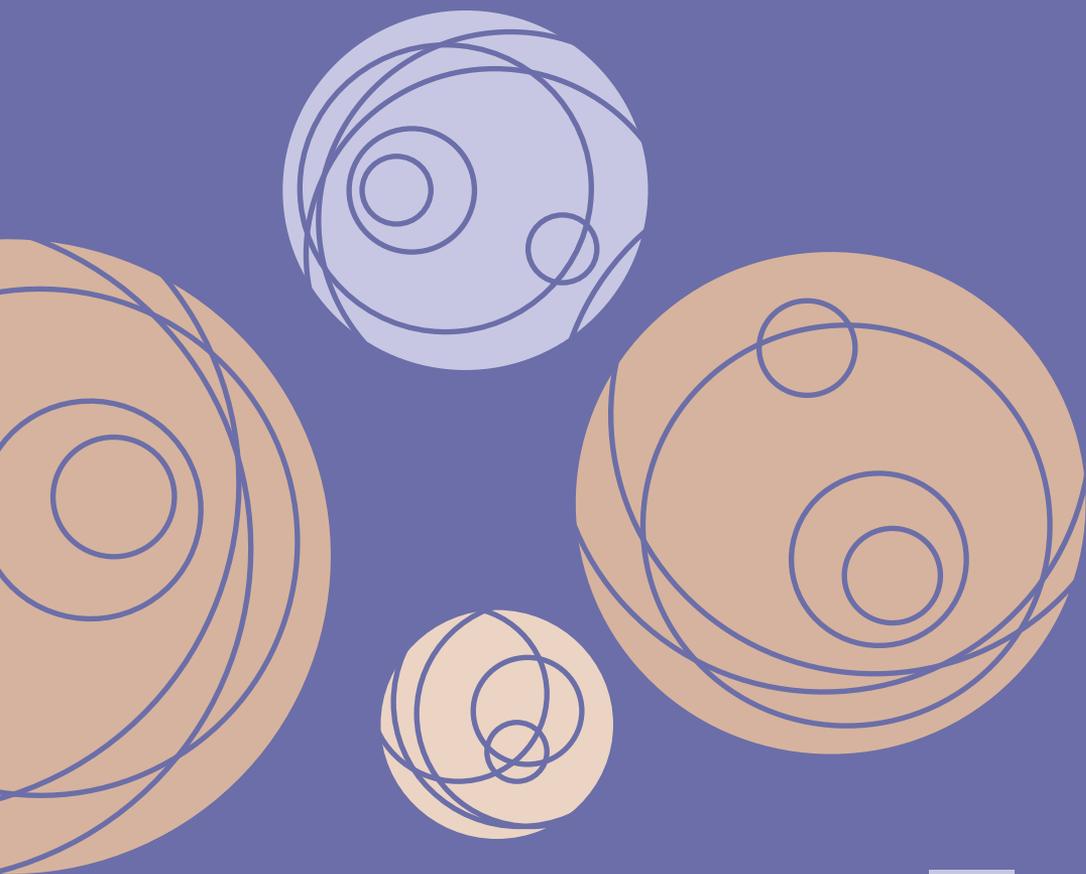


# CHANGING FOR THE BETTER

HOW TO INCLUDE TRANSGENDER PEOPLE IN YOUR WORKPLACE  
A GUIDE FOR FORWARD-THINKING EMPLOYERS



# FOREWORD

**We are delighted to be working jointly with Scottish Transgender Alliance on transgender issues in the workplace.**

Stonewall Scotland have been campaigning for equality and justice for lesbian, gay, bisexual and transgender people since 2000. While almost all our campaigns are transgender inclusive, this guide marks our first steps towards incorporating transgender equality into our workplace programme, and builds on Diversity Champions Scotland, our good practice forum for employers on sexual orientation.

We are very grateful to the organisations and individuals featured in this guide for giving us an insight into how organisations can make their workplaces more trans-friendly and make a real difference to the working lives of trans people in Scotland.



**Calum Irving**  
Director  
Stonewall Scotland



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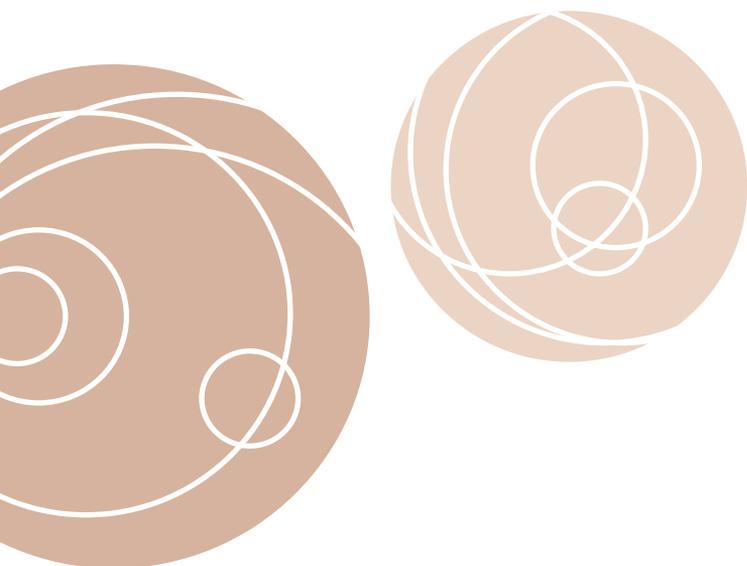
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# INTRODUCTION

**This good practice guide is one of a series of equality guides available from Stonewall Scotland and has been developed in partnership with the Scottish Transgender Alliance.**

This guide is a practical resource for organisations specifically wanting to ensure their workplaces are supportive and inclusive of their trans staff. It outlines employers' legal obligations and examines the nature of anti-trans discrimination and harassment, and the impact this type of discrimination can have on individual staff members, the working environment, productivity and an organisation's external reputation.

The guide is based on existing in-depth UK and Scottish research into the workplace experiences of trans people and also the ongoing joint policy and good practice work of the Scottish Transgender Alliance and Stonewall Scotland's Diversity Champions members. It includes 10 simple steps organisations can take to ensure their existing workplace policies and procedures work better for their current and future trans staff.



# 1. THE BUSINESS CASE

## Who are trans employees?

A transgender or trans employee is an employee whose gender identity or gender expression differs from the gender assumptions made about them when they were born. Some trans employees will have just started to undergo gender reassignment (transition) to change the gender role in which they live to better reflect their gender identity, others will already have completed their gender reassignment (transition) and simply have a trans history. Some trans employees may still be deciding whether or not to change the gender role in which they work and may express their gender differently on a part-time basis in non-work situations.

