
TRANS EMPLOYEE EXPERIENCES SURVEY

2016



totalJobs

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1. INTRODUCTION

Totaljobs is one of the UK's leading jobs boards, attracting around 6 million jobseekers every month. One of totaljobs' key areas of focus is raising awareness of the challenges facing jobseekers and employees across society.

This survey was designed to gather information about the experiences of trans* employees in the workplace.

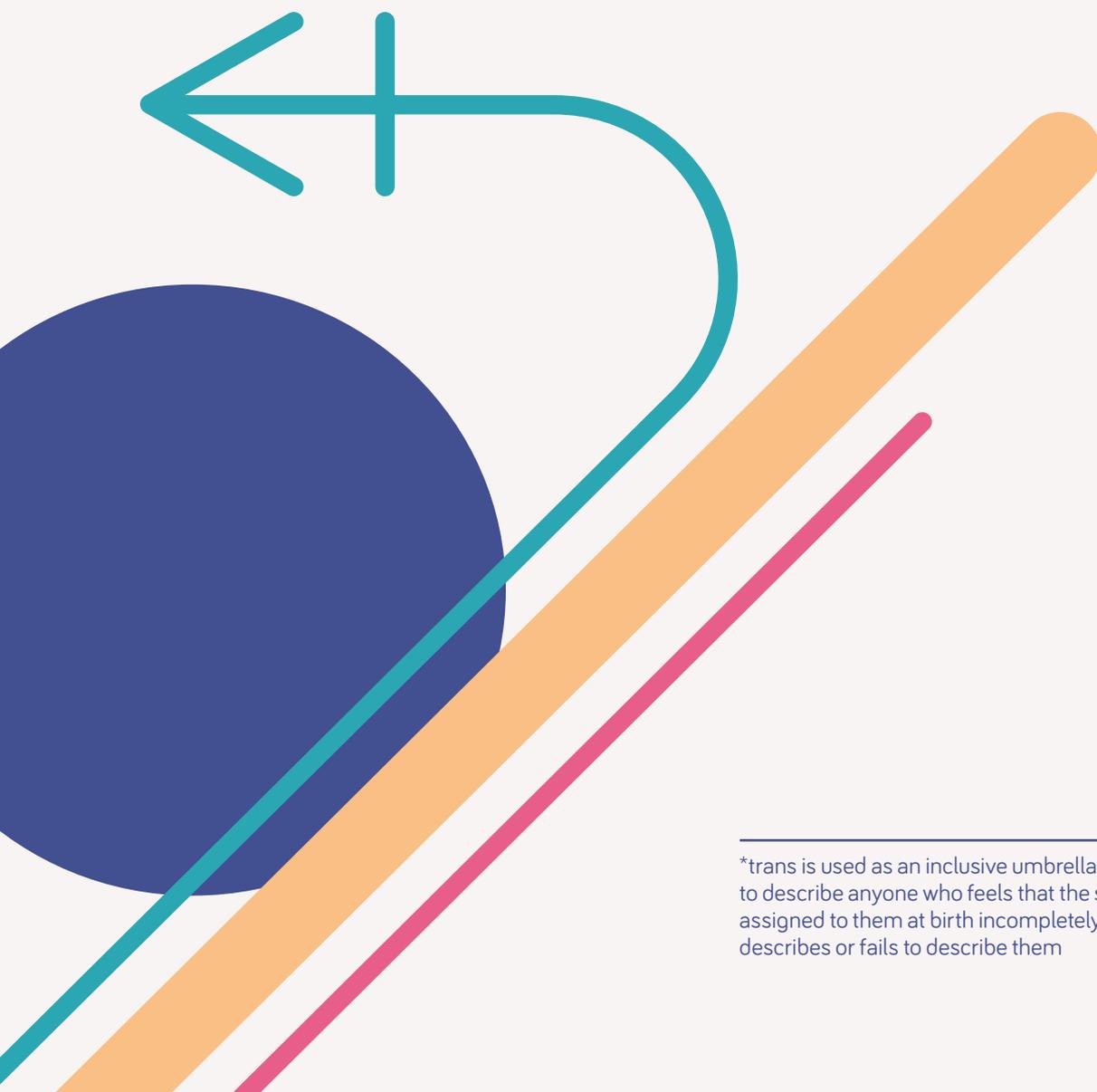
Totaljobs was encouraged to take on this survey based on the positive relationships created with trans influencers following the publishing of a [blog article](#) on the legal rights of gender transitioning at work.

The survey aims to build a picture of the HR provisions available for trans employees, the attitudes they encounter in the workplace, and their thoughts and feelings about current employment legislation.

It is anticipated that the survey will support greater awareness of employment issues amongst trans workers and will help society more broadly understand the significant barriers most trans people encounter.

We hope the findings of this report will be welcomed by trans people and enable them to feel that their concerns and experiences are being acknowledged, and their voices heard.

For a summary of the key findings, please go to [section 6](#).



*trans is used as an inclusive umbrella term to describe anyone who feels that the sex assigned to them at birth incompletely describes or fails to describe them

2. ACKNOWLEDGEMENTS

Participants were encouraged to take part mainly through a technique of snowballing sampling. Trans organisations, bloggers, activists and online forums were contacted, given information about the study and asked to share the survey as widely as possible.

Many thanks to the participants who gave their time to complete the survey and to those individuals and organisations who supported the project by disseminating information about the study.

Special thanks go to:

All About Trans
Allsorts Youth Project
Annie Wallace
Boston Belles
Bristol Crossroads
Canal-St
Emily Brothers
FTM London
Fox Fisher
Fred Langridge
Gendered Intelligence
LGBT Consortium
LGBT Northern Ireland
Mermaids
Miss Transgender UK
Mx Activist
Nottingham Chameleons
Outhouse East
Paris Lees
Peter Tatchell Foundation
Pink Jobs
Press for Change
Professor Stephen Whittle
Rebecca Root
Sabah Choudrey
Sanctuary Stoke & Staffordshire
Sparkle
Switchboard
TAGS
The Northern Concord
The Proud Trust
The Queerness
The Rainbow Project
The WayOut Club
Trans Girls Can
Trans Media Watch
Trans Men Scotland
Trans-Fit
TransWorkersUK
Transfigurations
Transgender Zone
Transition Ftm Uk
Wipe Out Transphobia

Apologies to anyone missed off the list.



3. METHODOLOGY

SURVEY DESIGN

Existing national and international research on trans employee experiences was consulted to inform the creation of the survey questions.

A draft survey was produced and sent to an advisory group made up of trans activists, trans advocates, HR professionals, eDigital Research and other interested parties.

After redrafting and feedback from the advisory group, the survey was uploaded to eDigital Research and published on 10 February, 2016.

THE REPORT

The survey closed on 26 February, 2016, at which point 435 participants had accessed it. For the purposes of this report, those living outside of the UK and Ireland were excluded.

This report consists primarily of percentages, with no statistical analysis. The aim of this report is simply to present and summarise the data.

Complete data tables for each question were not included in the text due to their size and complexity.

As different numbers of people completed different questions, the actual number of data being reported on for each question will be noted in the text as 'N'. For example, if 100 people completed a question, and we report that 50% of those answered 'yes', the 50% figure will be accompanied with (N=100) to show how many respondents this figure is based on.

Where quotes from participants are used, spelling mistakes have been corrected for ease of reading. A glossary explaining some of the terms used in this report can be found in section 7.

LIMITATIONS

Many trans people choose not to openly identify as such. Ideally in this type of research, samples should represent the population as a whole, and therefore are commonly undertaken via random selection.

However, there is no definitive way to identify the trans population in its entirety, and as a result, no identifiable population base from which to draw a sample. For this reason, the survey relied on participants self-selecting.

We are mindful that the sample may not be demographically representative of the trans population as a whole. There is unfortunately no way of knowing for sure how representative this sample is.

While we aimed to be as inclusive as possible, the survey made 3 assumptions:

1. That every trans person is transitioning medically and socially. Non-binary individuals who do not plan on having any medical intervention were excluded from these questions.
2. That all trans people transition while employed or looking for employment. The survey wording does not allow for the many trans people who take time off work while they transition.
3. That only trans people took part in the survey. The survey opened by asking whether a participant identifies as 'transgender'. If they selected no, the survey ends, advising that the study is only looking to reach transgender people. As a result, trans* people who don't identify with the label transgender were excluded from the survey. 'Transgender' was changed to 'trans*' based on feedback from trans groups.

