hanzo

Diversity, Equity, and Inclusion (DEI) Transparency Report

2021

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2021 - Diversity, Equity, and Inclusion (DEI) Transparency Report

Introduction

It's tempting to think we live in a world of equal opportunity. A world where people are respected and appreciated for their talents and hard work rather than how they look or how they talk.

Unfortunately, that world is not yet our reality. Every day we see evidence of continuing racial inequity in our policing and justice systems, gender-based discrimination in job opportunities and corporate leadership, Asian hate springing from the COVID-19 pandemic, discrimination against the LGBTQ community, and more.

It's easy for companies to give lip service to improving diversity, equity, and inclusion (DEI). Still, it's harder to design and implement approaches that actually work to reverse the conscious and unconscious biases we're all conditioned to have.

Even when companies commit to improving diversity, it's impossible to know how well our approaches work unless we can measure our results. However, we can't measure our results unless we understand our baseline.

To that end, this year, Hanzo conducted our first voluntary survey of diversity and demographics. This report sets out our results, celebrates our strengths, and notes those areas where we need to improve. It concludes with our promises for the future and our key takeaways from this initial survey that we'll harken as we take steps forward on this journey of continual improvement.

Results

Survey Participation

While our survey was open to everyone, it was not mandatory. In total, we received responses from 37 of our 47 employees for a 79% participation rate.

We asked questions about our respondents' general demographics, including gender, sexual orientation, racial and ethnic identity, age, and the number of years with Hanzo. We also asked whether respondents had children at home, whether they felt supported at Hanzo, and how they felt about Hanzo's diversity initiatives.

We provided a "prefer not to answer" option for most questions as a safety valve for survey participation. While our survey was technically anonymous, true anonymity is unattainable in a small company like Hanzo—made smaller by our division into the US- and UK-based teams. To further protect our employees' privacy, we are not publicly providing all details or any specific write-in responses.

In total, we received responses from 37 of our 47 employees for a 79% participation rate.

Gender

Gender diversity was much better in our US team—which includes divisions like HR and marketing—than in our UK team, which is heavily skewed toward technology development. Of the 15 US-based respondents, 10 were men, and five were women. Of the 20 UK-based respondents, 13 were men, two were women, and five preferred not to answer.

Overall, 64% of respondents were male, 19% were female, and 17% preferred not to say

Prefer not to say
16.7%

Female
19.4%

Male
63.9%
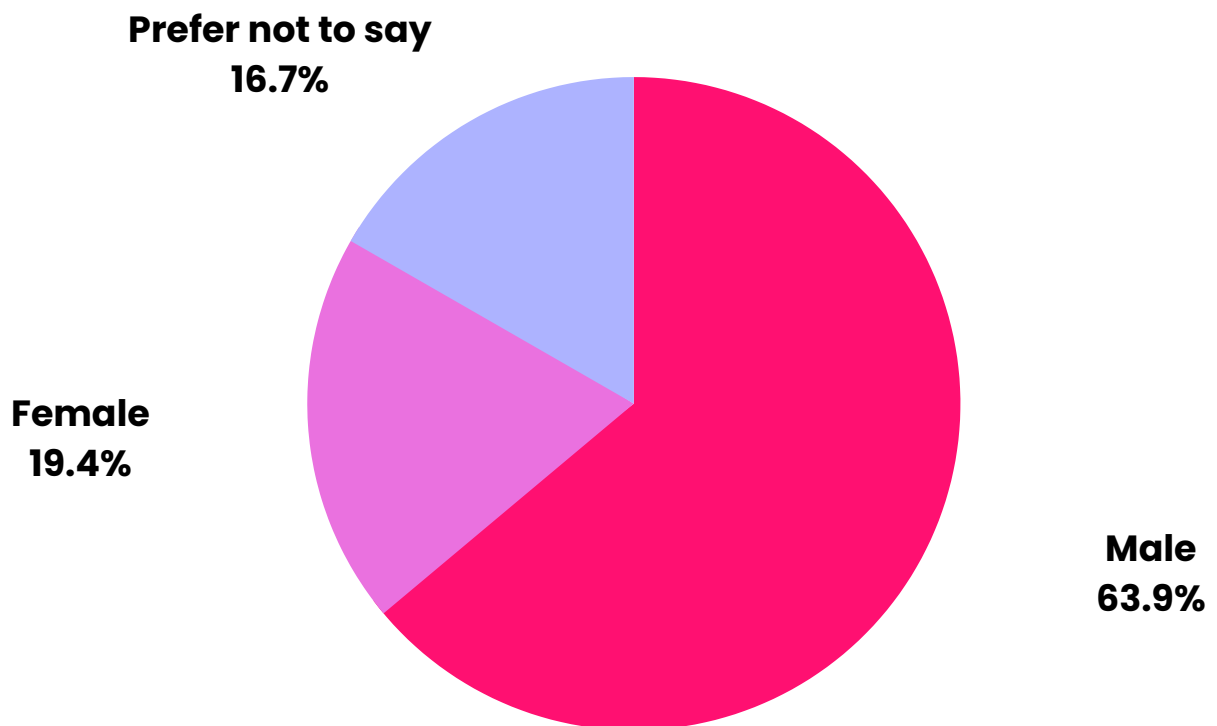
Digging Deeper: A Contextual Look

