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# Transgender inclusion in the workplace



# Introduction

Our purpose is to drive commerce and prosperity through our unique diversity.

Our ambition is to build a culture of inclusion that is a critical lever to our business success and will enable us to be the best place to work, the best place to bank and contribute to creating prosperous communities.

Organisations play a key role in supporting and reflecting communities by expressing tolerance, understanding and listening to differing views. It is important for organisations to enable people to bring the best of themselves to work and be appreciated for who they are to drive engagement, productivity, innovation and performance.

To support organisations in this journey, we have developed a toolkit supporting gender transition and inclusion in the workplace. This toolkit aims to define an approach to trans inclusion and support.

This toolkit is a guidance incorporating the global leading practice, hence country specific legislation or requirements may vary and will need to be taken into consideration.



# What does this toolkit cover?

Commitment to  
transgender inclusion



Why is it important?

LGBT+ human rights



Country specific  
legal guidance

What is transgender?



Key terminology

Gender transition



Definition

A transitioning  
individual's journey

Best practice for transgender/  
transitioning employees



Consideration and guidance

Appendix



Terminology



Steps involved

“At Standard Chartered, we are deeply committed to creating an inclusive workplace and a culture where all employees can be appreciated for who they are and for what they bring to the organisation. This includes all the ways in which people are individual and unique.”

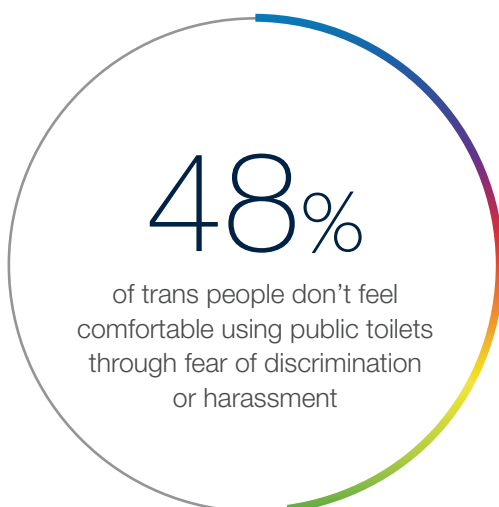
# Commitment to transgender inclusion

Our goal is to create an open and collaborative culture where every employee can be themselves, perform to their full potential and be treated with dignity and respect, regardless of their gender identity and gender expression. Our approach to diversity and inclusion (D&I) is underpinned by our [D&I Standard](#).

## Why it is important?

Although it is suggested that between 1% and 2% of the world's population is transgender, there are no definitive statistics on the number of trans people around the world. The right to recognition as a person before the law is guaranteed in numerous human rights treaties and is a fundamental aspect of affirming the dignity and worth of each person.

## Key findings based on Stonewall's research<sup>2</sup> are:



<sup>1</sup> Source: <https://www.stonewall.org.uk/lgbt-britain-trans-report>  
This data is based on UK research as global data in this area is limited.

# LGBT+ human rights

According to the United Nations Human Rights Council: The core legal obligations of States with respect to protecting the human rights of LGBT+ people include obligations to:



Further country specific legal guidance can be found [here](#).

# What is transgender?

Transgender is an umbrella term for people whose gender identity, expression or behaviour is different from those typically associated with their assigned sex at birth, “Trans” is shorthand for “transgender”.

Terminologies within the transgender community vary and has changed over time, it is important to recognise the need to be sensitive to usage within particular communities and individuals.

\*A list of terms and definitions is provided as appendix.

# Key terminology: Sex, gender and sexuality



The **anatomy**, chromosomes, hormones of an individual which provide classification based on characteristics.



The term “gender identity” is distinct from the term “sexual orientation”. It refers to a person’s **psychological sense of self** as a man, woman or another gender, which may or may not correspond to the biological sex assigned at birth.



Gender expression refers to how you **demonstrate your gender** through aspects of a person’s behaviour, mannerisms, interests, and appearance that are associated with gender in a particular cultural context, specifically with the categories of femininity or masculinity. This also includes gender roles.



“Sexual orientation” is a person’s **sexual identity in relation to the gender to which they are attracted**. “Gay”, “lesbian”, “bisexual” and “straight” are all examples of sexual orientations.



# Gender transition

Transitioning refers to the public and private process of transitioning from the person's birth gender to their identified gender. Generally individuals may take steps to actively change their:

- › Physiology – can include hormones, surgery or sex reassignment
- › Expression – for example wearing preferred gender clothing, hairstyle, mannerism/body language, voice

Gender transition is a personal process and there is **no one way to transition**. Some individuals will take a couple of steps while others may take all the steps available to them.