4. PARTICIPANTS

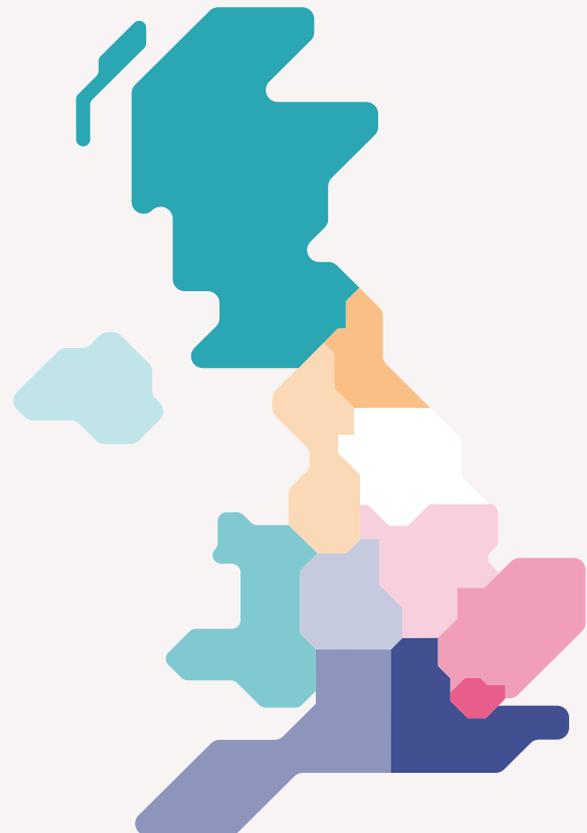
AGE

	OVERALL
n	432
Under 16	0.23%
16-24 years	26.39%
25-34 years	21.30%
35-44 years	18.29%
45-54 years	17.59%
55-64 years	11.57%
Over 65 years	3.47%
Prefer not to say	1.16%



LOCATION

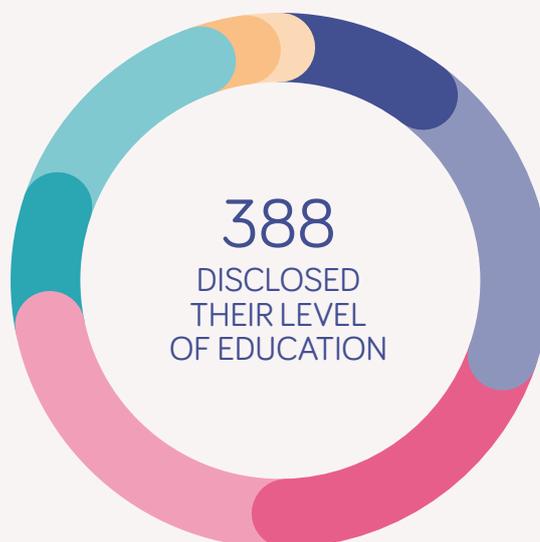
	OVERALL
n	422
Central and Greater London	13.03%
East Anglia	5.69%
East Midlands	6.87%
North East	4.27%
North West	12.80%
South East	19.19%
South West	12.32%
West Midlands	7.58%
Yorkshire and Humberside	6.64%
Scotland	5.45%
Wales	4.03%
Northern Ireland	0.00%
EU exc. UK	0.95%
Europe non-EU	0.47%
Rest of the World	0.71%



4. PARTICIPANTS

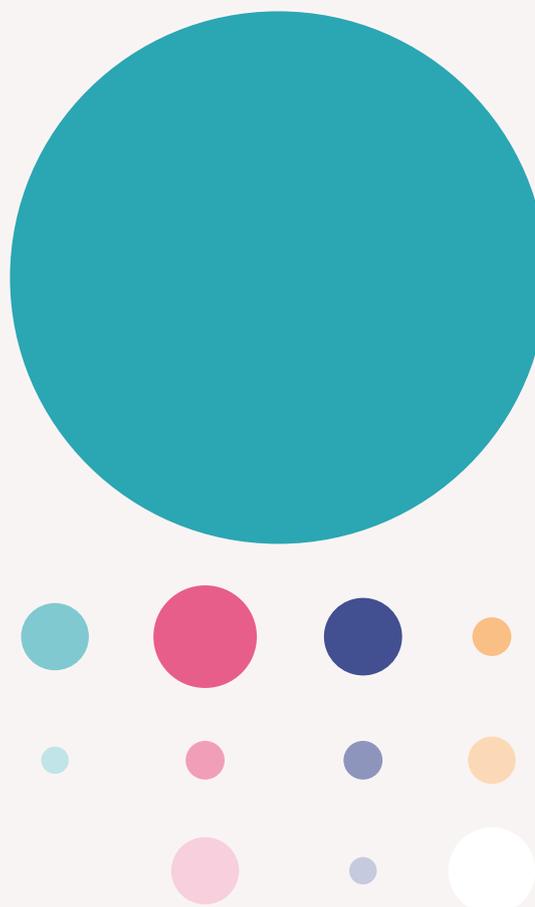
HIGHEST LEVEL OF EDUCATION

	OVERALL
n	388
● GCSE/O Level/Scottish Standard grades	10.82%
● A Level/AS level/Scottish higher grades/Scottish Sixth year studies	19.59%
● Higher education below degree level e.g. Diploma/HND/NVQ	19.33%
● First degree e.g. BA, BSc	22.42%
● Professional qualification of degree standard or above	7.99%
● Masters/Post-graduate qualification e.g. MBA	14.18%
● Doctorate/Other higher degree	3.09%
● None of these	2.58%



ETHNICITY

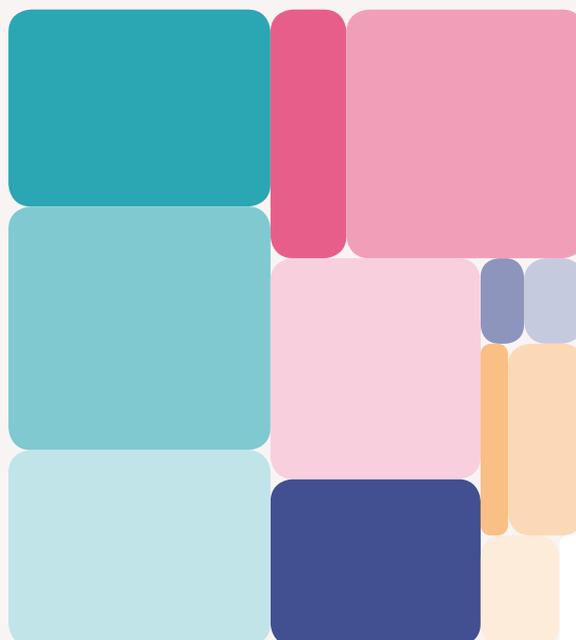
	OVERALL
n	432
● English/Welsh/Scottish/Northern Irish/British	87.27%
● Irish	1.39%
● Gypsy or Irish Traveller	0.23%
● Any other White background	3.24%
● White and Black Caribbean	0.46%
● White and Black African	0.00%
● White and Asian	1.39%
● Any other Mixed/Multiple ethnic background	1.85%
● Indian	0.00%
● Pakistani	0.46%
● Bangladeshi	0.00%
● Chinese	0.23%
● Any other Asian background	0.00%
● African	0.46%
● Caribbean	0.00%
● Any other Black/African/Caribbean background	0.00%
● Arab	0.00%
● Any other ethnic group	0.69%
● Prefer not to say	2.31%



4. PARTICIPANTS

GENDER IDENTITY (ALL THAT APPLY)

	OVERALL
n	435
Male	32.41%
Female	39.54%
Trans	32.41%
Nonbinary	11.95%
Transgender	36.32%
Transwoman (male-to-female)	29.66%
Transman (female-to-male)	22.07%
Intersex	2.30%
Gender fluid	3.22%
Agender	2.99%
Genderqueer	9.20%
Gender non-conforming	5.29%
Other	1.84%