The Tech Pool
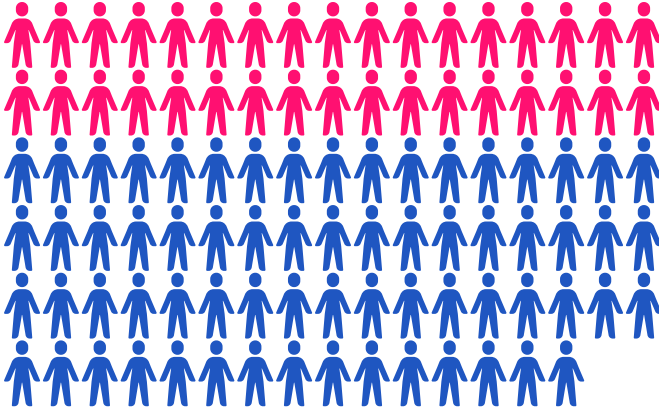
According to the 2014 TechCrunch study, around 34% of employees in the big tech firms (Facebook, Google, Linked In, Yahoo) are women. Imagine making a "tech pool" of 100 employees, 34 women, and 66 men.

The Current Hanzo Tech Team
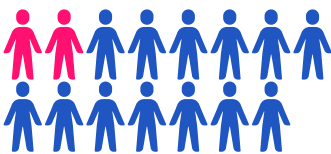
In the Hanzo tech team, we had 15 employees who declared their gender, and 2 who identified as women. If we took 15 employees at random from our tech pool, what are the chances that at most 2 of them are women? The chance is very low, at less than 7%. We should aim to be as diverse as the tech pool. If not, we are favoring men over women in our hiring and retention processes.

The Unbiased "Dream Tech Team"

While the technology and software development industries tend to be male-dominated, the total percentage of women at Hanzo is significantly below the national average for both the US and the UK. This is a clear area for improvement.

Race and Ethnicity

Hanzo fared somewhat better in racial and ethnic diversity than in gender diversity. Our US team was again more diverse than the UK team. However, the overall US population is also more racially diverse than that of the UK.

In total, 69% of our respondents reported that they were white. The remainder was distributed among Asian, Hispanic or Latino, mixed-race, and a number who preferred not to identify their race. Several racial groups—including Black or African American—were not represented at all in our survey.

