

Trans and non binary good practice policy

Using incorrect gendered language for someone can be seen as a microaggression or bullying.

To avoid making a mistake, it is important not to assume someone's gender or pronouns based on their appearance, their name or the sound of their voice.

In addition, not everyone uses 'he' or 'she' pronouns and it is important to be respectful of people who use different pronouns. The most common gender-neutral pronoun is the singular 'they' (they/them/theirs).

Taking the steps outlined below will help ensure that the people we interact with at work feel comfortable, respected and included, whether they are our clients, colleagues or external stakeholders, and whether we are interacting by email, phone, video call or face to face.

At [x organisation], we ask staff and volunteers to do the below:

1. When meeting someone new, tell them your pronouns and ask for theirs. For example, "Hi, I'm Sam and I'm known as he/him. What are you known as?"
2. If you are talking about someone and you don't know their pronouns, check with a colleague or use 'they' or the person's name.
3. If you accidentally use the wrong pronouns or gendered language for someone, quickly correct yourself and move on. For example,

"I gave the files to him, I mean them. They said everything looked in order."

"At reception, there's a man, I mean there's a person who said they have a meeting with you in five minutes".

4. Consider including your pronouns in your email signature. For example:

Ali Smith - she/her

[x organisation]

5. Add your pronouns to your name when you are on Zoom. For example:

"Sarah (they/them)"

6. Don't assume the gender or title (Mx, Ms, Mr etc) of a client by their voice, name or appearance. Ask if you need to know for data collection, funding requirements, letters etc. Otherwise refer to your client using neutral language in your case write ups, for example, use 'client' and 'they'.

7. Use words that define the relationship instead of the relationship and gender. For example, use 'partner', 'parents', 'children' or 'siblings'.
8. Use the singular 'their' instead of 'his/her' in letters and other forms of writing, i.e. 'when a colleague finishes their work' as opposed to 'when a colleague finishes his/her work'.
9. Make sure that your workplace policies and documents use inclusive language, i.e. using 'they' instead of 'he/she' and avoiding sentences that imply two genders.
10. Instead of addressing groups of people with binary language such as 'ladies and gentlemen', use more inclusive alternatives such as 'everyone'.
11. Ensure that gender neutral toilets are available at the workplace and at external events.