Transitioning can also apply to existing transgender employees who may also need additional support and guidance.

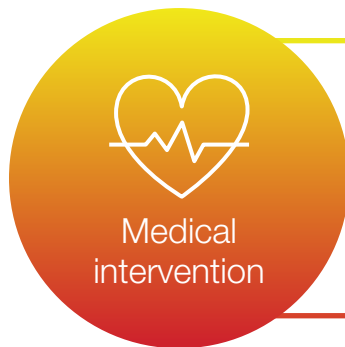
Not everyone who considers themselves transgender will undergo a transitioning process.



“Gender transition is a personal process and there is no one way to transition. Not everyone who considers themselves transgender will undergo a transitioning process.”

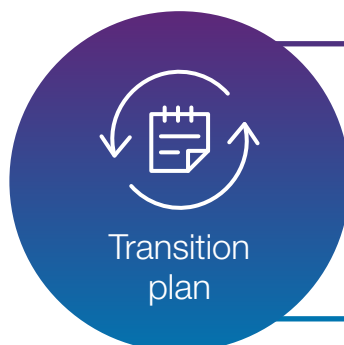
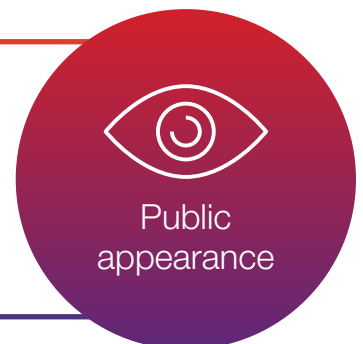
# What does a transitioning individual's journey look like?

For the transitioning individual, transition is often a highly stressful time. Friends, family and work employees are usually informed. This can be traumatic and individuals do report some level of rejection or hostility.



Individuals undergoing medical intervention are supervised by medical and psychological professionals, as per statutory requirement in several countries.

The transitioning individual might be scared and apprehensive of people's reactions as they plan to present their target gender in public. At this point, they are looking for support and acceptance.



Each individual undergoing a transition will have their own set of unique factors which can require a customised plan. Like any significant life event, employees may benefit from additional support from their organisations HR, People Leaders and other employees.

An individual's journey is personal and may vary considerably; the above serves as a guide.

# Best practice for the transgender/transitioning employee

You have the right to openly be who you are: to express your gender identity, characteristics or expression without fear of negative consequences.

As part of a team, it is important for you to do your part to make the transition successful and one of the first steps is to inform key personnel who can assist you.

Below are some areas for consideration:

1

## Initial conversation

One of the first steps is to inform key people who can assist and support you.

Your first point of contact can include:

- Your People Leader
- Your HR representative
- A member of the LGBT+ Employee Resource Group (ERG)
- A member of the Diversity and Inclusion (D&I) function

2

## State your intent clearly

Take the time, explain your intentions, needs and concerns to your People Leader/HR to ensure they understand your needs and you understand their expectations.

3

## Education

Be prepared to educate people, your people leader and/or HR representative and others may not be educated about transgender issues and may not understand clearly what your needs may be.

4

## Transition plan

Work together with your People Leader and HR representative to create a transition plan which may include a trial period – to lay a roadmap on what steps need to be taken to ensure a successful transition.



# Best practice for People Leaders and Human Resources

If an employee informs you of their desire to transition or if a person is currently transitioning, your support is critical. Below are some of the key areas your assistance is required in this process.



## 1. Initial conversation

- Advise employee that your organisation will support them as much as possible.
  - Inform the employee that you would like to engage in the transition planning process in order to support their needs and those of the business.
  - If you are unfamiliar or uncomfortable with the transitioning process, allow the employee to provide some education or you can also reach out to the D&I function or LGBT+ ERG that can help upskill you.
- Clearly express support and reinforce the organisation's commitment to diversity and inclusion.



## 2. Confidentiality, privacy, sensitivity and respectful disclosure

- Listen and let the employee speak openly about their intentions to transition.
- Keep the employee informed before you speak or involve any other person (i.e. HR) in the transitioning process.
- Ensure all information gathered is treated with utmost confidentiality and privacy in accordance with country and company policies
- Do not prematurely disclose any information about an employee's impending transition.
- Employee is not required to disclose specific details of the medical intervention they will undergo, it is a private matter between doctor and patient.



## 3. Facilities/Bathroom/Dress Code

- Once the employee presents in their affirmed gender it would be expected that they use the facilities/bathroom of their affirmed gender.
- Ensure the dress code is gender neutral whilst still meeting the country dress code policy standards with attire that allows expression of their gender identity.

