

Transitioning Policy

About this policy

This policy sets out how we support colleagues who are transitioning both during and after their transition. We recognise that the start of or intention to transition will be different for everyone, and so we are committed to working with individuals to take account of their own needs and to ensure their dignity and respect along their chosen path of transition.

All Ofcom colleagues are required to be familiar with this policy.

Policy document

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1. Purpose and background

- 1.1 Ofcom is committed to creating an inclusive workplace, where all colleagues are recognised and valued, and where any barriers that prevent colleagues from feeling respected are removed. This applies to all colleagues, temporary workers and job applicants regardless of their gender identity or gender expression and includes colleagues with non-binary identities.
- 1.2 Ofcom recognises that people work better when they can be their true selves, and values the variety of experience which all colleagues, including transgender and non-binary colleagues, bring to the organisation at all levels and the positive impact that this can have on Ofcom's work as a regulator.
- 1.3 Transgender (trans) people are those who decide to adopt a gender that is different to that assigned to them at birth, because they do not feel that their gender identity matches or sits comfortably with the gender they were assigned when they were born.
- 1.4 Each person's transition will involve different things; for some, this could include medical intervention (such as hormone therapy and surgeries), but not all transgender people want or are able to have this. Transitioning can also involve informing friends and family, dressing differently or changing names or titles on official documents and work records.
- 1.5 Each person's transition will involve different things; for some, this could include medical intervention (such as hormone therapy and surgeries), but not all transgender people want or are able to have this. Transitioning can also involve informing friends and family, dressing differently or changing names or titles on official documents and work records.
- 1.6 This policy statement, read in conjunction with the guidelines for transitioning colleagues and guidelines for managers documents, sets out the steps that Ofcom takes to welcome and support colleagues who have transitioned or are thinking of transitioning.
- 1.7 The policy accompanies our [Dignity and Respect at Work policy](#).
- 1.8 This policy does not form part of a colleague's contract of employment and Ofcom has the right to amend it from time to time.

2. Scope

- 2.1 The policy covers all colleagues, temporary workers, contractors and job applicants and applies to all stages of the employment relationship.

3. Key principles

- 3.1 Ofcom is committed to supporting colleagues who have transitioned or are thinking of transitioning and this is underpinned by the following principles:
- i) Colleagues will be treated as individuals and each transition will be supported individually according to the colleague's own needs.
 - ii) Colleagues will be provided with the support they require, and their transition will be handled in the way they would like.
 - iii) Ofcom will treat all colleagues as individuals, without needing to reference their gender identity where this is not necessary.
 - iv) Ofcom will treat any issues of bullying and harassment in relation to gender identity issues seriously and taking timely and appropriate action where appropriate.

4. Definitions

- 4.1 Definitions and terminology regarding transgender people are evolving. The appendix in **Section 12** provides guidance on some of the most commonly used terms. Colleagues will self-identify and how they choose to describe themselves should be respected by their managers and colleagues. Rather than assume, it is best to ask someone how they wish to be addressed.
- 4.2 Using inappropriate language and terminology can cause offence and distress and undermines Ofcom's efforts to create an inclusive workplace for all.
- 4.3 Ofcom recognises that gender identity and sexual orientation are not interchangeable terms. Transgender people can be bisexual, gay, heterosexual or lesbian and so colleagues should not assume that a transgender colleague has a particular sexual orientation.

5. Legal background

Gender Recognition Act (2004)

- 5.1 This Act outlines the system which allows individuals in the UK to legally change their gender if they wish to.
- 5.2 Under this Act, once an individual has made a successful application to the Gender Recognition Panel, they will be provided with a Gender Recognition Certificate (GRC). The individual must show that they have lived in their acquired gender for two or more years and intend to do so permanently. A GRC gives a colleague legal recognition in their

affirmed gender. Applying for a GRC is optional and there is no obligation to do so. A transgender person can choose to change their name, pronouns (he/she/they) and how they dress without a GRC. All transgender Ofcom colleagues are protected in their affirmed gender, regardless of whether or not they hold a GRC.