*A glossary of trans terminology is included as an appendix at the back of this guide.*

Most trans employees are not 'out' as trans to their workplace colleagues or managers. Often it is only when an employee is actually changing their workplace gender role as part of a process of gender reassignment/transition that they will be 'out' about being trans. Many trans employees do not feel they can afford to take the risk of being 'out' as trans in the workplace – 42% of trans people not living permanently in their preferred gender role stated they are prevented from doing so because they fear it might threaten their employment status [Engendered Penalties, 2007].



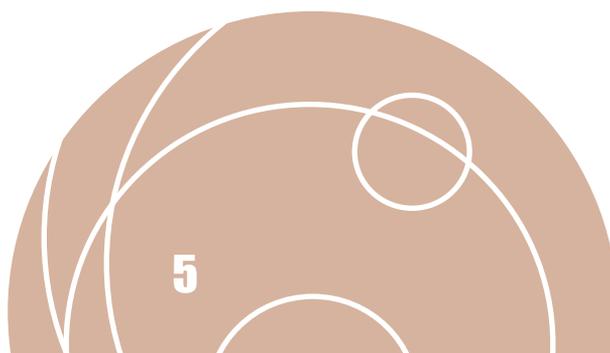
Depending upon their experience of workplace support or harassment, an employee who comes 'out' as trans may become:

- *A more productive and happy employee who feels great loyalty to their supportive employer;*
- *A stressed and frustrated employee trying to cope with an unsupportive workplace environment and considering leaving;*
- *An ex-employee seeking redress through an employment tribunal after experiencing workplace discrimination and/or harassment.*

Trans employees are valuable assets for organisations. Several different research surveys (the largest of which was The Equalities Review UK research survey, Engendered Penalties in 2007) have found evidence that trans people have higher average educational levels than the wider UK population and also that trans people are more likely to work in professional and managerial occupations compared to the wider UK population. Most recently, the Scottish Transgender Alliance survey [Transgender Experiences in Scotland, 2008] found 55% of its survey respondents had achieved an HND/Degree or Postgraduate Degree qualification.

***33.0% of trans respondents are in professional occupations compared to 10.8% of the UK population.***

Engendered Penalties, 2007



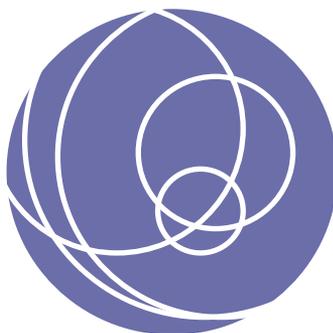
The process of changing gender role is not a simple task for any person to undertake – it requires a trans person to utilise a range of transferable skills. After successfully changing gender in all spheres of life, a trans employee is likely to have skills in abundance, including excellent communication and negotiation skills, confidence to make difficult but necessary decisions, self-organisation skills, and an innovative, constructive approach to problem-solving.

***“Transitioning set me free from the worries and confines of being unhappy with my own self-perception, and my own self-worth. I have now found that I can bring so much more to my workplace and my life in my new gender than I did in my old. I take more pride in my work and I can now concentrate on what I am doing, rather than wishing away the hours to go home. My workplace colleagues have also found me more productive, helpful, more approachable and gregarious, and the general comment that I often get is that I am a much better person.”***

A Scottish member of the National Trans Police Association

***“My experience of my gender has been unusual and multifaceted. I find this helps me to feel comfortable looking at situations from different perspectives and exploring possibilities which others may overlook. I’m not scared to be an innovative thinker or to speak up about my ideas.”***

A member of the Scottish Transgender Alliance



***“When I decided to ‘transition’, I steeled myself for the worst. I was prepared to be an outcast and never be with anyone, but I’ve surpassed my wildest dreams. Not only do I have a lovely boyfriend, but I’ve realised my full potential at work, and my business has taken off. I don’t need to tell everyone I meet about my past, and because of how I look, people don’t guess. There are so few women in IT and a huge gender pay gap — there’s this perception that women don’t do technology, and it’s a mindset I want to change. I’m much more effective as a woman because I communicate more. Fundamentally I’m still the same person, but it’s as if the brakes are off. I allow myself to be much more sensitive to others’ needs.”***

Kate Craig-Wood, 31, BlackBerry Women in Technology Awards 2008 Finalist and Managing Director of her own IT company, as interviewed in the Sunday Times, 30 March 2008

***“Transitioning from female to male is a scary and difficult process but I’m proud of how it has strengthened my character. If I hadn’t gone through these challenges of researching my trans options, standing up for my decision to change my life for the better and gradually winning over those who initially doubted my gender identity then I’d not be as skilled and mature as I am. I’m glad I’m a trans man. It feels strange to think how nervous about talking to people I used to be. Now, after having had to explain positively my transition to all my friends, family and colleagues, talking to anyone and doing corporate presentations on ordinary subjects feels easy. Transitioning gave me a rapid learning curve on reading an audience’s reactions and communicating a clear message effectively. It also taught me how to cope with the pressure of having a lot riding on my decisions and actions.”***

A member of the Scottish Transgender Alliance

# What is the impact of anti-trans workplaces?

## Reduced productivity and motivation in the workplace and a loss of skills to organisations

- *Transgender people are an asset to their employers, yet many feel that they cannot stay with their existing employer during transitioning due to transphobic discrimination, leading to a loss of important skills and experience to the organisation.*
- *Unless an organisation is explicitly transgender inclusive, many trans people considering transitioning may fear the reaction of their colleagues and managers and will leave the organisation.*

***At work over 10% of trans people experienced verbal abuse and 6% were physically assaulted. As a consequence of harassment and bullying a quarter of trans people will feel obliged to change their jobs.***

Engendered Penalties, 2007

***“I had to leave my job after transition due to being told I would have to continue using male facilities such as toilets and changing rooms.”***

Respondent to Engendered Penalties UK Survey, 2007

***“I did not intend to change my employment but because of bullying and discrimination directly related to my transition I eventually felt compelled to resign.”***

Respondent to Engendered Penalties UK Survey, 2007

***“Lack of data security led to me being 'outed' at work as transsexual and it was extremely hard to continue attending work after this happened as it felt like the equivalent of everyone at work seeing me naked – I felt that exposed and vulnerable. Personnel and management were clueless so I had to educate and manage my colleagues' reactions myself.”***

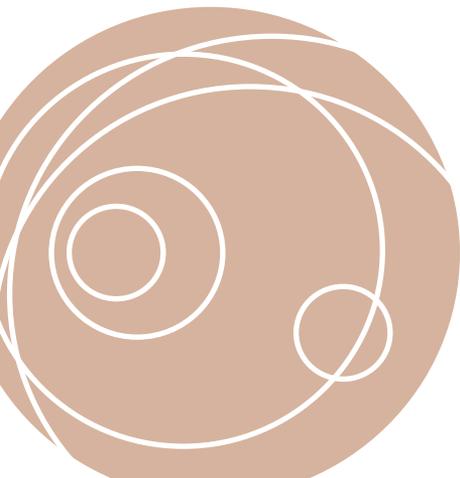
Respondent to STA Transgender Experiences in Scotland Survey, 2008

