



The Prince's  
Responsible  
Business Network



# WORKING WITH PRIDE

Issues affecting LGBT+ people in the workplace



In partnership with





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## FOREWORD

When we published our Mental Health at Work report and our Equal Lives research in 2018, in partnership with Mercer Marsh Benefits and Santander UK, there was a striking connection between the two. There were clear problems to solve for all employees, but there was one element which magnified the impact: identifying as lesbian, gay, bisexual or trans (LGBT+). This was too important to ignore. In this report, we have dug deeper into what this means for our workplaces.

Frankly, this report does not make for comfortable reading. It is terrible to think that every day in our places of work, people are feeling marginalised. That they are unable to be themselves. As leaders of our organisations, we must not turn away from the truth revealed in these statistics. We must confront them – and work to understand what we can do to make a difference.

At Business in the Community, we understand that no business is perfect. Responsible business is a way of working and thinking, not an end state. We work with companies at different parts of the spectrum, from those who are just starting to think about how their business can support the communities around them, to those which have been at it for decades. Each day, each company learns something new about what it means to be responsible.

BITC is no different. We know that – like every other place of work in the UK – we need to keep working hard to make sure that employees feel safe and comfortable every day. That they can be themselves. It's one reason that I'm delighted to be the Executive sponsor for our LGBT+ network, giving its members a voice at the highest levels of our organisation.



I'm really grateful to Mercer Marsh Benefits and Santander for their support in developing this research and the wider conversation and I hope that this report will inspire others to act. It is vital that we work together on solutions and challenges; alone, we will never achieve the scale of change we need.

At BITC, we speak a lot about the importance of recognising the business benefits of acting responsibly: sustainable companies are more likely to profit in the future; diverse workplaces are more imaginative; happy employees are more loyal and hard-working. All of this is still true regarding LGBT+ inclusion. But – quite simply – it's also just the right thing to do.

Let's act now – together.

**Amanda Mackenzie OBE**  
**Chief Executive, Business in the Community**





## Executive Summary

Responsible Business is about creating healthy communities living in healthy environments through the collaboration of responsible and financially successful businesses working at the heart of communities.

One of the core themes of our [responsible business map](#) is creating diverse and inclusive workplaces through purposeful leadership and sustainable action.

LGBT+ people make up between 2-5%<sup>1</sup> of the population of the UK and sadly still experience high levels of discrimination in the workplace and significant health inequalities, especially around mental health and wellbeing.

Like many organisations we are working to improve our action on LGBT+ issues across our footprint, both internally and externally. Over the last two years we have integrated sexual orientation and gender identity in to some of our major primary research projects and we are increasingly exploring the intersectionality between dimensions of identity and their impact on lived experience in the workplace, communities and the environment.

This short report sets out the findings from two of our flagship projects where we explicitly explored lesbian, gay, bi+ and trans+ people's views and experiences:

[Mental Health at Work Survey 2018](#)

[Equal Lives Survey of Caring Responsibilities 2018](#)

Both surveys reflect that LGBT+ people do experience more inequalities than their heterosexual and cis-gender counterparts and that

there is a clear need for business to do more to truly realise the potential for inclusion.

Based on the findings in this report we have made three core recommendations for businesses to act upon:

## RECOGNISE

Explicitly recognise that there are LGBT+ people working for you, with you, and receiving your services as customers and clients.

## RESPOND

Review, with LGBT+ staff, policies and procedures to ensure that the structural organisational response is accessible and explicitly inclusive of LGBT+ people and their needs.

## ROLE MODEL

Celebrate diversity and inclusion through role models, staff diversity and ally networks and Executive and Board champions.

Although BITC is not a specialist in LGBT+ inclusion in the workplace, there are many agencies that are and can provide expert and evidence-based advice on creating more inclusive workplaces. We have highlighted some of these at the end of the report alongside case studies from our two partner organisations Mercer and Santander.

<sup>1</sup> <https://www.gov.uk/government/publications/producing-estimates-of-the-size-of-the-lgb-population-of-england>





**“Over the last 5 years in particular Diversity & Inclusion has changed from a nice thing to do, driven by a handful of enthusiastic volunteers, to an integral part of our business strategy. This includes a recognition that we need to attract diverse talent to survive as an employer.”**

**Claire Skinner, Principal, Global Co-Chair Mercer Pride LGBT+ Employee Network**

### Setting the Context

Over the last decade we have seen a significant shift in the societal understanding of sexual orientation and gender identity.

Public Health England estimated that between 2.5-5.43% of the population of England self-identify as lesbian, gay, bi+ or ‘other’.

There is no national estimate of the proportion of the population in the UK that identify as trans+, but a briefing by [GIREs](#) suggests that employers should anticipate at least 1 in 100 people experience some element of gender variance and about 0.2% may undergo Transition.

We use the definitions included in the annex to this report, these are drawn from the LGBT+ charity Stonewall’s best practice resources, but we recognise that many people’s lived experience may not be reflected within the confinement of these definitions.

Both are aspects of identity that are protected characteristics under the 2010 Equality Act, although we recognise the definition of gender reassignment covered by the Act may not provide comprehensive protection to some trans+ people.

Despite legal protection there remains persistent and consistent evidence that lesbian, gay, bi+ and trans+ people experience discrimination in the workplace and in wider society as well as significant health inequalities, especially in relation to mental health and wellbeing.

Over three quarters of the working age adult population is in employment and on average those in work spend more than a third of their waking hours in the workplace.

Work can provide a positive, enabling and empowering environment for lesbian, gay, bi+ or trans+ individuals and play a significant role in supporting positive mental health and wellbeing and mitigating some of the potentially negative impacts from wider society.

Work can also sadly be a negative and damaging environment, especially if individuals experience homophobia, biphobia or transphobia in the workplace from colleagues, customers or contractors.

Responsible business is about creating work that supports individuals to achieve their professional and personal potential and a key part of this is creating a workplace where individuals feel able to be their authentic selves without fear of discrimination or attack.





Throughout this report we use the term LGBT+ as shorthand for the diverse lesbian, gay, bisexual and trans terms of self-identification. Where possible we have analysed data by gender identity and sexual orientation and the letters in the abbreviation reflect this, i.e. where the findings are inclusive of trans+ we have used LGBT+ but where they are not included then LGB+ is used.

The UK Government [National LGBT Survey](#) 2017 was an online survey which gathered responses from over 108,000 LGBT+ people living in the UK, it found that:

- LGBT+ respondents are less satisfied with their life than the general UK population (rating satisfaction 6.5 on average out of 10 compared with 7.7). Trans+ respondents had particularly low scores (around 5.4 out of 10).
- More than two thirds of LGBT+ respondents said they avoid holding hands with a same-sex partner for fear of a negative reaction from others.
- 56% of LGB+ respondents said they felt uncomfortable being open about their sexual orientation in the workplace.
- 19% of respondents with a job in the preceding 12 months had not been open about their sexual orientation or gender identity with any of their colleagues at the same or a lower level.
- 23% had experienced a negative or mixed reaction from others in the workplace due to being LGBT+ or being thought to be LGBT+.
- 11% had experienced someone disclosing that they were LGBT+ without their permission, 11% had experienced unspecified inappropriate comments or conduct, and 9% had received verbal harassment, insults or other hurtful comments.
- At least two in five respondents had experienced an incident because they were LGBT+, such as verbal harassment or physical violence, in the 12 months preceding the survey. However, more than nine in ten of the most serious incidents went unreported, often because respondents thought 'it happens all the time'.
- 2% of respondents had undergone conversion or reparative therapy in an attempt to 'cure' them of being LGBT+, and a further 5% had been offered it.
- 24% of respondents had accessed mental health services in the 12 months preceding the survey.





# MENTAL HEALTH AT WORK FOREWORD

This year's study really brings home the size of the challenge around mental health for the LGBT+ community. Whilst the figures confirm a picture that we had already suspected – that LGBT+ employees are impacted by mental health issues on a far greater scale than the broader employee population – I was stunned by the findings, in particular that 81% or 4 out of 5 LGBT+ people have experienced a mental health condition. In all cases the community had a higher prevalence across the major metrics, with 72% attributing their mental health issues to their experiences in the workplace.

Digging deeper into the underlying data points provides us with valuable insights into why work is such a contributing factor. For example, just over a quarter (26%) of LGBT+ employees say that they have hidden or disguised that they are LGBT+ at work in the last year because they were afraid of discrimination, with this figure jumping up to 35% for 18-29 year olds.

This underlines the importance of role models; seeing senior people in an organisation who are comfortable to be themselves can have such a profound and positive impact on people who are just starting their career. Engagement from senior leadership and senior leader LGBT+ and ally role models is incredibly important. Research has shown that generation Y graduates who were out in college and university have gone back into the closet after entering the formal work environment, unfortunately not feeling that they can be authentic in their work environment.

Authenticity is so important here. When we talk to clients, we regularly talk about the need for taking an integrated, holistic approach to health and wellbeing that encompasses physical, mental, social, and emotional wellbeing. In order to embrace that holistic approach, you've also got to support people to be authentic. People come to work as their full selves, they don't compartmentalise themselves and everyone needs to be able to be authentic to contribute at their peak performance level.

Understanding the challenges facing the LGBT+ community comes right back down to education; we have made some great in-roads, and a lot has changed over the last few years, but we still have a long way to go.

