

Guidelines for Supporting Trans Staff



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Introduction

Western Sussex Hospitals Foundation NHS Trust (WSHFT) recognises that patients, service users and staff come from diverse backgrounds and may face multiple discrimination. It strives to ensure they do not face discrimination on the grounds of their age, disability, gender identity, race (ethnicity, nationality, skin colour), religion or belief, marriage or civil partnership, pregnancy or maternity, sex and sexual orientation.

For trans, non-binary and/or gender non-conforming people there are particular concerns around historical discrimination, structural inequalities, health inequalities, data protection and interpersonal communication that need to be thoughtfully and respectfully considered.

These guidelines support WSHFT in delivering its legal and contractual obligations, highlighting best practice to deliver fair and safe services to trans, non-binary and/or gender non-conforming people. It provides information to develop inclusive environments and provides staff with appropriate information.

This guidance applies to all Trust employees. Managers and team leaders should ensure their staff have access to this guidance (online and print copies). If you would like copies in other formats please contact the HR Department.

This is not a prescriptive document and suggestions can be altered to fit the personal circumstances of the individual. This document is also underpinned by the Trust's Equality, Diversity and Inclusion Policy.

1. Supporting staff

If staff are unfamiliar regarding the needs of trans, non-binary and gender diverse people, the HR Department can provide further information on how staff can access this. Greater awareness can reduce the pressure and discrimination for individuals. Some people choose to leave the workplace, undergo transition and then find another job. It is estimated that around 50% of trans-identified people choosing to transition do this because of fears and anxiety about having to 'come out' and/or deal with workplace bureaucracy. This is why it is important that WSHFT demonstrates a trans-inclusive culture through policies, procedures and practices.

Every trans person is an individual and will want to approach their transition differently. Proper consultation is required to meet these needs. While one employee may choose to be 'out' about their trans status, others may not wish to be.

2. Legislation

2.1 Legislative framework and Equality Act 2010

The basic legislative framework makes it unlawful to discriminate against someone where either someone is perceived to or is:

- Intending to undergo gender reassignment.
- Undergoing gender reassignment.
- Has undergone gender reassignment in the past.

This ensures the initial stage is covered by legislation and not all three circumstances need to apply. Discrimination in this context, means treating a trans person less favourably than you treat (or would treat) another person who is not undergoing gender reassignment (or contemplating it etc.). Please see the Equality, Diversity and Inclusion Policy for further information.

It is also unlawful for an employer to instruct someone else to do something discriminatory (e.g. telling an employment agency not to hire a trans person). Pressure to discriminate is also unlawful (e.g. employees threatening not to work unless their employer dismisses a colleague who has decided to undergo gender reassignment).

The Equality Act 2010 (EqA) protects people from discrimination, harassment and victimisation who intend to undergo, are undergoing or have undergone a process (or part of a process) to reassign that person's gender by changing psychological or other attributes of gender. Public sector organisations also have the duty to promote equality and good relations between all protected characteristics. **There is no requirement for the person to be under medical supervision (as under previous legislation), and covers those who associate with trans people, and those who are perceived to be trans. It is unlawful to ask to see a Gender Recognition Certificate as evidence of someone being trans.**

People who may present or express their gender that is different to the gender attributed to them at birth, for reasons not relating specifically to gender variance are not protected by the

EqA. Those who are non-binary may only be covered by the Act when the discrimination is by perception under current legislation.

Under EqA, trans people should expect employers, colleagues, patients, service users and contracted suppliers to refrain from:

- Verbal, physical or psychological discriminatory behaviour.
- Repeated bullying, harassment or creating a hostile environment by using transphobic language or behaviours (whether or not this is in the presence of a trans person).
- Victimising a person who has made a complaint about a transphobic incident.
- Punishing and penalising someone who takes time off for treatment associated with transitioning or gender reassignment or gender affirmation.
- Compromising the privacy and dignity of trans people.
- Using 'dead names' (previous name), revealing a person's previous gender or publishing information about their trans status without their consent.
- Deliberately misgendering a person and referring to them in a way that does not reflect their gender identity. While it can happen accidentally, it can also be done with malicious intent.
- Distributing inflammatory literature and material that dismisses trans lives and trans healthcare needs.