## **Risk of legal action and damage to external reputation**

- *Employers have a responsibility to combat discrimination and harassment of their trans employees. Employment tribunals don't just do reputational damage; they can cost employers significant amounts of money and organisational energy.*

***“I transitioned in December 2002. The consequent bullying and discrimination I experienced from my line manager resulted in my long-term sickness. An internal grievance hearing in which he was found guilty of gross misconduct took place but insufficient action was taken to secure my safe return to work. An employment tribunal followed in which I settled out of court. This included my resignation in March 2005.”***

Respondent to Engendered Penalties UK Survey, 2007



***A typical employment tribunal case example:***

***A ferry crew member was awarded £65,000 in compensation after an employment tribunal ruled that she had been driven out of her job by taunts from co-workers. She was referred to by her former colleagues as “he, she, it, whatever” and told to use a male changing room. The employment tribunal found that her employer had failed to protect her from “an atmosphere of intimidation and hostility caused by the fact that she was undergoing gender reassignment”. It also found that the senior management team had failed to provide employees with adequate guidelines on dealing with trans workers.***

Personnel Today – see [www.tinyurl.com/tribunalexample](http://www.tinyurl.com/tribunalexample)

## **Loss of skills within labour force**

- *Not only do employers lose valued staff members in an anti-trans workplace, but skills can be lost across the wider labour force.*

Trans people who face discrimination at work may change career or even leave the workforce entirely. Workplace bullying and harassment can have a long-lasting impact on self-confidence and career development. Organisations must understand that a change in an employee’s gender does not affect their skills or the contribution they make. Unchecked discrimination in the workplace leads to a waste of talent that affects not just the individual organisation but society as a whole.

***“Have been on Incapacity Benefit for 4 years approx. Due to incidence of allegation of professional misconduct and eventually losing job – became depressed, which was exacerbated by verbal abuse which was frequent during early stages of transition.”***

Respondent to STA Transgender Experiences in Scotland Survey, 2008

*“I left my job prior to transition because I didn’t think I could transition and stay on in the same job. I decided to return to university and train for a different career altogether.”*

Respondent to STA Transgender Experiences in Scotland Survey, 2008

## The legal framework for trans inclusion

The **Sex Discrimination (Gender Reassignment) Regulations 1999** amended the **Sex Discrimination Act 1975** to make it unlawful to discriminate in employment and vocational training on the grounds that a person intends to undergo gender reassignment (transition), is undergoing gender reassignment or has undergone gender reassignment. This covers all aspects of employment, including recruitment and selection processes, employment-related benefits, and facilities, including training, career development and references.

**The employer is automatically liable for discriminatory actions by anyone acting on their behalf, whether or not it was done with their knowledge, unless the employer can show that they had taken all reasonable steps to prevent such actions.**

**As an employer, you have a legal obligation to ensure that all your staff, regardless of whether they intend to undergo, are undergoing or have undergone gender reassignment, do not suffer discriminatory treatment at work, and it is best practice to ensure that they are able to reach their full potential.**

Some examples of discrimination on the grounds of gender reassignment include the following:

- *Refusing to associate with or ignoring someone because they are trans.*
- *Refusing to address the person using their new name and gender pronoun.*
- *Probing into the person's private life and relationships .*
- *Spreading malicious gossip about that person.*
- *Failing to keep confidential information about that person's trans status.*
- *Refusal to allow use of sanitary facilities appropriate to the gender in which the person is living.*
- *Treating that person less favourably than others in regard to sickness or other absences.*

**The UK Government Equalities Office has published online a detailed practical guide to help employers understand how the law applies, and how to deal with issues which may arise, when a job applicant or member of staff is a transsexual person. It can be downloaded from:**  
**[www.equalities.gov.uk/what\\_we\\_do/gender\\_reassignment.aspx](http://www.equalities.gov.uk/what_we_do/gender_reassignment.aspx)**

The **Gender Equality Duty**, which came into force in April 2007, places a duty on public sector employers to take positive steps to combat gender reassignment discrimination and harassment of employees. Therefore, as part of their Gender Equality Schemes, public authorities need to consider the development of equality scheme objectives relating to trans employees.

**Before its amalgamation into the Equality and Human Rights Commission, the Equal Opportunities Commission published a detailed guide 'Meeting the Gender Duty for Transsexual Staff'. It can be downloaded from the archived EOC website: <http://tinyurl.com/transgenderduty>**

In **2005**, the **Sex Discrimination Act** was amended to expressly outlaw harassment on grounds of sex and on grounds of gender reassignment.

**Harassment does not have to be targeted at a particular person who is known to be trans. It is enough that transphobic language, jokes or actions create a hostile environment.**

In **2008** the **Sex Discrimination Act** was further amended to treat harassment of employees by third parties – for example service users or members of the public – as if it were harassment by the employer.

**To avoid liability, the employer must take reasonable steps to prevent harassment of an employee by third parties. The employer is only liable if the employee has been harassed twice previously, although it does not have to be the same third party doing the harassing each time.**

Also since April 2008, it has been unlawful to discriminate on grounds of gender reassignment in the delivery of goods, facilities and services.

The **Gender Recognition Act 2004** was enacted to provide transsexual people who have completed transition and are therefore living permanently in their acquired gender with additional privacy and marriage rights. However, the Gender Recognition Act 2004 now seems to be a source of common confusion for employers.

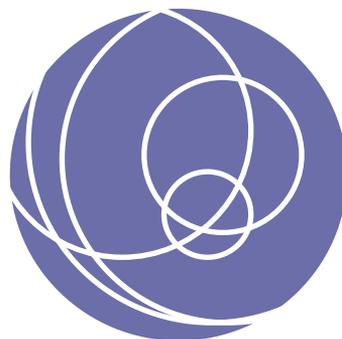
Some employers are incorrectly requesting their employees to show a Gender Recognition Certificate or proof of surgical status before updating the name and gender used in the workplace.

**Refusing to change the name, title and gender on an employee's work records, IT system and employment identification cards at the start of the employee's transition when they first change their name is discriminatory.**

A trans employee does not need to have a Gender Recognition Certificate or need to have completed any hormone or surgical treatment. They have a right to have respect shown for their new name and gender role from the start.

