



TRANSGENDER & TRANSITION POLICY

JULY 2024

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1. INTRODUCTION

- 1.1 As a Company we believe that diversity and inclusion bring benefits to business and that employees work better when they can be themselves and feel that they belong.
- 1.2 If you are reading this policy it is likely that you are a member, or supporting a member of the transgender community, who may be considering transitioning, are transitioning or have transitioned. This policy sets out the Company's responsibilities as an employer and provides guidance for transgender and transitioning applicants and employees to ensure a positive experience with the Company.
- 1.2 May we urge you to read this policy carefully, understand the spirit of its intent and, if required, seek further advice and/or support from the colleagues and departments referenced.

2. PURPOSE

- 2.1 The aim of this policy is to demonstrate our commitment to supporting transgender individuals by removing barriers to recruitment, promotion and retention, and by providing a working environment that is free from discrimination, harassment or victimisation. This is an important step in ensuring that all employees are respected and valued.

3. SCOPE

- 3.1 This is a group level policy that applies to all workers of Anglian Water Group Limited and its subsidiaries (the "Group"), with the exception of Anglian Water (Ireland) Limited and Wave Limited (and their respective subsidiaries which include Celtic Anglian Water and Anglian Water Business (National)).

4. STATUS

- 4.1 This policy and guidelines are subject to regular review by the Company and are updated as appropriate.

5. POLICY OWNER

- 5.1 Head of Employee Relations.

6. POLICY

6.1 Getting to know you

- 6.1.1 Gender is just one part of an individual's identity. We recognise that transgender job applicants and employees are not required to tell us their gender status or history. The gender in which an individual presents should always be acknowledged and respected, including those who identify as non-binary.

6.1.2 To promote a workplace that is inclusive and supportive of transgender individuals, we adopt the approaches detailed below.

6.2 Terminology and understanding

6.2.1 As definitions and terminology relating to transgender are extensive and evolving, we are committed to working with individuals to best support their choice to self-identify and describe themselves. How they describe themselves should be respected.

6.2.2 We are aware that using inappropriate language and terminology can cause offence and distress, which undermines our efforts to create an inclusive workplace. Furthermore, gender identity and sexual orientation are not interchangeable.

6.2.3 To support a member of, or someone supporting a member of, the transgender community who is currently considering transitioning or is transitioning, the Company has created a [Transition Support Plan](#) document, which provides an extensive list of terminology relating to transgender issues.

6.2.4 Please note that for the purposes of this document, there are two main terms referenced:

- **Transgender:** describes people whose gender identity differs from their sex assigned at birth. An umbrella term covering people who:
 - are intending to undergo, are undergoing, or have undergone gender reassignment at any stage;
 - identify as having a gender different from that which they were assigned at birth and are planning or have had medical interventions such as hormones or surgery;
 - identify as having a gender different from that which they were assigned at birth, but who are not planning any medical intervention; and/or,
 - are non-binary – that is, they are not solely male or female. They may define themselves as both, neither or something entirely different. They may or not have medical interventions to align their body with their non-binary gender identity.
- **Transitioning:** the process undertaken by a trans person in order to bring their gender presentation into alignment with their gender identity. This often involves dressing differently, using a different name and pronoun (e.g. she, he or they) and changing official documentation. It may involve various types of medical or surgical treatment, although this is not the case for all trans people.

Please see [Appendix 2](#) for a useful glossary of terms.

6.3 Recruitment

6.3.1 We wish to attract applicants from as wide a talent pool as possible. Applicant gender identity is irrelevant for recruitment purposes. Job advertisements will make clear that opportunities are open to all suitably qualified applicants. The Company requires those involved in making selection decisions to not discriminate on any grounds.

6.3.1 Should individuals choose to discuss their gender history or status during an interview or recruitment process, the disclosure should have no bearing on the outcome.