Black/White
2.8%

Prefer not to say
13.9%

Hispanic or Latino
8.3%

Asian
5.6%

White
69.4%
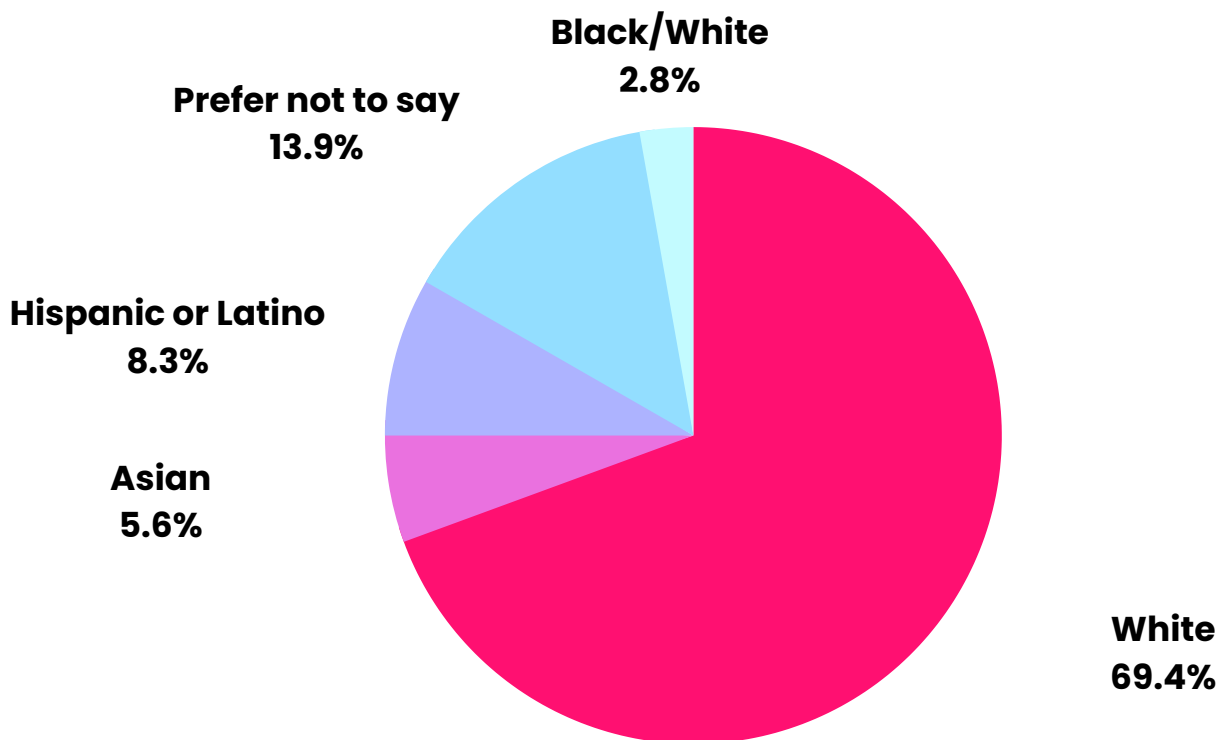
Age

According to our survey, most Hanzo employees—82%, are between 25 and 54 years of age. Another 12% preferred not to state their age.

It seems reasonable that because our job openings have traditionally required some level of professional work experience there was no representation in the 18-24 years old category among the survey respondents. This is an area to watch as Hanzo continues to grow. We'll need to start thinking about opening more entry-level roles, campus recruiting initiatives, and internship programs to keep an open mind and consider ways to include a greater diversity of life and work experience.