INDUSTRY

	OVERALL
n	431
Accountancy / Banking / Finance / Insurance	3.25%
Administration	2.55%
Advertising / Creative / Digital / Media	2.78%
Aerospace	1.39%
Apprenticeships / Graduate	0.23%
Automotive	1.39%
Catering / Hospitality	3.94%
Charity / Not for profit	7.42%
Construction / Engineering	4.18%
Customer service / Call centre	3.02%
Education / Teaching / Social work	6.50%
FMCG	0.46%
Healthcare / Nursing / Pharmaceutical	6.50%
HR	0.23%
IT	9.74%
Legal	0.93%

Leisure / Tourism	0.70%
Logistics	1.62%
Management consultancy	0.00%
Manufacturing	1.16%
Marketing	0.23%
PA / Secretarial	0.00%
Part-time / Temporary	1.39%
PR	0.00%
Property	0.23%
Public sector	6.26%
Recruitment sales	0.23%
Retail	10.90%
Sales	0.93%
Science	2.32%
Senior appointments	0.46%
Transport / Travel	3.02%
Utilities / Telecoms / Oil and gas / Renewal energy	1.16%
Other	10.90%
Prefer not to say	3.94%

4. PARTICIPANTS

JOB LEVEL

	Overall
n	431
Entry	23.20%
Non-manager	33.41%
Manager	16.71%
Director	2.55%
Business owner	2.55%
Other	12.30%
N/A	9.28%

JOB SATISFACTION

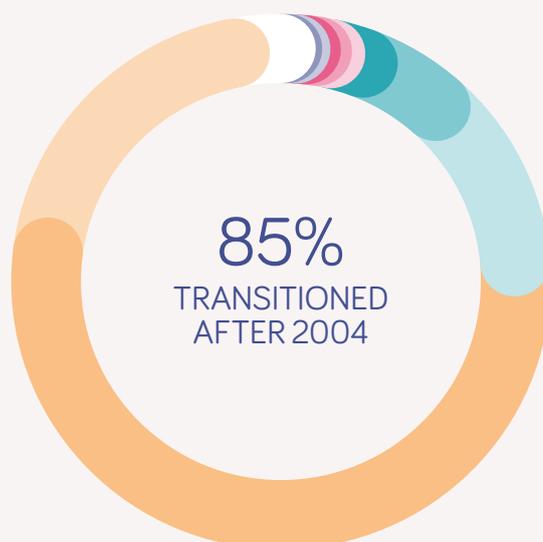
	Overall
n	409
Excellent	19.80%
Good	40.59%
Average	24.45%
Poor	11.49%
Very poor	3.67%

SALARY

	Overall		
n	404	£50,000 - £59,999	2.97%
I do not receive an annual income	18.32%	£60,000 - £69,999	1.24%
Less than £10,000	15.35%	£70,000 - £99,999	1.24%
£10,000 - £19,999	21.29%	£100,000 - £124,999	0.25%
£20,000 - £29,999	15.59%	£125,000 - £149,999	0.25%
£30,000 - £39,999	9.65%	More than £150,000	0.50%
£40,000 - £49,999	6.93%	Prefer not to say	6.44%

TRANSITION

	Overall
n	432
● Before 1970	0.23%
● 1970 - 1974	0.46%
● 1975 - 1979	0.46%
● 1980 - 1984	0.69%
● 1985 - 1989	0.69%
● 1990 - 1994	0.93%
● 1995 - 1999	2.31%
● 2000 - 2004	5.79%
● 2005 - 2009	12.04%
● 2010 - 2014	53.47%
● 2015 or after	19.91%
● Prefer not to say	3.01%



5. FINDINGS

01. DOES YOUR EMPLOYER PROVIDE ANY OF THE FOLLOWING (TICK ALL THAT APPLY)

n=331

Inclusion of gender in anti-discrimination policies

YES: 63%

NO: 37%

Information on gender identity

YES: 23%

NO: 77%

Guidelines that discrimination not tolerated

YES: 50%

NO: 50%

Gender-neutral toilet facilities

YES: 25%

NO: 75%

Policies that promote equality for trans employees

YES: 45%

NO: 55%

There is no provision for trans employees

YES: 21%

NO: 79%

FURTHER COMMENTS

“ I work for a small company, for which transgender was not something that anyone had considered until I told the MD of my intention to transition. Since then, however, the company has largely been guided by me, has accepted all my suggestions, and has been very supportive.

“ The transgender guidelines are woefully inadequate, and in some cases illegal. For example asking to see a GRC.

“ There are no clear guidelines on the matter at my company and I am the first to have socially transitioned within the company. Management and HR were very supportive on figuring out together the best way to communicate to the company and support me but we did make it up as we went.

“ I am one of two trans employees at my workplace and it has only been iterated to fellow workers that it will not be tolerated. I've never been shown any legal documentation to protect me or my rights.

“ Gender Identity is one of many things that my employer will not tolerate discrimination against along with things like sexuality, race, gender, etc. I am Transgender MTF and use the women's toilets/locker room and have not had any problems from anyone. My employer makes it clear that discrimination of even making jokes about people from the Trans Community at work or on Social Media will not be tolerated by employees and anyone who doesn't follow the rules faces disciplinary action.

“ When I transitioned in 2014 they verbally supported my decision and sent an email at that time to that end. Unfortunately this was clumsy and rushed at the time and I'm not sure that there is a clear policy of discrimination. My treatment has been positive although I was asked not to use the ladies loo at first. I now ignore that request.

5. FINDINGS

02. DID YOU RECEIVE THE APPROPRIATE SUPPORT AND GUIDANCE FROM YOUR HR DEPARTMENT IN TRANSITIONING?

n=331

Received support: 23%

Received guidance: 3%

Received both support and guidance: 17%

Did not receive support or guidance: 24%

N/A: 33%

FURTHER COMMENTS

“ Our HR manager has been very supportive and has taken guidance from me about what's necessary and appropriate (including my sharing guidance from government and other agencies).

“ HR dealt with things well, keeping things confidential until agreed and necessary. Supportive and helpful, although being a small company there was no existing written guidelines.

“ After an initial email 'coming out' post interview, both HR and line management were very careful to ensure everything was handled in a sensitive yet thorough manner. They facilitated an initial meeting to ensure we could discuss what would be best for me, and what specific support/guidance/reasonable adjustments I required - not just to complete the social and medical aspects of my transition, but also to handle practicalities such as coming out to colleagues, service users, which toilets to use etc. They later made all toilets gender neutral.

“ Company has mandatory training which was delivered to my manager but he refused to deliver it to my team and the training never happened. I was disempowered because coming out myself on my own terms would have been so much better. 18 months later I am still being actively managed out by my manager. I have had extended periods off work due to intolerable stress levels.

“ I received support in that I have been allowed time off to travel to and from GIC appointments and have been allowed to take time off for surgery. However, initially this was not the case and I had to bring in lots of policies, recommendations and quote from the Equality Act before this happened. Also, prior to this, details of my surgery were discussed by my line manager and another employee without my knowledge or consent - really not great considering I work for an LGBT organisation! However, since I brought these issues to my line manager, I have felt supported a lot more appropriately.

“ My HR department were very supportive with my transition and were very nice with regards to making sure colleagues are aware and aren't judging about my transition. I use the toilets/locker room of the Gender I identify as and everyone is very nice to me and refers to me with the correct pronouns and name.

5. FINDINGS

03. HOW DID YOUR COLLEAGUES REACT TO YOUR TRANSITION?

n=331

50%
POSITIVELY

40%
NEUTRAL
(NO REACTION)

10%
NEGATIVELY

FURTHER COMMENTS

“ They were ignorant but supportive, sympathetic about my struggles with the GIC, cheered me on through surgery etc.

“ My staff team is very small, but all are extremely supportive. My line manager even set up a meeting with someone from a local LGBT organisation (without me knowing) so he could learn more about what I'm going through.

“ I am ostracised by my colleagues. One said "Please only talk to me about work. I cannot deal with your personal matters. I have had no training and I don't know what to say."