Staff at WSHFT need to:

- Work together to ensure measures are put in place to protect and assist a person who is transitioning.
- Respect and treat each other as individuals and not make assumptions that trans people have the same needs.
- Co-workers must be knowledgeable that protection from discrimination is not dependent on whether or not a trans person (staff or patients) has a Gender Recognition Certificate.

2.2 Gender Recognition Act 2004 (GRA) and Human Rights Act (1998)

The GRA covers how trans people can have their identity legally recognised. A person applying for a gender recognition certificate (GRC) needs to demonstrate to an appropriate Panel that: they have or have had gender dysphoria and have lived in their acquired gender for two years, and they intend to continue to live in their acquired gender until death. If an applicant has been recognised under the law of another country or territory as having changed gender, then the Panel only needs to be satisfied that the other country has been approved by the Secretary of State.

Once a GRC has been issued, there are increased confidentiality requirements for documentation/records that reveal a previous gender status. It is a criminal act for any person to relay this information acquired from a 'official capacity' without prior consent/permission from the individual concerned. This applies to areas concerning workforce and service delivery. Under the Marriage (Same Sex Couples) Act 2013, there are

specific conditions that need to be met for the provision of a 'full' GRC if the applicant is in a legally recognised same-sex relationship.

The lack of a GRC must not be used to disadvantage a trans person and its main purpose is to provide privacy. Asking to see a GRC is nearly always inappropriate and may be regarded as harassment. Identification of patients and staff can usually be provided by passports or driving licences. A GRC is not needed in order to change one's name, pronouns, or gender of presentation at work/or accessing a public service.

The principles of the Human Rights Act are woven into the GRA. The Act requires trans people to be treated with dignity and respect with regard to their need for privacy and all other principles within the Act.

2.3 Data Protection/Disclosure and Barring Service (DBS)

Under the General Data Protection Regulation 2018, trans status and details relating to an employee's gender transition falls within a special category of personal data. This means such data can only be processed in certain limited circumstances, such as where the employee gives explicit consent or where it is necessary for carrying out rights and obligations under employment law. Employers have a duty to keep accurate records including updated information regarding gender transition. However, serious consideration must be given as to who has access to employee records, how much information actually needs to be stored and for how long.

The Disclosure and Barring Service provides a service called 'Disclosure' regarding criminal record information. To enable the bureau to do its job, the DBS has to be aware of any previous names and/or gender of the prospective employees. However, the bureau has devised a process which allows trans applicants to pass details on to the DBS without first revealing them to the employer.

The separate application procedure allows trans applicants to exclude previous names from the application form (ensuring protection from disclosing gender identity history from the employer). However, applicants will still be required to send details of their previous identity in a separate letter directly to the 'Sensitive Application Team' within the DBS. The bureau will then check the data sources held against both current and previous names. This avoids the need for disclosure about gender history or former name to the employer/voluntary body at the application stage, but allows the DBS to carry out the requisite checks against any previously held identities.

It should be noted that where a conviction or (in Enhanced Disclosure cases) other relevant information has been recorded in a previous name, this will be highlighted on the disclosure and as such details of any previous identity may be revealed. Where there are no convictions recorded, the details of any previous names that have been provided directly to the DBS will not be revealed in the disclosure. Trans applicants wishing to take advantage of this separate procedure should contact the DBS for further details. Please look at their website: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>

2.4 Recruitment agencies

It is unlawful for a recruitment agency to discriminate against a trans person based on:

- The terms of which it offers to provide any of its services.
- Refusing or deliberately omitting to provide services.
- In the way in which it provides any services.

A Genuine Occupational Qualification (GOQ) may qualify in certain situations, but it is essential that the criteria are met. If the employment agency has been assured by the employer that a vacancy is covered by a GOQ and this turns out to be wrong, the agency has a defence if it can prove that:

- It acted in reliance on a statement by the employer that its action would not be lawful.
- It was reasonable for it to rely on the statement from the employer.

Employment agencies are not under any legal obligation to disclose information about the gender identity status of an individual and agencies should not provide such information without the individual's prior consent. The question should only arise if there is a relevant GOQ relating to the particular job.

3. Additional support by managers and team members

3.1 Memorandum of understanding

Every employee has an implied term in their contract that their employer must not destroy or seriously damage the relationship of trust and confidence between them. Improper handling of an employee's transition or a lack of support in the workplace could result in a breakdown of the employment relationship, causing the employee to resign. In addition to losing a valued employee, the employer could face a claim for constructive unfair dismissal or discrimination.