Prefer not to say
11.8%

55-64 years old
5.9%

25-34 years old
29.4%

45-54 years old
23.5%

35-44 years old
29.4%
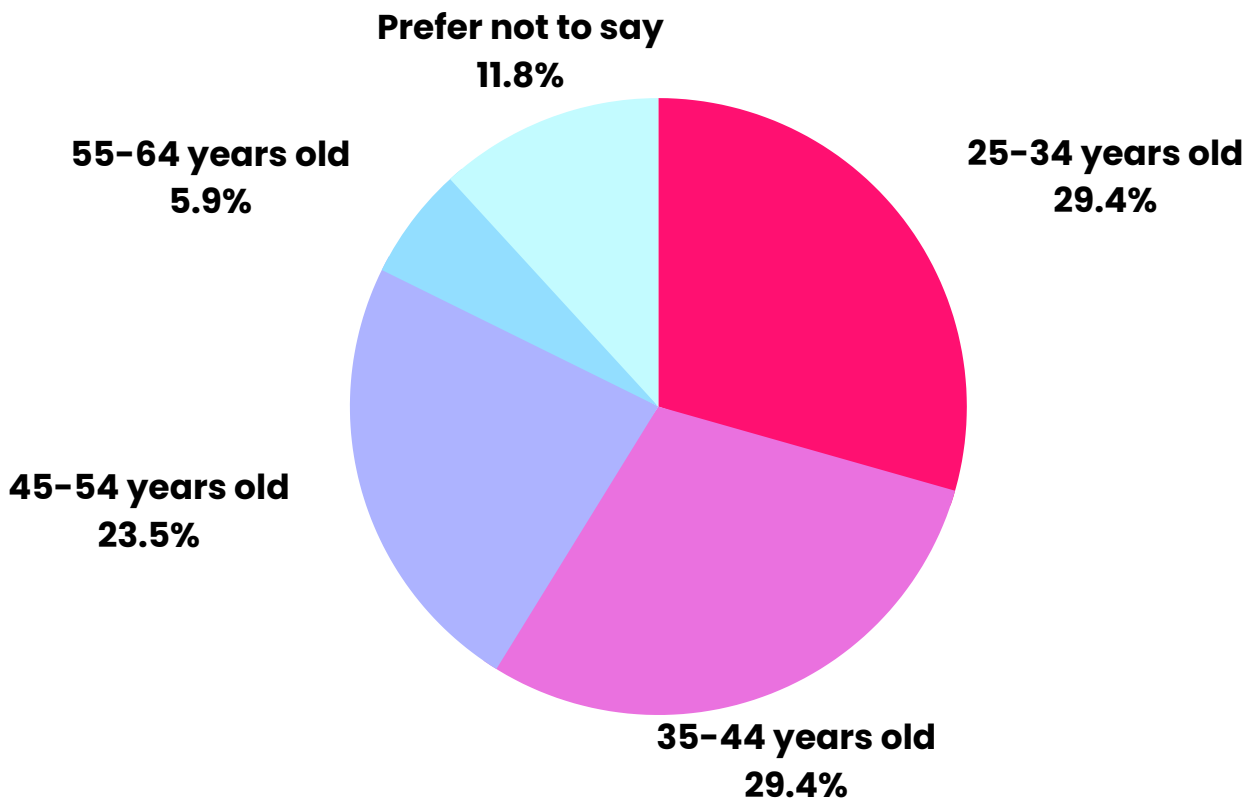
Quality of Life

Generally, our employees support diversity initiatives and believe that Hanzo is committed to improving diversity, with 89% of respondents agreeing or strongly agreeing with that statement. We received several insightful suggestions for improving diversity. We also collected helpful ideas to improve our job candidates' experience by fostering encounters with diverse employees.

Most respondents stated that they were generally happy at Hanzo and felt generally supported. We encountered one potential concern: respondents with children at home were less likely to feel that they can be themselves at work. Again, we received a variety of more specific positive and negative feedback that we are incorporating into our DEI initiatives.
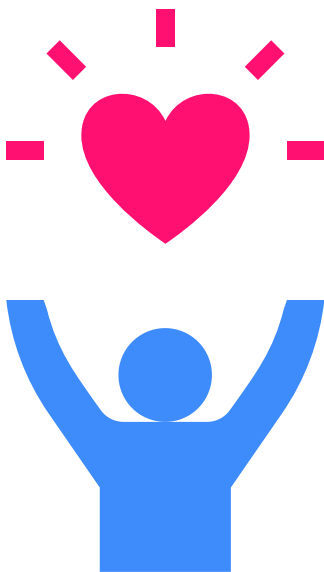
89% of respondents agree that Hanzo is committed to improving diversity.

The Good: What We've Done Already

There are several positive steps that Hanzo has already taken to improve diversity, equity, and inclusion.

01 — We've started the conversation.

It's all too easy for leadership to state its support for women, racial minorities, and other underrepresented groups ... and then to move on to other issues without taking meaningful action. That's not what the leadership team at Hanzo is doing. We're not ignoring the need for greater diversity, equity, and inclusion. We're not sweeping concerns under the rug or pretending that we've already achieved our goals.

02 — We've measured diversity and established a baseline.

To understand where you need to go—and what efforts are effective—you have to know where you started. As we've done in this survey, measuring diversity is critical to establishing a starting point from which we can recognize improvement or backsliding.

Of course, companies shouldn't engage in a surface-level bean-counting exercise and then return to business as usual. That's why we measured both demographic diversity and our employees' impressions of equity and inclusivity. With this more comprehensive assessment, we can better understand where we're starting from and where we need to focus our attention.

03 — We've established a DEI committee and made a commitment to improving.

Hanzo has established a DEI committee to ensure that we continue to keep these issues top of mind. That committee is empowered to conduct analyses—like this survey—and identify and test various solutions. The DEI committee is represented in the senior leadership team through its executive sponsor, our CFO, Paul Suh. This senior-level sponsorship signals to the company that the commitment to greater diversity and developing a more inclusive environment will not be a fringe concern but an essential element of company culture.

The Journey: Where We Need Improvement

As we've already acknowledged, it's not all good news. Here are the top three areas we've identified as needing focused attention and improvement.

01 - We need to increase overall diversity, especially within our tech teams.