“ There was a lot of laughing and pointing, use of inappropriate personal pronouns, being referred to as "that", "it" and "thing". The Moslems and Africans have shunned me completely for twelve years. I frequently hear people joking about me in really upsetting terms. However, there are a few gay men and lesbians in my work place and we tend to huddle together for "safety".

“ It was a mix of positive and no reaction really. Those who have talked to me about it have been positive, others have just got on and referred to me as male (with a few slip ups at the beginning but this is to be expected) but not talked to me about it. I know there will be talking behind my back but I don't care.

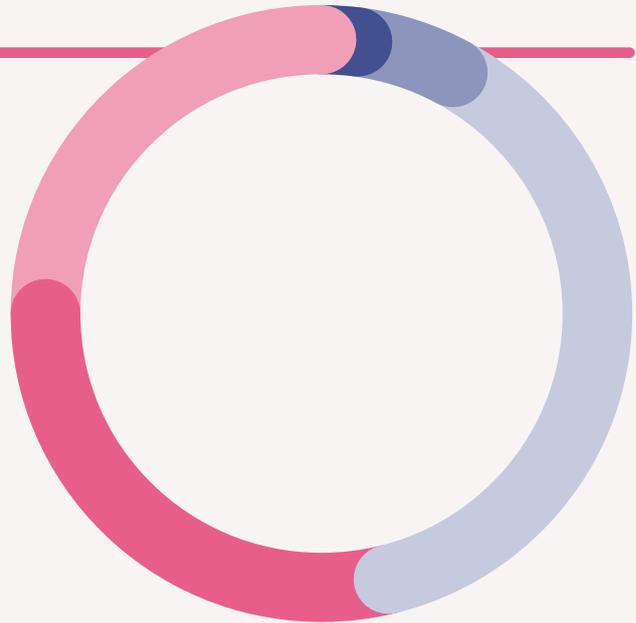
“ Very supportive. The guys in the department held a boys night out to welcome me (a transman) to their fold. It was beer, curry and impartmenting of essential man knowledge they have learned over the years. Advice received prior to the beer was more useful than that received at the end of the night.

“ I've never received so many hugs in one morning, everyone has been friendly, and accepting (a few managers seem to treat it as a novelty -- but management are generally idiots and that's not going to change in a hurry)

5. FINDINGS

04. HOW WOULD YOU RATE YOUR WORKPLACE PERFORMANCE SINCE TRANSITIONING?

n=331



IT GOT BETTER...

“ I've been more confident, less distracted by stress of thinking through and anticipating transition, and more able to focus on projects. This has been commented upon by my manager and I've been promoted as a direct result.

“ The stress of trying to hide, of trying to conceal left. I could just be me, which was so liberating. The background stress left and I could be more available to concentrate on work.

“ I felt less paranoid that my mannerisms would give me away. I felt it allowed me to focus on work rather than worrying about how my colleagues saw me.

“ Far more confident and less anxious, especially in meetings. Note however that performance dipped in first few months as I got used to fitting in in my new gender role.

“ Before I came out I was scared of how I would be treated but now I'm out and I'm myself and I'm happier and everyone is so wonderful and accepting and for a company with around 400 staff, it is truly amazing to be treated as the woman I identify as.

“ As I don't have to expend so much mental energy fighting with dysphoria I have a great deal more available for work. This has allowed me to achieve a great deal more and contribute far more positively to my employer than I could ever have done before.

IT GOT WORSE...

“ Being called the wrong name and wrong pronouns is very detrimental to my wellbeing and makes my dysphoria a lot worse.

“ I am scarcely functioning because of the stress. I have finally conceded defeat and will look for another job either within the company or elsewhere but my boss has basically got away with breaking company policy and has not been sanctioned for it in any way.

“ Going back to the job where I had been known as my dead name and gender I had a bad experience with my manager discriminating against me for needing time off work which made my work life miserable.

“ Experiencing intense anxiety which is impacting my ability to do my job - I have spoken to my manager but they have only increased the pressure on me.

“ I have felt pushed out of decisions that I would've previously been part of, felt ignored and belittled within meetings and have had promised opportunities taken off the table.

“ My colleagues were awful and I suffered from PTSD and depression because of it.

5. FINDINGS

05. HAVE YOU EVER EXPERIENCED DISCRIMINATION IN ANY OF THE FOLLOWING AREAS DUE TO BEING TRANS (TICK ANY THAT APPLY)?

n=331

Recruitment (interview stage)

YES: 29%

NO: 71%

Promotion

YES: 14%

NO: 86%

Remuneration (pay rise)

YES: 6%

NO: 94%

Benefits

YES: 7%

NO: 93%

Colleagues

YES: 38%

NO: 62%

Management

YES: 25%

NO: 75%

Other

YES: 12%

NO: 88%

Don't know

YES: 12%

NO: 88%

Never experienced discrimination in the workplace

YES: 29%

NO: 71%

5. FINDINGS

FURTHER COMMENTS

“ Have missed out on promotions and been moved to a different role from what I was doing. Am repeatedly kept in the dark about opportunities only finding out when a new hire starts.

“ Mocking comments about my name change, no appropriate bathrooms for my gender.

“ Had water thrown at me in the ladies room for "contaminating" their space.

“ People being obstructive and unhelpful. The usual toilet (including use of the disabled toilet). Transphobic comments such as "will he/she/it still be able to do the job?" from senior management.

“ Reduced opportunities - I'm not given any of the headline interesting projects anymore; my opinion is now generally worthless (overnight!); I am always passively and sometimes actively excluded from all social gatherings by my team; despite previous team leader/management experience I wasn't told of a team leader role becoming available - they announced vacancy and appointed in a week I was on holiday, obviously a coincidence lol.

“ My boss stopped sending me out on site after the transition even though there was no reason for this other than him not understanding my situation. He also outed me before meetings and training for a while. He still has a negative opinion about my ability to pass.

“ I came out as Trans in October 2014 to my company and I gave them twelve months' notice that it was my intention to live full time in my female mode. Unfortunately the company couldn't get their head around my situation and eventually they offered me a compromise agreement and I left. I am now trying to set up my own company, it is also unfortunate that my real reason for leaving has got out. Clearly somebody let my secret out the bag and I am now getting harassing calls from former colleagues.

“ The interviewer insisted on looking at my medical form at the start of the interview, despite me saying I had expected only occupational health would see it. The form asked about surgeries and current medication, so outed me as trans. I could tell the interviewing officer was uncomfortable with the information, and the interview was awkward. Needless to say, I didn't get the job. I did ring the organisation's HR team later and complain.

“ I was misgendered, despite clearly ticking the box about transition on the forms & it never seemed to be taken into account and I felt like I couldn't say it. On the last day, my dad came in to pick me up using my birth name and one of my managers jokingly (not funny) used it towards me, which was entirely inappropriate.

“ Was turned down for a job as employer was worried about what customers might think. Colleagues were transphobic and misogynistic. Took at least 4 weeks longer to sign on as information was restricted so I could go through same procedure as everyone else. This meant my start date was 4 weeks later than it should have been and I therefore lost 4 weeks of benefits.

“ In previous workplaces, I have been repeatedly mispronounced by managers and colleagues. I have also received transphobic harassment from customers and services users that has been supported by management who felt that my objections to experiencing transphobic discrimination in the workplace by walking away from the harassment were unprofessional and warranted disciplinary procedures.

5. FINDINGS

06. HAVE YOU EVER LEFT A JOB BECAUSE THE ENVIRONMENT WAS UNWELCOMING?

n=435

FURTHER COMMENTS

“ Had multiple spurious disciplinary charges brought against me, was the subject of multiple "accidental" deadnaming, was always mentioned as trans* when jokes were being told and had nasty letters left on my desk.

“ Colleagues refused to acknowledge my transition; HR was invalidating and didn't take it seriously, even when I complained; management told me I was to blame for the problems I experienced.

“ I was told that people like me shouldn't be able to work with children.

“ I heard my co-workers talking about how they were going to beat me up, I immediately phoned my manager who offered no useful options, and quit on the day.

“ I was a self-employed sex worker. When I came out as trans I left the industry as I felt it would not be a safe or positive way to transition, as trans sex workers are fetishised and at higher risk of violence.

“ A lot of "banter" within the team which was oppressive and made me feel unable to challenge being mispronounced etc.