We are really proud of our partnership with BITC and the data in this report provides us with a benchmark to look forward. All businesses value their people as their greatest asset. At Mercer Marsh Benefits, we are very passionate about helping clients support their employees through integrated health and wellbeing strategies. Most employers are now recognising the different needs of the various groups in their organisation, be they LGBT+, older or younger employees, and the need to deploy wellbeing strategies that support and nurture diversity and inclusion.

This is a multifaceted challenge that all employers are facing, we hope by shining a light on the topic we will raise its profile and will inspire people to take the first steps, or further their journey to fully embrace diversity and creating a fully inclusive working culture.



**Tony Wood**  
Partner and UK Managing  
Director,  
Mercer Marsh Benefits





## Findings from BITC's 2018 Mental Health at Work Survey

Our [Mental Health at Work](#) report is informed by an annual national survey of individuals' perceptions of mental health issues in the workplace in the UK in partnership with Mercer.

The survey is conducted by YouGov and is a sample of 4,626 full and part-time employees in the UK that is representative of gender, age, industry sector, region and business size, excluding sole traders and those working alone. The survey explores mental health and wellbeing in the workplace with many questions tailored for managers and those who have a manager.

For the third cycle of the survey in 2018, Mercer Marsh and the BITC Wellbeing Leadership team included a specific focus on sexual orientation and gender identity and INvolve provided specific support to develop this.

The survey included responses of 600 employees who are LGBT+. LGBT+ includes those who identify as lesbian, gay, bi+, and other sexuality, as well as those who identify as trans+, non-binary or prefer to self-define their gender. Where relevant and possible, these groups were looked at individually in addition to as a group. The small base size of trans+ respondents means it was not possible to analyse the results of this group individually, but they are included in overall LGBT+ statistics.

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**28%**

of LGBT+ CEOs had been advised to hide their sexual orientation at work.

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**26%**

of LGBT+ employees say that they have hidden or disguised that they are LGBT+ at work because they were afraid of discrimination. This rises to 35% of those aged 18 to 29 years.

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**81%**

of LGBT+ employees have experienced a mental health condition compared to 60% of all employees.

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## Being LGBT+ at Work

In the 2018 survey we asked some questions to LGBT+ employees about the specific experience of being LGBT+ at work.

### Being Out at Work

More than a quarter of LGB+ employees (26%) in the survey sample reported feeling uncomfortable being open about their sexual orientation at work. This was a larger proportion than in the Stonewall 2018 [LGBT In Britain Work Report](#).

Lesbians (87%) and gay people (73%) are the most comfortable being open at work, while only two fifths of bi+ people (41%) and those with an 'Other' sexual orientation (39%) feel comfortable. This may reflect the increased visibility of lesbian and gay people in society but relative invisibility of bisexual and other sexual orientation role models.

Just over a quarter (26%) of LGBT+ employees say that they have hidden or disguised that they are LGBT+ at work in the last year because they were afraid of discrimination. This was higher among Bi+ people (29%), LGBT+ Managers (32%) and 18-29 year olds (35%). The high proportion of young people in the workplace hiding their identity is particularly concerning as it may suggest that they perceive that being out will have a negative impact on their career prospects.

On top of this, 9% of LGBT+ employees have been actively encouraged to hide that they are LGBT+ in the last year by a work colleague, and this is higher among BAME LGBT+ employees (16%). This increased pressure on BAME LGBT+ employees mirrors the Stonewall Work report findings.

Worryingly, the figure is significantly higher among those in leadership roles, rising to nearly three in ten (28%) of LGBT+ Owners/CEOs/MDs/Board members. This suggests that there is a significant pressure on those in the most senior roles to not be open about their sexual orientation or gender

identity and this raises serious concerns about the true commitment to inclusion at the top of Britain's businesses.

### Experiences of Discrimination in the Workplace

Twelve percent of LGBT+ employees have experienced negative comments or conduct from colleagues in the last year, and the same number have experienced negative comments or conduct from customers or clients.

BAME LGBT+ employees are almost twice as likely as white employees to have experienced negative reactions from customers and clients (23% vs. 12%).

Thinking about others, a quarter of LGBT+ employees have witnessed negative comments or conduct towards an LGBT+ colleague.

Seven percent of LGBT+ people reported having been physically attacked by colleagues or customers in the last year. This proportion rose significantly among BAME (15%), Non-Binary (19%), Blue Collar (13%) and Senior LGBT+ employees.

Nearly one in ten (9%) feel that they did not get a job or promotion in the last year because they are LGBT+, and 6% said that being LGBT+ was a significant factor in losing a job in the last year.

***“Being out with colleagues as a gay man helps me to be authentic, as I am able to bring my true self to work every day. I am able to be a role model across the bank and demonstrate to LGBT+ talent that sexual orientation need not be a barrier to leadership in our organisation.”***

***Damien Shieber, Head of Culture and Inclusion, Santander UK***





## Experiences of Mental Health Issues related to Work

This a strong evidence base, both in the UK and internationally, that highlights that LGBT+ individuals have a higher prevalence of mental health issues<sup>2</sup>.

While six in ten (61%) of all employees surveyed have experienced a mental health problem due to work or where work was a contributing factor, this rises to nearly three quarters (72%) of LGBT+ employees.

Those who identify as non-binary or prefer to self-define their gender are especially likely to have experienced mental health problems due to work (86%), as are LGBT+ women (78%).

Just under half of LGBT+ employees report having a formal diagnosis for a mental health condition (46%), compared to 32% of the total workforce.

More than half (52%) of non-binary/self-defining employees, 51% of bi+ people and 61% of LGBT+ women report having been formally diagnosed in the past, compared to 34% of GB+ men.

As seen in the wider workforce, younger LGBT+ people are notably most likely to have been diagnosed (68% of 18-29s compared to 37% of 18-29s in the general workforce), especially with general anxiety (46%) and eating disorders (10%).

LGBT+ employees with disabilities are much more likely to have been formally diagnosed with a mental health condition (75%) compared to 54% of those with a disability in the wider workforce and 36% of LGBT+ people with no disability.

<sup>2</sup> Mind (2003) [Mental health of gay men, lesbians and bisexual in England and Wales](#).

McNeil et al (2012) [Trans Mental Health Study](#)



These findings mirror other research which suggests that minorities within minorities experience a compounding of mental health challenges and are more likely to experience mental health issues.

## Support for Mental Health at Work

Just under half (45%) of LGBT+ employees feel that their organisation supports those with mental health problems either very well (14%) or fairly well (31%). While LGBT+ employees are as likely as the overall workforce to feel that their organisation supports those with mental health problems well, they are more likely to believe the company does not support them well – 34% of LGBT+ employees compared to 28% overall.

Those who are non-binary or prefer to self-define are significantly more likely to believe that their organisation does not do well at supporting their mental health (58%) compared to LGBT+ people who identify as female (35%) and men (29%).

Meanwhile, LGBT+ employees who have experienced mental health problems caused by work are much more likely than those who haven't to say their organisation does not support those with mental health problems well (40%) compared to those with no experience of mental health problems due to work (19%).

LGBT+ people who have a good friend at work are more likely to think that their organisation supports employees well (56%) than those without a good friend at work (34%).

This suggests that employers need to do more to ensure that LGBT+ feel that services provided are accessible and open for them as well as the wider workforce.

PHE (2016) [Promoting the health and wellbeing of gay, bisexual and other men who have sex with men](#)



## Training on Mental Health Issues

LGBT+ employees are more likely to have received training on mental health at work, with 24% saying they have received any, compared to 19% overall. They are particularly more likely to have had training in the form of a specific course about mental health (14% compared to 8% overall), and as likely to have had training as part of general training (9% both for LGBT+ and overall). Fourteen percent of LGBT+ managers remembered having covered mental health as part of management training, slightly higher than the 11% of managers overall.

LGBT+ employees working in the public sector (41%) and the charity/voluntary sector (37%) are more likely to have had mental health training than those working in a private sector firm or company (18%).

White LGBT+ employees are less likely to have had mental health training compared to their LGBT+ BAME counterparts (23% vs. 34%).

This may reflect that LGBT+ people might be more willing to engage in this training when it is offered because of their own lived experience of mental health issues, however this does not explain the difference in ethnicity which is also reflected in the wider workforce training profile.

## LGBT+ Managers Perspectives

Only a third of LGBT+ participants and just under half the non-binary participants in the survey were managers compared to two thirds of heterosexual cis-gender participants. This may reflect some of the issues identified with being out at work at a senior level, or issues with career progression for LGBT+ people at work.

Nearly nine in ten LGBT+ managers agree that the wellbeing of their employees is their responsibility (88%).

75% of LGBT+ managers feel very or quite confident that they would recognise the symptoms of mental health problems, but nearly a quarter disagree, with 22% feeling 'not very confident' and three percent 'not at all confident'.

Despite the confidence displayed by most LGBT+ managers to recognise and talk to their employees about mental health, a quarter are still uncertain for complex conditions such as depression or panic attacks.

The greater confidence among LGBT+ managers in dealing with a mental health problem in their employees is perhaps because they are more likely to have already done so. Sixty percent report having managed someone with a mental health problem, compared to 49% on average for managers in general.

However, LGBT+ managers are less confident that they managed the latest instance of this well, with 21% thinking they did not do well, compared to just 12% of non-LGBT+ managers.

The majority of LGBT+ managers (77%) believe there are barriers to offering support, a higher number than the 68% of managers in the wider workforce. The most significant barrier is not having appropriate training (29%), with not having enough time for one-to-one management (28%), being required to achieve performance targets (27%) and having no support resources or materials (22%) also being notable barriers.