## **Genuine Occupational Qualification (GOQ) Exception**

In the vast majority of cases, the legal gender of a worker is of no relevance to their ability to do a particular job. However, there is a rare type of situation where an employer may need to confirm whether a trans employee has received a Gender Recognition Certificate – the small number of occasions where an employment post is only open to a single gender due to a genuine occupational qualification existing in relation to the post. If a post is subject to a GOQ, then some limited temporary exceptions to the usual gender reassignment anti-discrimination employment protections may apply during the process of gender reassignment until the trans person receives a full Gender Recognition Certificate. Detailed guidance on this complex exception can be obtained from the Equality and Human Rights Commission.

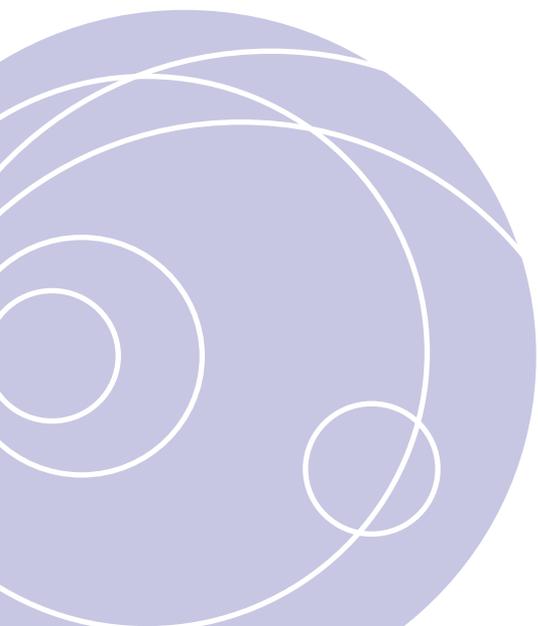


## 2. EFFECTIVE POLICY AND PROCEDURE

This section briefly sets out some key issues for trans staff and practical ways in which you can improve your workplaces for transgender staff and prospective staff.

### Key issues for trans staff still working in their original gender role

- *Fear of 'coming out' at work means that many trans staff working in their original gender role feel they have to hide their identity. Harmful jokes and 'workplace banter' can be transphobic and deter many trans people from coming out. Many may feel unable to challenge offensive comments from work colleagues without 'outing' themselves.*
- *Anxiety about whether or not to transition can affect efficiency and productivity at work, as well as having a negative impact on developing solid working relationships with colleagues.*
- *Trans staff still working in their original gender will be looking discreetly for signs that their employer is supportive of trans equality.*



***“What is it like being transgendered but no one at work knows you are?... I’m in knots. Completely. My mind races with fears and worries. I often feel sick... I worry about how I’ll be received... I worry about not knowing who will be nice, who will reject me... I worry about being laughed at. And I worry this worrying is affecting my work. I want to prove I’m a good worker, a worthy manager, that this part of me won’t change. I want to show I’m still a nice person, someone you can trust. That this part of me won’t change... I just want to be seen as just another person getting on with their life. At the minute people see me as a friendly, sociable, confident, fairly successful man. It’s just the last bit I want to change.”***

A transgender civil service manager writing in A:GENDER News

## **What can you do as an employer?**

- *Send a positive message to all staff that your organisation is transgender inclusive. Consider whether it is clear to employees that your organisation is supportive towards trans staff, without them having to ‘out’ themselves. If individuals are unsure of the likely response of their employer, they may decide not to take the risk of coming out and may seek a more obviously supportive employer.*
- *Set up and widely publicise a way for staff to access confidential transgender support. If your organisation has several thousand staff, then set up a specific trans staff support network. If your organisation is not large enough to set up a trans support network then set up an LGBT staff network and help it make links with external trans support organisations. Make sure that support and information about transgender issues are available to staff via employee counselling services, your organisation’s website and your human resources and occupational health teams.*

**Two excellent examples of trans staff support networks are the National Trans Police Association and the civil service trans network A:GENDER. Their contact details are at the back of this guide.**

- *Ensure there is a publicly available trans employment equality policy for the organisation. Promote this across the organisation and ensure it is linked to the wider framework of equality and diversity initiatives.*
- *Recognise the importance of leadership in this area by identifying a senior member of staff to champion transgender equality and speak out publicly against transphobia at work.*

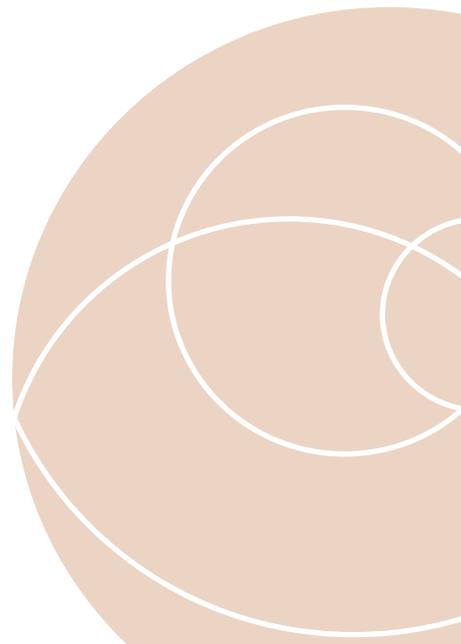
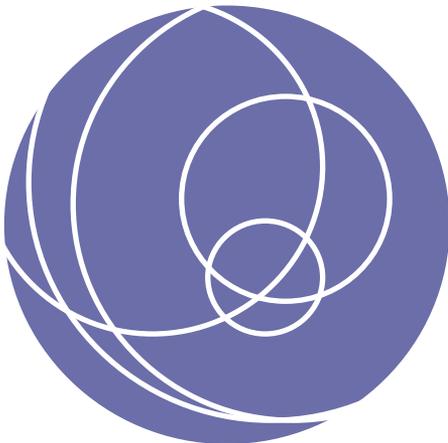
## **Key issues for trans staff undergoing gender reassignment**

- *There is strong evidence that transition in a place of work is a major trigger point for experiencing inequality and discrimination.*
- *For trans people, discrimination and inequalities seem to occur from the point of transition and not before in their career. In other words, many trans people have successful careers up to the point of beginning to live in their acquired gender – the transition is the point where problems occur.*
- *Harassment from colleagues or managers often starts with refusals to use the new name and pronoun of the person undergoing gender reassignment, objections about sharing toilet facilities with the trans person, and violations of the trans person's privacy rights via inappropriate questions and malicious gossip. If left unchallenged by the employer, verbal harassment by colleagues can escalate into threats of violence, criminal damage/graffiti, and actual physical or sexual assault.*