“ Being asked personal and offensive questions like, but what's your actual name though? so have you had the 'snip' yet?, hold on. If your girlfriend is Trans too aren't you both just gay men? so which toilets do you use?, so do you fancy any of the guys at work?...but you're gay right?, do you still have a cock? really? you can't think you're a woman, you're a man...no you're a man!

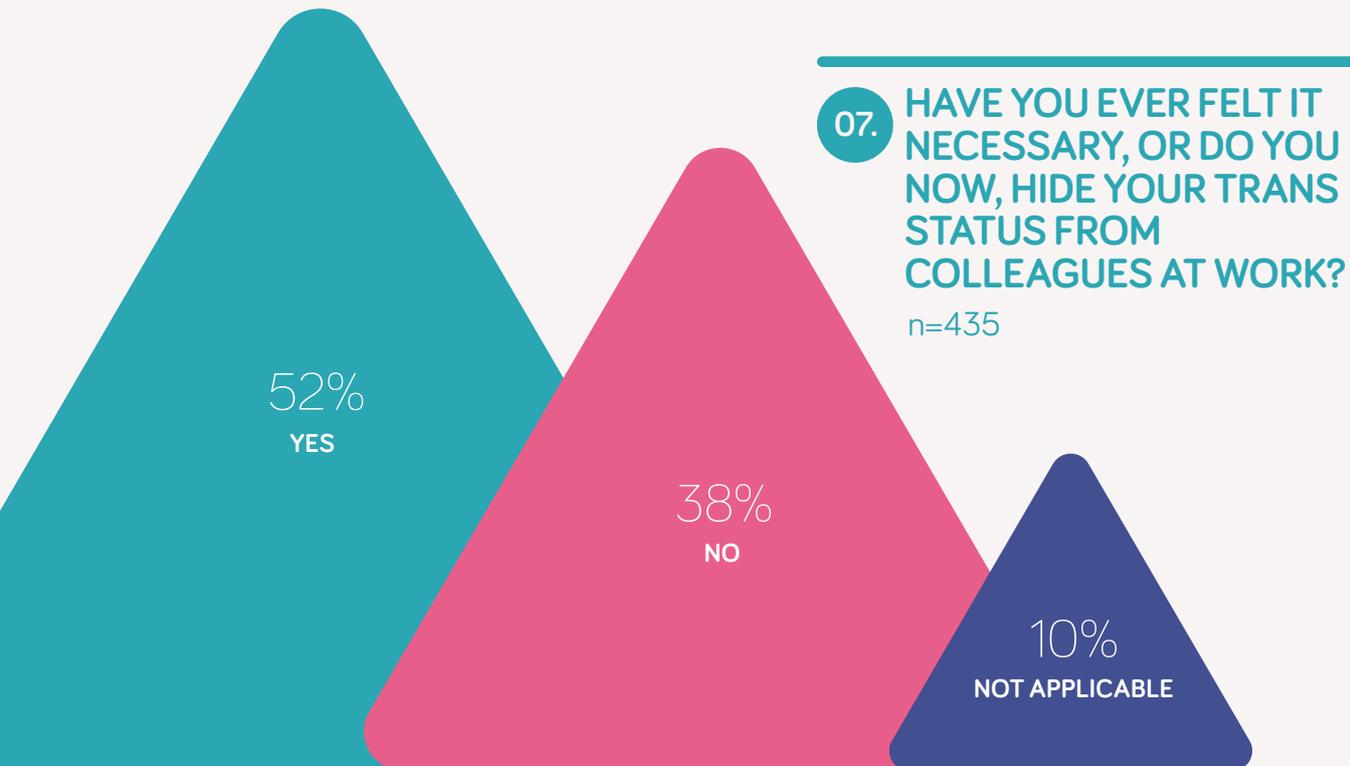
“ 'Lad' culture ran rampant and objectified all the female staff and reduced me to inhuman for being considered neither gender.

Yes: 36%

No: 47%

Not applicable: 17%

5. FINDINGS



FURTHER COMMENTS

“ I will go stealth in my next employment. I do not want special treatment, dispensation or other; I wish to at last be an equal employee who is valued for their skills, attitudes and achievements. My gender shouldn't affect my employment or abilities.

“ I transitioned before joining my current employer, aside from a select few no one knows of my trans status - I'm the only trans person in an office of 500 staff as far as the union is aware - it's not my job to educate people.

“ Work colleagues, including boss, frequently make transphobic comments about trans people, call trans people "disgusting" and have even said that knowing a transgender person would "scar them for life".

“ Sometimes... To avoid awkwardness and creating an issue. My job involves changing with other members of staff and I didn't want to be picked out and have to explain myself so I remained invisible. In another workplace my bosses showed homophobic views early on and I would never have felt comfortable disclosing. My colleagues knew but not my bosses.

“ I have never hidden being trans but I still now regularly feel the need to hide being non-binary from colleagues due to the fact that it often makes people either misgender me or make assumptions about my sexual orientation, body or experiences that make me feel uncomfortable.

“ Violence both physical and verbal are always just below the surface for Trans people, being out as trans is simply asking for trouble, lying and duplicity allow me to navigate the dangers. I pass easily in my new body now, but there is always someone waiting to tear that down.

“ You never know the reaction. I only started to disclose to a few close colleagues recently, with positive response. But for the rest of my colleagues, I am still hiding my trans status. I am working with HR during the next few months to sort out a mutually agreed way for my transition at work.

“ I do not tell anyone at work that I am trans, including management because it has caused me issues in the past such as bullying and belittling behaviour. This has also caused issues though as it is seen as not declaring a protected characteristic so employers have tried to say that because I did not tell them during recruitment they have no responsibility to act on anything now, for example the way my surgery was treated.

5. FINDINGS

08. HAVE YOU EVER RECEIVED ANY ORGANISATIONAL SUPPORT IN FINDING A JOB BECAUSE OF YOUR GENDER IDENTITY?

n=435

FURTHER COMMENTS

“ From a:gender the Civil Service support network for Trans and Intersex staff (I have also been the Secretary since 2010).

“ GIRES were very supportive in listening to my concerns and gave me general advice which helps me feel more at ease.

“ I told Like Apprenticeships and they passed on the information to the company.

“ No help in finding a job but have had help from people at Trans Pride Brighton in regards to coming out at work.

“ TRANS MISSION helped me.
Facebook.com/uktransmission

“ LGBT Youth Scotland offered application guidance.

“ Educate & Celebrate.

“ Transliving.

●
Yes: 96%

●
No: 4%



5. FINDINGS

09. DO YOU ACTIVELY LOOK FOR COMPANIES WITH TRANS-FRIENDLY POLICIES WHEN APPLYING FOR A JOB?

n=435

● **Yes:**
43%

● **No:**
32%

● **Not applicable:**
26%



FURTHER COMMENTS

“ I would check very carefully to ensure that any new potential employer was trans-friendly.

“ It has been a factor when exploring employment alternatives for the future. I originally chose a government department in 2007 precisely because I intended to transition "in-service".

“ Usually I would want some evidence that they are LGBT inclusive or look for jobs that are recommended through good friends.

“ I will always check any published policy for reference to transgender equality so that I know they've thought about the issue at least.

“ I check on social media for a company's reputation in dealing with trans* and for how it deals with its own management and supervisory teams when allegations are made of discrimination against them. Any company that pulls the wall of silence and closing ranks shit is off my list.

“ Disappointingly my current employer state they are an equal opportunities employer but there is no evidence that they are. The boilerplate "we are an equal opportunities" statement in a potential employer's web site means nothing unless there is evidence that it's true.

“ I would do now, to make sure I had recourse if things went wrong and to try and gauge their understanding. I wouldn't rule out a post with a company that did not have policies, I would suss it out as I went along.

“ Before moving to my current job, where I transitioned, I learned as much as I could about how they might react. Gender neutral facilities were a big thing I looked for as it is symbolic of much deeper systems in place to help trans employees.

“ Too many organisations pay lip service to equality and diversity as part of a tick box culture to such things. Performance in things like the Stonewall Equality Index really matters to me when I look at potential employers.

“ It's hard to find out if an employer is LGBT friendly, but if they are, I'll make an extra effort to secure an interview.