Employers often act to address gender identity issues in their workplace when the occasion arises. Poor preparation increases the chances of managers and staff acting inappropriately, causing shame, embarrassment and pain to the trans employee concerned. One of the most important factors in facilitating transition in the workplace is to develop trust and discuss the matter thoroughly with the employee. If you are in a management role, ensure you are suitably informed about WSHFT policies and procedures including the 'Memorandum of Understanding'. This can be used by the employee and manager to discuss the support the employee will need at the different stages of the process. A member of the HR Department will support discussions and review the details of the memorandum before it is signed. This must be done with the agreement of the employee. The trans member of staff may wish to have the assistance and support of a colleague or trades union representative during this process.

The implementation of the memorandum should be reviewed at least every three months, but should also be reassessed at each significant stage of the process and at any time upon request by the employee. The memorandum is a confidential document. There needs to be

an agreement on where copies should be kept and who should have access. It is important this confidential information is not shared in the workplace in an uncontrolled way.

Issues, which may be considered by the employee and the manager include:

- Whether the employee wishes to stay in the current post during or after transition if possible, would prefer to be redeployed (this would also include short term redeployment).
- Whether duties within the role should not be undertaken at specific times within the process. This would need a referral to occupational health (for instance heavy physical work following surgery).
- What risks may arise for the employee in the workplace as a result of the transition, for instance in relationships with external parties or arising from media intrusion and how they will be dealt with.
- Projected timescale, if known, of any medical and surgical procedures and the time off requirement for medical treatment, including a discussion about how absences will be recorded and monitored. Time off for treatments related to gender reassignment are specifically protected under the Equality Act 2010 and should be regarded as a short-term reasonable adjustment (not used in relation to any absence management process).
- The expected point or phase of change of name, personal details and social gender. Name change may occur without any legal process but, before documentation is changed, it is usual for a Statutory Declaration (made before a solicitor or in a Magistrates' Court) or a Deed Poll document to be obtained. NB. The requirements imposed for confirming identity should be equivalent to the requirements generally required for employees changing their name i.e. trans employees should not be put through a more burdensome process than what is typically required.
- Whether the employee wishes to inform management, colleagues and associates or would prefer this to be done by someone else who is agreed to be suitable.
- When the disclosure is to take place and the depth of the disclosure, so that appropriate support can be provided for the employee and for other staff.
- Whether training or briefing of colleagues will be necessary and at what point and by whom this will be carried out. Further advice should be taken from the HR Department.
- What amendments will be required to records and systems and the safeguards of security.
- What the implications are for pensions and insurance.
- Whether a trans employee is adequately covered by existing policy on issues such as confidentiality, harassment and corporate insurance.
- Agreeing any dress code requirements.
- Agreeing the point at which the employee will commence using the gender appropriate facilities in the new gender role, for example toilets and changing areas. This should occur from the time when the employee transitions in their gender role at work.
- Liaison with any clients or external agencies in respect of any outstanding matters in which the trans employee is currently involved.
- Where DBS checks are required, following a change of name, a special procedure may be accessed.
- How to deal with staff (after training) who do not understand the situation, are unsympathetic or behave in discriminatory ways, this includes asking overly intrusive

questions about the employee's trans status and medical treatments. This should be discussed in line with the Equality, Diversity and Inclusion Policy and ensuring that the team/department have received Equality and Diversity Training.

3.2 Understanding implications of treatment

This is a general guide only and it is paramount to take individual needs into account on every occasion. The timescales for diagnosis of gender dysphoria varies widely. A person may want to transition at work (in terms of their appearance and presentation) prior to completion of any medical intervention they may or may not want to undergo. Remember that treatment times and options vary and while some procedures may require less than two weeks absence from work, others may take much longer. Sometimes transition can take over 5 years. For others transitioning is a life-long process. For this reason, managers need to keep in touch and consult with the individual. It is unlawful to dismiss an individual for reasons of past/current or impending gender reassignment treatment.

It is good practice to discuss in advance the time away from work an individual will need at the earliest opportunity. When the individual is absent for treatment normal sick pay arrangements should apply. Likewise, the normal procedure for medical appointments should be followed, as well as flexibility to individuals who may need to take holiday or rearrange working hours in order to attend additional appointments. It is important to remember that it may constitute unlawful discrimination if an individual is treated less favourably when undergoing treatment necessary for their transition than others who are absent from work for other medical reasons.

