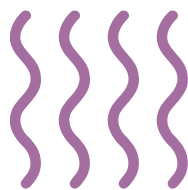


FOSTERING TRANSGENDER TALENT IN THE WORKPLACE





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Pride Business Forum Foundation

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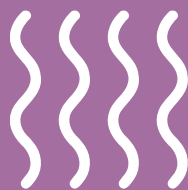
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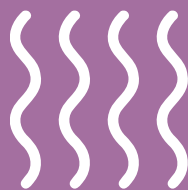
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INTRODUCTION

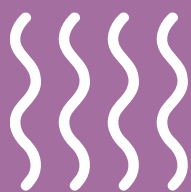
Welcome to the Transgender Toolkit for Employers providing practical advice and recommendations to help create a workplace friendly to trans and non-binary employees. You will learn the key strategies of successful transition in the workplace, as well as tips for respectful communication with transgender employees and clients. We'll also introduce you to a range of benefits that betting on diversity can bring not only to people in transition, but to all open-minded work teams.

Each and every one of us deserves to feel good and be accepted in the workplace, regardless of our gender identity or self-presentation. Let's work together to ensure that the journey to work is not just a stressful experience for transgender individuals, but rather a welcoming and empowering one!

MARTIN ZELENKA,
Data Governance & Expert
Diversity Leader,
ČSOB



"It was an honor for us to be involved in the creation of this toolkit that will help companies across the market in matters related to the inclusion of trans employees. This is an area riddled with misunderstandings and assumptions. Respect is a key value of ČSOB, and we stand by the belief that it is necessary to approach all employees with respect so they can be themselves."



WHO ARE TRANS PEOPLE

Trans and non-binary people were assigned a gender at birth with which they do not identify. Their gender identity is thus different from how they are perceived by others, and may either be the opposite, as is the case with trans women and trans men, or may be neither male nor female, that is non-binary or genderqueer people who stand outside the binary concept of gender as two separate categories.



TRANSITION

For each trans and non-binary person, transition occurs at a different pace and encompasses different elements. It may not always follow a direct path from point A to point B. Transgender and non-binary individuals simply seek to live their authentic selves in society, and physical changes are just one possibility to achieve that. Ideally, non-binary individuals should have access to legal and medical changes that can assist in affirming their gender identity.



The Gender Spectrum Collection, photo Zachary Drucker/Alyza Enriquez.

TRANSITION – A MAGICAL JOURNEY

When trans and non-binary people choose to live openly under their true identity, they embark on a thorny journey called transition. This takes place at a different pace for each person and involves different elements and takes place at a different pace for each person. First of all, there are significant social changes for those around them, i.e. a change in appearance, clothing, name and also gender (pronouns); this process is crucial. This may (or may not) be followed by medical transition, i.e. hormone therapy and surgical interventions that help to fundamentally change physical appearance.

Medical transition is a requirement for legal gender recognition (change of name, personal identification number, and legal gender in documents and official records) in the Czech Republic. Therefore, trans people can officially change their name and gender marker only after a long period which involves a series of medical visits, and ultimately hormone therapy and surgery, which are necessary for the legal change.

In many cases where trans people are unable or unwilling to undergo this mandatory surgery, or are in the pre-transition phase, the documents and gender marker do not correspond to their true identity. It is then important to respect how the person feels and wants to be addressed. Official records can be misleading as they may not correspond to one's true gender identity.

WALK THROUGH A ROSE GARDEN?

You can imagine how winding, long and burdensome the path of transition can be. Although trans and non-binary people have been around since the dawn of history and in cultures around the world, their identities in our day-and-age tend to be suppressed. They are therefore often met with misunderstanding, or even outright discrimination and transphobia. Being trans* is still a big stigma in our society, which often prevents trans people from reaching their full potential.

NON-BINARITY – STILL UNKNOWN TO MANY

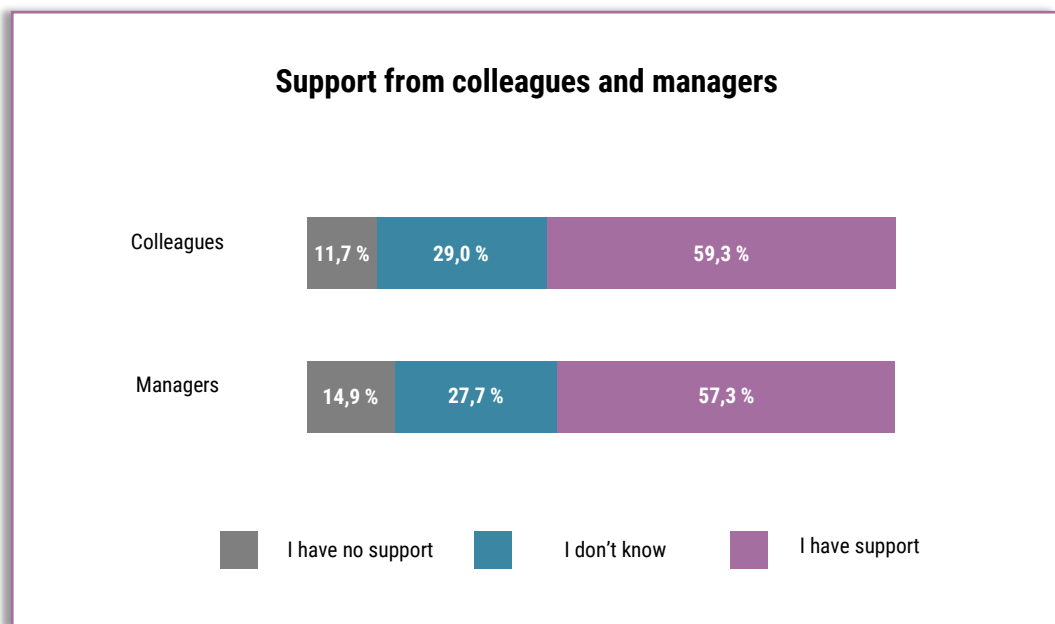
Non-binary people are, due to lack of information on the part of the public in a much worse situation. Although non-binary identity is as valid as any other gender identity, medicine still ignores need for gender affirmation and the Czech state does not recognize their identity officially – they cannot choose a neutral gender marker on their documents and in most cases they are not given medical support to change their appearance (they are simply not trans enough). Therefore, they are also not very visible in society and can be hard to read for their work team, who don't know how to approach them. Many non-binary people prefer to hide their identity at work for fear of being misunderstood and excluded from the team. However, the number of openly non-binary people is growing rapidly, both in the workplace and within the clientele, so it is good to learn how to approach them with respect.

Rule number one is: Don't assume gender identity based on your own idea and experience, but always go by the person's preferences in terms of their pronouns and name. If unsure, it is best to simply ask, e.g. "What pronouns do you use?" This is not considered offensive; on the contrary, it shows your concern for the comfort of the other person you are communicating with.

Unlike English (where *they/them* pronouns can be used), Czech language does not have a clear language concept of non-binary gender, and there is no single way to refer to them. Some people alternate between feminine and masculine pronouns, some use the pronoun *oni* (Czech for *they*). There are also other options - so it's always best to ask.

ACCEPTANCE AT THE WORKPLACE

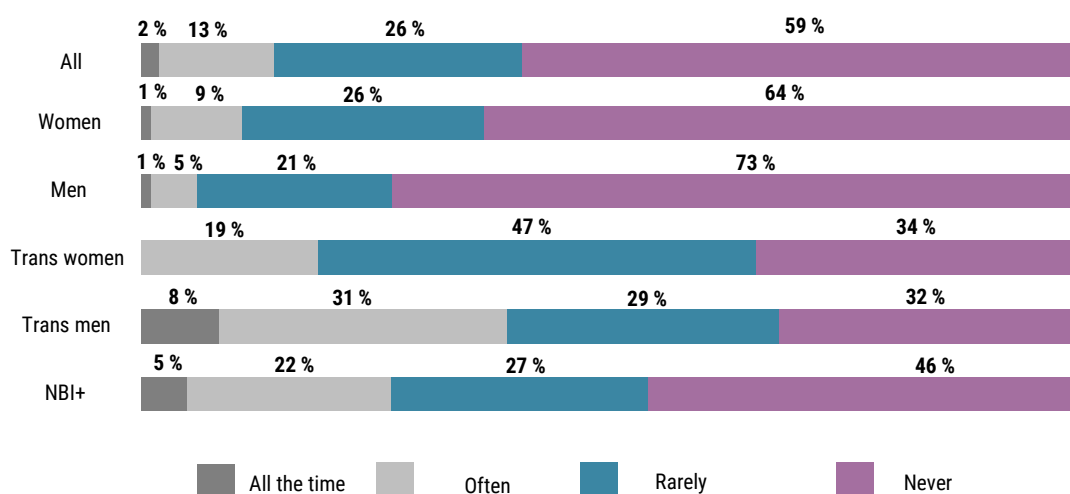
According to Transparent's 2018 research, less than 60% of co-workers are supportive of trans colleagues, and even less so for managers, who are only about 57% supportive of trans people.