6.4 Onboarding

- 6.4.1 Identity checks are a legal requirement when engaging new employees. We understand the requirement to provide proof of identity to confirm an employee's right to work in the UK can be particularly sensitive for transgender applicants should it reveal their gender history. To help with this, a full range of permissible identification documents is available from the [Recruitment Team](#). The process of checking these will be handled sensitively and with respect for the individual's privacy.
- 6.4.2 Employees are responsible for ensuring that their personal information on Company systems (such as Workday) is correct at all times to avoid any unintentional disclosures.
- 6.4.3 In accordance with the Gender Recognition Act 2004, where any information reveals an employee's previous name and thereby gender history, this information will be kept confidential and stored securely with the individual's knowledge.
- 6.4.4 An employee's gender identity will not have a bearing on any employment decisions, except where allowed by law. However, this is not necessarily the case for [taxes and access to benefits](#). An employee who has transitioned but does not have a GRC (Gender Reassignment Certificate) may be required to disclose their sex for insurance and pension purposes. Where the Company needs to notify these organisations (for example, HMRC for tax and National Insurance contribution purposes, its payroll provider, pensions provider, insurer) of a name and gender change, disclosure will be made on a 'need to know' basis only.

6.5 Changes to identity

- 6.5.1 Should an employee change their identity, the Company will take all necessary steps to ensure that this is respected by the Company and colleagues alike. A GRC (Gender Reassignment Certificate) is not required to enable transgender colleagues to change their name.

6.6 Supporting an employee who is transitioning

- 6.6.1 The Company is committed to supporting transgender colleagues who make the decision to transition. We acknowledge that the transition process and the time it takes will be unique to each employee and that it is not always a linear process.
- 6.6.2 Employees who wish the support of the business should approach their Line Manager to confirm that they are considering, will be starting, or have started the process of transitioning. If the transitioning employee feels unable to approach their manager, they can approach the [Employee Relations Team](#), Trade Union Official or a member of the Inclusion Team. From this point, they will be supported as follows:
- in the rare event the employee has not approached their manager, the reasons for this and actions required to ensure their manager is engaged will be discussed;
 - their manager will work with them to identify an appropriate point of support. This individual will be referred to as a Transition Support Representative (TSR); and
 - the Company's [Transition Support Plan](#) (TSP) will be utilised as a support tool for both the transitioning employee and manager as to how and when their transition will take place. In addition, it will cover communication plans including third parties, employee data changes, confidentiality, dress code and review meetings.

- 6.6.3 If an employee is supporting a family member who is transitioning, they can seek support from the Company's [Pride Family](#), an employee-led support group.
- 6.6.4 The Transition Support Plan (TSP) is designed to be fluid and bespoke to support each individual case. It should be compiled with the input of both the transitioning employee and their TSR and no action will be taken without the employee's consent.
- 6.7 Transition communication
- 6.7.1 An employee may wish to tell colleagues about their transition or may prefer for this to be done by someone else on their behalf. We will encourage employees to do what is best for them and, if they are not ready to tell colleagues or third parties at the early stages, the Company will respect the employee's wishes. Where an employee has a public or client-facing role, we will discuss with them what third parties need to know and how this should be managed.
- 6.8 Reasonable adjustments
- 6.8.1 Wherever possible, reasonable adjustments will be considered to support employees to achieve as smooth a transition at work as possible. For example, this may involve a change to duties or role on a short or long-term basis, dependent on the requirements of each situation and what the Company can reasonably and practicably support.
- 6.9 Attendance during transition
- 6.9.1 Attendance impacts due to transitioning will be managed sensitively and in accordance with the Supporting [Attendance Policy](#).
- 6.10 Single-sex toilets and facilities
- 6.10.1 The Company will support a transitioning individual's right to use toilets and facilities appropriate to their gender from the point at which they declare that they are living their life fully in that gender. We will agree when they wish to start using the facilities and how (and if) this should be communicated to colleagues. Any concerns raised by others will be dealt with promptly, appropriately and sensitively.
- 6.11 Dress Code
- 6.11.1 All Company uniform is considered gender neutral. Should employees have any concerns or challenges they are encouraged to share this with their TSR.
- 6.12 Changing Employee Records
- 6.12.1 Any records that hold personal details should be changed by the time an employee presents at work with their chosen identity. This activity will be driven by the [People Support Team](#), who will work with the employee to ensure that nothing is omitted.
- 6.13 Confidentiality
- 6.13.1 It is an employee's decision whether to reveal their gender status and we will respect their right to privacy. The right to privacy will apply regardless of whether the individual has a GRC.