LGBT+ managers appear to have a greater awareness of support services, (only 22% reported no support services compared to 30% average across managers) and this may reflect the greater awareness of mental health issues and increased proportion who have had training compared to the general population of managers.





## LGBT+ Employees Perspectives

Just over half of LGBT+ employees (53%) feel comfortable talking about mental health problems like anxiety and depression at work.

Non-binary people are less comfortable talking about the range of issues compared to others, while white LGBT+ employees are more likely to feel comfortable talking about a range of issues, including mental health, than BAME LGBT+ employees.

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### 40% vs 62%

Only 40% of BAME LGBT+ employees felt comfortable talking about their sexual orientation compared to 62% of white LGBT+ employees.

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Around half of LGBT+ employees would be 'not very' or 'not at all' comfortable (49%) talking to their line manager about a mental health problem. This reinforces the need for line manager training both on mental health issues and on LGBT+ awareness.

Those who have previously disclosed a mental health problem to their line manager or HR are, reassuringly, more comfortable in discussing mental health with their manager (66%), suggesting that when line managers are engaged that they are in general supportive.

Thirty percent of LGBT+ employees have at one time approached someone at work who they were concerned might be experiencing poor mental health, making them a more likely group to have done so than the total working population (25%). This may reflect a greater awareness of mental health issues in general or reflect the higher level of training awareness.

There are many barriers that stop LGBT+ employees from approaching a colleague who

might have a mental health problem. The main concerns being a sense of not wanting to interfere (38%) and being uncertain how to start the conversation (34%). Women feel particularly restricted by not wanting to interfere and concerns about seniority in a way that men and non-binary people do not.

## Accessing support

When employees have experienced a mental health problem they tend to turn to GPs, family and friends, and this is also true for LGBT+ employees.

Just over a third (36%) involved anyone at work – significantly higher than the 29% of non-LGBT+ employees who have experienced mental health problems.

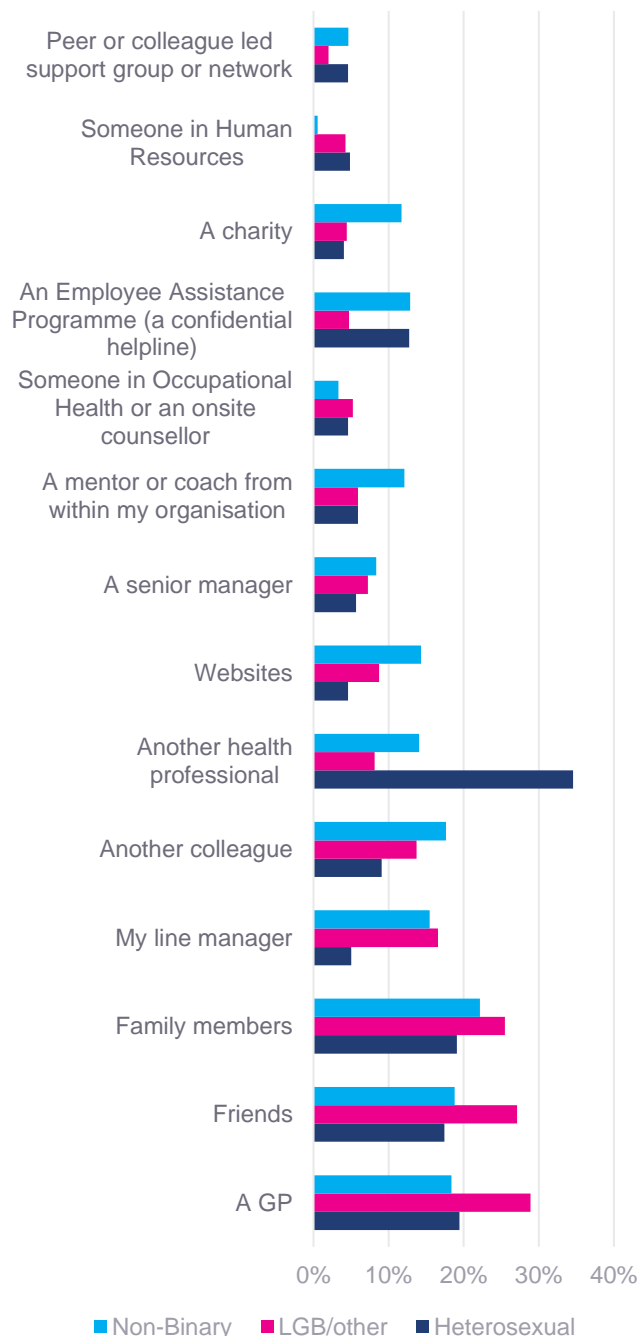
Male LGBT+ people were significantly more likely to have not contacted anyone for help during their mental health issues than female LGBT+ people. This mirrors the general picture, but 41% of LGBT+ men contacted no-one compared to 38% of men in general.

LGBT+ employees are also more likely to have gone to websites, senior managers, mentors and coaches, and charities than the general employee population.

The main barrier to disclosing mental health problems to Human Resources or Occupational Health functions for LGBT+ employees is a feeling that they would be unlikely to be able to provide support (36% vs. 27% of non-LGBT+ employees), and that they didn't know any colleagues who have used the services (8% vs. 4%).



### Thinking about the most recent time, did you go to any of the following for help?

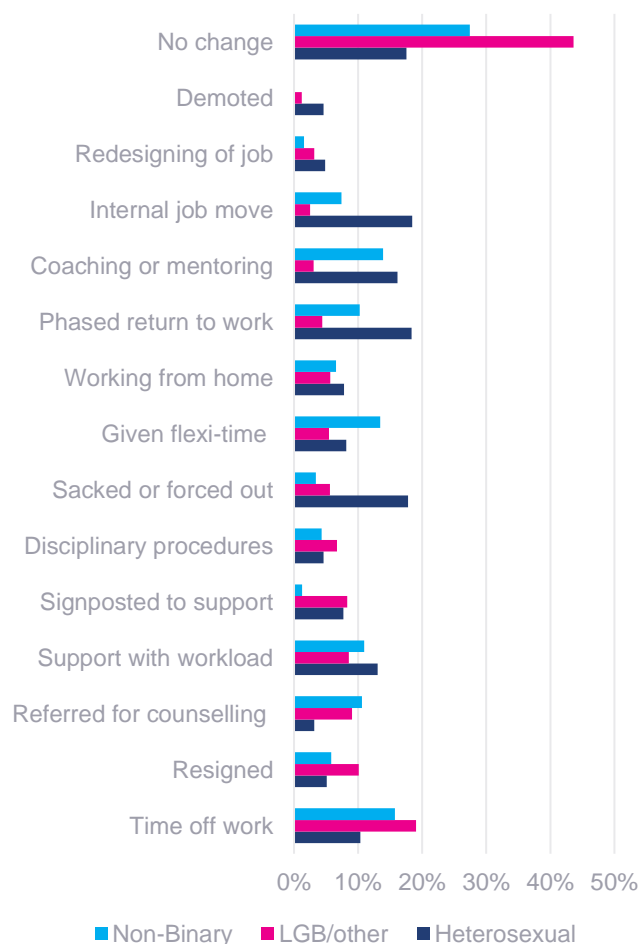


LGB+ employees were also more likely to fear that disclosure would negatively impact on their job than heterosexual counterparts (24% compared to 9%). This may connect with the findings about fear of

discrimination if individuals are open about their sexual orientation or gender identity at work.

Interestingly LGBT+ people who experienced mental health issues were less likely to report that this had led to dismissal or demotion than heterosexual counterparts, but they were more likely to report resigning or taking time off work due to the mental health issue or say nothing changed.

### And when you experienced those problems did any of these things happen?



This is an important reminder that occupational health and HR professionals need to be culturally competent to support LGBT+ employees and their mental health and publicise this to LGBT+ employees.



## Deep Dives

As part of the survey there was specific exploration in 2018 of financial wellbeing issues and job security.

### Job Security

One in seven LGBT+ employees (14%) believe that it is likely they could lose their job in the next 12 months, slightly higher than the one in eight in the overall sample.

LGBT+ workers with a disability are less positive, with a quarter believing it is likely they will lose their job, compared to just 10% of those who aren't disabled.

White LGBT+ employees are more positive – 59% believe it is unlikely they will lose their job compared to 44% of BAME LGBT+ employees.

Seven in ten say that their mental health and wellbeing is affected by their personal job security (70%). This rose to 81% for non-binary employees which may reflect the generally higher level of job insecurity for trans people compared to LGBT+ people in the sample.

LGBT+ employees are as likely as non-LGBT+ employees to feel their mental health and wellbeing is impacted by external economic factors, such as the potential economic impact of Brexit.

Although beyond the context of this research the increased anxiety of job security for LGBT+ may be a reflection of the perception of discrimination and marginalisation creating reduced job opportunities for the future.

5% of LGB+ and 11% of non-binary employees in the survey reported that their sexual orientation or gender identity was a significant factor in them losing a job in the last year.