Hopes and Fears of Trans People, K. Pavlica et al., Transparent, 2018

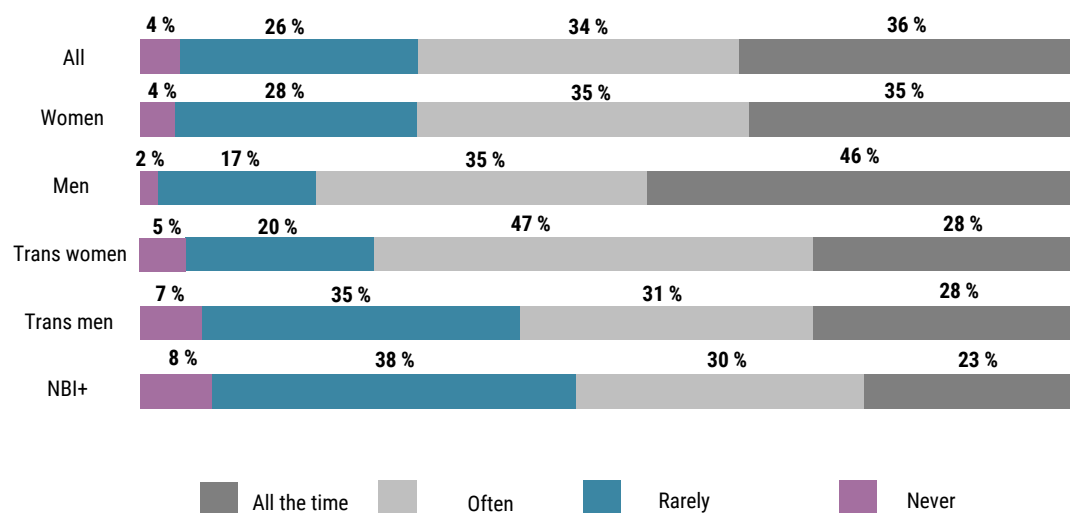
The atmosphere in the workplace is also discussed in the research study *Být LGBTQ+ v Česku 2022*, which inquired, among other things, to what extent do people encounter negative sentiments towards themselves as a queer and trans people or towards their LGBTI+ colleagues, and how often they directly experienced negative comments or treatment.

How often have you been subjected to negative comments or actions related to your **gender identity** at work over the past 5 years?



Be LGBTQ+ in Czechia 2022, M. Pitoňák and M. Macháčková, National Institute of Mental Health and Queer Geography

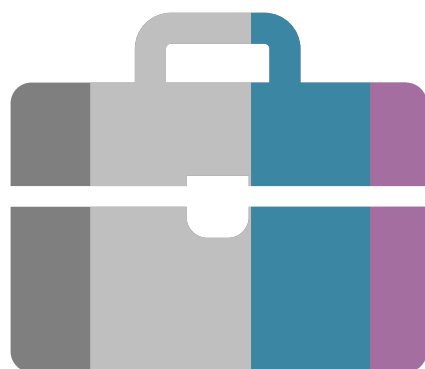
How often have you experienced negative attitudes towards lesbians, gays, bisexuals, or transgender people at work due to **their gender identity** over the past 5 years?



Be LGBTQ+ in Czechia 2022, M. Pitoňák and M. Macháčková, National Institute of Mental Health and Queer Geography

On the other hand, the research also shows the level of support and help from the team and colleagues.

Have someone over the past 5 years supported, defended, or protected you and your rights as an LGBTQ+ person at your workplace?



Have you heard or seen someone in the past 5 years supporting, protecting, or advocating for the rights of lesbians, gays, bisexuals, transgender, and/or intersex people at your workplace?



Be LGBTQ+ in Czechia 2022, M. Pitoňák and M. Macháčeková, National Institute of Mental Health and Queer Geography



~~TRAGIC FATE?~~ SUCCESSFUL TALENT!

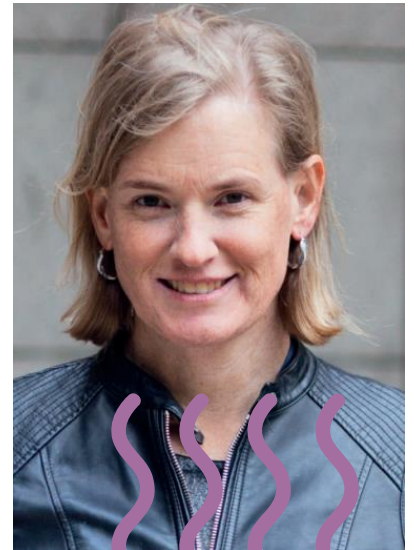
According to preliminary estimates, approximately **1.4%** of the workforce in the Czech Republic, identify as trans or non-binary, which equals over **72,000** people. Representing a broad spectrum of fields, qualifications, and roles, their contributions are felt in every part of our society. You may meet them at the local grocery store, encounter them at your banking counter, share a bus ride with them, or engage in stimulating conversations at conferences and business meetings, and often you may not even realize it. This is because they don't necessarily flaunt their identities – they simply are who they are. We have brilliant doctors, dedicated teachers, dynamic managers, and many other professionals, each adding their own unique value. Integral to their success is a workplace that encourages authenticity – a setting that is both safe and supportive, allowing each individual to truly shine.



DIVERZITY – WAY TO GO!

Workplace diversity is crucial for the healthy growth and success of any organization. Businesses should embrace and foster a vibrant array of perspectives and experiences within their teams, demonstrating to their employees that their views and experiences are valued and appreciated. This diversity serves as a catalyst, propelling the organization forward by challenging “the old ways”. Embracing diversity yields numerous benefits. It invigorates the work environment, opens up fresh perspectives, and offers opportunities for collective growth. A commitment to diversity enables businesses to cater more effectively to a variety of products and services, and to develop superior systems and processes. Ultimately, this significantly enhances a company's competitive edge.

VIVIENNE MING,
US transgender researcher
focusing on diversity and the role of
AI in the workplace



Vivienne Ming, an American trans-identified researcher, has been exploring the importance of diversity for business operations:

“Our classic image of an employee as a cis, heterosexual, white man with a conventional life represents only about 1% of the global population. Do you think you can build a company on that one percent? What if someone else finds a way to tap into at least a small portion of the potential of the remaining 99%? If you are convinced that women, LGBTI people, or anyone else cannot contribute to the success of your company, you've effectively decided to narrow your talent pool to a tiny group of individuals. Yet, it's important to remember that competitiveness in the next 10 to 20 years will depend solely on talent.”





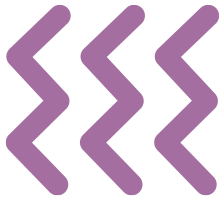
WHAT CHALLENGES DO TRANS PEOPLE FACE AT THE WORKPLACE?

- **Vulnerability** to discrimination and harassment
- **A striking change in social role** and self-presentation, which needs to be respected
- **Administrative changes** (name, gender marker) in documents and official or unofficial records
- **Identification and official documents** often **do not match** identity, appearance, or self-presentation
- **Physical changes** following hormone treatments and, possibly, medical procedures
- **Non-binary individuals not officially recognized** by the Czech state, and the Czech not being able to embrace this identity

JANA VYCHROŇOVÁ,
Diversity & Inclusion
Manager,
Vodafone



"At Vodafone, it is crucial for us that everyone feels good, regardless of their gender identity, age, orientation, origin, ability, or even religious beliefs. No one should feel they have to hide part of their identity at work. Therefore, we want to provide maximum support to our transgender colleagues and make their transition process as smooth as possible."