- 6.13.2 Where an employee discloses information about their gender history or status (orally or in writing), this will be treated as confidential. Such information will not be shared with others, unless there is a specific reason and then not without the written consent of the employee concerned.
- 6.13.3 All information will be held on the employee's record in accordance with the Company's [Data Protection Policy](#).
- 6.13.4 If an employee transitions, all records that include details of their gender history will be destroyed in a secure manner, unless there is a specific reason for retaining them (in which case the employee will be made aware of this). Where colleagues in the Company need to be aware of the employee's transition to make a change to a record, the Company will restrict the information to those who need to know.
- 6.13.5 Where there is a need to retain documentation that shows an individual's gender history, this information will be stored confidentially in line with the requirements of legislation. For example, where an employee does not hold a Gender Reassignment Certificate (GRC) and we are required by the HMRC to report their legal sex. The information will be held electronically in a secure environment (e.g. password protected) that can be accessed only with the consent of the individual concerned. Only named individuals will be allowed to access this information and those individuals will be made aware that breaches of confidentiality could be unlawful. Such breaches will be managed using the [Disciplinary Policy and Procedure](#).
- 6.13.6 Information relating to an employee's gender status or history will not be disclosed to a third party without the individual's consent, e.g. when responding to a reference request. The [People and Support Team](#) will manage this process.
- 6.14 Dignity at Work
- 6.14.1 Please see our [Dignity at Work Policy and Procedure](#) for further information, which extends to third parties we engage. Complaints about potential breaches of this policy are taken seriously and are dealt with promptly.
- 6.14.2 We adopt a zero-tolerance approach to harassment, bullying or victimisation and such behaviour may result in action being taken under our [Disciplinary Policy](#).
- 6.15 Monitoring
- 6.15.1 In line with our [Equal Opportunities Policy](#), we gather and analyse information relating to the diversity of the workforce and applicants for employment and promotion. Equality monitoring enables us to understand how our commitment to a diverse and inclusive workplace is working in practice and helps inform future action. Gender identity is included among other personal characteristics.
- 6.15.2 Any information disclosed will be treated in confidence, stored securely and used only to provide statistics for monitoring purposes.
- 6.15.3 The disclosure of personal information by a job applicant or employee is voluntary and individuals may withdraw their consent to its processing at any time. When communicating monitoring data, we will ensure that it is anonymised to avoid identifying individuals.

6.16 Helping to educate colleagues

6.16.1 Transgender equality is an integral part of our Dignity at Work training for our staff. The aim is to help our workforce to understand what is and is not appropriate behaviour, thereby minimising the potential for conflict arising from misunderstandings.

6.16.2 The [Transition Support Plan](#) (TSP) is available online to provide further understanding on what is expected of employees and how we support transgender individuals within the Company.

7. THE LAW

7.1. Transgender individuals are protected from discrimination by the [Equality Act 2010](#) and the [Gender Recognition Act 2004](#).

8. FURTHER ASSISTANCE

8.1 Should an employee require further advice regarding this policy, support can be sought from their manager, Union Representative, the [Employment Relations Team](#), a member of the [Inclusion Team](#), the Company's [Pride Family](#) or the Company's independent Employee Assistance Programme (EAP), which is available 24 hours a day, 7 days a week. They can be contacted on freephone **01480 323323 (option 4)** and further details are available on [Lighthouse](#).