The employee may wish to be relocated or redeployed during the initial period if, for example, their working environment is stressful, perhaps because they have direct contact with the public or there is a history of transphobia within the team which has not been addressed or resolved (although procedures should be implemented to resolve these issues).

3.3 Dress code and gender-neutral facilities

It is good practice to allow enough flexibility in the dress code to accommodate the process of transition and also the needs of those who are non-binary. For example, in the transition from male to female, flexibility should be allowed over gender presentation. If the employee is working with the public, a temporary redeployment out of the public gaze may be appropriate, with the agreement of the employee concerned. Where necessary, a new uniform should be fitted and ready well in advance of the agreed transition completion date.

When no gender-neutral facilities are available, toilets and changing rooms should be accessed according to the full-time presentation of the employee. Ensure that access to the relevant facilities are also available to employees through their transitioning journey. Trans people should not be expected to use disabled toilets. A person does not need a gender recognition certificate to use the facility appropriate to their gender identity.

3. 4 Informing colleagues

You need to talk to the trans person to establish whether they wish to inform colleagues about their trans status and transition. Employees are under no obligation to inform anyone about their trans status. While it is usually good practice for the manager to take responsibility for informing those who need to know, always check with the employee and consult them before any disclosure is made. If the employee is harassed, bullied or discriminated against by Trust employees the Equality, Diversity and Inclusion Policy and Dignity at Work Policy and Procedure provide details on how complaints of this nature should be handled. Disciplinary action will be taken against Trust employees who engage in these types of behaviours.

Awareness sessions for teams should take place including:

- General information about trans communities
- Specific information to enable people to understand the needs of the individual involved (with the individual's consent).

Below is an email template that could be used by a trans person to inform their colleagues (this is just an example and does not have to be used):

Dear Colleagues,

I am writing to you because I know that it would not be possible to speak to you all individually. I wanted to tell you my news personally, rather than leaving you to hear it from someone else. There are going to be some big changes in my life that I would like to share with you.

I have been seeing a specialist doctor for a while, who confirms what I have recognised for many years. I am a man, and I always have been. Because I do not look like a man, I have lived with a feeling of great discomfort, which I have tried to ignore, repress or overcome. This uncomfortable experience is called gender dysphoria. Most of you will have heard of people in my situation being described as transgender or just trans.

I have reached a point where I cannot continue in my old gender role. I shall be away for three weeks and will return in September. From then on, I will be living and working as a man. I shall continue to do the same job. In that respect nothing will change. My appearance and the clothes I wear and how I present will change, of course, and I will no longer be known as Susan but as Michael. Using new pronouns can take a while to get used to, but I am sure I can count on you all to refer to me as 'he'.

We have great values in our organisation where we celebrate diversity and we treat each other with respect. Therefore, I am confident that all of you will give me the support that I need through this new phase of my life.

Please ask me if you would like any resources about being trans or access them from the manager.

Regards

S/Michael

It is never appropriate to inform colleagues, clients and the public that an employee has in the past undergone gender reassignment. This should be a private matter since gender reassignment will have no bearing on that person's ability to do their job.

3.5 Dealing with the media

There has been a recent increase in media scrutiny of the lives of trans people. WSHFT will not reveal the name and specific post of the employee as this is confidential. If the identity of the employee becomes known to the media, the employee's risk assessment should be reviewed immediately. It may be necessary to protect the employee by redeploying them if they work with the public. It may also be necessary to consider allowing the employee to take annual leave or unpaid leave. The wishes of the employee must be considered in any response given to the media.

Example Press Release:

WSHT has a robust employment policy and it is committed to providing a safe, inclusive working environment for all employees. We support our staff, treat them with respect and have due regard for their privacy and wellbeing, regardless of their age, disability, gender identity (trans, non-binary, gender non-conforming), marriage or civil partnership status, pregnancy or maternity, race (nationality, skin colour, ethnicity), religion or belief, sex or sexual orientation.

3.6 Privacy, personal records and references

Staff working in offices where members of the public may make incoming calls, should be trained to understand the need for privacy and the importance of using correct pronouns.