LGBTI+ EMPLOYEE RESOURCE GROUP – do you have one?

- Unites everyone who supports LGBTI+ individuals in the workplace.
- Helps to increase visibility of LGBTI+ topics within the company and creates space for engagement outside of work hours.
- Functions as part of the company, communicating its values outwardly.
- Supports trans individuals during their coming-out process and subsequent transition.
- Has information about support services and resources, such as community initiatives or contacts for requisite care.

COMMUNICATION

101



GET THE PROUNOUNS AND NAME RIGHT

Use the grammatical gender and name according to the preference of the trans or non-binary person, avoid misgendering (using the wrong gender) and deadnaming (using an old and no longer used name).

Don't dwell on slip-ups – if you use the wrong gender or previous name, simply apologize briefly and move on.



DON'T BE AFRAID TO ASK

If you're unsure about someone's identity and don't know which pronouns or name to use, simply ask: "What pronouns do you use?"



GO NEUTRAL

In official or personal communication, it's often possible to use a neutral address (e.g., "Good evening, everyone," etc.).



DON'T RELY ON FIRST IMPRESSIONS

Physical appearance may not match identity, although we tend to gravitate towards gender stereotypes and a binary perspective.

Keep an open mind and don't hesitate to ask which pronouns a person uses.



AVOID JUDGMENTAL COMMENTS

Even an innocent comment stemming from misunderstanding can cause harm. Avoid negative or judgmental remarks about appearance or behavior in terms of gender expectations (even if the colleague doesn't hear you!).



DO NOT INVALIDATE OR QUESTION IDENTITY

While advice can sometimes be helpful, when it comes to identity, no one can make decisions for others. Do not try to convince other people that they are mistaken about their gender identity or that it is “just a phase”.



INTIMATE QUESTIONS HAVE NO PLACE IN CASUAL CONVERSATION

You may get the impression from media that trans people discuss their surgeries and sexuality from morning till evening. The opposite is true; it is about the social role and interaction, and questions about surgeries or sexual life are not part of it.



DO NOT DISCLOSE SOMEONE'S IDENTITY WITHOUT THEIR CONSENT

If someone confides in you at work or if you know their trans history, it is not appropriate to disclose their gender identity without prior consent. You never know if what complications this might cause in the future.



THE DIRECTORS OF THEIR OWN TRANSITION

Don't put pressure on trans and non-binary colleagues to reveal their identity if they're not ready or in a way that makes them uncomfortable.



TRANS PEOPLE ARE NOT TO BLAME

Although a transition in the workplace may create unfamiliar or uncomfortable situations, the trans person can't be blamed for the situation and it is certainly not appropriate to put the whole responsibility of dealing with this issue and educating the team on their shoulders.

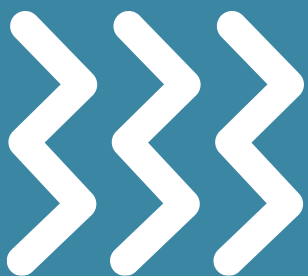
PRONOUNS



In international communication, you often come across PRONOUNS (*she/her, he/him, they/them*, etc.) that individuals use to indicate their gender identity. These pronouns can be included after their name on video platforms or displayed on a name tag during live meetings. You may consider using this method of indicating gender for your teams as well, as it helps prevent potential misunderstandings. .



NAVIGATING TRANSITION AT THE WORKPLACE



ROLE OF THE MANAGEMENT

A strong leader is the one who supports me

MAYA NOVAK,
Head of Real-Time
Automation, BARCLAYS



"My line manager helped me the most during my transition at work, both with communication to the team, by ensuring a safe environment, and arranging sick days for surgery abroad. A strong leader is the kind of leader who will support me."

Managers are often the first on deck to whom a trans or nonbinary person reveals their identity at work.

It's crucial that management takes into account the emotional, physical, and bureaucratic strains that a transgender employee faces after coming out. This process is often tough, and it's essential to create a workplace environment that is accepting, supporting, and understanding

- **Coming out** – When a transgender employee discloses their identity, it's vital to be respectful and supportive. Thank them for their trust and inform them that you can assist them with their coming out at the workplace. We recommend you agree on a so-called **Transition Plan (see the next section)**. In this plan, you'll establish preliminary steps, way of informing the team, and a timeline for the entire process.
- It's possible that the moment may not be right for the trans or non-binary colleague to come out to the team; this is perfectly okay and it's not appropriate to rush it. Remember that the transition should be **entirely under the control of the trans person concerned**. Therefore, always respect if and how the workplace coming out should take place, and don't take any steps without the knowledge of the person concerned (sending e-mails, calling meetings, etc.).
- **Inclusive and safe environment** – Ensure that your company fosters a welcoming and inclusive environment where your transgender employees will feel comfortable and safe.

Steps to creating a positive and supportive work environment:

- **The company's Code of Ethics** reflects the overall culture of the company and includes principles of diversity and inclusion, its principles are directly reflected in the work environment and procedures. It should clearly indicate that all individuals have the right to be respected regardless of their gender identity and that harassment and discrimination based on gender identity are unacceptable and will be sanctioned. The Code of Ethics should also establish equal access to all job opportunities regardless of the gender identity of employees; they must not be discriminated against in selection or in the performance of work duties. If this is not stated in specific guidelines, reference can be made to other sources of support for transitioning in the workplace.
- **Guidelines** should prevent discrimination and harassment due to gender identity and also reflect the lived reality of trans and non-binary individuals (e.g. by incorporating gender-neutral language and other trans-specific aspects). Consider whether it is appropriate to introduce specific internal guidelines and procedures for managing the transition process in your company (the Pride Business Forum or Transparent can help you with this).
- **Work principles and procedures** – The best way to create and maintain a supportive environment is to develop work policies and procedures with an emphasis on inclusion and safety for trans people, for example in communication and use of facilities. Make sure everyone in the company is familiar with all policies or procedures related to trans employees. Also, make sure your policies comply with applicable laws and regulations.



"At Vodafone, it is really crucial for us that our people feel good at work. This of course also applies to trans people, and therefore this topic is reflected in internal guidelines. In our Code of Conduct, we have had zero tolerance for inappropriate behavior towards colleagues based on their gender identity for many years. We also have established procedures on how to systematically support colleagues whose official name does not match their preferred one."

- **Measures against harassment and discrimination** – Under the law and ethics, it is necessary to create a safe environment for all employees to perform their profession. The employer must guarantee equal access to all and prevent discrimination and harassment, as stated in Sections 16, 38 and 101 of the Labor Code, otherwise sanctions may apply. The Code of Ethics and other internal directives and regulations preventing discrimination and harassment should be supplemented by training and support for openness and understanding within work teams. There should also be effective procedures for reporting and resolving complaints.
- **Respectful communication** – Encourage your employees to use inclusive and sensitive language when addressing their trans colleagues. Especially in informal communication, they should use their preferred name and pronouns, and if possible, also in formal communication. See Communication 101.
- **Building awareness and education** – Educate your team about trans individuals and the transition process. Cultivate an inclusive and respectful culture in your team and workplace. It is also appropriate to organize educational activities or provide your team with resources (e.g. on the importance of respecting names and pronouns, using gendered facilities, etc.). This will prevent misunderstandings in the workplace.
- **Collaboration with HR and IT departments** – Be familiar with HR processes, benefits available to trans employees and support possibilities of the IT department (data updates, etc.). As part of transition planning, these components should also be included in the discussion of specific steps in the entire process based on agreement with the trans person concerned.



"I joined a large company mainly because of their supportive attitude towards trans and LGBTI issues. And I feel that I did the right thing because my transition didn't affect my career options at all as I worked my way up to a leadership position."



Transition Plan

*The trans person should
always hold the reins*

The **Transition Plan** is an agreement between the employee and the company regarding the individual steps during a transition at the workplace. In the resolution of practical steps, besides the trans individual and the manager, the HR and IT departments should also participate in the transition plan, possibly along with a key contact person in the team.



PRIMARY CONTACT PERSON

It may be useful to designate a specific contact person from the HR department or the LGBTI Employee Group who is familiar with the complex process of managing transition in the workplace and can provide necessary support in this specific case. This relieves the trans employee of the need to repeatedly explain their situation to new people.