- 5.3 When an individual has applied for a GRC, there are laws that protect their privacy which mean that a person may commit a criminal offence if they disclose information acquired in an official capacity (such as, as an employer, or prospective employer of the individual to whom the information relates, or as a person employed by such an employer or prospective employer) about the gender history of the individual without that person's consent. This is subject to certain limited exceptions, such as where the individual consents to the disclosure of such information.
- 5.4 Outing a colleague as transgender (revealing their transgender status without their permission) could be seen as bullying or harassment.
- 5.5 Transgender colleagues, as with all colleagues, have a right to privacy and to be treated with dignity at work and they should not be asked to produce a GRC or questioned as to why they do or do not have a GRC unless this is required by law, necessity or for legitimate administrative purposes (for example, for the administration of pension rights). If you consider it necessary to make enquiries of a transgender colleague regarding a GRC, please consult first with People Team so that this requirement can be discussed and advice provided as to how best to proceed within the context of the colleague's privacy and dignity at work.

Equality Act (2010)

- 5.6 A single legal framework which protects individuals against discrimination and promotes equality of opportunity. The framework covers all aspects of employment, including recruitment and selection processes, employment-related benefits, training, career development and references. It also covers the delivery of goods, facilities and services.
- 5.7 Gender reassignment is one of the nine protected characteristics covered by the Equality Act 2010 and anyone who intends to, has started or has completed (or part completed) a process to change their gender is protected from discrimination, harassment and victimisation under this Act.
- 5.8 A colleague does not need to be undergoing medical supervision nor do they require a GRC in order for them to be protected. The Act also protects anyone who is perceived to have the characteristic of gender reassignment or is associated with someone who has the protected characteristic of gender reassignment, such as an individual's partner.

The Data Protection Act 2018 and the European Union's General Data Protection Regulation

- 5.9 This legislation controls how personal information can be processed and used.

6. Support

- 6.1 We recognise that transgender job applicants and colleagues are not required to tell us their gender status or gender history. The gender in which an individual chooses to present will always be acknowledged and respected. This extends to individuals who identify as non-binary, i.e., they do not regard their gender identity as exclusively male or female.
- 6.2 To promote a diverse workplace that is inclusive of transgender colleagues, we adopt the following approach.

a) Recruitment and selection

- i) Ofcom wishes to attract applicants from as wide a talent pool as possible and our recruitment process is designed to be inclusive of all applicants, including transgender applicants.
- ii) Recruitment will be in line with Ofcom's [Recruitment policy](#) which provides a fair and equitable process for managers to follow. This is in line with Ofcom's commitment to equality and diversity. Applicants will be assessed against the requirements of the post set out in the job specification. Applicants should not be asked their gender identity and, if gender history is disclosed at any stage during the process, this information will be kept confidential.
- iii) The requirement to provide proof of identity to confirm the right to work in the UK can be particularly sensitive for a transgender applicant whose identification documentation may be in their previous names. We will always ensure that an applicant is made aware of the full range of permissible identification documents and that the process of checking is handled sensitively and with respect for the privacy of the individual.
- iv) Ofcom's resourcing decisions are made based on merit. We do not discriminate on the grounds of Sex, Race, Religion, Belief, Disability, Age, Sexual Orientation or Gender Reassignment or Gender Identity, notwithstanding whether such characteristic is protected by law. Where necessary, we will make workplace adjustments to a selection process to ensure a candidate can perform at their best.
- v) All of Ofcom's policies and benefits will be applied fairly and equally to transgender colleagues in line with Ofcom's approach to diversity and inclusion.

b) Names and pronouns

- i) We will take all necessary steps to ensure that an individual's change of name is respected. A GRC is not required to enable a transgender person to change their name and we will never ask an individual if they have a GRC to verify a name change.
- ii) If colleagues are unsure which pronouns to use, we advise they respectfully ask the individual's preference. In general, it is considered insensitive and potentially

discriminatory to refer to someone by the wrong pronouns once you have established what their preference is.