## What can you do as an employer?

- *Show leadership in quickly adapting to the transition by smoothly and consistently using the person's new name, title and pronoun for all verbal and written purposes as soon as they request this. Take immediate action to correct any use of the previous name, title or pronoun by colleagues.*
- *Ensure transgender issues are included in your diversity training to raise awareness across the workforce of issues affecting trans staff. Provide additional awareness training as needed to the close colleagues and line managers of an employee undergoing gender reassignment. Be careful not to reveal any information about the individual personal situations of trans employees without first obtaining their explicit permission. To ensure that training is provided by someone sufficiently knowledgeable and comfortable explaining trans equality issues, it is often best to seek assistance from a trans equality organisation such as the Scottish Transgender Alliance.*
- *Provide a transitioning employee with plenty of opportunities to informally discuss any concerns about workplace reactions with a supportive manager. Consider ways to show public support for a transitioning employee: for example, organising a congratulations card welcoming their change of name, taking time to speak to them during lunch or coffee breaks.*
- *Show unequivocal support for a trans employee's right to use the toilet facilities of the gender in which they are working. If the transitioning employee is particularly nervous about the potential reactions of colleagues then it may be helpful to encourage them to ask a supportive colleague to accompany them at first.*

- *Involve trans equality organisations and trans employees in developing trans inclusive policies and equality schemes. To enable trans employees to input to your policy development without having to 'out' themselves at work, you could arrange for an external trans equality organisation to hold a focus group for you at an external venue. Also remember that larger trade unions often organise confidential transgender network groups that trans people in your workforce may be in contact with.*
- *Ensure that your absence management policy includes reasonable time off for gender reassignment medical assessment and treatment such as hair removal, speech therapy and surgical procedures.*
- *Ensure that your bullying and harassment policy includes transphobic bullying and harassment and that this is promoted widely across the organisation.*
- *Transgender legal rights and good practice standards are currently increasing rapidly each year so regular policy reviews are of vital importance to ensure you stay up to date with new developments.*



*"It is all very well having a policy of understanding and equality, but in the end, this is only going to help if your managers provide you with the help and support you need. When I told my line manager, I was close to tears. I was so nervous I could hardly speak. He was surprised but supportive and understanding, and made it clear this would make no difference to our working relationship. At my request, he advised my senior managers, who also expressed their absolute support. It was good to be told by them that I was, and would remain, a valued and respected member of their team. We were able to produce an action plan and schedule for my transition and arranged regular progress meetings along the way.*

*"Over a period of a month, I explained myself to some 23 colleagues in my office and was given the time to do so. I provided them with the HR website information which proved invaluable. Every colleague expressed support at the time and since my transition they have given me exactly that. I have had nothing but encouragement – and crucially, respect."*

A Department of Work and Pensions employee

## **Key issues for staff with trans backgrounds who have already undergone gender reassignment**

- *When people complete their transition, they may no longer regard themselves as being trans. They might consider having undergone gender reassignment to just be an aspect of their medical history and no longer an issue in their life. In such cases, they simply describe themselves as men or as women, and it is most disrespectful to insist on calling them trans, transgender or transsexual against their wishes.*

- *Privacy about their trans background is a key human right issue for staff who have already undergone gender reassignment. The Gender Recognition Act 2004 actually makes it a criminal offence for anyone acquiring information about a person's gender recognition history in an 'official capacity' to disclose it to a third party without the consent of the person to whom the information relates. There are only a few exceptions, for example if the information is required by the police for the prevention or investigation of a crime.*
- *The decisions which staff with trans backgrounds make about whether or not to share that information are very similar in complexity and sensitivity to decisions other staff make about sharing information about other types of medical history.*

### **What can you do as an employer?**

- *Make sure that all employment records are updated to completely remove the previous name and gender details. If it is impossible to remove the old details, then inform the individual which documents still contain the old details and agree a method to limit access to the old details.*
- *Ensure staff training on data protection and privacy stresses the importance of treating information about a person's trans background as highly confidential medical information, in order to avoid staff risking criminal conviction through ignorance.*
- *Always use the name and gender requested by a former employee when writing references. If they inform you they have transitioned since they worked for you, you are legally obliged to protect their privacy by only using their new name and gender. (Their National Insurance number remains unchanged.)*



## The benefits for organisations

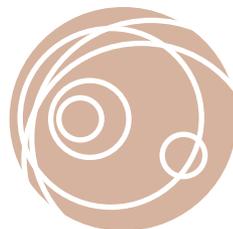
- **Promotes diversity** within the workplace. Actively supporting transgender employees in the workplace clearly demonstrates an employer's commitment to equality and diversity, signalling that it values all staff members. This, in turn, can help to attract and retain skilled and talented people.
- **Enhances the reputation** with trans employees, customers, clients and service users. Employers who gain a reputation for supporting and valuing trans individuals will be viewed more positively by potential employees and can become an employer of choice for many people, whether they are trans or not.
- **Improves recruitment and retention.** Trans employees who feel protected from discrimination, either before, during or after transitioning are much less likely to leave their employers, thus reducing staff turnover.
- **Improves performance and productivity.** Trans employees are valuable assets for organisations and while anti-trans workplaces can reduce productivity and lead to loss of skills, a trans-inclusive workplace improves workplace performance and productivity.
- **Avoids risk.** Employers are legally obliged to protect their staff from transphobic bullying and harassment and must be able to demonstrate they have taken steps to prevent bullying and harassment of trans staff in order to avoid costly and damaging employment tribunals.

## The benefits for employees

*“The support I have received from my employer and work colleagues has been second to none, which has given me the confidence I needed in myself to make this wonderful change in my life.”*

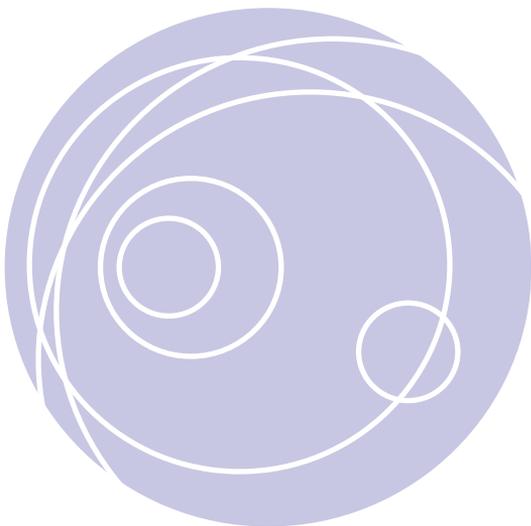
A member of the National Trans Police Association

- **Reduces fear of transphobia and promotes positive workplaces.** Promote positive workplace cultures for all staff by making your organisation free from anti-trans discrimination.
- **Demonstrates duty of care.** Employers have a responsibility to protect all their employees. Transgender employees who have been assured that a complaint about transphobic bullying and harassment will be taken seriously and treated confidentially are far more likely to report a problem, rather than feeling they have to resign.
- **Increases motivation.** If trans employees feel protected from discrimination in the workplace they will also feel valued and respected. This will impact positively on their well-being and drive at work.
- **Career development.** If a trans employee feels supported by their employer they are much more likely to stay with that employer during transition and further develop their careers, rather than feeling that they must move on.