It is not appropriate to advise employees to use facilities designed for employees with disability unless the signs have been changed to reflect gender neutral/inclusive restroom facilities.

Designate inclusive washrooms, changing spaces with appropriate signs.

Working with clients is no reason to deny an employee the right to dress and present their affirmed gender.



## 4. Transition plan

- › Each individual will have their own approach to transitioning, consider creating a joint plan between the employee, People Leader and HR.
- › Trial period is an optional process.
- › The timeline for a trial period could range from one to two years. However, the employee will inform the organisation of their timeline. Discuss options.
- › It is recommended that country HR know about country specific legal rights on the sex reassignment surgery and trial period.

A transition plan tends to include:

- › Indication of when employee intends to start transition process and what it means to them.
- › Anticipated end date of transition.
- › Time off for medical appointments.
- › Any workplace adjustments required including potential move of work location.
- › Name change process including name employee wishes to be called by colleagues and clients.
- › Communications plan for stakeholder.
- › Implications to employer-provided benefits (i.e. medical, pension).
- › The expected plan for use of gender-specific facilities, such as bathrooms.
- › Transition trial period



## 5. Education and awareness

- › It is important to help educate and raise awareness for key stakeholder including colleagues and clients.
- › Consider hosting information sessions and forums to raise awareness, discuss unconscious bias and address concerns.
- › Seek to understand what their preferred name and pronoun is straight away and use them when the employee is ready.
- › Discuss the importance of language - preferred name and pronouns such as 'he' or 'she', 'his' or 'hers' and use in line with their gender presentation.
- › It is not appropriate to refer to an employee using any derogatory terms such as: he-she, she-male, tranny, fag... etc. It is offensive and creates a hostile working environment.

# Transgender inclusion checklist for organisations

Although the process of gender transition can take a number of years in some instances. There are steps that organisations can take to ensure they are supporting transgender inclusion and enabling all employees to be their true selves.

## Key considerations:



Do you have visible senior sponsors advocating for LGBT+ inclusion?



Do you have a gender neutral dress code policy?



Are policies and processes written using gender neutral language?



Do you have gender neutral/inclusive restroom facilities?



Do HR systems offer 'non binary' as a gender category with the appropriate corresponding prefix i.e. Mx



Do you have training programme to educate colleagues on LGBT+ inclusion and the impact of bias?



Are employee benefits inclusive of same sex partners?



Are there LGBT+ employee resource groups in place to educate, support and engage colleagues on key issues?



Are employees able to include their preferred pronouns on their email signature or business card? – Mis-gendering someone by using the wrong pronoun can be hurtful and can impact self confidence



Are colleagues comfortable challenging exclusive behaviour/language?

Transgender inclusion in the workplace

# Appendix

# Terminology

- › **Ally:** A (typically) straight and/or cis person who supports members of the LGBT+ community.
- › **Asexual:** Someone who does not experience sexual attraction.
- › **Androgyne/polygender:** Terms used to describe people who do not feel comfortable thinking of themselves as simply either men or women. Some may identify their gender as being a form or combinations between a man and a woman, or alternatively as being neither.
- › **Bi:** An umbrella term used to describe an emotional, romantic and/or sexual orientation towards more than one gender.
- › **Cisgender:** Someone whose gender identity is the same as the sex they were assigned at birth.
- › **Gender expression:** Refers to an individual's external gender-related appearance (including clothing) and behaviour (including interest and mannerisms).
- › **Genderqueer:** A term used by some individuals who identify as neither entirely male nor entirely female.
- › **Intersex:** Term used to describe individuals born with external genitals, chromosomes, or internal reproductive systems that are not traditionally associated with male or female. There are many types of intersex conditions. *The term hermaphrodite has been used to describe intersex people but it is considered extremely offensive.*
- › **LGBT+:** The acronym for lesbian, gay, bi and trans, the '+' is used as an umbrella to include all other groups.
- › **FTM:** Abbreviation to identify transitions from female to male (transgender men).
- › **MTF:** Abbreviation to identify transition from male to female (transgender women).
- › **Non-binary:** An umbrella term for a person who does not identify as only male or only female, or who may identify as both.
- › **Sex reassignment surgery:** Surgical procedures that change one's body to make it conform to a person's gender identity. *The term 'sex change surgery' is considered a derogatory term.*
- › **Transgender person:** An umbrella term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth.

## Additional resources

The legal landscape of transgender inclusion varies globally, the [International Lesbian, Gay, Bisexual, Trans and Intersex Association \(ILGA\)](#) has a wide range of global resources available including:



The [Global Association for Transgender Equality \(GATE\)](#) may be able to provide access to additional resources to support you.

# Standard Chartered

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