- iii) Colleague records and work-related documents should be retained under the individual's legal name (as reflected on identification documents verified at the start of employment) unless the individual legally changes their name, where this is required by law.
- iv) ID passes, email, phone directory entries etc can use the colleague's new name. Colleagues do not need a Gender Recognition Certificate (GRC) to have all personal records changed.

c) Bullying and harassment

- i) Ofcom has a zero-tolerance approach towards any form of discrimination, harassment, bullying or victimisation including that based on gender identity or gender reassignment. Such behaviour may result in action being taken under Ofcom's Dignity and Respect policy.
- ii) Disclosing and/or speculating on someone's gender identity and transgender status may be considered as harassment or bullying. Discrimination, including harassment, third party harassment and victimisation are covered by the Equality Act 2010 and are managed in line with Ofcom's Dignity at Work policy.
- iii) All forms of bullying and harassment are taken seriously at Ofcom and can ultimately lead to disciplinary action.

d) Dress Code

- i) a transitioning colleague will dress as they see fit with their chosen identity and is required to comply with the same standards of dress and appearance as all other colleagues in their workplace.
- ii) Gender transition is a gradual process and colleagues may need additional support and understanding as their appearance transitions.
- iii) Confidentiality of medical procedures – as with all other aspects of a transition, medical plans should only be communicated in consultation with the colleague and should be treated as confidential by default.

e) Time off

- i) Managers should provide flexibility to meet the colleagues need for time off for medical appointments. Time off should be treated the same as all other medical absence.

f) Healthcare benefits and Employee Assistance Programme (EAP)

- i) Ofcom's healthcare benefit does not currently allow colleagues to claim for gender transition treatment. Our Employee Assistance Programme, however, does provide counselling and support to colleagues going through transition themselves, their managers or any colleague.
- ii) For both managers, the transitioning colleague and wider colleagues, gender identity and transition can be difficult subjects. We're committed to supporting all of our people. We offer professional counselling and independent, confidential advice through our Employee Assistance Programme. Any colleague can use the service, which is available 24 hours a day, 7 days a week, 365 days of the year.

g) Colleagues who transitioned before joining Ofcom

- i) a colleague is not obliged to disclose their transgender history. Should they choose to disclose their history, this should be treated as confidential and the same support and respect offered as outlined previously in this document.

h) Training on transgender equality and gender reassignment

- i) Information on transgender equality and gender reassignment forms part of our diversity-awareness training for Ofcom's colleagues. The aim is to help Ofcom's workforce to understand what is and is not respectful behaviour, thereby minimising the potential for conflict arising from misunderstandings.

i) Guidelines for transitioning colleagues

- i) When beginning the transition journey, you should contact your line manager. Having an open dialogue about your intentions, needs and concerns will help your manager (and Ofcom) support you through the transition. If you are not comfortable to discuss with your manager, you can also speak to your Senior People Business Partner, the Affinity Network or the Listening network who can help you work through how best to discuss with your manager and support you in this journey. The sooner you have this discussion, the easier it will be to support you through the transition.
- ii) There are a number of areas that you will want to discuss with your manager and at the end of this guidance document, there is a template action plan for you and your manager to use as a prompt, to help support you through your journey. We have listed a few of these below:
 - a) When you will first present in a different gender
 - b) When your name changes and colleague records will be updated
 - c) How and when colleagues will be informed of your transition

- iii) You may need to inform P&T and IT of changes to your gender and name to allow for systems to be updated.
- iv) Your transition journey may take a few months to a number of years depending on whether you chose to receive medical treatment. If you need time off related to gender transition, you should also discuss this with your manager in line with our absence policy. You may also wish to discuss flexible working options if this would be useful.