There are two ways to increase the proportion of diverse employees:
- Hiring more diverse people as part of growing the overall team size.
- Replacing people to maintain team size.

We're not interested in letting good employees go just to boost the appearance of diversity, so we're looking for ways to increase our team size. That will result in slower progress, but we believe it will be both fair and sustainable.

Of course, to hire more diverse employees, we need more diverse candidates at the top of the hiring funnel. We're hopeful that the shift to remote work will widen the talent pool and create opportunities for some applicants who have been shut out from office-based work environments. To ensure that we have a wide variety of qualified candidates, we're asking our recruiters to provide a diverse pool of applicants. We're also targeting job boards that focus specifically on women and racial minorities.
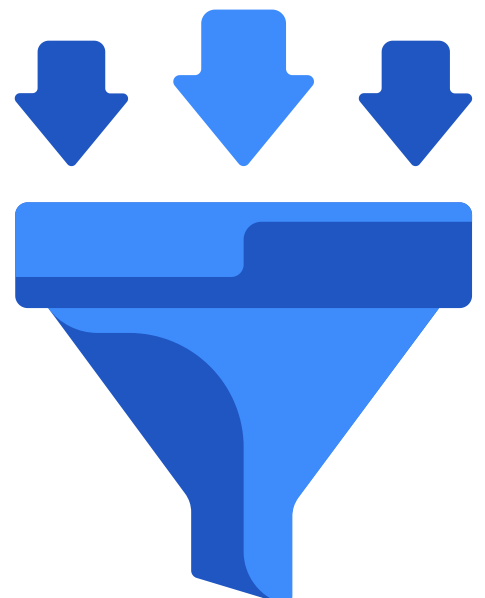
02 - We need to support all employees not just equally but equitably.

Diversity is only one piece of the DEI puzzle—and it's perhaps the most straightforward component. Inclusion is considerably more difficult, as it requires a critical mass of diverse employees and an environment where everyone feels comfortable having their voice heard. We're trying to teach this through action by giving others a voice when we see that they've been silenced and giving appropriate credit for ideas.

In the survey, we asked respondents whether they believed that there is a career development path for all employees. Over 27% either disagreed or strongly disagreed. This tells us that we have work to do to ensure that skilled employees always feel that they have room to grow and advance at Hanzo.

Inclusion where everyone feels comfortable having their voice heard, is considerably more difficult.

03 - We need to continue to recognize and combat unconscious bias.

Unconscious bias isn't a choice or a personality flaw: it's the result of systemic programming and messages that have been ingrained by our society and cultural history. We're training our teams and individuals to recognize and counteract unconscious biases, first by acknowledging their existence. From there, we need to develop an openness to being called out for our biases without fear of retribution or offense. This is a challenge because most people have a knee-jerk defensive reaction when confronted with evidence of their own bias.

We're ready to change that programming, but it starts with recognition and awareness. We want to learn how teams can have productive conversations—both pointing out bias and responding to it—and actively counter bias without damaging relationships.
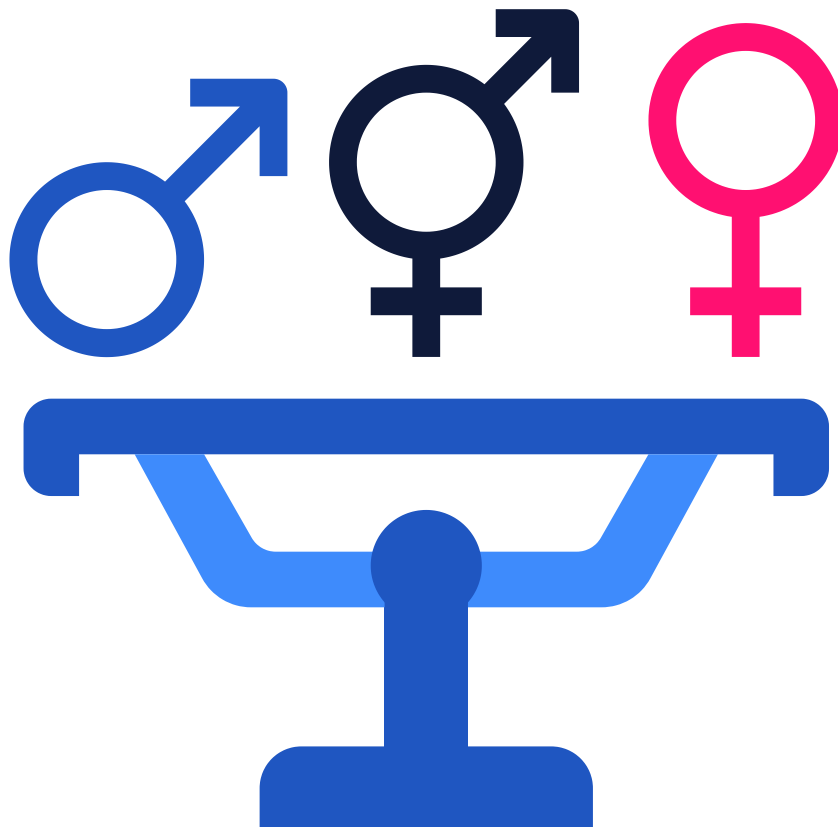
Promises For The Future