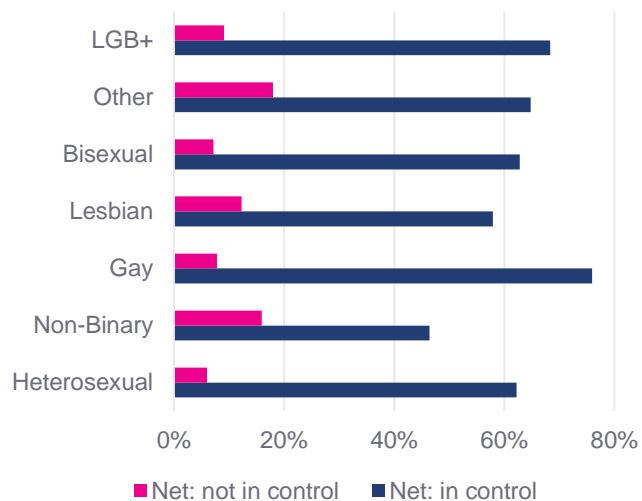


Further work is needed to explore this in more detail, but it reiterates the need for employers to be actively promoting their approach to inclusion of LGBT+ people as part of recruitment approaches externally as well as retention and policy approaches internally.

### Financial Wellbeing

Overall 68% of LGBT+ employees say that they feel in control of their day-to-day finances, this compares to 62% of heterosexual employees. However, this masks some of the significant differences within the LGBT+ group. Gay men were the most likely to feel in control of their finances, with non-binary and bisexual employees feeling least in control. Interestingly lesbian women felt less in control than heterosexual women, although both groups felt less in control than men.

#### How in control of your day-to-day finances do you feel?



LGBT+ employees with a disability (54%) are also less likely to feel in control of their finances than those without (73%).

Only half of LGBT+ employees feel positive about their current financial situation, saying they either feel 'happy' (7%) or 'satisfied' (42%). Meanwhile,



47% feel either unsatisfied (23%), stressed (18%) or depressed (6%). As before, men are more likely to feel positive about their current financial situation (58%) compared to women (42%) and non-binary people (39%).

Credit score satisfaction paints a similar picture, with 50% feeling positive and 18% negative, but three in ten (29%) are unaware of their credit score and so have no feelings. Those with no management responsibility are the most likely to not know their credit score (33%), as are those in the charity sector (36%).

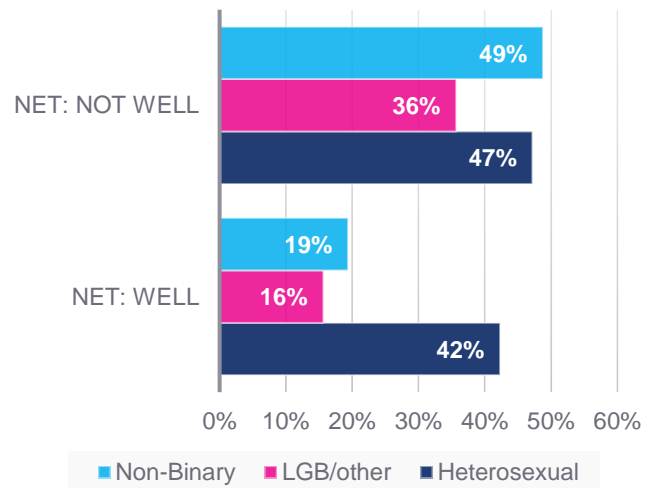
More than a quarter (28%) of LGBT+ employees say that they struggle to make ends meet financially. On top of this, nearly half (46%) say that they spend more money when they are feeling down, reflecting the interconnected relationship between mental health issues and financial wellbeing and the potential vicious downwards spiral of debt and mental ill health.

Two thirds (67%) of LGBT+ employees have experienced a negative symptom where their financial situation was a contributing factor, significantly higher than their non-LGBT+ counterparts (60%). Most commonly LGBT+ employees are affected by stress (50%) and loss of sleep (47%), though lack of concentration at work (31%) and fatigue (29%) are also common. Nearly all symptoms are more common among LGBT+ employees than average.

For those who experienced these symptoms because of their financial symptoms, 34% talked to their friends or family and 20% searched the internet, but more a third (34%) kept the problem to themselves and 16% ignored the problem entirely. LGBT+ employees are more likely to have talked to someone at work about the problems they were facing (12% vs. 5%).

LGBT+ employees were less confident in the ability or commitment of their employer to support employees with financial issues than their heterosexual counterparts, which suggests employers need to do more to consider their needs in service provision and engaging LGBT+ employees in support services.

### To what extent do you feel your employer supports employees who are having financial difficulties?





## Summary

In general LGBT+ people are experiencing worse mental health in the workplace and feel less confident accessing support, where it is available.

A significant proportion of LGBT+ people do not feel able to be their authentic selves in their workplace, which undoubtedly adds to the mental health burden and limits their ability to access holistic and appropriate support. This is particularly concerning for younger employees where over a third of 18-29-year olds reported hiding their sexual orientation at work for fear of discrimination. There is clear evidence that business needs to make the workplace a safe space for LGBT+ people to be their full authentic selves; through recognising the needs of this population and working with them to create policies and cultures that support people to achieve their potential at work without fear of discrimination

There is a consistent picture of greater inequalities affecting bi+, non-binary, disabled and BAME LGBT+ individuals which may reflect the compounding effect of minority identities and marginalisation within minority communities. This strengthens the call for more intersectional work between diversity organisations and businesses to create inclusive workplaces. This is an opportunity for more promotion and discussion of intersectional role models as well as explicit recognition of intersectionality in training, education and awareness initiatives.

Particularly concerning are the figures around physical abuse of LGBT+ people in the workplace, which although relatively small numbers are still significant and shocking, especially for BAME LGBT+ and non-binary people.

It is also concerning to see the significant percentage of LGBT+ people who have been actively told to hide their sexual orientation at work, especially those who are more senior. This suggests that in some workplaces there is a culture that is actively encouraging individuals to suppress their identity in order to achieve career progression. This is undoubtedly bad for the individual's wellbeing and ultimately runs counter to all the evidence of the positive economic and business impacts of inclusive and visible diversity at senior level in organisations.

The findings from this survey suggest that despite legislation there is a significant way to go in terms of the UK providing inclusive and safe workplaces for LGBT+ individuals that support their mental health and wellbeing and support them to achieve their potential at work.

***“I became an ally in 2016 because I believe in equality. In the workplace, it is important that employers and employees make their workplaces as inclusive as possible. This is a job for all employees and not just HR teams and a few others. I’m proud to be part of the Mercer LGBT+ group. It has helped me understand better the challenges LGBT people face. I’ve also enjoyed getting to know the others in our group, most of whom I wouldn’t normally meet through my day job. “***

**Rupert Watson, Partner**  
**Mercer Marsh Benefits**







## EQUAL LIVES FOREWORD

At Santander, we are proud to be supporting this valuable research and of our partnership with BITC. We know our customers come from a wide range of backgrounds, and we aim to create an inclusive culture to best serve them. We also want to support our many colleagues from the LGBT+ community. This research provides key recommendations and insights to improve LGBT+ inclusion for those with caring and parenting responsibilities.

Gay/Bi+ men are twice as likely to be the lead/primary carer for a child compared to men in general (27% to 7%) LGBT+ carers are less positive about work and less satisfied with their physical and mental health and financial wellbeing than non-LGBT+ carers and those without caring responsibilities. The evidence of inequality needs addressing to truly realise the potential for inclusion, and employers need to combat current gaps in policy and practice to provide full support for LGBT+ parents and carers in the workplace.

Despite the challenges, there are positive signs and learnings. When there are no preconceived gender roles in a same-sex couple then caring responsibilities are shared more equally. LGBT+ individuals were more likely to disagree that 'a man's main role is to provide money and resources for his family' than heterosexuals (64.9% to 50.8%). They were also more likely to disagree that 'Women are better placed to take the lead on home and family responsibilities' (70.8% compared to 54.7%). These attitudes help provide opportunity for both carers to develop their skillsets and relationships in the home and at work.

The study also revealed that the roles of women and men in caring responsibilities in family life remain unequal but provides evidence that men themselves are looking for change. Many feel pressure to conform to rigid notions of care-giving which are weighted towards women. As families today are becoming more diverse, gender and social norms regarding care-giving are also changing. Over 9 in 10 men now believe it is equally acceptable for women and men to take time out of work to care for their family, showing it is now for employers to enable them if they are to unlock greater engagement and loyalty from more fulfilled and productive employees.

Understanding and supporting the LGBT+ community is integral to ensuring that a diverse range of backgrounds and perspectives can be heard. Our case study on Santander's LGBT+ network 'Embrace' highlights how this has supported by providing leadership and insight on LGBT+ related matters in order to create a supportive and inclusive culture across Santander. We are committed to further progress in 2019.

**Susan Allen**

**Head of Retail &  
Business Banking and  
LGBT+ Executive  
Committee Sponsor,  
Santander UK**





## Findings from the 2018 Equal Lives Survey

The Equal Lives Survey was a national survey to explore men and women's experiences of caring and work. The Equal Lives research, in partnership with Santander UK, was conducted by the independent research agency, Avenir Consulting Ltd, consisting of specialist academics in this area.

There was an initial qualitative data collection phase which involved 82 participants through focus groups and one-to-one interviews, this helped inform the development of the online survey. Focus groups brought together men and women (independently) with different types of caring responsibilities. This included a specific focus group of fathers in same-sex relationships.

This quantitative survey was primarily targeted at working men over 18 years with caring responsibilities. Two control groups were also surveyed: men without caring responsibilities and women with caring responsibilities. A total of 10,225 participants completed the survey, which included responses from some BITC partner organisations who received unique links to the survey.