j) Guidelines for managers

- i) Transitioning is a process that takes time, and, to help the manager and colleague, regular review meetings will be arranged to manage the process. This will ensure that the right support is in place and enable the plan to be amended as things change. Effective support for someone who is transitioning requires dialogue, agreed action and respect.
- ii) A manager's support is critical in helping any of their team members through gender transition. Being informed of a colleague's intentions is likely to be a significant step for them and a manager may not be familiar with how to manage gender transition. Managers should time to research the topic and ask their colleague questions (they probably will not mind if the intention is to be supportive). They should be open-minded and not feel they need to have all of the answers available immediately. There are plenty of places to go for support, many are listed at the end of this document. When working with a colleague who is considering gender transition, it's important to remember our obligations as an organisation:
 - a) They can expect to be treated with respect throughout their time in Ofcom in dealings with other colleagues and our stakeholders
 - b) They are protected under law and have legal rights.
- iii) When a colleague informs their manager of their intentions to gender transition, the following points should help the discussion. It is unlikely that their manager will get through them all in one meeting:
 - a) Consider the location and setting for the meeting, allow the colleague to be in control of these as much as possible. This is likely to be a difficult conversation for them to have.
 - b) The manager should immediately reassure their colleague that Ofcom will be as supportive as possible.
 - c) Acknowledge that this will be a learning curve for them, and they may not have all of the answers, but they are committed to working with them to support them.

- d) Ask the colleague to suggest ways in which they would like to be supported, offer to involve them in the communication process but make sure they do not feel coerced into doing this.
- e) Confirm that, as the manager, they will be their main point of contact for support during the transition and that their conversations are confidential, they will only share information where it is needed to ensure that the colleague is supported (for example, with P&T).
- f) Agree timings for communication to other colleagues and agree who should do these communications and how it should happen (face to face, email, conference call).
- g) Ask if the colleague intends on changing their name and if so when their new name should be used from.
- h) Discuss the expected timeline and any time off for medical appointments and operations that may be needed and how these will be handled (in line with our absence policies).
- i) Agree the timing that the colleague will begin their transition at work. This is likely to be when they present consistently in their acquired gender.
- j) If the colleague has concerns about continuing in their current position, discuss what options may be available to adjust working styles and practices or potentially alternative positions that the colleague may find more suitable.
- k) **Team concerns** - It is important to remember that Ofcom is supportive of colleagues going through gender transition and expects all colleagues to be. Instances of transphobia, bullying or harassment will not be tolerated. Often these are likely to stem from a lack of knowledge and understanding of the issues. Manager need to address these quickly. You can do this through:
 - Providing forums for safe and open discussion on the topic;
 - Making clear your expectations to the team or specific colleagues.
 - Provide education sessions to dispel myths or rumours on the topic.
 - Invite the Affinity Network to talk to the team.
 - Seek advice from P&T

7. Suggested colleague and manager transition action plan

- 7.1 This suggested action plan provides an outline of the key actions to be taken to ensure that a colleague’s transition at work goes as smoothly as possible.
- 7.2 The below action plan should be shaped by the colleague as much as possible and be sufficiently fluid to take account of changing circumstances and preferences. There should be agreement on the confidentiality of the plan and who will have access to it at the outset. The template plan below is considered a suggested plan, recognising that each colleague’s circumstance will be different and unique.
- 7.3 Where other colleagues in the organisation will be responsible for taking action identified in the plan, it is crucial that the need for confidentiality and data protection are understood.

i) Return to work following transition

Actions to be agreed:

- a) Agree the date when the colleague will present for work in their new identity.
- b) Agree a timeline for what needs to be done leading up to when the colleague first presents at work and who needs to take action

What needs to be actioned	By Who	By when

Issues to consider

- a) Does the colleague wish to be away for an agreed period (e.g. on annual leave) and present in their new identity on their return?

Points the colleague / manager should to consider:

- b) The aim should be to make the colleague’s first day at work in their new identity as stress free as possible
- c) It is important that the colleague and their manager establish an open dialogue and mutual trust

ii) Communicating the transition

Actions to be agreed

- a) Where a colleague is transitioning, Ofcom will work with the colleagues to agree what information needs to be conveyed to other colleagues, who should do this and when this should happen.
- b) Discuss and agree the method and content of the communication. Adapt the approach as necessary for:
 - Team colleagues and/or direct reports
 - Other colleagues outside of own team and
 - Relevant third parties

What needs to be actioned	By Who	By when

Issues to consider:

- a) Who needs to know about the colleague’s transition and why?
- b) When should those who need to know be told?
- c) Who should tell them?
- d) How should they be told (one to one, team briefing, email from the colleague, email from a senior manager)?
- e) Does the colleague want to be present for all or part of the time when their colleagues are being informed?