Where it is reasonable and practical (and not breaching confidentiality), it is good practice for employers to update their records to ensure that any references reflect current name, title and gender. In some situations, it may be necessary to retain records relating to an employee's identity at birth for example pension or insurance purposes. Access to any records showing the change of name and other details associated with the individual's trans status such as records of absence for medical treatment should be restricted to staff who require such information to perform their specific duties. Managers need to make sure they have specified why someone needs access to the information and for what purpose. If the 'dead name' of a person is still visible in the records, staff accessing the records need to be made aware not to use the 'dead name' and only use the acquired name of the person. These documents should be stored securely in a sealed envelope, separate from the files of other employees, rather than in a filing cabinet.

Breaches of confidentiality will be treated in the same serious manner as a disclosure of personal details of any other employee. This applies even if the person does not hold a Gender Recognition Certificate under the terms of GDPR. Those who obtain such information as part of their job (therefore, in an 'official capacity') could be committing a criminal offence if they shared this information with anyone else, unless this is authorised by the trans individual concerned.

3.7 Use of pronouns

When someone is referred to with the wrong pronoun, it can make them feel disrespected and upset. Speaking to colleagues about their preferred use of pronouns creates a respectful environment. This is especially important for people who have transitioned in the workplace or are new to WSHFT. Some people may prefer to be just called by their name, and avoid gender pronouns altogether.

These types of questions could be used:

- “What pronouns do you use?”
- “How would you like me to refer to you?”
- “How would you like to be addressed?”
- “Can you remind me which pronouns you like for yourself?”
- “My name is Sam and my pronouns are she and her. What about you?”

Any members of staff that refuse to use the name, pronouns or gender deemed appropriate by another member of staff will be seen as acting in a harassing and/or discriminatory manner and may be subject to disciplinary procedures under the Dignity at Work Policy.

4. Procedures

4.1 Health and Safety/Insurance

Employers should ensure that ongoing risk assessments are carried out for trans employees. Appropriate insurance should also be in place by WSHFT for all staff and patients.

4.2 Pensions and retirement

For state pension purposes, trans people can only be regarded as the sex recorded at birth until they have obtained a new birth certificate under the provisions of the Gender Recognition Act 2004. Otherwise, those born prior to April 1955 can only claim state pension at the age appropriate to the sex on the original birth certificate. A trans woman is entitled to receive a state pension from the age of 60 without a GRC, if she reached that age before 4 April 2005 when the Gender Recognition Act came into force. It is the responsibility of the employer to take suitable steps to keep confidential the reason for the employee's apparent early or late retirement.

Trans members of staff who are in possession of a GRC and members of the NHS Pension Scheme, should contact NHS Pensions <http://www.nhsbsa.nhs.uk/pensions> for further advice.

4.3 Recruitment

Careful consideration should be given as to the application of a Genuine Occupational Qualification (GOQ) relating to gender in recruitment adverts. The inappropriate application can leave some trans people illegible to apply for the post regardless of whether they have a

GRC or not (at present there are specific exclusions within the EqA). Managers should contact HR for advice to ensure any potential application of a GOQ is both justifiable and proportionate. Failure to do so may result in a discrimination claim. It is unacceptable to apply a GOQ simply because it has historically been applied. Justification for each proposed application must be reviewed every time the post is advertised.

Interviewees may not necessarily want to disclose their gender identity status at interview and it is not a question that should be asked. If a GOQ has been applied (particularly around gender), the interviewer would be expected to ask **all** candidates if they can meet the requirements of the GOQ, this must also be recorded in the interview notes. People who have a GRC have the **full legal status** of their affirmed gender.

4.4 Further information, advice and training

Staff have a responsibility and a duty to keep updated and informed about gender and sexual diversity. You can access additional support and guidance via StaffNet. Or contact the following groups directly.

[GIRES](http://www.gires.org.uk) will help any employer or employee undertaking a transition at work.
<http://www.gires.org.uk>

[The Clare Project](http://www.clareproject.org.uk/) is a self-supporting group based in Brighton and Hove open to anyone wishing to explore issues around gender identity. <http://www.clareproject.org.uk/>

Transformers is a group set up by [Allsorts Youth Project](#), which support people who are trans or are questioning between the ages of 16-25.

Trans advocacy service in Brighton and Hove is provided by Mindout. This service offers advice, information representation and case work support on all issues related to: trans care pathways including services and treatment at the gender identity clinic; primary and secondary care; social care; legal issues; family and relationships; employment; housing; hate crime, bullying and harassment; diagnosis and treatment options. www.mindout.org.uk

Further information can be found in the Guidelines for Trans Patients on StaffNet which includes Appendix 1: Non-binary gender factsheet.