TIMELINE AND MILESTONES

The employee and the employer should agree on a transition timeline, including when to start using a neutral or preferred name and pronouns, approximately when unofficial and official identity records and documents will be changed, and when appropriate access to gender-separated facilities will be discussed.



COMMUNICATION STRATEGY

for informing the work team, clients, or business partners.

Internal: This determines to whom, when, and in what form the identity of the transgender individual is disclosed. It takes into account the requirements from the HR, IT, and payroll departments and their capacity to incorporate the information into records or internal systems.

It's important to choose the form of informing the team: whether it's appropriate to do so in a work meeting in the presence of the individual, without their presence, or in another way. The disclosure of gender identity should never occur without prior agreement with the person concerned.

External: If the person entering the transition deals with business partners or clientele externally, it's appropriate to determine how and in what form the change will take place with third parties. However, this fact is not a reason to hide identity, but in some cases, for comfort and to mitigate stress of those involved, it may be better to manage personnel reassignment.



INTERACTION WITH THIRD PARTIES

Part of the job of a person going through a transition at work may involve acting on behalf of the employer towards third parties. It is essential that the identity of the individual is respected in dealings with third parties. At the same time they are required to act in accordance with valid legislation in official documents and dealings.



USE OF PREFERRED NAME AND PRONOUNS

This is a basic and essential part of transitioning in the workplace. The preferred name should be used in all possible situations, regardless of official documents, such as name tags or work schedules. Make a list of these situations and plan how to discuss the correct use of names and pronouns in regular operations with your team. In internal communication, such as internal systems, e-mails, etc., the setting needs to be done in cooperation with the HR and IT departments.



CHANGE OF PERSONAL DATA

As for internal documents, this is in the hands of the HR department. At this stage, it's good to determine roughly when this can occur, who from HR will handle the change, and to ensure that the whole process runs smoothly.



GENDRED SPACES AND FACILITIES (TOILETS, SHOWERS, CHANGING ROOMS)

It's always good to first assess the technical conditions and type of operation at the company. Based on this, you can determine the solution or any adjustments that may be necessary during the transition, such as the allocation of a private toilet or adjustment of working hours.



DRESS CODE

If the company has a dress code, it's a good idea to look at this aspect together and determine how the individual will newly present themselves.



BENEFITS

In the transition plan, you can generally agree on benefits related to the specific situation, such as flexible working hours, work from home or other benefits the company may offer to trans employees.



REGULAR CONSULTATIONS

It's important to maintain regular contact with the person going through the transition at work and keep updated on the progress of the transition or new developments (for example, through a designated contact person).



EDUCATION

It's not appropriate to expect the person in transition to handle education about the topic in their team or within the company on their own. Discuss together who else can help in this role, you can invite an external organization through which you can plan educational events, talks, training, etc., which will help with communicating the topic to the work collective.

JANA VYCHROŇOVÁ,
Diversity & Inclusion
Manager,
Vodafone



"All new colleagues undergo 'We Are Here for Everyone' programme during their initial training, where we present the individual pillars of our diversity and inclusion strategy, including the topic of trans people and their support. We try to work with unconscious prejudices, but it also includes a new course called 'Stand Up for Them,' which describes specific situations of inappropriate behavior and shows ways to handle them properly. Practical tips – what to avoid or how to communicate – are useful."



ROLE OF HR

Key to transitioning in the workplace

The key to a successful transition in the workplace lies in the hands of the HR department, which should have a clear and unified procedure not only for these situations, but also for the recruitment of people who are going through or have gone through transition in the past.

ŠÁRKA HERMANOVÁ,
HR Manager,
Škoda Auto



"Our goal is always to find individual solutions because every individual is different, has different needs. Where there's a will, there's a way."

What HR should know about trans people in the workplace

Communication 101: It's important to know the terms related to trans people and their transition (see Glossary) and the principles of communication (see Communication 101), especially the importance of using the preferred name and pronouns, even if they are not consistent with official records.

Legislative Conditions: The HR department must know the laws and principles that protect trans employees from discrimination and harassment. This includes, for example, the Anti-discrimination Law and the Labor Code (see the section Czech Legislation).

Official changes: It is necessary to be aware of the process of official changes and how they are reflected in personnel records while maintaining confidentiality (see Personal Data Records).

Benefits: The HR department must be clear about the benefits for trans employees and how they are used.

Policies and work principles: The HR department should review and update the policies and principles of work so that they take into account and include trans employees (for example, in terms of dress code, use of toilets, and prevention of discrimination or harassment).

Gendered spaces and accommodation facilities: The personnel department must be acquainted with the possibilities of how to deal with situations concerning the use of toilets and other separate spaces by trans people in the workplace.

Support and awareness-raising: The personnel department should provide transgender employees with access to mental health support resources during their transition, information about legislation, and help organize thematic educational training for the work team and management.



Personal Data Records

Respect the employee's wishes: In a situation where an employee reveals their trans identity, it is important to find out what name and pronoun they want to be addressed by. This wish must be respected and the preferred name should be used in communication wherever possible.

Legal procedure for changing name and gender marker: In the Czech Republic, transgender people can legally change their name by filing an application at the registry office as part of the official transition process. However, be aware that the change will occur two times! In the first phase, until the gender marker has been officially changed, the name can only be changed to a neutral form. In this case, anticipate the scenario that the name change will take place again, to its final form after the official change of the gender marker. The officially recorded neutral form may also not correspond to the preferred name.

Update of personnel records: Once the name or gender marker has been officially changed, the HR department should update personal files and ensure that the previous information remains confidential. This process may involve changing the name in the employment contract, in records on benefits, wages, and other official documents.

Inform other departments: The HR department should inform other relevant departments, such as IT, payroll, etc., about the name change so they can appropriately update their records.

Official changes in documents and registers:

- **Employment contract:** If the employee requests a name change, this name needs to be stated in the employment contract. In this case, it will be necessary to make an addendum to the employment contract with the new name.
- **Employee records:** It will also be necessary to update the name in databases keeping records of employees. Historical data in some types of records cannot be changed, but care should be taken to ensure that they are not shared further.
- **Payment documents:** In case of a name change, it will be needed to update the payroll information to ensure payments are sent to the correct account.
- **Health and social insurance:** If the employee changes their name, it will be required to communicate with the insurance company and update the data in the system.
- **Company e-mail:** If the employee uses a company e-mail, the name in the e-mail address should be updated.
- **Pseudonym:** Employment and other contracts can also be concluded under a pseudonym, provided the legal identity of the person is known to all interested parties.

Data protection: GDPR defines personal data as all information relating to an identified or identifiable natural person, including their gender identity. It is important to ensure that all personal data relating to the employee's gender identity is handled in accordance with GDPR rules and that this data is accurate, up-to-date, and not kept longer than necessary.

ŠÁRKA HERMANOVÁ,
HR Manager,
Škoda Auto



"When we got the information about our employee's trans identity, we prepared communication for her immediate team and wider work environment in collaboration with the employee's superiors. Together with colleagues from the Diversity and Inclusion team, we established rules, tools, and ways to help both the trans employee and her team. A supportive work environment was prepared, and last but not least, help was offered by our company psychologist."



Benefits

Corporate benefits for trans people are not guaranteed by legislation. The system of benefits and services depends on the policies and practices of individual employers. Employers are obliged to respect the gender identity of their employees and provide them with equal access to all benefits and services offered.

This includes, for example, access to health insurance, which can be used to cover the costs of hormone therapy or surgery, or mental health support.

Here are some specific employee benefits that are relevant to transgender individuals:

- **Therapy sessions:** Access to therapeutic sessions can be included as part of regular employee benefits, providing support for mental well-being during the transition process.
- **Work from home:** Temporary remote work arrangements can help reduce stress related to social interactions. It can also be useful in reducing costs and stress associated with commuting to work.
- **Flexible working hours:** Having flexible working hours can alleviate stress related to the transition process at the workplace and allow for scheduling necessary appointments during medical transition and legal gender marker change process.
- **Sick days:** Sick days can be a benefit in the form of paid or unpaid leave that transgender individuals can utilize for recovery from surgical procedures. It is advisable to provide this benefit even for procedures performed abroad.
- **Hormone-related benefits:** Consider whether you want to provide support for your transgender employees in the form of contributions towards hormone therapy or minor cosmetic procedures, such as laser hair removal for transgender women. You can consider utilizing benefit programs and include providers of these services as covered services.