Points for the manager to note:

- a) Transitioning is a private matter and so the wishes of the colleague are paramount.
- b) Deciding on who is told, how they are told and what they are told must be led by the colleague, with support from the manager and P&T Business Partner. The colleague can also call on the range of support listed in the guidelines for colleagues document.
- c) The colleague should not be pressurised into taking responsibility for informing other colleagues.

iii) Changing colleague records

Anything that holds the colleague’s name, prefix or information that could reveal their previous identity should to be amended by the time that the colleague presents in their new identity. Examples of what records to change include:

- a) Colleague pass
- b) Email address
- c) IT documents system (e.g. properties authorship)
- d) P&T records
- e) Loop Directory entry and photo
- f) Warrant card
- g) Driving licence (if driving is a core requirement of their role)
- h) Corporate card
- i) Company memberships
- j) Pension and other colleague benefits
- k) Business cards
- l) Voicemail
- m) TU membership

What needs to be actioned	By Who	By when

Points for the manager to consider:

- a) It is important to ensure that the colleague is addressed by their chosen name and that the correct pronoun and prefix are used
- b) Early engagement with the P&T team and ICT is necessary to ensure that all colleague records are changed in time for the transition. Where relevant, Finance colleagues will need to be notified if change to Corporate Credit cards are needed.

iv) Confidentiality

- a) Colleagues who are transitioning, are thinking of transitioning or may choose to present themselves in their chosen gender without the need for medical intervention, will decide how they wish to discuss and disclose their status. Ofcom recognises that some colleagues may wish to keep their gender transition private whilst others may choose to discuss it with a few colleagues in confidence or be more open about it.
- b) It is at the discretion of the colleague as to who they share this information with. The privacy of a colleague is protected and any information regarding

their transgender status will not be disclosed without the explicit consent of the colleague. Disclosing this information without consent may lead to disciplinary action and can, in some instances, be considered a criminal offence.

- c) Ensure that the information relating to the colleague’s transition is handled in strict confidence and in accordance with Ofcom’s data protection policy.

What needs to be actioned	By Who	By when

Points to consider (P&T/ICT)

- a) Are there any records that need to be retained, including details of the colleague’s gender history?
- b) What steps need to be taken to ensure appropriate levels of confidentiality?
- c) Care is needed to ensure that historical documents that contain references to the colleague’s previous name can be accessed only by a limited number of named individuals in Ofcom. This could include historical documents relating to a colleague’s attendance on training courses, maternity or paternity leave, grievances raised etc.
- d) Consideration of whether Sharepoint searchability can be amended
- e) Consideration of Loop directory searchability can be amended
- f) Pensions and insurance- The colleague going through transitioning needs to ensure they discuss with P&T any implications in respect of pensions, insurance and other benefits. Such records and conversations are handled in the strictest of confidence.

v) Absence Management

- a) The line manager should bear in mind that, to avoid the potential for discrimination, time off work for treatment associated with the colleague’s transition may have to be excluded from absences for the purposes of trigger points under the absence management procedure.
- b) Managers should ensure that absences due to transition are not treated less favourably than any other absence.
- c) The line manager needs to consider how any absences associated with the colleague’s transition be handled as well as the ongoing support of a colleague who is transitioning. In doing so, they need to consider what needs to be actioned by who, by when and how often should progress meetings be scheduled.

- d) In addition to a manager's support, the colleague will also need support from the wider team. A lack of knowledge about transgender people can create misunderstanding and a manager should work to avoid this. This may involve running briefing sessions with the wider team, discussing the transition in 121s and allowing a safe forum for colleagues to ask questions to dispel myths and preconceptions. Encourage the wider team to express their feelings and concerns if they have any and ask questions. Certain arrangements – like using the toilet of the new gender of the transgender colleague - might be out of their comfort zone for colleagues and their support is crucial. The manager should agree this approach with the colleague who is commencing gender transition. Following on from the initial conversation, the manager's role during the transition is to:
- a) Challenge pre-conceptions, myths, discriminatory behaviour and deal with incidents relating to bias, discrimination or stereotyping on the basis of gender identity or gender reassignment immediately, involving P&T for support where needed.
 - b) Familiarise themselves with guidance available on fair and appropriate language use and challenge any language used by colleagues, 3rd party suppliers or visiting stakeholders that is commonly regarded as discriminatory including: 'tranny', or any derogatory terms in relation to that person's situation e.g. 'confused'
 - c) Ensure that all colleagues know their responsibilities and receive support and education as to what is expected of them with regard to behaviour and voicing of opinions with regard to transgender issues.
 - d) Listen with respect and empathy to colleagues who are, have or intend to undergo gender reassignment and refer them to support services within Ofcom (with their express permission) if extra support is required.
 - e) Utilise relevant policies and procedures where necessary, including Ofcom's Dignity and Respect at Work Policy