## The benefits for customers and clients

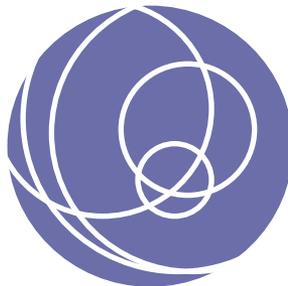
- **Improves customer service.** Organisations which deliver services to the public will be able to develop a better understanding of the needs and expectations of transgender customers and clients. They can also help identify barriers for trans people in accessing goods and services.
- **Increases customer confidence.** Customers and clients are more likely to have confidence in an organisation's brand and services if they have a reputation for treating all staff, including their transgender staff, well. Conversely, workplace discrimination is bad for business.



### 3. TEN STEPS TO BEGIN WORKPLACE TRANS INCLUSION

- 1 *Include gender identity and gender expression in general **equality policy**. Refer to seven equality strands: race & nationality, gender, transgender, sexual orientation, religion & belief, disability and age.*
- 2 *Take steps to ensure transgender employees can report **bullying and harassment**. Ensure your bullying and harassment policy or statement refers to transphobic bullying and harassment and that this is promoted widely to all staff.*
- 3 *Set up a staff **LGBT support network** and arrange a speaker on transgender inclusion. If your organisation has several thousand staff, then set up a trans support network. If your organisation is not large enough to set up a trans support network then ensure that the contact details of external trans support organisations are available to staff via employee counselling services, your organisation's website and your human resources and occupational health teams.*
- 4 *Create a **procedural guidance note** for your organisation listing all computer and paper records which record the gender of employees and how to update them fully upon notification that an employee has started a gender reassignment process.*
- 5 *Update the workplace **absence management policy** of your organisation to make explicit that absences required for gender reassignment medical assessments and treatments including counselling, speech therapy, hair removal and surgeries need to be treated fairly in a similar manner to other medically necessary special leave provided for in your policy.*

- 6 Put up **positive pro-active notices** in all your toilets confirming that your organisation supports the right of all trans people to use public toilets in safety (there is a Scottish Transgender Alliance 'Flush Away Transphobia' poster available for this purpose).
- 7 Identify a senior member of staff to **champion transgender equality** and encourage them to speak out publicly against transphobia in the workplace.
- 8 Review your current **diversity training** programme to ensure that it includes a consideration of transgender issues in the workplace. This will raise awareness among all staff of trans issues.
- 9 Carry out a **staff attitude survey** which includes questions on attitudes towards transgender people. This will ascertain where further training and awareness raising is required within the organisation.
- 10 Improve your reputation among transgender employees and prospective employees by stating a commitment to transgender equality in **recruitment advertising** and by advertising in LGBT media.



# FURTHER GUIDANCE & SUPPORT

## **Stonewall Scotland**

[www.stonewallscotland.org.uk/workplace](http://www.stonewallscotland.org.uk/workplace)

9 Howe Street

Edinburgh, EH3 6TE

Tel: **0131 557 3679**

Fax: **0131 558 2757**

Email: [workplace@stonewallscotland.org.uk](mailto:workplace@stonewallscotland.org.uk)

*Campaigns for equality and justice for lesbian, gay, bisexual and transgender people. By working in partnership with the Scottish Transgender Alliance and building on the good practice demonstrated through the **Diversity Champions Scotland** programme Stonewall Scotland will support employers in improving their workplaces for transgender people.*

## **Scottish Transgender Alliance (STA)**

[www.scottishtrans.org](http://www.scottishtrans.org)

Equality Network

30 Bernard Street

Edinburgh, EH6 6PR

Tel: **07020 933 952**

Fax: **07020 933 954**

Email: [info@scottishtrans.org](mailto:info@scottishtrans.org)

*Funded by the Scottish Government and based within the Equality Network, the Scottish Transgender Alliance provides employers and service providers in Scotland with training and good practice guidance on trans equality issues. Also works to increase the representation of trans equality issues within the work of LGBT, gender and cross-strand equality organisations and to build the capacity of trans peer-support groups across Scotland.*

## **Press for Change (PFC)**

**[www.pfc.org.uk](http://www.pfc.org.uk)**

BM Network

London, WC1N 3XX

Email: **[letters@pfc.org.uk](mailto:letters@pfc.org.uk)**

*Campaigns for equal civil rights for trans people. Also provides legal help and advice for individuals and online trans equality guidance for employers and service providers. To receive Press for Change trans equality news notification emails, send a blank email to:*

**[PFC-News-subscribe@lists.pfc.org.uk](mailto:PFC-News-subscribe@lists.pfc.org.uk)**

## **A:GENDER**

**[www.agender.org.uk](http://www.agender.org.uk)**

Second Floor, Seacole Building

2 Marsham Street

London, SW1P 4DF

Tel: **020 7035 4253**

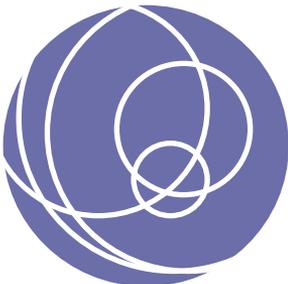
Email: **[agender@homeoffice.gsi.gov.uk](mailto:agender@homeoffice.gsi.gov.uk)**

*A:GENDER is the employee support network for transsexual, transgender and intersex staff in all parts of the civil service and associated government agencies across the UK.*

## **National Trans Police Association**

**[www.ntpa.co.uk](http://www.ntpa.co.uk)**

*The National Trans Police Association is the new trans support network for employees in all police services across the UK.*



## **UNISON National Trans Caucus**

**[www.unison.co.uk/out](http://www.unison.co.uk/out)**

Membership participation unit

1 Mabledon Place

London, WC1H 9AJ

Tel: **0845 355 0845**

Textphone: **0800 967 968**

Email: **[out@unison.co.uk](mailto:out@unison.co.uk)**

*UNISON is the UK's largest public service trade union. In addition to branch and regional LGBT groups, UNISON has a confidential national transgender caucus that any trans member can join by emailing UNISON at the address above. UNISON also provides a variety of trans equality guidance resources for trans employees and trade union reps.*

## **Equality and Human Rights Commission**

**[www.equalityhumanrights.com](http://www.equalityhumanrights.com)**

The Optima Building

58 Robertson Street

Glasgow, G2 8DU

EHR Scotland Helpline: **0845 604 5510**

Textphone Helpline: **0845 604 5520**

Email: **[scotland@equalityhumanrights.com](mailto:scotland@equalityhumanrights.com)**

