmingham (email [conference@stonewall.org.uk](mailto:conference@stonewall.org.uk) to reserve your place) and on [24th of April in Scotland](https://www.stonewallscotland.org.uk/events/stonewall-scotland-network-group-masterclass). |

# Section 4: Allies and role models

This section examines the process of engaging allies and promoting role models. The questions scrutinise how the organisation empowers allies and role models and then the individual actions they take.

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| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Local government sector | Top 100 | Top 100 Threshold |
| 1. Allies and role models | 5 | 22 | 14.5 | 9.5 | 17 |  | 7.5 | 8 | 14.5 | 13 |

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| Feedback from your marker Great engagement from your allies here, it's good to see a wide number of staff across the council get involved and a wide range of events, but I strongly recommend changing the name 'Straight Allies' simply to 'Allies' or 'LGBT Allies'. It wasn't clear how your handbook had been communicated to staff in the past year - perhaps you could run an annual allies awareness event? We couldn't award for any of your role model answers as they were all out of the specified date ranges. It's great to see that you have a formal programme for people to come forward as role models, but this isn't represented in your answers as there are no examples of LGBT staff from the past year - let's discuss ways we can encourage this. The document uploaded for role models was a presentation from LGBT History Month 2017. |
| Your notes |
| Stonewall opportunities **Inclusive Future Leaders** is a tailored programme designed to form part of a graduate or management training programme, which [can be booked](https://www.stonewall.org.uk/stonewall-stories-category/workplace/inclusive-future-leaders) in-house at Harrow Council.  **Workplace programmes** including [LGBT Role Models](https://www.stonewall.org.uk/lgbt-workplace-role-models-programme), [Allies](https://www.stonewall.org.uk/workplace-allies-programme) and [Trans Allies](https://www.stonewall.org.uk/workplace-trans-allies-programme). They are available as open programmes for up to three people or the programmes can be booked to be run in-house for up to 36 delegates from Harrow Council. Open Programmes are available as part of the Scotland Empowerment Week from [18th to 22nd May in Scotland and the north-east of England](https://www.stonewallscotland.org.uk/events/stonewall-scotland-empowerment-week-2020).  **Inclusive Leadership** is a newly developed programmewhichwill be made available from May, email [empowerment@stonewall.org.uk](mailto:empowerment@stonewall.org.uk) for more information. |

# Section 5: Senior leadership

This section examines how the organisation engages senior leaders. The questions scrutinise how the organisation empowers senior leaders at different levels and the individual actions they take

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| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Local government sector | Top 100 | Top 100 Threshold |
| 1. Senior leadership | 3.5 | 17 | 9.5 | 6 | 13.5 |  | 6 | 7 | 12.5 | 11 |

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| Feedback from your marker It's seems that there is commitment from senior leaders to LGBT equality, but it would be good to see more detail on how you support them to understand the issues that affect LGBT people. There was no evidence of the strong messages on LGB or T equality, I would be happy to put you in touch with other local authorities who have had senior leaders make strong internal and external statements. For example, it's great that the rainbow flag was raised at Harrow Civic Centre, but we want to see the strong message that was made alongside this. It's good to see leaders involved with action plans and your MADG group as well as reviewing annual equalities progress - but it wasn't always clear how this was LGBT specific. |
| Your notes |
| Stonewall opportunities **LGBT Leadership** is an empowerment programme for LGBT leaders. Our [next open programme](https://www.stonewall.org.uk/get-involved/attend-event/workplace-events/lgbt-leadership-programme) is in London 15th to 17th of July, and can be [booked to be run](https://www.stonewall.org.uk/get-involved/attend-event/workplace-events/lgbt-leadership-programme) in-house for Harrow Council.  **Inclusive Leadership** is a newly developed programmewhichwill be made available from May, email [empowerment@stonewall.org.uk](mailto:empowerment@stonewall.org.uk) for more information. |

# Section 6: Monitoring

This section examines how the organisation monitors its employees. The questions scrutinise data collection methods, analysis and outcomes.