8. Helpful Tips

- 8.1 Consider the language you use – research what is acceptable or not and if you're unsure speak to the colleague.
- 8.2 Think of the person as being the gender they want you to think of them as.
- 8.3 Use the name and pronoun that the colleague asks you to. If you aren't sure what the right pronoun is, ask. If you make a mistake with pronouns, correct yourself and move on. Don't make a big deal out of it, you probably won't have been the first person to make the mistake.

- 8.4 Respect people's privacy. Don't ask what their 'real' or 'birth' name is. Those who are, have or intend to undergo gender reassignment are often sensitive about revealing information about their past, especially if they think it might affect how they are perceived in the present.
- 8.5 Similarly, respect their privacy with identity and other P&T documents that might have their old name on them.
- 8.6 Respect people's boundaries. If you want to ask a personal question, first ask if it's ok to do so.
- 8.7 Questions such as 'Are you on hormones?' will be considered personal and offensive.
- 8.8 Listen to the colleague and how they want to be treated and referred to.

9. Overview and review

- 9.1 The People and Transformation Director will maintain an overview of this policy to ensure that it is being applied in a fair and reasonable manner and will be responsible for reviewing the policy from time to time in the light of operational experience and the changing needs of Ofcom.

10. Additional support

- 10.1 Managers and colleagues are expected to be aware of the information and support that is available to all colleagues.
 - a) **People and Transformation team** - colleagues and line managers can speak to the Management Advice team for further support and guidance.
 - b) **Mental Health First Aiders (MHFAs)** - Ofcom has professionally-trained [mental health first aiders](#), who can provide support for colleagues' mental health. These first aiders are dedicated to supporting anyone who would like to discuss issues relating to mental health. They do not have to be in the colleague's team, their group or even their location.
 - c) **Listening Network** - the [listening network](#) offers confidential, non-judgmental peer-to-peer support for the times a colleague needs a listening ear or a friendly chat.
 - d) **Employee Assistance Program (EAP)** – Ofcom has a confidential help, information and advice service which is accessible by telephone or face to face. Through this service, trained counsellors are available 24 hours a day. The service, provided by Aviva, is completely free and gives colleagues access to immediate information, solutions, and advice on a wide range of workplace and personal issues.

Colleagues can access the services in the following ways:

- **By telephone** - [REDACTED]

- **Online** at www.eap-carefirst.com - Username: [REDACTED] and Password: [REDACTED]
 - **The wellbeing app** that they can download to their phone - [Find out how to install the app](#)
 - Full details of all the support available can be found [here](#).
- e) **AXA Wellbeing Hub** - To find out all about their membership, including health and wellbeing tools and a list of the hospitals colleagues can use with their plan.
- www.axapphealthcare.co.uk/wellbeinghub
- Username: [REDACTED] and password: [REDACTED]
- f) **Private Medical Insurance (PMI)** - Ofcom currently offers a service that gives colleagues access to prompt private medical treatment by recognised consultants, therapists, and practitioners, at a time and location they choose. It covers them for the cost of outpatient treatment or investigations, as well as in-patient treatment and accommodation received in private care, up to defined levels. This also includes tailored treatment for mental ill health with trained professionals. Find out more about all the support PMI provides on [Choices](#).
- g) **AXA Stronger Minds pathway** – A clinical pathway to access help without the need for a GP referral. A trained counsellor or psychologist will listen attentively, and suggest a clinically appropriate treatment plan, Find out more about the stronger minds pathway on [Choices](#).