5. FINDINGS

10. IN YOUR OPINION, WHAT ARE THE BIGGEST CHALLENGES FACING TRANS JOBSEEKERS IN THE UK TODAY?

A total of 369 respondents answered this question.
We've grouped some of the answers in 5 consistent themes.

Misgendering

Fear

No support

Discrimination

Transphobia

Lack of awareness

Rejection

5. FINDINGS

LACK OF UNDERSTANDING & IGNORANCE

“ Society understanding that trans people are people. There is some amazing talent in people - and simply find out more about the person.

“ I think it could be summed up in two words **UNDERSTANDING** and **ACCEPTANCE**.

“ The lack of education, ignorance, fear and misunderstanding of employers and other workers in the workplace. A clear lead needs to be taken by employers.

“ The stigma caused by a general lack of understanding as to what it means to transgender. And potential employers consider us somewhat toxic, given their fear of potential disciplinary procedures or litigation caused by our colleagues bullying or discrimination.

“ Prejudice against taking on Trans employees because of lack of understanding. Concerns that they may be disruptive or unreliable.

“ Having understanding employers who take them seriously during transition and that understand that transition doesn't necessarily mean lots of time off work for operations.

“ Not enough companies understanding the word trans or transgender.

“ Lack of understanding on the part of HR departments over what their role is in supporting a trans employee.

“ A huge lack of understanding/knowledge/awareness in HR/management, especially on 'legal stuff' like GRCs, time off for surgery etc.

DISCRIMINATION & TRANSPHOBIA

“ Employers who pay lip service to trans issues but don't really stand up to transphobic attitudes at work.

“ Security of employment status when transitioning. Ease of using gender appropriate toilet facilities. Harassment and bullying/transphobia if out as trans.

“ Transphobia, however unintentional, is still prevalent in the workplace. News and current affairs are often hot topics of conversation in the office environment - people are judgemental when they don't understand an issue.

“ Casual transphobia, wherein no laws will be broken regarding prejudice, but trans individuals will be put under immense pressure by casual misgendering or abusive remarks that cannot be reported or resolved in any way.

“ Transphobia or perceived transphobia from staff so management see employing trans as too much of a headache.

“ Employment/Recruitment Agencies can be very transphobic or ignorant and seem to be a law unto themselves.

“ It is transphobic colleagues and employers, demonstrating either implicit or explicit bias towards trans and gender variant employees.

5. FINDINGS

LACK OF ACKNOWLEDGEMENT OF NONBINARY PEOPLE

- “ Lack of acknowledgement of nonbinary genders.
- “ If you're nonbinary, you face being forced to choose to be referred to as one of the binary genders because it's unlikely that anyone will respect your gender if it's not male or female.
- “ Lack of legal rights for nonbinary transgender employees in the Equality Act.
- “ Lack of recognition and legal protection for nonbinary people.
- “ Covert discrimination - excuses are found, but when it comes down to it, it's harder to get even to the interview stage if you're trans - and it's even harder if you're nonbinary.
- “ Prejudice and discrimination - particularly for trans women who may be more visibly trans and nonbinary people who use 'they' rather than he or she for example.
- “ Prejudice against trans women in particular especially those at the start of a medical transition, often perceived as a man in a dress. Also nonbinary people not having their identity taken seriously.

TRANSITIONING

- “ Applying for jobs while early in transition. It's very nerve wracking which makes interviews an ordeal.
- “ Lack of stability of trying to fit into a male role which isn't always easy at the beginning of transitioning.
- “ Applying for a role during early stages of transition when you are living full time, but may not be presenting clearly in your acquired gender.
- “ Providing all of the right documentation in confidence. Being offered a job during transition, and receiving organisational support after mistreatment or harassment in the workplace.
- “ Getting a new job after transitioning. Gender Recognition Act doesn't appear to be applied to a potential employee, i.e. even if you are the best choice for the vacancy you can still be rejected just for being transgendered.
- “ Finding a job post transition is pointless - identify as being transgender & 100% of companies don't want to even look at your CV.
- “ To be able to transition in workplace without being scared of what others might say/do.

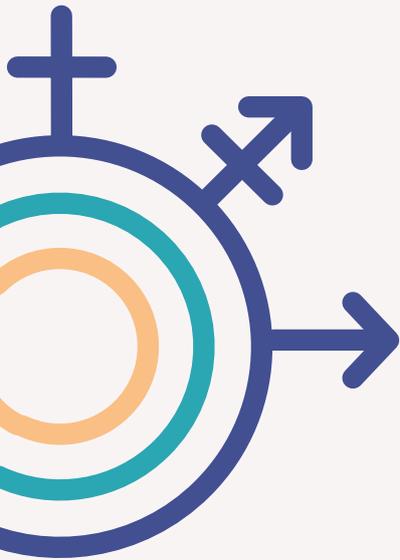
GETTING PAST THE INTERVIEW STAGE

- “ The interview process if you don't "pass" as cisgender. If there is more than one interviewer, all it takes is one of them to be uneducated or prejudice and you will not get hired. You may get rejected in customer service based job as they may worry customers won't "relate" to you. Although it is illegal to discriminate based on status, during interview processes it is very hard to prove (or find out) the reason you have been rejected making it very hard to enforce discrimination law. If you work in private settings (For example I work in care in the home of a family) it can be harder to request staff training or find support as there may not be a HR, any upper management (other than your employer), or put in place any policy.
- “ When 'obviously' trans, reaction from interviewers can be open surprise at a name not 'matching' their perception. Have not got beyond first interview stage since coming out (whether due to transphobia/avoidance is not something I'll ever know but it begins to feel suspect).
- “ Getting past the interview stage, even the so called big companies who say they don't discriminate do, maybe not on purpose but they do.
- “ "Looking weird" in interviews; when your appearance and deportment ticks enough "how strange" boxes in their heads that you don't get a fair hearing.
- “ Prejudice at interview stage against "non cis passing" transgender people, particularly trans women and particularly in public-facing jobs.
- “ Getting through an interview (in person or telephone) without being judged on the basis of being trans.
- “ Getting past the interview stage. Up to that point, transgender status isn't generally an issue.

5. FINDINGS

11. HOW MUCH DO YOU AGREE: "THE 2010 EQUALITY ACT 'WAS A GAME CHANGER' FOR TRANS WORKERS"?

n=435



Neither agree or disagree: 37%

Agree: 38%

Disagree: 14%

Strongly disagree: 5%

Strongly agree: 6%

5. FINDINGS

FURTHER COMMENTS

“ Employers are keen on staying within the law so anti-discrimination legislation is very important.

“ It has helped to make HR departments sit up and take notice because of potential litigation issues, so they are far more receptive to helping trans people. Unfortunately, it doesn't go far enough and still has loopholes in it.

“ Yes, but very much more protection for those in the Public Sector due to the PS Equality Duty that came with the EA2010.

“ I believe it was definitely a step in the right direction but there needs to be more understanding from the general public.

“ The TEA10 doesn't fully support Trans* people. It was nice to be recognized as a 'protective characteristic' but it doesn't support the whole transgender community.

“ The problem is it only covers 'gender reassignment'. This leaves out nonbinary trans people, and also means how it does or doesn't cover trans people is fuzzy. Also, the exclusions feed the idea that trans women are not women, and provide tacit support for the bigoted perception of trans women as rapists.

“ I have read the full report, I believe they missed some valuable changes and I saw it as nothing more than a public relations exercise.

“ Worthless law: Instead of 'we don't want you because you're trans' it becomes 'we don't want you because you weren't right for the job'. A trans person is never right for a job when there are cis people they can employ instead, even if those cis people are less qualified for the role.

“ There was already equality legislation protection for trans workers. The Equality Act was good, but it wasn't a game changer, and in some respects (e.g. same sex facilities) it actually seemed to strip some of the rights trans people already had under the Gender Recognition Act.

“ 1. EA 2010 explicitly *legalised* discriminatory treatment against trans people with a GRC who had previously been protected by the GRA. 2. EA 2010 only explicitly protects people who have undergone or are undergoing transition: it does not protect against discrimination for trans people who are not out, and is at best ambiguous for nonbinary people. 3. It is only helpful for a trans person who has been discriminated against if they are willing and able to initiate legal proceedings against their (former) employer.