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| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Local government sector | Top 100 | Top 100 Threshold |
| 1. Monitoring | 8.5 | 21 | 20.5 | 12 | 12.5 |  | 6 | 7 | 10.5 | 8.5 |

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| Feedback from your marker It's good to see you monitoring on Sexual Orientation and analysing application to appointment, pay grades and staff satisfaction. You have shown us the questions you ask around gender identity, but none of these are reflected in the uploaded reports which all show just Male or Female. Is this a new question you have introduced? We can advise best practice and share our monitoring guide around the questions you should be asking. 'Transgender' isn't a gender, so shouldn't be an option in that question. Although you selected a much higher response rate for sexual orientation, in your equalities report it shows that 78% of staff sexual orientation is 'unknown' - let's work together on increasing declaration rates. |
| Your notes |
| Stonewall opportunities **Best practice guides** are available to you, as a Stonewall Diversity Champion for free. Talk to your account manager about how to best use these resources.  **London Workplace Conference** includes a session on monitoring. It is held on the 3rd of April. [Tickets are available](https://www.stonewall.org.uk/events/stonewall-workplace-conference-london-2020) for £349+VAT (or at our early bird rate of £309+VAT until the 21st Feb) for public-sector organisations. |

# Section 7: Procurement

This section examines how the organisation affects change in its supply chain. The questions scrutinise the steps taken to ensure LGBT inclusive suppliers are procured and held to account.

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| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Local government sector | Top 100 | Top 100 Threshold |
| 1. Procurement | 4 | 17 | 11 | 7 | 13 |  | 4 | 6 | 10.5 | 8.5 |

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| Feedback from your marker It would be good to see more detail of your guidance document, Equality in Procurement and Commissioning and how this is explicitly inclusive of LGBT equality. More detail in general is required in this section, but it is good to see that you scrutinise the policies of potential suppliers. Your answer for monitoring LGBT feedback didn't match the question, but it would be good to see if you do analyse feedback around suppliers from LGBT service users. Your answer for collaborating with suppliers is the same as last year, and is out of the date range - let's discuss how you can further engage with suppliers, didn't you invite senior leaders of partner organisations to join your Allies programme? |
| Your notes |
| Stonewall opportunities **Best practice guides** are available to you, as a Stonewall Diversity Champion for free. Talk to your account manager about how to best use these resources.  **London Workplace Conference** includes a session on procurement. It is held on the 3rd of April. [Tickets are available](https://www.stonewall.org.uk/events/stonewall-workplace-conference-london-2020) for £349+VAT (or at our early bird rate of £309+VAT until the 21st Feb) for public-sector organisations. |

# Section 8: Community engagement

This section examines the outreach activity of the organisation. The questions scrutinise how the organisation demonstrates its commitment to the wider community and the positive impact it has.

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| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Local government sector | Top 100 | Top 100 Threshold |
| 1. Community engagement | 12 | 20 | 20 | 8 | 8 |  | 9 | 12 | 15.5 | 13.5 |

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| --- |
| Feedback from your marker The highlights here are your collaborations with Galop and Diversity Role Models - it's fantastic work and great to see you using your influence to further these projects. WHen we look for Social Media examples, we are looking for two examples from your main account. Your answers for support of LGB specific and trans specific community groups and events were all the same and didn't match the spirit of all the questions. It's great to see your continued support of Stonewall, and addressing the intersection of mental health, and brilliant to see you providing the space for the LGBT+ youth community group. Going further - let's see how you could support trans specific community groups and events. Great work on the hate crime campaign also. |
| Your notes |
| Stonewall opportunities **Your Stonewall account manager** can advise on how to maximise your impact with community engagement.  **London Workplace Conference** includes a session on community engagement. It is on the 3rd of April. [Tickets are available](https://www.stonewall.org.uk/events/stonewall-workplace-conference-london-2020) for £349+VAT (or at our early bird rate of £309+VAT until the 21st Feb) for public-sector organisations. |

# Section 9: Clients, customers and service users

This section examines how the organisation engages with clients, customers, services users or partners.