*The Equality and Human Rights Commission aims to reduce inequality, eliminate discrimination, strengthen good relations between people, and promote and protect human rights. It is a statutory body established under the Equality Act 2006. It enforces equality legislation on age, disability and health, gender, race, religion or belief, sexual orientation and transgender status. It gives advice and guidance, including to businesses, the voluntary and public sectors, and also to individuals.*

## **Gender Recognition Panel**

**[www.grp.gov.uk](http://www.grp.gov.uk)**

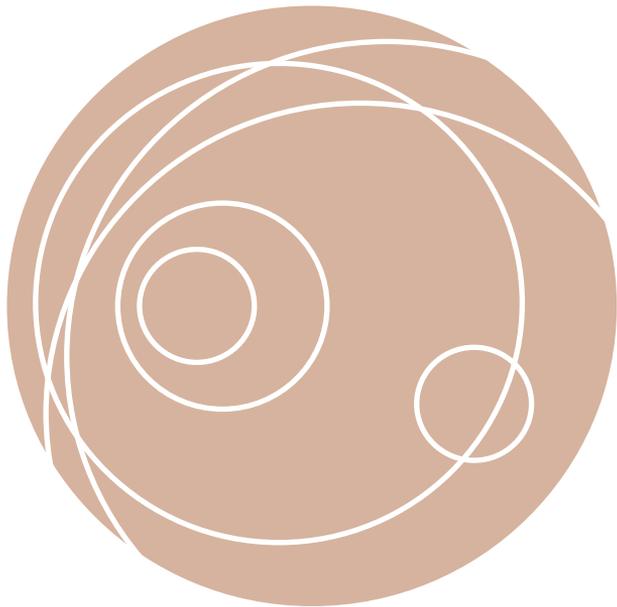
PO Box 6987

Leicester, LE1 6ZX

Tel: **0845 355 5155**

Email: **[grp enquiries@tribunals.gsi.gov.uk](mailto:grp enquiries@tribunals.gsi.gov.uk)**

*The Gender Recognition Panel is a group of lawyers and doctors appointed by the UK Government to consider and decide upon transsexual people's applications for gender recognition certificates. It also provides information about the gender recognition application process and provides guidance on the legal effects of gender recognition under the Gender Recognition Act 2004, particularly in regard to pensions and insurance calculations.*



# KEY TRANS TERMINOLOGY IN USE IN SCOTLAND

## **Transgender People, Trans People or Gender Variant People**

*These are umbrella terms used to describe a whole range of people whose gender identity or gender expression differ in some way from the gender assumptions made about them when they were born.*

## **Gender Identity**

*This is an individual's internal self-perception of their own gender. A person may identify as a man, as a woman or as androgyne/polygender.*

## **Gender Expression**

*This is an individual's external gender-related appearance (including clothing) and behaviour (including interests and mannerisms). A person may have masculine, feminine or androgynous aspects of their appearance or behaviour.*

## **Biological Sex**

*A person's biological sex includes all aspects of their gender-related biological structure: not only their genitals but also their internal reproductive system, their chromosomes and their secondary sexual characteristics such as breasts, facial and body hair, voice, and body shape. Most people's biological sex will be clearly and consistently female or male. However, a small but significant number of people have bodies which are not completely male or female. People born with these kinds of physical variations are referred to as intersex people. A person may also have a biological sex which is not completely clearly male or female if they have undergone some hormonal or surgical intervention as part of a process of gender reassignment.*

## **Gender Dysphoria**

*This is a recognised medical condition for which gender reassignment treatment is available on the National Health Service in Scotland. Gender Dysphoria is distress, unhappiness and discomfort experienced by someone about their biological sex not fully matching their gender identity. Transsexual people usually experience intense gender dysphoria which is significantly reduced by transitioning to live as their self-identified gender, perhaps taking hormones and/or getting surgery to make their physical bodies match their gender identity better. Other types of transgender people may also experience various degrees of gender dysphoria, especially when unable to fully express their gender identity.*

## **Transsexual People**

*This is a term used to describe people who consistently self-identify as the opposite gender from the gender they were labelled at birth based on their physical body. Depending on the range of options and information available to them during their life, most transsexual people try to find a way to transition to live fully in the gender that they self-identify as. Transitioning is also known as gender reassignment. Many, but not all, transsexual people take hormones and some also have surgery to make their physical bodies match their gender identity better.*

## **Female-to-male (FTM) transsexual man (trans man)**

*This is someone who was labelled female at birth but has a male gender identity and therefore is currently seeking to transition, or has already transitioned, to live permanently as a man.*

## **Male-to-female (MTF) transsexual woman (trans woman)**

*This is someone who was labelled male at birth but has a female gender identity and therefore is currently seeking to transition, or has already transitioned, to live permanently as a woman.*

### **Intersex People**

*This is a term used to describe people born with external genitals, internal reproductive systems or chromosomes that are in-between what is considered clearly male or female. There are many different intersex conditions. When an intersex baby has ambiguous genitals, medical staff often make an educated guess about which gender to assign to the baby. Sometimes the person's gender identity matches their assigned gender, but sometimes the guess made by the medical staff turns out not to match the intersex person's own gender identity. In many cases, an intersex person will simply self-identify as a man or as a woman. However, in some cases, an intersex person may self-identify as being neither a man nor a woman.*

### **Cross-dressing People**

*This is a term used to describe people who dress, either occasionally or more regularly, in clothes associated with the opposite gender, as defined by socially accepted norms. Cross-dressing people are generally happy with the gender they were labelled at birth and do not want to permanently alter the physical characteristics of their bodies or change their legal gender. They may dress as the opposite gender for emotional satisfaction, erotic pleasure, or just because they feel more comfortable doing so. Cross-dressing men are sometimes referred to as transvestite men, however this is becoming an increasingly out-dated term and may cause offence.*