4.5 Transphobia and Hate Crime

Transphobia can be defined as the irrational fear, dislike or prejudice against trans people. A hate crime is when transphobia is acted out against someone and it amounts to a criminal offence. Any form of discrimination and hate crime is not tolerated within the Trust and there is a process for reporting such incidents. It is important that behaviour of this nature is reported, this will ensure that the incident/crime is investigated appropriately and the right level of support can be offered to the victim and bystanders. All managers must be aware of how to report hate crimes. If you are unclear of the process contact a member of the HR Department.

5. Terminology

Asexual – someone who is heterosexual, gay, lesbian, bisexual or pansexual but is not physically attracted/barely physically attracted to anyone.

Bisexual - an emotional, romantic and/or sexual orientation towards more than one gender. The term used to describe those who were attracted to others of the same gender and opposite gender. The term may be used more widely these days and might include those who are pansexual (attracted to all genders).

Cis-gender – a person whose sex attributed at birth aligns with their gender identity and that is confirmed by them as an individual.

Deadnaming - calling someone by their birth name after they have changed their name. This term is often associated with trans people who have changed their name as part of their transition. Deadnaming is a form of harassment and abuse and can trigger dysphoria in the person affected.

Dysphoria – is the experience of bodily disconnect, distance or distress experienced by someone whose sense of their own gender and how that gender is expressed does not match what either they, other people, or society at large perceives that expression to indicate.

Gay - refers to a man who has an emotional, romantic and/or sexual orientation towards men. Also a generic term for lesbian and gay sexuality - some women define themselves as gay rather than lesbian.

Gender expression – this is how a person presents themselves on any given day in terms of the clothes they wear for example, how they speak, how they walk and so forth. Gender expression does not always match gender identity.

Gender identity – how a person sees themselves/feels in terms of social constructions of what it means to be a man/woman and sometimes, their own feelings about what being a man/woman actually relates to. Gender terms in common use include trans (see above), non-binary (a different conception of gender that does not sit within the man/woman binary), gender diverse (outside the gender norms) or gender fluid (a gender identity that shifts and changes over time/place) or gender non-conforming (a negation of the gender binary). Remember that some trans people who choose to go through a gender affirmation process may identify as a binary gender – man or a woman – at the end of the process or at different points in their journey or at the very start. They may no longer choose to use the term trans or they may never have used the term trans. They may not want to disclose their trans journey and this must be respected. It is against the law to out someone as trans and nor should you expect all trans people to want to talk about their journeys.

Genuine Occupational Qualification (GOQ/Genuine Occupational Requirement (GOR) - exceptions to the law regarding discrimination are permitted in cases where a protected characteristic is genuinely needed for them to be able to carry out their duties for a specific job. What employers may legitimately claim as a GOQ or GOR for a job varies according to the characteristic being discriminated on. However, in general the onus is on the employer to demonstrate that the characteristic concerned is a genuine requirement (or intrinsic) for the job, crucial to the job's performance, and that it is proportionate to apply the requirement in the case in question. For example, it would be a GOQ/GOR to discriminate in favour of women when recruiting workers to work in a refuge for abused women. Due to the

experiences of the clientele, it would be deemed inappropriate for a man to be within the vicinity unsupervised.

Gender reassignment also referred to as gender affirmation or gender confirmation - these are medical and/or surgical procedures that change the body to align with a person's gender. They can include breast augmentation or removal, chest reconstruction, removal of the ovaries and uterus, altering or constructing genitals, bone restructuring, hair transplants and others. There are also other processes that fall within this which includes regular shaving, electrolysis and so forth.

Gender dysphoria - used to describe when a person experiences discomfort or distress because there is a mismatch between their sex assigned at birth and their gender identity. This is also the clinical diagnosis for someone who does not feel comfortable with the sex they were assigned at birth.

Gender Recognition Certificate (GRC) - this enables trans people to be legally recognised in an affirmed gender and to be issued with a new birth certificate. Not all trans people will apply for a GRC and at the time of writing you have to be over 18 to apply. You do not need a GRC to change your gender markers at work or to legally change your gender on other documents such as your passport.