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| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Local government sector | Top 100 | Top 100 Threshold |
| 1. Clients, customers and service users | 7 | 17 | 14 | 7 | 10 |  | 6 | 6 | 12.5 | 9.5 |

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| --- |
| Feedback from your marker It's good to see analysis of Young People's needs and also LGBT service users of the Fostering and Adoption service. Great work on the frontline services staff training which covers assumptions on the grounds of sexual orientation and gender identity. Your training says "For example, not saying 'LGBTâ€ if you are only talking about sexual orientation; not using 'straightâ€ as the opposite of 'LGBTâ€ (transgender people can be any sexual orientation, including straight);" and this is exactly why I recommend you change the name of your 'Straight Allies' group. This particular content is the best training example from your whole submission (compared to section 2 training). It's a shame that you haven't promoted your services as LGBT inclusive this year and used the same answer as last year (which was a great campaign). Going further, you should also think of how you can specifically consult LGBT service users. |
| Your notes |
| Stonewall opportunities **London Workplace Conference** is on the 3rd of April. [Tickets are available](https://www.stonewall.org.uk/events/stonewall-workplace-conference-london-2020) for £349+VAT (or at our early bird rate of £309+VAT until the 21st Feb) for public-sector organisations.  **Cymru Workplace Conference** is on the 14th of February. [Tickets are available](https://www.stonewall.org.uk/events/stonewall-cymru-workplace-conference-cardiff-2020) for £110+VAT for public-sector organisations. Tickets can be bought on a buy-three-get-one-free basis. |

# Section 10: Additional work

This section gives outstanding employers an opportunity to share best practice not already awarded elsewhere in the submission.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Section | Your score | Total marks | Marks claimed | Marks claimed not awarded | Marks available not awarded | Averages | All entrants | Local government sector | Top 100 | Top 100 Threshold |
| 1. Additional work | 0 | 2 | 2 | 2 | 2 |  | 6 | 1 | 12.5 | 9.5 |

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| Feedback from your marker This example is the same text as last year and now not within the stipulated time frame. . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . |
| Your notes |
| Stonewall opportunities Many organisations have innovative ideas for LGBT inclusion. The Stonewall Empowerment Team can work with you to design bespoke and tailored events, workshops, webinars and programmes. Email [empowerment@stonewall.org.uk](mailto:empowerment@stonewall.org.uk) to discuss your ideas. |

# Staff Feedback Questionnaire

This section examines the policies and benefits the organisation has in place to support LGBT staff. The questions scrutinise the policy audit process, policy content and communication.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Section | Your score | Total marks | Marks available not awarded | Averages | All entrants | Local government sector | Top 100 | Top 100 Threshold |
| Staff feedback questionnaire | 2.5 | 20 | 17.5 |  | 10.5 | 8 | 16 | 13.5 |

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| --- |
| Stonewall opportunities **Stonewall Workplace Conferences** have expert workshops and unique networking opportunities. This gives you the holistic tool to deal with the diverse and varied issues that your LGBT staff and their allies face. London Conference is on the 3rd of April. [Tickets are available](https://www.stonewall.org.uk/events/stonewall-workplace-conference-london-2020) for £349+VAT (or at our early bird rate of £309+VAT until the 21st Feb) for public-sector organisations. Cymru Conference is on the 14th of February. [Tickets are available](https://www.stonewall.org.uk/events/stonewall-cymru-workplace-conference-cardiff-2020) for £110+VAT for public-sector organisations. Tickets can be bought on a buy-three-get-one-free basis. |

# Your priorities

This is a space for you, in collaboration with your account manager, to set objectives for the year ahead.

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| --- | --- | --- | --- | --- |
| Your Priorities | What would success look like in a year? | What is a six-month milestone? | What resources or senior buy-in do you need? | What specific steps can be taken to achieve it? |
| *E.g., improve the working environment for bi employees* | *E.g., increase by 50% the number of bi employees who are comfortable to disclose to colleagues* | *E.g., three intranet campaigns raising awareness of bi issues with clear opposition to biphobic discrimination* | *E.g., agreement from internal communications and agreement from the Head of D&I* | *Organise meetings with the Heads of Internal Communications & D&I*  *Write copy for the first intranet post* |
| Priority one: |  |  |  |  |
| Priority two: |  |  |  |  |
| Priority three: |  |  |  |  |