### **Androgyne People or Polygender People**

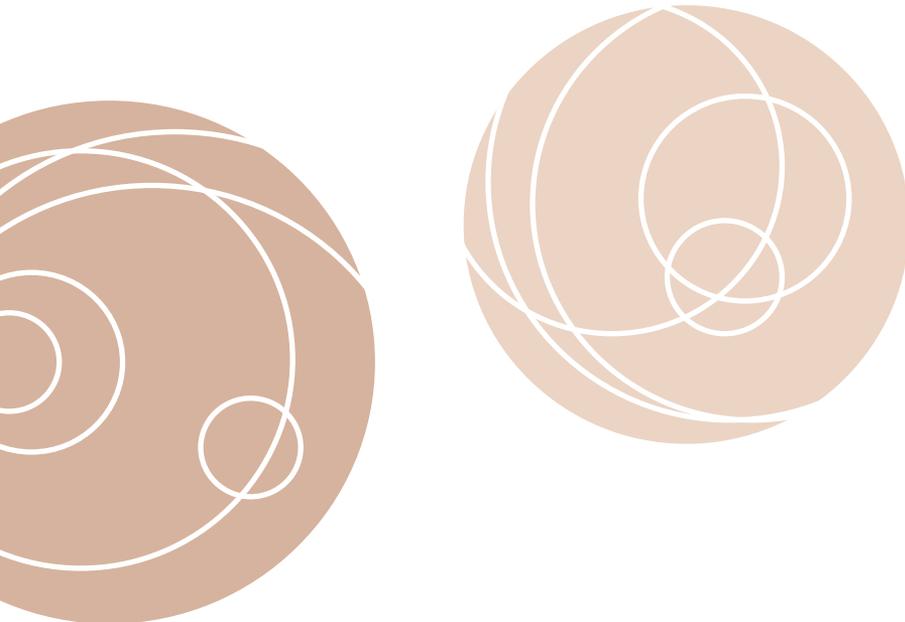
*These are terms used to describe people who find they do not feel comfortable thinking of themselves as simply either men or women. Instead they feel that their gender identity is more complicated to describe and non-binary. Some may identify their gender as being a form of combination between a man and a woman, or alternatively as being neither. Like transsexual people, some androgyne people and polygender people can experience gender dysphoria and may sometimes at least partially transition socially and may take hormones or occasionally have some surgery done.*

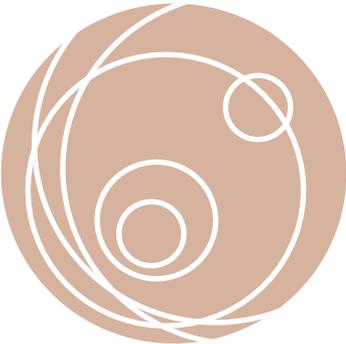
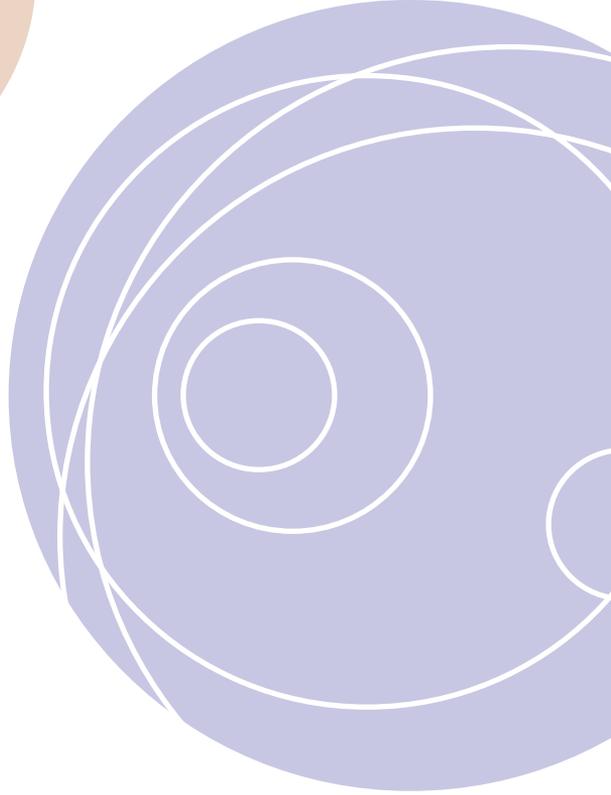
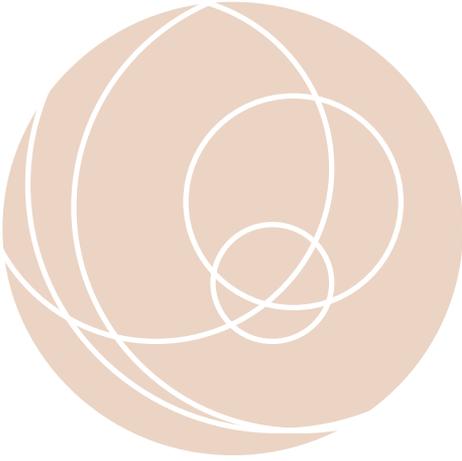
## **Acquired Gender**

*This is a term used in the Gender Recognition Act 2004 to mean the gender role that a person has transitioned to live their life in and which matches their self-perceived gender identity. The acquired gender of a male-to-female trans woman is therefore female and the acquired gender of a female-to-male trans man is therefore male.*

## **LGBT**

*This is the acronym most commonly used in Scotland to talk about lesbian, gay, bisexual and transgender people. LGBT equality work addresses the two equality strands of sexual orientation and gender identity together due to shared experiences of discrimination and harassment, shared social 'scene' venues and community groups, and also similar issues around decisions on whether or not to 'come out' about their identity to colleagues, family and friends. However, transgender people can be lesbian, gay, bisexual or straight – just like anyone else.*



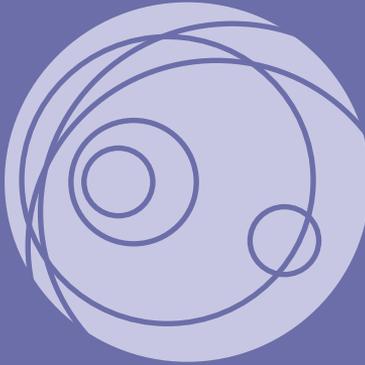
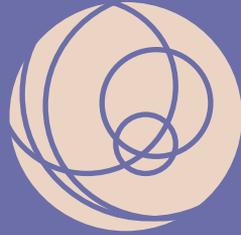
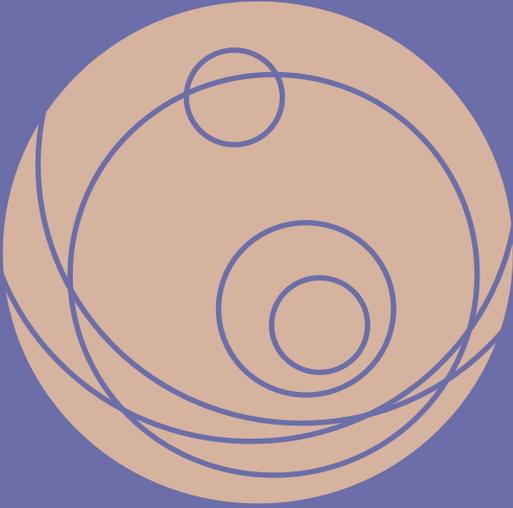


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