“ The biggest gain was that it put trans issues on the same level legally as racism, sexism etc. I wouldn't say it's impacted my work life all that much, but has meant more organizations seek out training in trans issues.

“ It's really not easy to prove that you were discriminated against because of your gender, and who has the time and the energy and the money to take it to court? Changing employer's perceptions so that they actually want to employ us is going to be the real game changer.

“ Although I "agree" this is a qualified agreement - employers (especially in the public sector - due to the PSED) now realise that it is illegal to discriminate against employees who are transgender - but many are still prepared to allow victimisation/harassment by other workers so that people feel that they have to resign.

“ It put in place protections for Trans people, such as the Gender Recognition Panel etc. so we were no longer being outed by our paperwork. Sadly, many now see equality as a challenge to fight. Some people are only happy oppressing others.

“ Changed things in the public and voluntary sectors but not the private sector. Unfortunately the austerity programme also began in 2010 so the public sector and voluntary sector began losing staff rather than recruiting so we have not seen the benefit.

“ The equality act whilst being a game changer still isn't perfect and I feel more work needs to be put in place regarding Gender Identity such as the problems with legally changing your Gender and the problems in obtaining a Gender Recognition Certificate for example can really cause some problems. Still the 2010 Equality Act was a step in the right direction!!!

“ It did a lot to set legal precedent and official guidelines that people can be prosecuted for if not followed. However there is still work to do in getting the message out and preventing the harassment in the first instant.

“ It provides a peace of mind for trans workers because they know they are protected from discrimination.

“ It was no longer legal to fire someone straight up for being trans. Just making it illegal might not have changed anyone's mind, nor does it mean it isn't happening but under different excuses, but it was an important declaration.

5. FINDINGS

12. HOW MUCH DO YOU AGREE: ACCEPTANCE AND UNDERSTANDING OF TRANS EMPLOYEES IN THE WORKPLACE HAS IMPROVED DUE TO THE INCREASED MEDIA FOCUS ON TRANS ISSUES IN 2015”?

n=435



5. FINDINGS

FURTHER COMMENTS

Public generally are becoming more aware that transgender people can integrate into society in a positive way rather than being seen as purely a fetish.

I feel like people's perceptions of trans people are changing and people are more accepting but I don't feel like people understand what it means to be transgender.

A lot of the media attention encouraged having a laugh at our expense. Jokes about Caitlyn Jenner and Kellie Maloney were particularly frequent in my former workplace.

I found it very helpful to be able to refer management (and colleagues) to positive media coverage to help them to understand the issues.

The positive coverage (between bouts of negative coverage) helps cis people realise it's a genuine thing and that we're just the same as them really.

Trans woman are still very much considered men in dresses - that damn film *The Danish Girl* has reinforced that issue along with anomalous celebrity trans people e.g. Caitlyn Jenner and Kellie Maloney - neither of which are representative of the wider trans community.

The more visible we become, the more discrimination we face because transphobic people push back against something they dislike, which they believe is being 'shoved down their throats'.

People who are transgender who are in the media are giving the push to acceptance around the LGBT community and is making people more educated about the topic.

When Caitlyn Jenner came out, both mine and my girlfriends work places were both making jokes and laughing about her constantly.

Increased focus on transgender issues had simply led to more transphobic people shouting their grievances about how they think it is a vile injustice that trans people exist.

We are still a young population in terms of acceptance and are regularly ridiculed. Celebrities and other stories being told are the stepping stones to future improvements but we are not there yet!

I think another big factor is the impending inclusion of trans people in Stonewall's workplace equality index: this is prompting a lot of organisations to write trans policies, arrange training etc. for fear of slipping down in the rankings.

Awareness has brought the spotlight to our issues, and employers want to be seen to be addressing them in order to boost their reputations.

The media seems to focus upon things like surgical procedures and genitalia which can lead to awkward conversations at work.

I don't know about the change in the workplace. I've found the higher media focus has impacted me more negatively; I've experienced more people thinking they're experts in trans issues because they really love Laverne Cox or Caitlyn Jenner. I've been outed because of my chest scars, which I think is because every documentary focuses creepily on surgery.

I think media focus on transgender issues has potentially made things worse, as it is harder for many transgender individuals who wish to be 'stealth' to hide their identity. It also brings conversations about trans issues to the forefront of conversation more regularly, which could reveal negative opinions. In addition, many trans characters in movies and tv series (with a few exceptions) are played by characters of the opposite gender (e.g., Eddie Redmayne in *The Danish Girl*) which only perpetuates the stereotype that trans people are cross dressing (i.e., that a transwoman is 'just a man in a dress').

There's a lot more confusion and misunderstandings, but this is better than the complete and utter ignorance there was before.

I know some of my friends have used celebrity coming out stories as a platform to talk about trans rights. I have done the same and found the same positive reaction.

I think that you only have to look at the tone of media reporting (ignore the comments to these pieces - they show that the general public still have a way to go) to realise that the reporting is a lot more compassionate towards the plight of transgender people. Yes, there are still some dinosaurs out there, but it has changed in the last year.

I feel the increased media has helped a lot toward acceptance and understanding at least with Transgender employees however I feel people who identify as a gender or another nonbinary gender are still not as widely accepted or understood.

5. FINDINGS

13. HOW MUCH DO YOU AGREE: "TRANS EMPLOYEES FACE FEWER CHALLENGES IN 2016 THAN THEY DID PREVIOUSLY"?

n=435

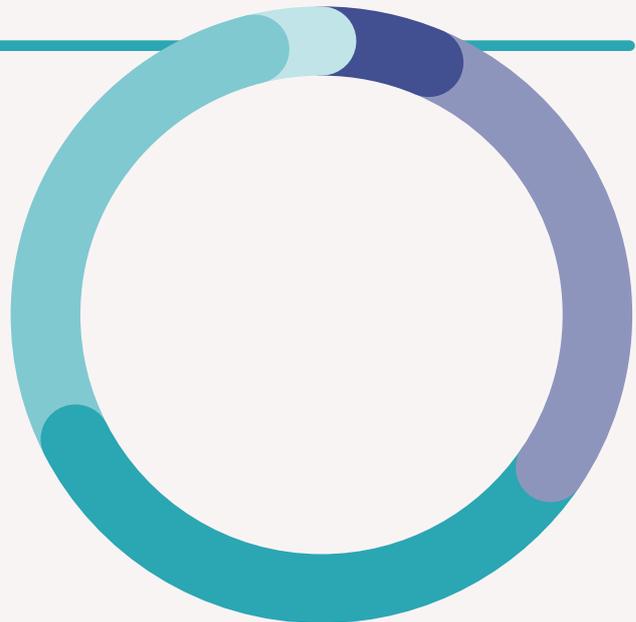
Strongly disagree:
6%

Disagree:
28%

Neither agree nor disagree:
33%

Agree:
29%

Strongly agree:
4%



FURTHER COMMENTS

Despite legislation, it is still extremely common for trans recruits to get through the interview stage, particularly if they don't yet 'pass'. And we cannot risk disclosing our trans status until we have a written job offer - because if we do, opportunities tend to mysteriously evaporate!

There are simply different challenges, and the underlying mentality behind hate and discrimination against GLBT people is often still there. Now it is simply less socially acceptable to express it. Those who hate WILL find a way to discriminate.

If anything they face more challenges to prove themselves as their proper gender in the work place now that people have a newfound media attention on transgender people. It's harder to explain to those who have no idea and it's harder to try and be your truest self when colleagues may know what you were before starting a transition.

Tolerance for discrimination in general (not limited to gender) has reduced, and thankfully gender discrimination has gone with that flow.

Though progress was slow at first, the transgendered are more 'acceptable' and accepted in society than ever before. I believe this trend to be accelerating and it should not be long before all people from the LGBT spectrum are treated like everyone else.

Nothing much has really changed. Trans people are more positive, but Trans is such a broad congregation, there are very few converging viewpoints from within the Trans camp, let alone outside it. Look at the increasingly aggressive posturing from gay male politics, insisting that "T" be drummed out of LGBT.