We can't promise that we'll achieve a perfect state of diversity, equity, and inclusion by next year's survey—but we can promise three things.

01 — We'll update processes and policies to guard against biases.

We've already rewritten some of our job descriptions to remove unintentional biases and changed our recruiting policies. We've implemented more blind résumé reviews, scrubbing name and gender markers to remove unconscious bias from résumé screening. We've also expanded marketing to specifically include minority job boards, particularly for our less-diverse tech positions.

We anticipate these efforts won't be immediately transformational. In fact, some of our early efforts haven't moved the needle. But we're gathering feedback, learning, and not allowing setbacks to derail us. The transformation will take resolute persistence.

02 — We will work in partnership with people and organizations that share our goals.

We're assessing our vendors to see how they approach diversity and prioritizing those that share our values. We've asked our recruiters to deliver more diverse candidates. By partnering with those who also value diversity, we're ensuring that we won't be working at cross-purposes with one another

03 — We will repeat this survey next year.

We won't be able to say whether we're improving, holding steady, or losing ground unless we repeatedly gather information about how we're doing. That's why we're committing to repeating this survey annually and expanding it as needed. We've already identified some measures that we now see we missed this year. For example, we need to capture statistics about job applicants to understand the diversity of our current candidate pool and to determine whether our efforts to improve top-of-funnel diversity are having an impact.

Steps Forward On A Journey Of Continuous Improvement

All three prongs—diversity, equity, and inclusion—are important to create truly fair and welcoming workplaces. We're not interested in checking boxes; we want to assemble a workforce that's as diverse in life experiences, perspectives, and learning and communication styles as it is in demographics. To sustain that diversity, employees must be welcomed, included, empowered, appreciated, and treated fairly.

DEI isn't merely important to underrepresented groups. It's a keystone for the entire company, as real diversity gives rise to creativity and innovative problem-solving. To continue attracting the best and brightest—and retaining those employees—we need to provide a diverse, welcoming workplace where morale and creativity are high and distrust and defensiveness are low.

This is a journey of continuous improvement. We won't ever reach a point of perfection where we're ideally diverse and optimally inclusive. Additionally, awareness of the importance of diversity tends to be cyclical, but we can't afford to stop talking about it or stop feeling the urgency of this effort, even when it's not a hot topic in the news cycle. Rather, we'll have to remain vigilant and keep our eyes on our goal: a more inclusive and supportive workplace where everyone is valued for their contributions.

Join Hanzo On The Journey

For those of you considering a career at Hanzo now or in the future, we welcome your interest in our commitment to DEI. We want everyone to find a place where they can connect, belong, and grow while bringing their authentic selves.

For our clients, partners, and suppliers, reading this report, we request your partnership and collaboration to advance these important goals. We encourage your questions and request your insights so that we may learn from one another in making the workplace a more welcoming environment for all.

About Hanzo

Hanzo brings context and a greater understanding of enterprise data to corporate legal and compliance teams by providing in-house control over dynamic and collaborative data sources. This control allows organizations to reduce billions of dollars in risk, litigation, and compliance costs and elevate their corporate legal and regulatory compliance responses. Hanzo's software empowers defensible preservation, targeted collection, and efficient review of dynamic content from enterprise collaboration applications and complex websites. Hanzo is SOC 2® Type 2 certified, demonstrating its commitment to data security and serves large corporations worldwide. Learn more at hanzo.co and follow updates on Twitter: @gethanzo or on LinkedIn.

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