3.6% of the sample (368 people) self-identified as lesbian, gay or bi+. Although not all of the gay and bi+ men identified as carers, all of the 96 lesbian and bi+ women identified as carers.

Only two of the respondents identified with a non-binary gender identities, and because of this small number it was not possible to analyse their results outside of the main survey group.

## Qualitative Focus Group Findings

Discussions and interviews with same-sex couples, as part of this research, provides valuable insights into the impact of societal norms and expectations of gender roles within opposite-sex couples as well as within same-sex couples.

We found that for same-sex couples, the decision process for how to balance work and caring responsibilities is less influenced by wider societal factors and determined more by personal choice and circumstance.

For example, men in same-sex couples feel they can decide their carer roles, and as a result, seem to balance work and care more equally from the start. There seems to be less concern of 'depriving their partner' by encroaching on the time they wanted to take off – a common reason for playing a lesser caring role cited by heterosexual men.

This distinction suggests that when there are no preconceived gender roles in a same-sex couple, caring responsibilities are shared more equally – providing opportunity for both carers to develop their skillsets and relationships in the home and at work.

## Quantitative Survey Findings

Of the 6,865 individuals who reported caring responsibilities for children in the online survey 129 self-identified as gay or bi+ (1.9%). 101 of the 2,246 individuals who reported caring responsibilities for an adult self-identified as gay or bi+ (4.5%). 13% of gay/bi+ male carers and 6% of lesbian/bi+ female carers reported multiple caring responsibilities.

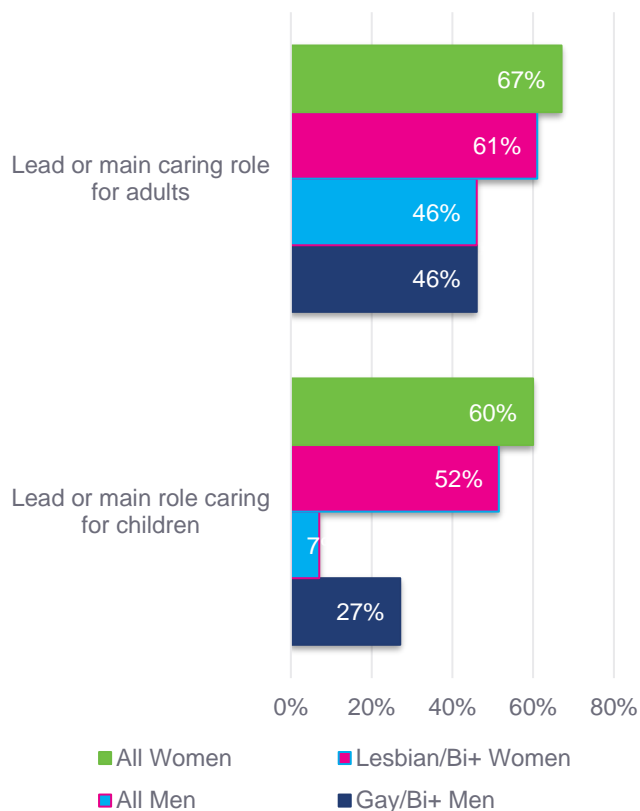
The findings from the online survey were in general more mixed than in the focus group and this may reflect a different group of gay and bi+ carers who engaged in the survey, and the influence of the results from the contribution of lesbian and bi+ women's carer voices in the results.



### Level of Caring Responsibilities

Gay/bi+ men were more likely to be the primary carer for children than men in general in the survey. In contrast the lesbian/bi+ women were less likely to be lead or main carers for children and adults compared to women in general in the survey.

### Which of the following best describes your role in looking after the child or children, or adult, for whom you have some responsibility



Although in some senses this may reflect that gay/bi+ men in same-sex relationships have to involve one male partner being a primary carer, the survey focused on men in the workplace and so gay/bi+ men are maintaining a primary caring responsibility while working, where in general men across the whole sample are more involved as shared or supporting carers.

There were also differences within the gender LGB+ groups. bi+ women were more likely to be the sole lead carer of children than lesbian women (58% compared to 31%). Bi+ men were less likely to be lead carers than gay men (15% compared to 53%).

Gay/bi+ men were more likely to be providing support in the care of a child to a partner or to family members than lesbian/bi+ women (37%:17%).

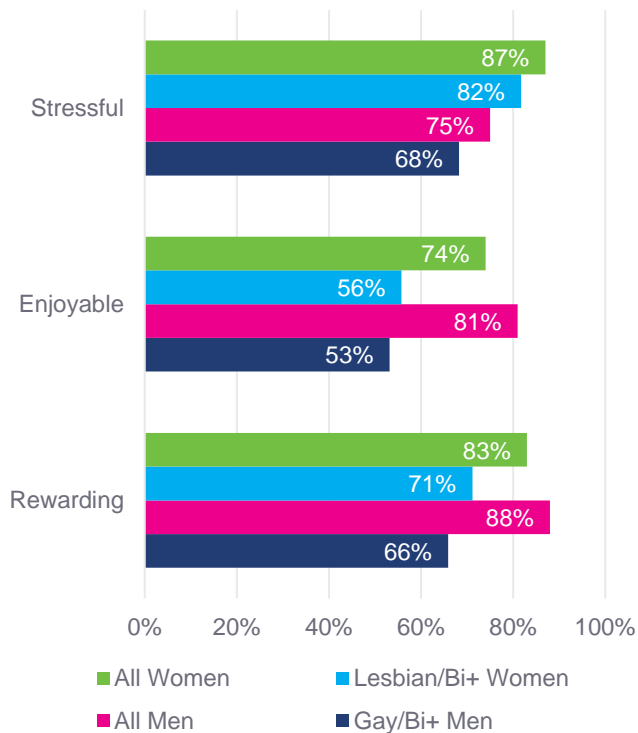
In those caring for adults there was a slightly different picture with more lesbian women taking a lead role than bisexual women (65%: 57%), but a similar gender split for those providing support to care of an adult through a partner or family.

Some of the differences may reflect that gay/bi+ individuals may have less close family networks or relationships. Research from [Stonewall](#) looking at the experiences of lesbian, gay and bisexual people aged over 55yrs in the UK found that less than a quarter of lesbian, gay and bisexual people see their biological family members at least once a week compared to more than half of heterosexual people. 1 in 8 lesbian, gay and bisexual people see their biological family members less than once a year compared to just 1 in 25 heterosexual people, and 6% of LGB older adults said they had no biological family at all compared to only 1% of heterosexual people. The research also found that only 7% of LGB older adults lived with children or family members compared to 16% of heterosexuals.

### Feelings about Caring Responsibilities & Work

In general gay/bi+ people were less positive about caring than their heterosexual counterparts, being less likely to report caring as rewarding or enjoyable.

#### % "Agree" or "Strongly Agree" with the description of how they feel about their caring responsibility



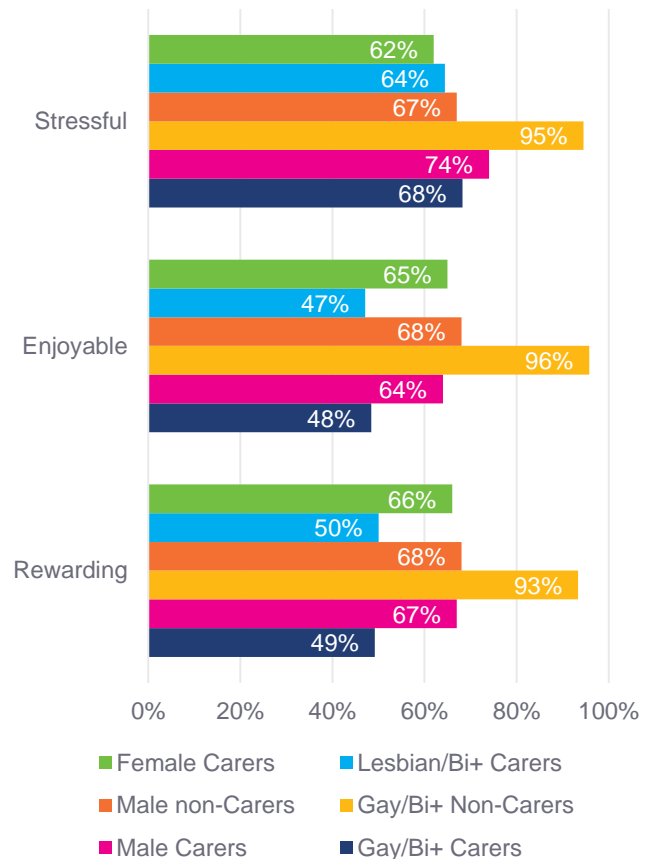
However lesbian/bi+ women were more likely to agree with statements about the stressful nature of caring compared to all women in the sample, whereas gay/bi+ men appear to be less stressed than the general male sample

Within the LGB+ sample, gay men were more likely to report caring responsibilities as stressful and less positive about the rewarding or enjoyable nature than bi+ men, however lesbian and bi+ women were similarly positive about the rewards and stress levels.

LGB+ employees who were carers were slightly less positive about the balance of work and caring responsibilities than the general sample of carers (34%:33%:37%).

Interestingly there were some significant differences between how the gay and bi+ men with caring responsibilities and those without felt about work.