This is a marginal "agree" - Trans people *in* employment have it better, but I don't know whether I can say that those out of employment would necessarily agree.

There is a LONG way to go! There is a launch of guidance by government tomorrow developed by inclusive employers called 'recruitment and retention of trans employees' which you might want to look at.

Public opinion has changed somewhat but workplace culture and managers are still generally unaware of the laws that protect trans people and routinely break those laws.

Trans visibility has been greater over the past 12-18 months however this has not brought a greater sense of understanding, particularly in the workplace; it has promoted debate but not always in a good sense and within an environment where there are suitable people to provide factual answers and proper trans training to educate people.

6. KEY FINDINGS INFOGRAPHIC

WHAT'S IT LIKE TO BE A TRANS EMPLOYEE?



**TOTAL JOBS SURVEYED
MORE THAN 400
TRANS PEOPLE**

The survey aims to build a picture of the work experiences and career challenges that trans people face.

WHAT IS TRANS?

Trans is an inclusive umbrella term to describe anyone who feels that the sex assigned to them at birth incompletely describes or fails to describe them.

60%

**HAVE EXPERIENCED
TRANSPHOBIC
DISCRIMINATION**

in the workplace

**53% FELT THE
NEED TO HIDE**

they are trans from
colleagues at some point

**EXPERIENCED
TRANSPHOBIC
WORKPLACE
DISCRIMINATION:**

38%
from colleagues

29%
during an interview

25%
from management

14%
regarding a pay rise

29%
never experienced
discrimination

36%

**LEFT A JOB BECAUSE
THE ENVIRONMENT
WAS UNWELCOMING**

View the
infographic at:
www.totaljobs.com/insidejob

6. KEY FINDINGS INFOGRAPHIC

50% OF GENDER FLUID, AGENDER AND NONBINARY WORKERS

have left a job due to an
unwelcoming environment

EMPLOYEES IN THE SOUTH EAST AND WEST MIDLANDS

were least likely to leave
their job due to an
unwelcoming
environment

EMPLOYER PROVISIONS:

21%

HAD NO PROVISION

for trans employees

23%

had information
on gender identity

25%

had gender-neutral
toilet facilities

45%

had policies that
promote equality
for trans
employees

63%

included gender
identity in
anti-discrimination
policies

43%

RECEIVED SUPPORT AND/OR GUIDANCE

from HR when they transitioned

24% RECEIVED NO SUPPORT

or guidance from
HR when transitioning

43%

ACTIVELY LOOK FOR TRANS-FRIENDLY POLICIES

when applying for a job

50%

RECEIVED POSITIVE REACTIONS

from colleagues when
they transitioned

54%

HAD BETTER WORKPLACE PERFORMANCE

after they transitioned

View the
infographic at:
www.totaljobs.com/insidejob

6. KEY FINDINGS INFOGRAPHIC

**40% RECEIVED
NO REACTION**

and 10% received a negative response when they transitioned

**38% HAD THE SAME
PERFORMANCE**

after transitioning in their workplace



**GENDER FLUID,
AGENDER AND
INTERSEX EMPLOYEES**

were more likely to receive a negative reaction when transitioning, with 25% reporting so

44%

**THINK THE 2010
EQUALITY ACT 'WAS
A GAME CHANGER'**

for trans workers

**DUE TO MEDIA
FOCUS ON TRANS
ISSUES IN 2015**

51% believe acceptance and understanding of trans employees has improved

**SEE ALL
THE SURVEY
RESULTS IN THE
TOTALJOBS REPORT**

totaljobs.com/insidejob

TRANS GLOSSARY

AGENDER

Agender individuals find that they have no gender identity, although some define this more as having a gender identity that is neutral.

GENDER FLUID

Gender fluid individuals have different gender identities at different times.

NONBINARY

An umbrella term for all who don't identify as just female or male. Though there are many kinds of nonbinary identities, some people identify as "nonbinary" only.

INTERSEX

Intersex people are born with physical, hormonal or genetic features that are neither wholly female nor wholly male; or a combination of female and male; or neither female nor male. Many forms of intersex exist; it is a spectrum or umbrella term, rather than a single category.

totaljobs

435 respondents participated in totaljobs' trans employee survey, compiled by eDigital Research.

Totaljobs is one of the UK's leading jobs boards.

**View the
infographic at:
www.totaljobs.com/insidejob**

7. GLOSSARY

Some of the terms used within this report (either by the authors or the participants).

2010 EQUALITY ACT

In regards to trans equality the Act provides the following:

- 'Gender reassignment' is named as an explicit protected characteristic, alongside age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- The requirement for medical supervision to take place as part of a process of 'gender reassignment' has been removed so someone who simply changes the gender role in which they live without ever going to see a doctor is protected.
- All the main protections which already existed for gender reassignment are carried over from the previous Sex Discrimination Act legislation – e.g. protection from gender reassignment discrimination in employment and goods and services. The previously existing exceptions are also carried over.
- The Equality Act offers new protection from discrimination due to association with transgender people or perception as a transgender person.
- It also offers new protection from indirect discrimination because of gender reassignment.
- The public sector equality duty is extended to more fully include gender reassignment as one of the specific protected characteristics for which public bodies must take due regard of: the need to eliminate discrimination, harassment and victimisation; the need to promote equality; and the need to promote good relations.
- Protection is provided for gender reassignment discrimination in education.

7. GLOSSARY

AGENDER: A person who does not identify with any gender.

CIS/CISGENDERED/CISPERSON: A person whose gender identity is the same as the sex they were assigned at birth.

DEADNAMING: The act of referring to a transgender person's birth name instead of their chosen name.

DISCRIMINATION: Unequal or unfair treatment which can be based on a range of grounds, such as age, ethnic background, disability, sexual orientation or gender identity.

GIC: Gender Identity Clinic. A specialist NHS service providing assessment for trans people who are seeking hormone treatment and/or surgical gender reassignment procedures.

GRC: Gender Recognition Certificate. A certificate that is rewarded upon applying to the government's Gender Recognition Panel. If successful, the law will recognise them as having all the rights and responsibilities appropriate to a person of their acquired gender.

GENDER DYSPHORIA (OR 'DYSPHORIA'):

Description of emotional or mental dissonance between one's desired concept of their body and what their body actually is, especially in reference to body parts/features that do not align or promote to one's gender identity.

GENDER FLUID: A person who feels they have different gender identities at different times.

GENDER NON-CONFORMING: Someone whose gender expression doesn't match their society's prescribed gender roles or gender norms for their gender identity.

GENDER RECOGNITION: A process whereby a trans person's preferred gender is recognised in law, or the achievement of the process.

GENDERQUEER: A non-normative gender identity or expression. This can be an umbrella term, or a specific identity.

INTERSEX: One who is born with sex chromosomes, external genitalia, and/or an internal reproductive system that is not considered "standard" or normative for either the male or female sex.

LGBT: An initialism that stands for lesbian, gay, bisexual, and transgender.

NONBINARY: An umbrella term for all who don't identify as just female or male.

TRANS*: An umbrella term for people whose gender identity and/or gender expression diverges in some way from the sex they were assigned at birth, including those who identify as transsexual people, those who identify as nonbinary gender people, and cross-dressing people.

TRANSGENDER: An umbrella term describing a diverse community of people whose gender identity differs from that which they were designated at birth.

TRANSPHOBIA: A fear and dislike of transgender people which can lead to hatred resulting in verbal or physical attacks or abuse.

TRANSWOMAN (MALE-TO-FEMALE): Term used to identify a person who was designated a male sex at birth and currently identifies as female, lives as a woman, or identifies predominantly as feminine.

TRANSMAN (FEMALE-TO-MALE): Term used to identify a person who was designated a female sex at birth and currently identifies as male, lives as a man, or identifies predominantly as masculine.

The logo for totalJobs, featuring the word "totalJobs" in white lowercase letters on a green background that tapers to the right.

This report and other related documents can be downloaded from www.totaljobs.com/insidejob/trans-employee-survey-report-2016

If you require the survey raw data, please contact martin.hofschroer@totaljobsgroup.com

For reaction to the survey data from journalist and trans rights activist Paris Lees, visit: www.totaljobs.com/insidejob/whats-it-like-to-be-a-trans-employee