It's important to note that the specific benefits provided may vary depending on the policies and practices of each employer. Employers should strive to create inclusive and supportive workplaces by considering the unique needs of transgender individuals and providing appropriate benefits to support their well-being

JANA VYCHROŇOVÁ,
Diversity & Inclusion
Manager,
Vodafone



"We offer reimbursement to our transgender colleagues for selected procedures not covered by health insurance, such as more efficient hormone therapy, Adam's apple surgery, or laser treatment. Our goal is to help them as much as we can in this challenging period, as we know that trans people are the most frequently bullied of the LGBTQ+ group."



HIRING

Don't turn away promising talents!

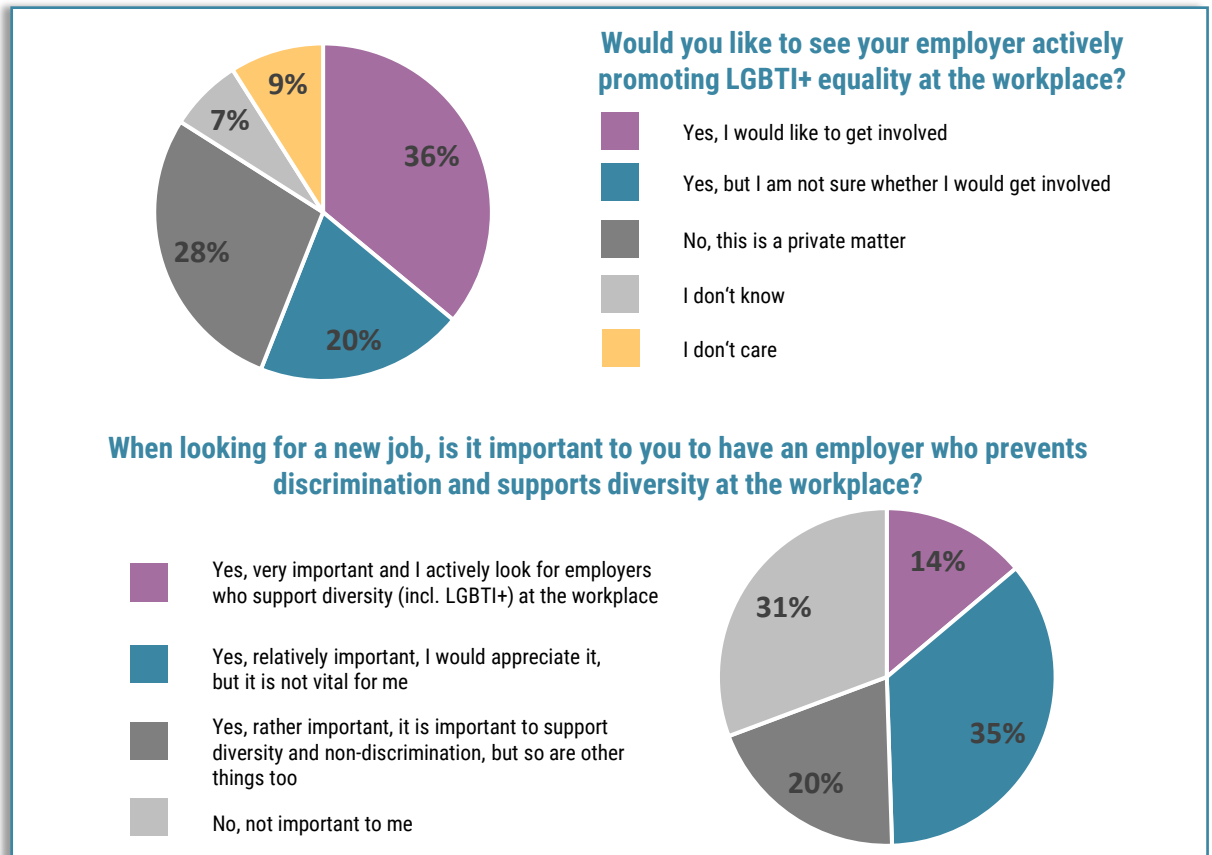
When recruiting transgender individuals, HR professionals should follow the same principles as with other candidates, while also considering the specific situation of transgender individuals and the principles of communication with them. Here are the key points that HR professionals should take into account:

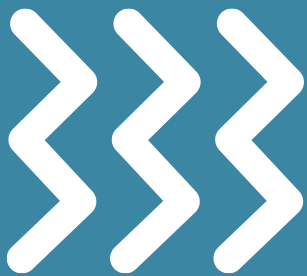
Avoid discrimination: During the recruitment process, there should be no discrimination against transgender individuals. Gender identity or presentation should not be a reason for rejecting anyone applying for a job.

Inclusivity: HR should strive to create an inclusive recruitment process that is welcoming to transgender individuals. One option is to use gender-neutral language in job postings, publicly declare the company's commitment to diversity and inclusion, and establish guidelines regarding gender identity and expression.

Protection of personal data: It is important to respect the personal information of transgender individuals applying for a job. Unnecessary questions regarding their identity or transition process should not be asked. Questions about gender are acceptable only if they are relevant to the requirements of the job and should be asked with respect and sensitivity.

Addressing: HR should be aware of the preferred form of address and pronouns of the individual and should use them throughout the entire recruitment process.





LEGAL/COMPLIANCE

Czech Legislation

Transgender employees have legal support during their transition in Czech legislation. It applies particularly to the following areas:

The right to equal treatment and appropriate working conditions.

Antidiscrimination Act

The Act No. 198/2009 Coll., on Equal Treatment and Legal Remedies for Protection against Discrimination, safeguards individuals from being treated differently based on their gender, including gender identity. It establishes the prohibition of discrimination and promotes equality in employment relationships. Employers are obligated to ensure equal opportunities in terms of employment, professional development, promotions, and fair working conditions. This encompasses aspects such as using preferred names and making necessary adjustments to social facilities, without imposing discriminatory practices on minorities or limiting the majority.

Labor Code

The following points are particularly important:

- Employers are obliged to ensure equal treatment of all employees in terms of their working conditions, remuneration for work, and the provision of other monetary benefits and benefits of monetary value, as well as professional training and opportunities for career advancement or other job progressions - Section 162.
- The obligation of the employer to create conditions for the performance of employment - Section 38. The employer is required to ensure the safety and health protection of employees during work, taking into account the risks that could potentially endanger their lives and health related to work performance - Section 101.

Legal gender recognition, name change and medical services

The legal provisions that regulate legal gender recognition are as follows: The Civil Code, Section 29, governs the process of LGR. The Act No. 373/2011 Coll. on specific health services addresses the specific healthcare services related to trans-specific medical services. The Act No. 301/2000 Coll. on registries, names, and surnames specifies the procedure for changing one's name.

Pseudonym

The Civil Code also regulates the possibilities of using a name, more precisely a pseudonym. It allows transgender individuals, who have not yet officially changed their name, to use their pseudonym in employment relationships if the person is known by the pseudonym to all parties involved. In such cases, the pseudonym holds the same legal weight as a name.

"A person can adopt a pseudonym for a specific field of activity or even for private interactions. Legal actions carried out under a pseudonym are not invalidated as long as it is clear who was acting and the other party cannot doubt the identity of the person involved. Furthermore, if a pseudonym becomes known, it enjoys the same protection as a name."



INTERNAL SYSTEMS AND COMMUNICATIONS

Even seemingly unsolvable changes are possible.

It is necessary to adapt internal systems in a way that allows for changes in name, personal identification number, or gender marker. For transgender individuals, it can be uncomfortable to have information about their identity traceable and known through their previous name and other indicators. Additionally, it can be complicated and stressful for them to repeatedly explain their identity and request data corrections.

Who has access to personal data?

It is essential for changes to occur in all systems where personal information is typically stored, such as human resources (HR) databases, employee management systems, and others. These systems may be accessed by multiple teams that may also have their own databases and systems. Ensuring that changes are implemented across all relevant systems is important.