11. Related policies

11.1 The following related policies may be useful to colleague:

- [Dignity and Respect at Work Policy](#)
- [Workplace Adjustment policy](#)
- [Absence from work](#)
- [Recruitment policy](#)

12. Appendix

12.1 Acquired gender (adj.)

Used in the Gender Recognition Act 2004 to describe a person's gender after transitioning. As this is a legal term, many people now prefer to use the term "affirmed" gender.

12.2 Assigned gender

The gender assigned to someone at birth, based on their physical characteristics.

12.3 Cisgender (or Cis) (n.)

Describes someone whose gender identity matches the sex that they were assigned at birth.

12.4 Cross dresser (n.)

Someone who chooses to wear clothes not conventionally associated with their assigned gender. "Cross dresser" is now used in preference to the term "transvestite", which is considered to be outdated and can cause offence. Cross dressers are generally comfortable with their assigned gender and do not intend to transition.

12.5 Gender (n.)

The socially constructed roles, behaviours, activities, and attributes that a given society considers appropriate for men and women.

12.6 Gender dysphoria (n.)

The name for the clinical diagnosis for someone who doesn't feel comfortable with the gender they were assigned at birth. It is a term 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.

12.7 Gender expression (adj.)

How someone manifests their gender identity in society, for example through their appearance and behaviour.

12.8 Gender identity (adj.)

A person's internal perception of their gender, their sense of self. For transgender people, their gender identity does not match the gender they were assigned at birth.

12.9 Gender non-conforming (adj.)

A term used to describe an individual who does not wholly conform to either traditionally 'masculine' or traditionally 'feminine' gender roles, dress and behaviours.

12.10 Gender reassignment (n.)

This is another term of describing an individual's transition. It is a characteristic that is protected by the Equality Act 2010.

12.11 Intersex (n.)

An intersex person is born with ambiguous genitalia and/or sex chromosomal variations that do not fit within the typical definitions of female or male. An intersex person may self-identify as a man or a woman or neither.

12.12 Misgendering (v.)

When a transgender person is referred to by the sex they were assigned at birth.

12.13 Non-binary (adj.)

An umbrella term used to describe an individual who identifies outside of the 'gender binary' (i.e. anything other than 'male' or 'female').

12.14 Pronouns (n.)

The words we use to refer to people's gender in conversation, such as he / him or she / her. Some transgender people may prefer others to refer to them using gender-neutral pronouns such as they / them.

12.15 Sex (n.)

The biological and physiological differences that define men and women.

12.16 Transgender / trans (adj.)

An umbrella term used to describe individuals whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth. Trans people may describe themselves using one or more wide variety of terms, including (but not limited to) transgender, non-binary and genderqueer.

12.17 Transgender man / trans man (n.)

An individual who is assigned female at birth but identifies as a man.

12.18 Transgender woman / trans woman (n.)

An individual who is assigned male at birth but identifies as a female.

12.19 Transition / transitioning (n.)

A term used to describe the process and steps an individual takes to live in the gender they identify as. Each person's transition will involve different things; for some, this could include medical intervention (such as hormone therapy and surgeries), but not all transgender people want or are able to have this. Transitioning can also involve informing friends and family, dressing differently or changing names or titles on official documents.

12.20 Transsexual (n.)

A transsexual person has the protected characteristic of gender reassignment and is defined in the Equality Act 2010 as someone who is "proposing to undergo, is undergoing or has undergone gender reassignment". Gender reassignment is a protected characteristic under the Act. It is not necessary for a transsexual person to have to be under medical supervision to be protected in law from discrimination.

12.21 Transphobia (n.)

A fear of or a dislike of transgender people. It is based on prejudice and misunderstanding and can involve verbal abuse, physical violence and other forms of harassment.

13. Version history

Version number	Version date	P&T responsible	Description of changes made
1.0	19/11/2018	██████████	New policy
1.1	05/09/2019	██████████	Update
1.2	21/02/2021	██████████	Minor updates, new template, information re-arrangement
1.3	28/09/2021	██████████	Updated following P&T and A&O review
1.4	31/03/2022	██████████	Reviewed and updated links