#### % "Agree" or "Strongly Agree" with the description of how they feel about work

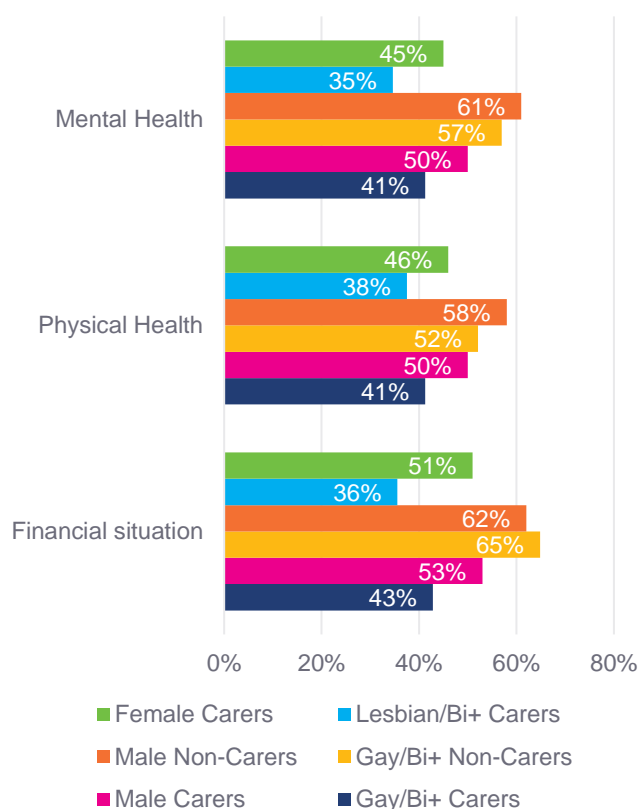


In general LGB+ carers were less positive about how rewarding, enjoyable work was than the general group of carers, however these were significantly different from the feelings of gay/bi+ men who had no caring responsibilities who were both more positive about the benefits but also reported more stress related to work.

### Caring impact on life satisfaction

Across the LGB+ sample carers were less satisfied with their financial situation, physical and mental health than non-carers and the main sample.

#### % 'Agreed' or 'Strongly Agreed' with statements of satisfaction with aspects of their life.



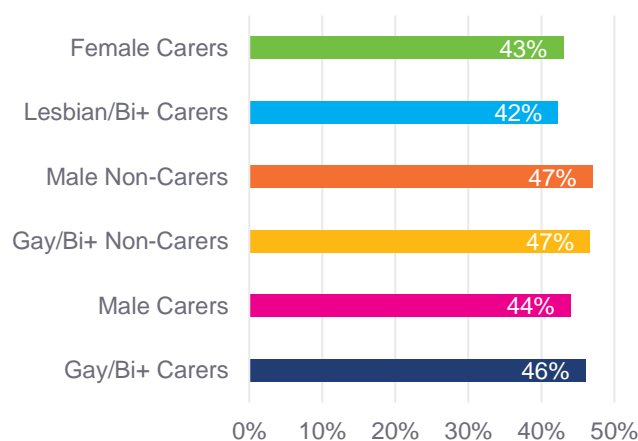
Across all three indicators lesbian and bi+ women were less positive than gay and bi+ male carers. Within the group of lesbian and bi+ women, lesbian carers were more positive about financial situation and physical health than bi+ female carers but in terms of satisfaction with mental health the converse was true.

Across all three indicators male gay/bi+ without caring responsibilities were more positive and this difference was strongest in relation to satisfaction with financial situation, which may reflect the impact of flexible working on income levels for carers.

### Feelings about the future of Work

LGB+ carers had similar feelings to the main survey group of carers about juggling work and caring responsibilities. Within the LGB+ group itself there was some variation with gay and lesbian carers general agreeing with statements about work impacting on caring responsibilities more than bisexual carers of both genders.

#### % Who said they intended to leave work in the next 12 months



A similar proportion of LGB+ people said they were looking to leave work in the next 12 months as the general sample of carers. When this is probed further gay and lesbian carers were slightly more likely to be intending to leave than bisexuals of both genders.

### Desire to be more involved in Caring

Gay/bi+ people were less positive than heterosexuals about wanting to be more involved in caring (43.4%:53.3%). This difference remained even if the impact of increased caring responsibilities on work was hypothetically mitigated.

However, within the LGB+ sample there was some variation with gay and bi+ male carers wanting to be more involved in caring than their female counterparts, but lesbian and bi+ female carers

were more positive about being more involved if there was no impact on career.

These differences raise questions about some of the gender perceptions of caring on career trajectories for LGB+ people. This also suggests that the gender stereotype barriers of negative impacts of caring on career progression, are potentially impacting more on lesbian and bi+ women than their male counterparts.

### Gay & bi+ people as Line Managers

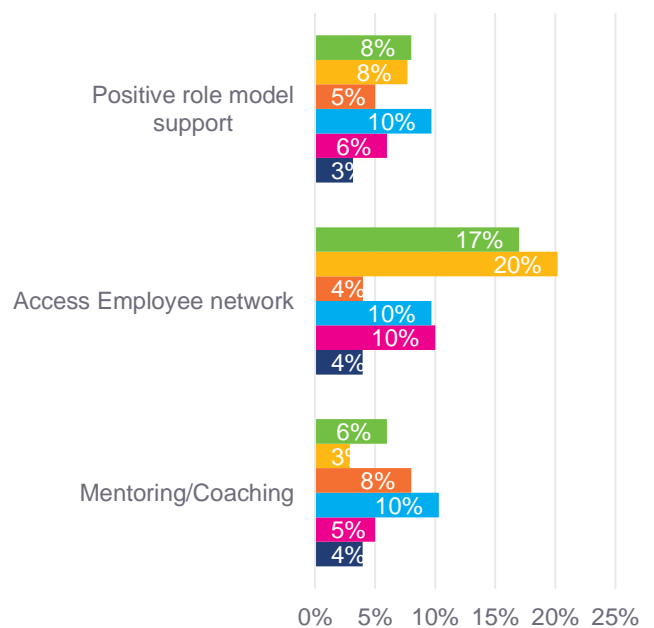
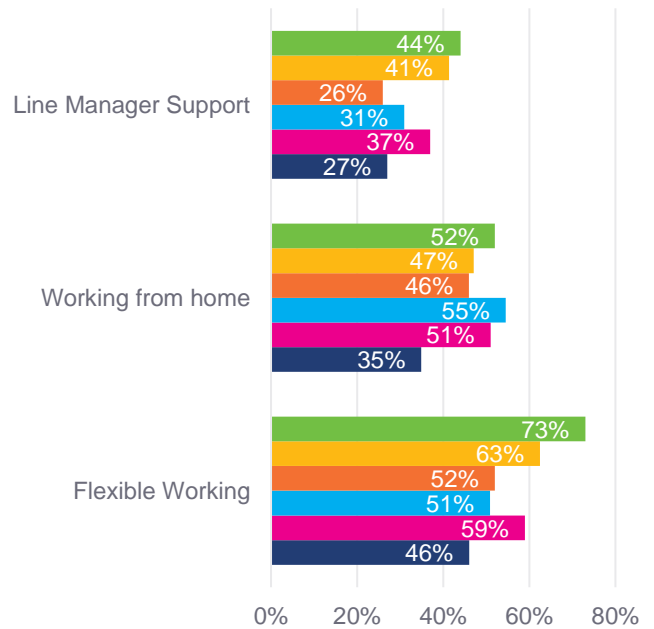
About a third of LGB+ carers in the survey were line managers, the proportion was slightly higher for male carers than for female carers. This compared to over 40% of heterosexual carers in the sample.

Although confidence in responding to the needs of other employees with caring responsibilities was high among LGB+ carers (92%M:88%F), the proportion of LGB+ carers who were line managers who had received any training on how to do this was low (32%M:30%F). This mirrored the findings of the main survey and reiterates the need for line manager training, and training which is inclusive of LGB+ carers needs.

### Support for Carers

Gay/bi+ carers had similar views to heterosexual carers on the importance of policies at work to support caring responsibilities, however there were differences when it came to taking up these opportunities. It appears gay/bi+ people are less likely to be accessing support from line managers, home working and flexible working policies, especially in the case of gay/bi+ male carers.

## Which of the following forms of support for caring do you currently benefit from?



- Female Carers
- Male non-Carers
- Male Carers
- Lesbian/Bi+ Female Carer
- Gay/Bi+ Male Non-Carer
- Gay/Bi+ Male Carer



When asked about what would improve uptake of policies and support, gay/bi+ people were slightly more likely to support positive external validation of caring responsibilities through actions like positive role models, active support from line managers and seeing others taking up the flexible working opportunities. This is an important distinction demonstrating that although both groups might find the same support beneficial, there are differences in the perceived importance which may well reflect the wider context of their experience of society, i.e. gay/bi+ people feel that validation of same sex carer roles is important because of negative societal stereotypes about same sex parents.

Gay/bi+ respondents expressed more desire to increase their caring responsibilities if they could be confident it wouldn't impact on their career prospects than heterosexuals (71.3% compared to 66.8%). This may reflect some of the gender stereotyping barriers facing heterosexual men taking on more caring responsibilities.

There were also differences when exploring the perceptions of how organisations currently set the tone for caring responsibilities. Gay/bi+ people were more likely to feel that the organisation was positively providing support to carers and ensuring equal opportunities for career progression than heterosexuals, and less likely to feel the organisation expected either men or women to put work before family commitments.