Heterosexual/straight - refers to a man who has an emotional, romantic and/or sexual orientation towards women or to a woman who has an emotional, romantic and/or sexual orientation towards men.

Homophobia - the fear or dislike of someone, based on prejudice or negative attitudes, beliefs or views about lesbian, gay or bi people. Homophobic bullying may be targeted at people who are, or who are perceived to be, lesbian, gay or bi.

Homosexual – this is a medicalised term used to describe a person who has an emotional romantic and/or sexual orientation towards someone of the same gender. This term has fallen out of use as homosexuality has been depathologised. Please use the term gay instead as a matter of respect.

Intersex - intersex people are born with physical sex characteristics that do not fit medical and social norms for female or male bodies. Intersex traits are natural manifestations of human bodily diversity. Intersex variations are not the same as gender identity (who you are – male, female, gender non-conforming, non-binary, transgender) or sexual orientation (who you are attracted to – heterosexual, bisexual, lesbian, gay, asexual, pansexual). People born with intersex variations have the same diversity in sexual orientation and gender identity as everyone else. While LGBT activists and Intersex activists may work together, it is important to be clear about the difference and prevent misunderstanding.

Lesbian - refers to a woman who has an emotional, romantic and/or sexual orientation towards women.

LGBT - the acronym for lesbian, gay, bi and trans.

Outed - when a lesbian, gay, bi or trans person's sexual orientation or gender identity is disclosed to someone else without their consent.

Passing - if someone is regarded, at a glance, to be a cisgender man or cisgender woman. Cisgender refers to someone whose gender identity matches the sex they were 'assigned' at

birth. This might include physical gender cues (hair or clothing) and/or behaviour which is historically or culturally associated with a particular gender.

Pronoun - words we use to refer to people's gender in conversation - for example, 'he' or 'she'. Some people may prefer others to refer to them in gender neutral language and use pronouns such as they/their and ze/zir.

Queer – a term used as a slur and to attack people of minority gender and sexual identities. Sometimes the term is used by those wanting to reject specific labels of romantic orientation, sexual orientation and/or gender identity. It can also be a way of rejecting the perceived norms of the LGBT community (racism, sizeism, ableism etc). Remember that some LGBT people view the word as a slur. Sections of the LGBT+ population reclaimed the word in the late 80s and it is used in some public institutions such as Universities. Unless you yourself identify as queer, you should not use the term and, staff working at WSHFT should not use the term as a matter of course as the wider staff body and patient body may not understand the difference between using it as a slur and source of harassment compared to using it as a term of empowerment.

Questioning - the process of exploring your own sexual orientation and/or gender identity.

Sex – a term used to denote male/female/intersex variations, largely based on visible physical differences and attributes. In general, a sex attributed at birth is based on visual indicators. However, sex attributes are often (in most countries) tied to binary gender constructs – what it means to be a man/woman. Sex and gender are related, although they are not the same. It is important to remember this, because people who have intersex variations are also located on the spectrum of sex attributes and do not have sufficient measures to protect their rights and to have a say about their bodies. This is an area that is currently without legal protection, which makes intersex individuals vulnerable to medical interventions without consent.

Sexual orientation – who you are attracted to. You could be attracted to the same gender (lesbian or gay), the opposite gender (heterosexual), both genders (bisexual), people across the gender spectrum (pansexual). For a lot of people, sexual orientation is not static – it can shift over time. Also not all people are comfortable using the terms lesbian/gay/bisexual even if they have relationships with those of the same gender – they may choose to use terms such as 'same gender loving'.

Trans (transgender) – a person whose sex attributed at birth does not match their gender identity. When someone is born, a medical professional will attribute someone's sex based on outward appearance. But that does not always mean our gender aligns with it. Being transgender is not a choice. Remember that not all people in this situation identify as trans or seek gender affirmation interventions. Sometimes the trans journey is a life-long process – there is not always an end point. (Note: please do not use the terms 'transsexual', 'transvestite', 'sex change' 'gender identity disorder' – these are outdated and considered offensive and derogatory by many trans people and allies.)

Transphobia - the fear or dislike of someone based on the fact they are trans, including the denial/refusal to accept their gender identity.

Transition - used to describe the point at which a permanent change of gender role is undertaken, in all spheres of life – in the family, at work, in leisure pursuits and in society generally. Some people make this change gradually, however, others emerge much quicker.

6. References

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