- **HR Department**
- **Management:** Management and supervisors may have access to information about their subordinates in order to effectively manage them, evaluate performance, and support their professional development.
- **IT Department:** The IT team may have access to personal information as part of their responsibilities for managing and maintaining internal systems and ensuring data security.
- **Accounting and finance departments:** They may have access to personal information such as banking details and tax identification numbers for the purpose of processing payroll and fulfilling tax obligations.
- **External subjects:** In some cases, personal data may be shared with external entities such as health insurance providers, bene benefit providers, regulatory and supervisory authorities, or auditors.
- What changes to make for the benefit of trans employees?

First contact – job application forms should ideally include the option for applicants to specify their preferred name and address.

Personal data is typically stored in a centralized record-keeping system, where it should be possible to provide two types of information:

Legal Name: This name is officially recorded and associated with the employee's personal identification number. It is used in official documents and communication with institutions such as:

- **Payroll records:** The legal name and personal identification number are necessary for processing salaries and tax deductions.
- **Social insurance:** The legal name and personal identification number are used to ensure proper declaration and record-keeping of social insurance.
- **Health insurance:** Health insurance companies require the legal name and personal identification number for accurate identification and processing of healthcare claims.

The preferred name is used in everyday life and in the workplace in the following situations:

- Internal communication: such as emails, employee directories, organizational guidelines, name tags, etc.
- Invoices and informal documents: In some cases, it may be possible to include the preferred name on invoices and other informal documents, as long as it does not contradict legal requirements or company policies.

Identity management – In some systems, it is possible to create multiple identities, which can temporarily help address the issue of changing data in the original profile.

Internal communication

- **E-mail addresses**

- Updating Email Address: The IT department or the email system administrator updates the employee's email address (alias) to reflect their preferred name. This step may involve creating a new email account or simply changing the alias of an existing account.
- Email Forwarding: If necessary, email forwarding is set up from the old address to the new one to ensure that important messages are not lost.
- Updating Email Signature: The employee adjusts their email signature to include their preferred name.

- **Work management apps** – Teams, Skype, Slack, etc.

- In these systems, it is typically possible to change the name through the admin center, often with the assistance of the IT department. Alternatively, it may be an option to create a new profile or add a note or nickname to the existing profile to reflect the preferred name.

- **PC profiles**

- The options for changing names also exist in systems such as Microsoft Office, which is now part of the Microsoft 365 suite. Typically, name changes can be made through the Microsoft 365 admin center, where the displayed name, email address, and username can be managed. This allows for the necessary adjustments to reflect the preferred name.

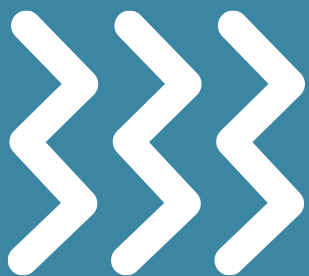
- **Phone**

- In some cases, internal telephone communication systems display the name of the caller or the callee. In such instances, it is appropriate to make the necessary changes to ensure that the displayed names align with the preferred names of individuals involved in the communication.

MARTIN ZELENKA,
Data Governance & Expert
Diversity Leader,
ČSOB



„In ČSOB, we actively work towards adjusting our internal systems. Not everything is going as smoothly as we envision, but we believe that everyone should have the opportunity to choose an identity that represents them, especially in communication.“



GENDERED FACILITIES

(restrooms, showers, etc.)

The solution might be surprisingly easy!

Toilets and showers are often seen as major concerns for transgender people in the workplace or school settings. But the reality is not as complicated as it may seem at first glance. Major construction changes are not really needed. Many companies and institutions already have transgender or non-binary employees, and they easily provide them with safe and suitable access to restroom facilities. How do they do it?

It is important to consider the nature of operations, working hours, and team composition. In a manufacturing environment, the issue tends to be more sensitive than in an office setting where there are no changing rooms or shared showers, and there is no rush before or after shifts. The key is to establish clear rules and communicate them effectively.

Restrooms, showers, changing rooms

If you don't have gender-neutral toilets, individual shower stalls, or separate changing rooms, it is important to involve the person concerned in finding an ideal solution. By approaching the issue sensitively and showing a genuine willingness to help, surprising and easy solutions can be found. We all use the restroom primarily for one reason, and sometimes there isn't time to make it an issue.

Many of us visit cafés or sports facilities where there are gender neutral restrooms. One option is, therefore, to have toilets that are not divided for women/men but instead use icons on the doors indicating the facilities available (toilet, urinal, toilet/urinal). Employees can choose which restroom is comfortable for them based on these indicators.

For showers, it is ideal to have individual stalls or at least partitions separating showers, providing sufficient privacy and comfort for personal hygiene. After all, having private and intimate facilities for hygiene is great for all employees, especially during periods such as recovery or pregnancy.

However, these solutions are not always readily available, and especially in manufacturing plants, their implementation can be too complicated or time-consuming. In such cases, it is important to have conversations with the individuals directly affected, such as transgender employees and their teams. In many cases, an agreement on the preferred use of restrooms by transgender individuals can be smoothly reached and solutions can be communicated with the work collective.

Another option is to adapt working hours so that breaks or their end fall into different time intervals for different teams (or their members), for example, with intervals of 15 minutes. This allows for comfortable use of restroom facilities. Alternatively, one restroom can be designated to serve as both a restroom and a changing room for the specific individual.

ŠÁRKA HERMANOVÁ,
HR Manager,
Škoda Auto



"The situation with the facilities at the workplace was solved by designating a separate changing room with a toilet."

JANA VYCHROŇOVÁ,
Diversity & Inclusion
Manager,
Vodafone



"Gender-neutral restrooms have been a standard for us for many years. From surveys we know that in workplaces where this is not an option, it may happen that people go long without drinking so they don't have to use the restroom. We also spread awareness through practical manuals, for example, about coming out at work or a brochure dedicated directly to trans topics. Our Pride employee group is also very successful, organizing various meetings throughout the year or being available for individual consultations."

Accommodation, work trips

First and foremost, it is important to plan field trips with consideration for the specific situation and, if possible, seek separate accommodation facilities. If addressing this in the planning phase is not feasible, discuss the situation with those who will be sharing accommodation - they should have the opportunity to come to an agreement on comfortable usage of these facilities.

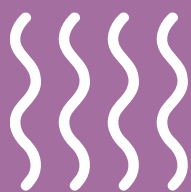
Activities

Work activities are no longer divided by gender. However, there are certain professions that require specific physical or health prerequisites, and within the framework of occupational health and safety, special rules are established regarding the workload of employees. These rules must be taken into account even in the case of transgender individuals in the workplace.

**MARTINA
ZIMMERMANN,**
Diversity Manager,
Škoda Auto



"It's not just about finding technical solutions, the real challenge lies in shifting people's mindset within the company to actively address the issues faced by transgender employees."



TRANS CLIENTS AND THE ROLE OF THE STAFF

How to excel in customer interactions

The front office represents the primary point of contact between companies and their clients, making it crucial for the staff to have mastered sensitive and respectful communication with transgender individuals. Proper training plays a key role in ensuring that interactions with transgender clients are handled with excellence. If you're unsure, you can always refer to our Communication 101 for guidance. The essentials are the following:

Be polite and respectful: Always treat your clients with respect, regardless of their gender identity. Avoid making assumptions about gender based on appearance or name.

Use the correct pronouns: If a client informs you of their pronouns, consistently use them. If you're unsure, politely ask or use gender-neutral language until you have more information.

Ask about gender and name: By asking questions like "What pronouns do you prefer?" or "What name do you use?" you demonstrate respect for your clients' gender identity and a willingness to meet their needs.

Use gender-neutral language: When addressing people in general, use gender-neutral terms such as "people," "everyone," or "customers" instead of "ladies" or "gentlemen." Alternatively, you can use a generic greeting like "Good morning.,,

Maintain confidentiality: Respect your client's privacy and do not disclose their identity or other personal information without their consent. If you need to ask for additional information, do so sensitively and discreetly.

Provide inclusive restrooms: If possible, provide gender-neutral restrooms with enclosed stalls that anyone can comfortably use. If this is not feasible, do not restrict clients from using restrooms that align with their gender identity.

CUSTOMER JOURNEY

How to make it enjoyable for trans clients?



Gathering data and collecting information

This primarily occurs through forms on product websites. In most cases, it is unnecessary to include gender identity. However, if it is necessary for subsequent communication purposes, we recommend inquiring about preferred salutations rather than "gender" or providing a field for various options. It is beneficial to consider this option during application development in order to save costs and workforce capacity.