Within the LGB+ groups, lesbian/bi+ female carers were more likely to feel that organisations expected staff of both genders to put work before family, although they were similar to gay/bi+ men in their perception that organisations offered opportunities for people with caring responsibilities to progress in their careers. This may reflect some of the wider gender narratives affecting women in general about business expectations of delivery while caring.

## Gender Stereotypes

The survey included a series of questions about gender stereotypes. In general gay/bi+ people were less supportive of stereotyping statements and more positive about the potential for working while caring.

Gay/bi+ individuals were more likely to disagree with the statement '*a man's main role is to provide money and resources for his family*' than heterosexuals (64.9% compared to 50.8%). Similarly, they were more likely to disagree with the statement '*Women are better placed to take the lead on home and family responsibilities*' (70.8% compared to 54.7%).

Both groups were very positive in supporting the statement that '*Men should be as involved in all aspects of child care as women*' (87.3% and 86.3%) and the statement that '*It is equally acceptable for men and women to take time out for caring responsibilities*' (93.0% and 93.6%). Gay/bi+ people were however more positive about the risk of flexible working impacting on their careers. Only 31.4% agreed/strongly agreed with the statement '*Flexible working is more likely to negatively affect men's careers than women's*' compared to 37.2% of heterosexuals.

Within the LGB+ group bi+ female carers were more likely to agree with negative statements of impact and gender difference, such as '*Flexible working is more likely to negatively affect men's careers than women's*' than lesbian carers or gay/bi+ men. There was also less difference between the answers of gay/bi+ carers and non-carers in relation to these statements than in other parts of the survey suggesting that for gay/bi+ men their social context was less specific to caring responsibilities than for heterosexual men.





## Summary

Although the sample of lesbian, gay and bi+ people in the Equal Lives survey is small it provides a useful insight into their experiences in the workplace.

The survey highlights that many gay/bi+ people are working while being primary/lead carers for either children or adults.

Throughout both the qualitative and quantitative aspects of the research gay/bi+ people are less confined by gender stereotypes and more positive about the impact of caring on career prospects.

Gay/bi+ people appear to be less likely to take up support services and policies, which is a concerning finding. They also felt a stronger desire for positive role models and support networks than heterosexuals with caring responsibilities. This finding reinforces the need for positive intersectional role models of carers in organisation to encourage others to feel support is there for them.

Throughout the findings there have been differences between the experiences and perceptions of lesbian women, bi+ women and bi+ men and gay men, and this reinforces the need to think about the LGBT+ workforce as a federation of identities rather than a homogenous group with identical needs.

This analysis of the Equal Lives survey highlights that employers need to actively consider the needs of gay/bi+ people with caring responsibilities and do more to ensure that there is equality in access to flexible working, carers leave and home working, and that this is not limited by assumptions based on opposite sex gender stereotyped caring responsibilities.

***“Our support for parents at Santander UK considers the needs of a diverse range of people, including LGBT+ families. We have developed a ‘Becoming A Parent’ toolkit, which unites all our relevant policies for parents in one place. To develop the toolkit, we used our employee-led networks to engage families and individuals who had chosen to adopt or foster, or had gone through IVF, pregnancy, maternity and paternity. This was to ensure we represented a true diversity of perspectives from our employees.”***

**Vicky Wallis, Chief HR Officer  
Santander UK**







## RECOMMENDATIONS FOR ACTION

This report has drawn out the findings from the Mental Health and Work Survey and the Equal Lives reports specifically for lesbian, gay, bi+ and trans+ individuals.

The findings are of course limited by the relatively small sample sizes but provide a powerful insight into the issues affecting LGBT+ people in the workplace through two very different, but interconnecting perspectives and lived experiences.

The validity of the findings is perhaps also strengthened by the very specific business focused context of the research which is a relatively unique approach and background for looking at LGBT+ issues.

There is clear evidence across both pieces of research that LGBT+ people in the workplace continue to experience inequalities and employers need to address these through specific and focused action.

Based on the findings in this report we have made three core recommendations for businesses to act upon:

### RECOGNISE

Explicitly recognise that there are LGBT+ people working for you, with you, and receiving your services as customers and clients.

### RESPOND

Review, with LGBT+ staff, policies and procedures to ensure that the structural organisational response is accessible and explicitly inclusive of LGBT+ people and their needs.

### ROLE MODEL

Celebrate diversity and inclusion through role models, staff diversity and ally networks and Executive and Board Champions.





## CASE STUDY: SANTANDER

Santander UK plc is a financial services provider in the UK that offers a wide range of personal and commercial financial products and services. It serves around 15 million active customers, via a nationwide branch network, telephone, mobile and online banking; and 64 regional Corporate Business Centres.

**Embrace** is Santander UK's LGBT+ employee led Network. The network provides leadership, support and insight on LGBT+ related matters and aims to both reflect and celebrate diversity in the workplace to create a supportive and inclusive culture.

Embrace has grown from 450 network members in 2017 to over 3,600 members in 2019 across the UK and is accessible to all employees of the organisation.

Building the profile of the Network has been a process and involved a series of milestones which were well publicised across the business. These have included:

- Launching rainbow lanyards and pin badges to show visible support for diversity alongside awareness and allies training.
- Developing our trans inclusion approach including: transitioning at work support, a gender identity and expression policy and extending our employee private medical insurance coverage for trans colleagues
- Celebrated our progress in the Stonewall Workplace Equality Index and engaged the Network in developing the submissions.

- Coordinating a Summer of Love Pride Campaign – this involved Santander being visible and present in community Prides across the UK. In 2018 the business was present marching in 11 prides across the UK.
- Celebrated our 3<sup>rd</sup> win of the annual GNI LGBT Friendly Financial Institute.
- Adding Santander UK's name to a letter calling for equal marriage in the UK
- Working with our local network groups to raise thousands of pounds for local LGBT+ focused charities

The Network has agreed core objectives for the year around the themes of **Engage, Educate and Support**. Progress and successes are celebrated through a regular newsletter and through the internal intranet network group and the corporate intranet news items. Crucial to the expansion has been establishing the role of 'site leads' in each office location who are empowered to select their local network leadership team, having access to a small budget to help them deliver against agreed objectives for the year.

As Embrace has grown the network expanded its central leadership team and support through a regional structure. This has included identifying leads within the Network to support with membership management, SharePoint coordination and financial management. The Network runs an annual membership survey to ensure that we are meeting the needs and expectations of the network members. This member survey feeds into the annual strategy for the network.

Embrace is now a key part of our inclusive culture. We believe that having a diverse range of backgrounds and perspectives makes us stronger and helps us attract and retain talented people and develop them to their full potential.





## CASE STUDY: MERCER

Diversity matters to Mercer. Respect for diversity and inclusion are integral to our core values and business strategy as reflected in both our commitment to our LGBT+ colleagues and our work to raise awareness of LGBT+ issues, both internally and externally. The business has benefitted greatly from strong representation and visibility on our UK Leadership Team of Siobhan Martin, UK HR Director, and Tony Wood, UK Managing Director of Mercer Marsh Benefits, who have both been recognised externally as Top 100 OUTstanding leaders for their work in this area. Mercer's LGBT+ Group – Pride – is a thriving and active group of LGBT+ colleagues and allies in the Mercer community working to support and realise the full potential of all colleagues. There are three main areas of focus for the network: Supporting our employees; Mercer as an employer; and Mercer clients.

As well as supporting PRIDE marches around the country, reflecting the Mercer footprint throughout the UK, we champion notable days such as IDAHOT, World Aids Day and Transgender Day of Remembrance, with our senior leadership team actively promoting initiatives alongside Pride members to reflect support at the highest level within our organisation. The Mercer Pride Group holds regular 'Unbundling Events' which seek to share stories from experiences within the LGBT+ community. This year these have included sessions on: LGBT+ aging and the issues arising, LGBT+ and mental health (in conjunction with the Mercer mental health group), experience as a trans-sexual woman in Glasgow and a panel session on bi-sexuality. The Pride group also did a day's volunteering with Opening

Doors, a charity supporting elderly LGBT+ members of the community.

The network also works with the business to develop LGBT+ focused policies, products and solutions to support the needs of our employees and clients globally. This year we are proud to have introduced a Transgender Transition Guide for employees who are on this journey. We have also introduced trans benefits as part of Mercer's UK employee medical scheme – one of the first employers in the UK to do so.

In the UK, the Pride group has reviewed all HR policies to add explicit references to sexual orientation and to make sure that gender neutral language is used. It was also involved in the updating of the dress policy and the introduction of gender-neutral toilets across locations.

Our 2018 Benefit Options communication also included the following Statement:

*"We know that no two families are identical, whether you are in a same sex relationship, co-habiting, married or a single parent. Under our benefits arrangement the term family refers to you, your partner, and you and your partner's dependent children."*

Mercer is also keen to promote its activities as an LGBT+ sympathetic employer to both experienced hires and new graduates/apprentices. It is a sponsor of MyGworks and advertises vacancies on this site together with providing articles and other collateral on a regular basis. As part of its commitment to diversity, Mercer understands that its recruiting activities should not be confined to traditional channels but should seek out new staff using a variety of approaches. We work with our recruitment teams to engender a welcoming environment including information about Pride as part of the recruitment literature. The induction process for new joiners





includes a face-to-face session from our diversity groups explaining the Mercer commitment to diversity and the opportunities to get involved with the networks.