LAST REVIEWED

July 2024

Appendix 1: External Support

<p>The Gender Trust UK charity helping with gender issues. Offers information and support to transsexuals, gender dysphoric and transgender people.</p>	<p>Address: The Gender Trust PO Box 3192 Brighton BN1 3WR</p> <p>Web Address www.gendertrust.org.uk</p> <p>The Gender Trust National Helpline 0845 231 0505</p>
<p>Gender Recognition Panel This website provides information for applicants who may be interested in the gender recognition process.</p>	<p>Web Address www.grp.gov.uk</p> <p>Tel: 0845 355 5155</p>
<p>Press for Change Press for Change is a political lobbying and educational organisation, which campaigns to achieve equal civil rights and liberties for all trans people in the United Kingdom, through legislation and social change.</p>	<p>Address: Press for Change BM Network London WC1N 3XX</p> <p>Web Address www.pfc.org.uk</p>
<p>The Beaumont Society A support group for transgender people, transvestites, transsexuals and cross dressers.</p>	<p>Address: 27 Old Gloucester Street London WC1N 3XX</p> <p>Web Address www.beaumontsociety.org.uk</p> <p>Tel: 01582 412220 (Information Line)</p>
<p>Transgender Zone Supports those who feel they are confused about their gender, those who are looking for support for someone who is transgendered, and health and social care professionals who want to learn more about the subject</p>	<p>Web Address www.transgenderzone.com</p>

Appendix 2 – Glossary

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

Assigned gender: The gender assumed at birth, based on their physical characteristics.

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

Gender binary: the classification of sex and gender into two distinct and disconnected forms of masculine and feminine.

Gender dysphoria: medical term for deep-rooted and serious **discomfort or distress because of a mismatch between a person's biological sex and gender identity**; overwhelming desire to live in a different gender to that assigned at birth.

Gender expression: a person's external gender-related behaviour and appearance, including clothing.

Gender fluid: having a gender identity which varies over time.

Gender identity: a person's deeply felt internal and individual experience of gender, which may or may not correspond to the sex assigned to them at birth.

Gender reassignment: the process of transitioning from the gender assigned at birth - the steps taken by a trans person to bring their gender presentation or personal data records into alignment with their gender identity.

Gender Recognition Certificate: issued by the Gender Recognition Panel – signifies full legal rights in acquired gender and allows the issuing of a replacement birth certificate.

Gender variance: gender expression that does not match society's norms of female and male .

Intersex: Intersex people are born with ambiguous genitalia and/or sex chromosomal variations, which can make it difficult to classify their biological sex. An intersex person may self-identify as a man, a woman or neither.

LGBT+: Lesbian, gay, bisexual, transgender plus is a commonly used acronym. The "plus" is inclusive of other identities such as intersex or asexual.

Legal sex: The sex recorded on your birth certificate. Rarely relevant at work. Currently binary in the UK. Changed by applying to Gender Recognition Panel.

Non binary person: a person who does not identify as solely male or female. They may identify as both, neither or something entirely different.

Passing: Used to describe people who are seen by others as being in the gender with which they identify. For example, a trans woman "passes" when she is seen by others as a woman, not as someone whose gender is male.

Real life experience: The period of time that people must live and work in their acquired gender before being given medical treatment through the NHS. In most cases, this period is between one and two years.

Sex: The biological and physiological differences that define men and women.

Transgender or trans person: a person whose gender identity does not conform to the sex they were assigned at birth. These are inclusive, umbrella terms, including people who describe themselves as transsexual, cross dressing people, and people who have a more complex sense of their own gender than either 100% female or 100% male.

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

Transsexual person: legal/medical term for someone who lives (or wishes to live) permanently in the 'opposite' gender to that assigned at birth.