Gender-related questions

If not necessary, avoid asking about gender. However, if you do ask, explain the purpose of your inquiry (e.g., different rating for insurance).



Telephone and face-to-face communication

Keep in mind that the voice of a person on the phone or the appearance of a client at the desk may not align with the information provided in the form. This is okay, as the data may be outdated. It is essential to respect the self-presentation of the individual. If you are unsure how to address them, simply ask with sensitivity and respect (refer to the Communication 101).



Entering client data into the system

The client database should ideally allow for the entry of preferred salutations, using only the first name instead of formal greetings. It is always appropriate to use a Notes field where, in addition to official name and pronoun, preferred name and identity can be recorded for further communication purposes.



Updating names or identification numbers in the system

This process should occur similarly to other cases, and the system should allow for these modifications.



Data verification (document scanning)

Only perform verification when necessary and during contract completion phases (e.g., for banking products).

JANA VYCHROŇOVÁ,
Diversity & Inclusion
Manager,
Vodafone



"Last year, we simplified the process of editing data our transgender customers. Until now, they had to come in person with a new document or call the customer line. Now, they can make the change themselves via self-service, without the need of a personal contact and the necessity to come out as trans to someone new."

PROMOTION AND MARKETING

Let's embrace transgender representation without fear.

Including trans and non-binary individuals in internal and external communications, marketing, and PR outputs is one way to highlight their presence and issues, and show that we value their talents. Additionally, by showcasing diversity in marketing, your company can potentially reach a broader clientele.

What can this approach bring to your company:



Expanded customer base

By showcasing diversity in marketing, you can attract a wider range of customers, including people from different groups who feel more included and resonate with your company's values.



Brand reinforcement

Highlighting diversity in marketing can strengthen your brand image. Companies perceived as inclusive and supportive of diversity gain a positive reputation and are seen as modern and innovative.



Employee support

Promoting diversity in marketing can also provide support to your employees, including transgender individuals working within your company. Employees can take pride in being part of an inclusive company that embraces diversity.

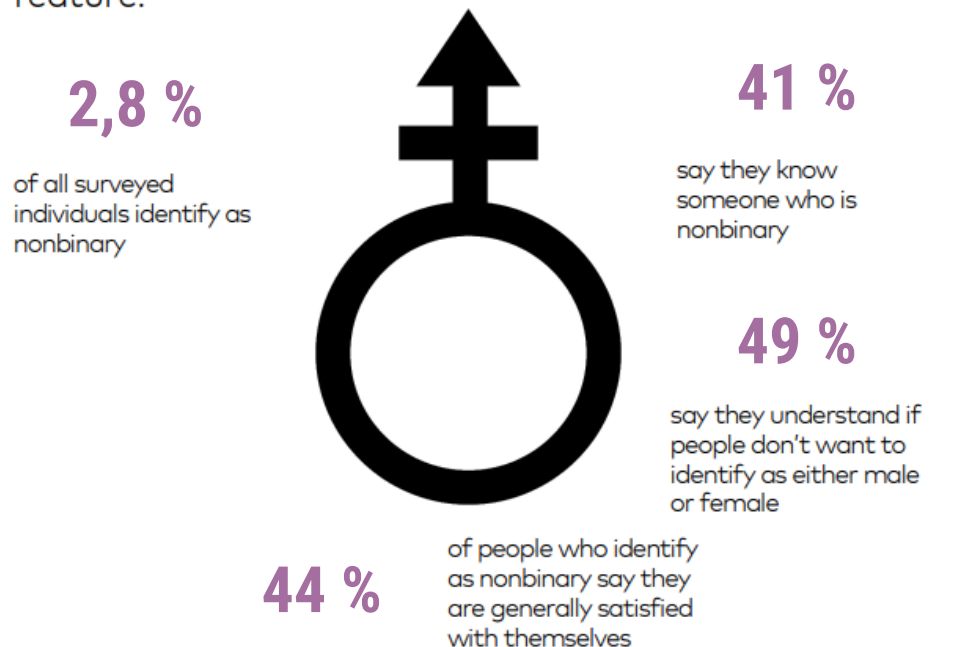


Societal progress

By featuring diversity in marketing, you can contribute to driving societal change and altering people's perceptions on these topics. Your company can be a pioneer and advocate for positive changes in society, which can have long-term positive impacts on all stakeholders involved.

MASTERCARD

Our 2022 research across 16 countries in Europe and North America explores trends among gender nonbinary communities as part of Mastercard's **True Name** card feature.

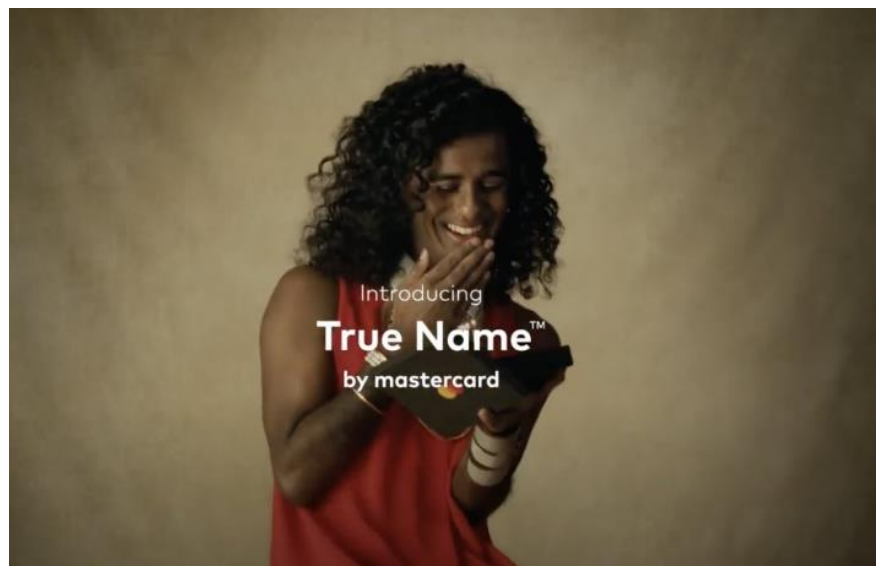


PERCENTAGE OF NON-BINARY CLIENTELE IN THE CZECH REPUBLIC ACCORDING TO A MASTERCARD SURVEY FROM 2022:

3.3% identify as non-binary.

12% prefer to work for a company that respects non-binary identities.

8% prefer the services and products of companies that take non-binary individuals into account.





INTERVIEW

LENKA KRÁLOVÁ

Dear Lenka, tell us first where you work and what your role is in the company.

Lenka: I work as a senior software engineer at the Pure Storage R&D center in Prague, which is a member of the Pride Business Forum. Pure Storage, based in Mountain View, California, develops the most advanced data storage systems in the world, exclusively based on SSD Flash technology. The company develops both hardware and its own operating system, as well as software for managing its devices, which boast exceptional energy efficiency, performance, and reliability. Currently, the company is one of the fastest-growing in Silicon Valley and opened one of its development and research centers in Prague a few years ago.

Did you choose your employer based on their approach to LGBTI+ issues?

Lenka: Actually not. The recruiter contacted me based on my LinkedIn profile. I chose the company mainly because I was impressed by the way they conducted the entire selection process. It involved a series of tests and interviews designed to assess the candidate's thinking and problem-solving approach. I mentioned that I was a trans woman early on in the interviews because I'm involved in public activities. I needed to discuss time flexibility, and they were interested in the nature of those activities.

Did they accommodate your LGBTI+ activities?

Lenka: Yes, the company is interested in supporting diversity and they were particularly excited about my activism. They accommodate me in terms of time flexibility, as long as it doesn't disrupt work on projects.

When starting a new job as a trans woman, did you have any concerns?

Lenka: No, because I knew that IT companies usually don't have an issue with that. However, I was curious to see if they would allow me to use my preferred name everywhere possible. In the end, their approach was brilliant, even though I was the first trans person at the Prague branch.

You mentioned that everything went smoothly. Can you be more specific about what went well and what was more challenging?

Lenka: The company I work for is committed to creating a diverse work environment, so they made an effort to accommodate me. However, it was more challenging for the HR team, as they were facing this situation for the first time and had to consult legal department and the headquarters in California on various matters. I was the first employee in Prague using a different name than what's on my documents. The biggest issue was with an external supplier refusing to issue a Multisport card because the name didn't match. However, with HR's intervention, it was resolved, although I had to wait until the following month.