Mercer participates in the Stonewall survey and strives to review its workplace practices on an ongoing basis to improve its ranking in the league table.

Mercer also works with clients on diversity issues including LGBT+ issues, combining our experiences with clients and our market-leading proposition for employees, to support employers in ensuring that their employee value proposition is inclusive and appropriate for their business. We undertake projects for clients reviewing their reward and benefits packages to ensure that they appeal to a demographic that includes LGBT+ employees and recruits. Mercer also assists with the strategic design of benefits for clients to ensure that their offering is appropriate for a wide-ranging employee population.





## FURTHER SUPPORT

BITC is not a specialist in LGBT+ issues in the workplace and in developing this work we have drawn on relationships, and our partners' relationships, with several expert charities who have a specific focus on LGBT+ issues in the workplace. You may find these helpful to support your journey.

### OUTstanding by INVolve

<https://www.out-standing.org>

OUTstanding, part of INVolve, is an LGBT+ and ally membership network working with businesses to drive cultural change and create an environment where everyone can succeed. The network includes over 25% of the FTSE100 and a global membership working across 6 continents. Through the delivery of events, programmes, thought leadership and advisory services, INVolve provide members with the skills, knowledge, network and resources to create inclusive workplaces.

OUTstanding also publish annual Role Model Lists celebrating LGBT+ and ally business leaders and future leaders who are leading change.

### OPEN FOR BUSINESS

<https://www.open-for-business.org>

Open For Business is a coalition of 27 leading multinational companies that represents a collective corporate response to the growing backlash against LGBT+ inclusion in many parts of the world. They develop and promote the economic and business rationale for LGBT+ inclusive societies: successful, enterprising

businesses thrive in diverse, inclusive societies and the spread of anti-LGBT+ policies runs counter to the interests of business and economic development. Open for Business use this evidence to work with their coalition partners to take action on LGBT+ inclusion at a global level and in specific geographies where LGBT+ inclusion is a challenge, such as East Africa and Southeast Asia.

### STONEWALL

<https://www.stonewall.org.uk>

Stonewall is Britain's leading charity for lesbian, gay, bi and trans equality, working to create a world where every single person can be accepted without exception.

Stonewall works in partnership with a growing network of almost 800 organisations to help create real change for the better through its diversity champions programme. It campaigns to eliminate homophobia, biphobia and transphobia in communities, and empowers LGBT people and their allies to be role models wherever they live, work, study, shop, socialise or pray.

Registered charity number 1101255

### DIVERSITY ROLE MODELS

<https://www.diversityrolemodels.org>

Diversity Role Models (DRM) actively seeks to embed inclusion and empathy in the next generation. DRM stop bullying before it happens by educating young people about difference, challenging stereotypes and addressing the misuse of language. DRM's vision is a world where everyone embraces diversity and can thrive.





Their mission is to create an education system in which every young person will know that they are valued and supported, whoever they are.

DRM's approach is based on storytelling. Role models talk in an age appropriate way about such matters as love, happy relationships, coming out, the value of good friends and expressions of gender. They are supported by a trained facilitator and the role models will represent the spectrum of diversity of sexual orientation and gender identities, as well as diversity of ethnicity, disability and age.

## **MYGWORK**

<https://www.mygwork.com>

myGwork is the leading online recruitment and networking hub for LGBT+ professionals and organisations to promote diversity and inclusion in the workplace and beyond.

They are far more than a website and a social network. myGwork is a movement representative of the professional LGBT+ community and its members who want to work and live in a truly diverse and inclusive environment. They celebrate the businesses and organisations of any size that are passionate about LGBT+ diversity and inclusion. It is accessible to those who still have some work to do and exists to help them understand how being an inclusive employer can have a positive impact on the bottom line.



## ANNEX A: Glossary of Terms

The language around gender identity and trans+ is rapidly evolving and we plan to review this Glossary on a regular basis. Many of these definitions are drawn from the charity [Stonewall's glossary of terms](#).

**Gender:** Gender refers to the socially constructed characteristics of women and men – such as norms, roles and relationships of and between groups of women and men. It varies from society to society and can be changed ([WHO Definition](#)). Commonly understood as masculinity or femininity, gender is often confused with, but is not the same as, biological sex. Masculinity and femininity are not physical attributes we are born with; they are socially constructed and learnt over time. That is: it is a product of that particular society, and will vary over different countries, cultures and societies (stereotypes of which vary and change). Societies therefore assign gender at birth, attached to overtly visible biological sex.

**Bi+:** Is an inclusive term that refers to the spectrum of bisexual identities. Bi is an umbrella term used to describe an emotional, romantic and/or sexual orientation towards more than one gender. Bi people may describe themselves using one or more of a wide variety of terms, including, but not limited to, bisexual, pan, bi-curious, queer, and other non-monosexual identities.

**Affirmed Gender:** The correct gender of a person who has reassigned their gender and / or legally recognised in a gender different from their birth gender.

**Cisgender:** Describes a person whose gender identity is the same as the sex they were

assigned at birth. Some people also use the term Non-Trans+.

**Cross dressing:** Describes a person who dresses in the clothing of the opposite sex on occasions but may not identify as trans+ and may not wish to alter their body.

**Gender Dysphoria:** Gender dysphoria is the clinical diagnosis for someone who doesn't feel comfortable with the gender they were assigned at birth. Many trans+ people reject the idea that gender dysphoria is a pre-requisite for being trans+ and it shouldn't be assumed that everyone who wishes to transition has experienced or is experiencing gender dysphoria.

**Gender Expression:** This describes the ways in which people manifest their gender. For example, through what they wear, how they speak and mannerisms, etc. i.e. how an individual expresses their gender identity through their outward presentation and how this reflects social norms, such as a woman wearing a dress and high heels as part of her outward expression of her female sense of self.

**Gender Identity:** A person's internal deeply held sense of their gender. For trans+ people their own sense of who they are does not match the gender that society assigned them when they were born. i.e. Gender identity is how an individual describes their gender when they look in the mirror.

**Gender Reassignment/Confirmation:** The process of Transitioning from the gender assigned at birth to the gender the person identifies with. This may involve medical and surgical procedures.

**Gender Recognition Certificate:** A [Gender Recognition Certificate](#) (GRC) is issued by the Gender Recognition Panel and signifies full legal

rights in the correct gender and allows issuing of a replacement birth certificate. In order to apply for a GRC an individual currently has to have a clinical diagnosis of gender dysphoria.

**Gender Role:** Gender role is the way that a person lives in society and interacts with others, based on their sex and gender identity. The role may also be one an individual is supposed to fulfil based on their sex and the gender attached to that sex, which will vary according to culture and society.

**Genuine Occupational Requirement:** Where there is a genuine occupational requirement for a job to be carried out by a particular sex, it will be necessary for the trans+ person to disclose their status to the recruitment panel, unless they have obtained a Gender Recognition Certificate. Jobs are deemed to have a genuine occupational requirement for a particular gender if:

- the job involves conducting personal searches pursuant to statutory powers.
- the job involves working in a private home where there would be close physical or social contact, or knowledge of the intimate details of a person's life, and the employer can show that people may object.

**Non-Binary Gender Identity:** Non-binary is a term for people whose own sense of their gender identity does not fit into the two options of male or female (gender binary). A non-binary person might consider themselves to be neither male nor female or be in some sense both male and female, or to be sometimes male and sometimes female. People who identify as non-binary will sometimes prefer to refer to themselves using pronouns which are not gendered; for example 'they' or 'ze'.

**Intersex:** Intersex is a separate identity to trans+ but some feel there are areas of shared concern between trans+ people and intersex people. Intersex people have an anatomy or physiology that differs from contemporary cultural assumptions about what constitutes male or female. [American research](#) suggests that 1 in 2,000 babies are born visibly intersex, this would equate to about 348 babies born visibly intersex each year in the UK.

**Sex:** Sex is the term used to describe whether a person is male or female and is initially defined at birth by doctors based on apparent biological sex characteristics and reproductive functions. {Defining biological sex at birth is not always straightforward. Some babies are born intersex: having physical / biological characteristics of both sexes}. Sex is legally recorded on your birth certificate and there is national guidance for trans+ people on how to change this and other key documents like passports.

**Sexual Orientation:** This term describes a person's emotional romantic and/or sexual attraction to another person.

**Trans+:** Is an umbrella term used to describe people 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 of a wide variety of terms, including (but not limited to) transgender, non-binary and gender queer.

**Transgender:** Transgender has had different meanings over time. Currently, it is mainly used as an inclusive term describing all those whose gender expression falls outside the typical gender norms; for example, those who cross-dress intermittently for a variety of reasons, as well as those who live continuously outside gender norms, sometimes with, and sometimes without,





medical intervention. Transsexual is sometimes also used, it is an older term but still preferred by some people who have transitioned. It is always best to ask an individual which term they prefer. Some individuals will use transgender or trans+ as an adjective: trans+ woman or transgender woman (i.e. an individual whose assigned sex at birth was male but whose gender identity is female).

**Transsexual person:** This is a legal/medical term for someone who lives (or wishes to live) permanently in a gender different to that assigned at birth. This may or may not include medical and hormonal interventions (of varying degrees) to facilitate a permanent Transition to a gender role that accords with their gender identity.

**Queer:** In the past a derogatory term for LGBT+ individuals. The term has now been reclaimed by LGBT+ young people in particular who don't identify with traditional categories around gender identity and sexual orientation but is still viewed to be derogatory by some.





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