How did they handle the situation with your different name on your documents?

Lenka: For all colleagues, I'm simply Lenka Králová. This name appears in all internal systems, email address, signature, Slack, and even on my building access card. The only place where my legal name is mentioned is in my contract, HR, and payroll systems. Colleagues who don't work in HR don't have the means to find out my legal name. Regarding acceptance from colleagues, I didn't experience any inappropriate comments, invasive questions, or foolish jokes about my identity. I work for a company where everyone has to go through a rigorous technically-oriented selection process, which guarantees a certain level of professionalism. It's also important to mention that the onboarding process included training videos on discrimination and inappropriate behavior, followed by knowledge tests that all employees must pass during their probation period, including topics related to minority relations.

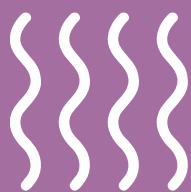
Based on your positive experience, what should employers focus on if they have trans employees?

Lenka: Trans issues are precisely the area where every employer can demonstrate whether they genuinely mean their commitment to diversity or if it's just a pose and empty words. Trans people need more than just raising a rainbow flag on the building or giving a day off for a wedding (registration). We live in a country where legal gender recognition and name change require the removal of a healthy part of the human body. The ability to use one's name wherever possible is the greatest benefit of all! Companies are often confused about when the use of legal name is necessary from a legal point of view, and they often believe it's required even in situations where it's not.

And what would you wish for trans people who want to come out in the workplace?

Lenka: I experienced coming out in my previous job, which was a small Czech company of 20 people operating an e-shop and a ticket sales and processing system for cultural and sports events, as well as a web-based information and news portal about culture. I remember what a huge stress it was. At that time, I had only come out to one colleague and decided to do it at our regular breakfast, where the boss usually talked about the company's financial results and plans for the next month. It was one of the most stressful experiences of my life, but it turned out great, mainly thanks to the owner of the company, who was very supportive. Eventually, I left the company due to layoffs related to the poor economic situation in the cultural sector after COVID.

To those who are planning to come out, I would mainly wish them strength and determination. I know very well the anxiety that comes with it, but usually, there is a great sense of relief afterward. And even if acceptance doesn't happen, at least the person knows where they stand and can make decisions accordingly.



Learn more



PRIDE BUSINESS FORUM

A Czech initiative supporting both employers in implementing LGBT+ diversity principles and employees in efforts to ensure their employers are delivering a fair approach to all: regardless of sexual orientation and gender identity. It is committed to creating inclusive work environments and supporting LGBTQ+ individuals in the workplace. The Pride Business Forum provides resources, networking opportunities, and educational activities to raise awareness about LGBTQ+ issues and advocate for equal rights and opportunities. Its aim is to foster a business environment where LGBTQ+ employees can thrive and contribute their full potential.

www.pridebusinessforum.com

info@pridebusinessforum.com



TRANSPARENT

An organization that has been dedicated to supporting and advocating for the rights of trans and non-binary people in the Czech Republic since 2015. In addition to support activities, it also offers training and consultations for institutions, schools, and companies.

www.jsmettransparent.cz

info@jsmettransparent.cz

NEED ADVICE ON HOW TO CARE FOR LGBTQ+ TALENTS IN YOUR COMPANY?



We are happy to prepare, tailored to your needs:

- Practical guides for HR, management, or front office staff
- Internal discussions opening the topic to a wider employee audience
- In-depth training in the form of interactive workshops

At the Pride Business Forum, we help employers implement equal conditions for LGBT+ employees, we are dedicated to the emancipation of LGBT+ people and strive to improve the quality of their lives, both inside and outside the workplace.

INFO@PRIDEBUSINESSFORUM.COM
WWW.PRIDEBUSINESSFORUM.COM





GLOSSARY



Cisgender person – a person whose gender identity aligns with the sex assigned to them at birth (for example, a person assigned male at birth who identifies as a man is a cis man).

Coming out – the process of realizing one's sexual orientation or gender identity and sharing this information with others; internal coming out – when a person recognizes their orientation or identity within themselves; external coming out – when a person discloses their orientation or identity to others.

Crossdressing (CD) – the act of wearing clothing traditionally associated with the opposite gender in a given society; a person who practices crossdressing is called a crossdresser; crossdressing can be practiced by individuals of any gender identity or sexual orientation.

Deadnaming – the inappropriate use of a person's former name, typically a trans person's name.

Drag – a form of artistic performance in which individuals (drag queens for men and drag kings for women) stylize themselves into a specific gender role using exaggerated and often parodied attributes traditionally associated with that gender.

Dysphoria – negative feelings caused by certain physical characteristics that do not align with a person's experienced gender; many trans people experience varying levels of dysphoria.

Gender – a social role with which people identify based on their gender identity; it is a social construct associated with specific attributes related to appearance (choice of clothing, colors, makeup, accessories, etc.), behavior, or societal expectations, which vary historically and geographically.

Gender identity – the perceived affiliation with a particular gender or the absence of such affiliation; it may or may not correlate with the sex assigned at birth.

Gender non-conforming person – a person whose gender expression does not fully align with the expectations associated with the female or male role in society.

Gender expression – how individuals outwardly express their gender identity; however, it does not mean that if a cis woman expresses herself in a masculine manner, she is any less of a woman, and vice versa.

Intersex person – an umbrella term used to describe a person whose biological sex cannot be clearly classified as male or female.

LGBTI+ – an umbrella acronym encompassing individuals with non-majority sexual orientations or gender identities, where L = lesbians, G = gays, B = bisexual individuals, T = transgender individuals, and I = intersex individuals. Sometimes additional letters are included in this acronym, represented by the "+" sign.

Misgendering – using incorrect pronouns or inappropriate forms of address in the case of trans or gender diverse individuals; it can result from a mistake, indifference, or intentional attempt to offend, and it is associated with the concept of deadnaming (inappropriate use of a trans person's former name).

Non-binary or genderqueer person – a person who does not fit into the binary categories of man or woman; the gender identity of this group of people is diverse. The most common non-binary identities include:

- **Genderfluid person** – a person whose gender identity changes.
- **Intergender person** – a person whose gender is somewhere between genders or a combination of genders.
- **Bigender person** – a person whose gender identity switches between male and female, depending on the context or situation.
- **Androgynous person** – a person whose appearance or identification falls between feminine and masculine, presenting either as mixed gender or neutral.
- **Pangender person** – a person whose gender identity encompasses all genders.
- **Agender person** – a person who does not feel a connection to any gender identity.
- **Genderless person** – a person who does not identify with any gender.
- **Two-spirit** – a person who embodies both traditional male and female roles in their life; this term was used among

Passing – Being perceived and accepted by others in the gender identity that feels most authentic to the individual.

Sex – A biological category in which people are traditionally identified as male or female at birth, based on physical characteristics.

Queer – An umbrella term for individuals with minority sexual orientations or gender identities. Originally a pejorative term for lesbians and gay men, some people still perceive this term as offensive and homophobic.

Trans(gender) person – A person whose gender does not match the sex they were assigned at birth; the terms trans or transgender are adjectives.

Trans(gender) woman (also known as a transfeminine person) – A woman who was assigned male at birth based on her sex characteristics, but does not identify with the male role.

Trans(gender) man (also known as a transmasculine person) – A man who was assigned female at birth based on his sex characteristics, but does not identify with the female role.

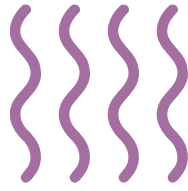
Transphobia – Discrimination, resistance, or irrational fear of non-cisgender identities or people within the gender diversity spectrum.

Transsexual – An outdated and inappropriate term tied to a medical diagnosis; moreover, gender identity is not connected with sexuality.

Transition – The process of acquiring visual and bodily characteristics and the social role that aligns with a person's gender identity, which includes:

- **Physical transition**, which can involve hormone replacement therapy (HRT), surgical changes, or other alterations to physical appearance (such as laser hair removal).
- **Legal transition** – Changing the gender marker, name, social security number on identification and other official documents.
- **Social transition** – Living according to the social role that aligns with one's gender identity.

Third gender – A gender category that exists in some societies which recognize more than two genders.



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