



Line Manager

Trans and Non-Binary conversation cards

Overarching message:

Listen and always be led by the employee - this is the individual's personal journey, and you play a crucial part in supporting them through this time. Be open and supportive.

You are not expected to be an expert on all issues.

Show –

Often for the line manager, the initial conversation will be unexpected or unplanned, but this is not the case for the employee. The employee will likely have considered this conversation over a long period of time, may have real fears of yours and/or other's reactions, and weighed up the potential consequences of sharing such a deeply personal issue.

It is pivotal that you show you are there to support them during this important and sensitive stage of their journey and to help enable and sustain an environment for the individual to feel comfortable being their true self.

Every Trans or Non-Binary employee's journey is unique and this conversation card will help you consider some of the issues that may be important or relevant to the employee.

Keep in mind -

- That you are not expected to be an expert, but you should listen and be led by the employee, using this conversation card for support

- The scale of the importance and sensitivity surrounding this time in the individual's life
- That this is a highly confidential situation and should not be discussed with anyone else unless the individual gives express permission to do so
- The support you provide is crucial to fostering inclusivity and therefore, active listening without judgement is important to allow the employee to speak freely and without fear
- That transphobia, harassment and bullying is not tolerated at TfL

Ask -

- What are the employee's correct pronouns and name?
- How does the employee want to be supported?
- What is the employee's support network like?

Offer -

- To listen and be led by the employee, and your continuous support
- To set up further meetings with the employee and agree the next steps they wish to take
- A commitment to learning more to support them in their journey

TfL recognises that this is a very personal and sensitive issue, and we recommend that line managers seek advice and support from their local HR support or contact [\[redacted\]](#) Helpdesk for advice and guidance



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For existing employees, the 'coming out' process, can take some time and may need sensitive support and careful planning. Thoughtful and inclusive line management is vital to helping individuals and teams work through these changes.

Further meeting guidance:

1. Make an action plan

Take the time to create a clear action plan together and be led by the employee. This will enable a smooth and secure process that gives due consideration to:

- Any time off required by the employee for medical or other needs these are covered by the [Attendance at Work Policies](#)
- Any workplace adjustments that may be required to support the employee, and engage Occupational Health for guidance on medical treatment, if applicable
- Changing employee records and the need to notify banks or building societies, and HMRC to amend tax records. HMRC email: nico.specialsectiond@hmrc.gov.uk or call: 0300 055 3932
- Offer to support them in the process of changing their name and title on employment records, as well as ordering building passes and staff travel cards using form [F5822 A3](#). Multiple passes and

cards can be ordered to reflect the employees gender identity or gender expression

- Be aware that no further identity documentation is required for British and Irish passport holders. For other passport holders who require ongoing right to work checks please contact [REDACTED] helpdesk for advice
- Form [F5822 A3](#) will also be used to notify pensions department of change of details. Inform the employee to also contact pensions team for guidance and advice for future considerations
- Acknowledge that whilst systems are in the process of updating, communications may be received in their former identity until fully actioned
- Once the employee has received email confirmation of SAP amendment guide them to complete the [IM Service request](#) to revise OneLondon and email accounts. This can be actioned on their behalf. Consider if they will require access to prior emails and folders and reflect this in your request
- Confirm the employees right to use welfare facilities aligned to their gender identity, the uniform options available that meet the employee's needs, and name badges (if appropriate)



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- Discuss with the employee the importance of updating their diversity data on SAP self-service portal

2. Inform colleagues

Discuss when and how the employee wishes to inform their team/s or others, in a manner agreed by the individual. You can action this on their behalf or you can support them to engage with the team. Consider other contacts the employee may wish to notify.

3. Further considerations

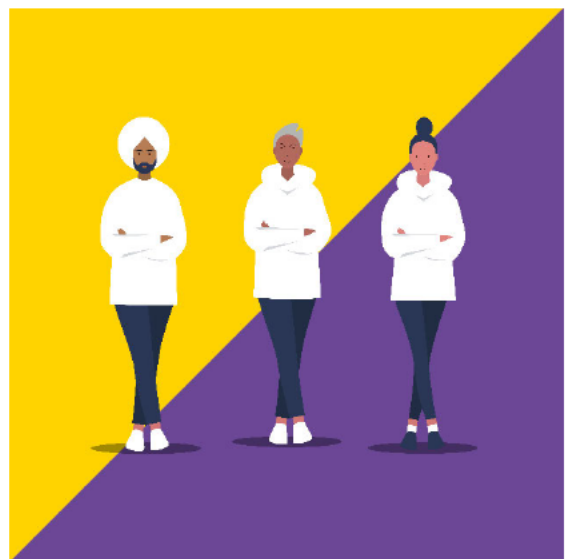
Taking into account the above needs, agree an approximate date for when the employee plans to publicly commence living in their affirmed gender or gender identity.

Where can the employee get support, externally?

- [Support groups](#) outside of work
- [HMRC Special section D](#), Telephone 0300 055 3932
- [GIRE S - Gender Identity Research & Education Society](#)
- [The Beaumont Society | Help and support for the transgendered community](#)
- [Gendered Intelligence](#)
- [Mermaids \(mermaidsuk.org.uk\)](#)
- [Mindline Trans+ – Trans+ emotional support helpline](#)
- [Stonewall](#)
- [THT Direct helpline | Terrence Higgins Trust](#)

Where can the employee get support, internally?

- [Outbound LGBT+ Staff Network Group](#)
- [The TfL Employee Assistance Programme \(EAP\) -](#)
[REDACTED]
- Directions to speak with [Occupational Health](#)
- Contact [Diversity & Inclusion](#)
- HR Services on Auto [REDACTED]
- Colleagues



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Trans is an umbrella term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth.

Trans as an umbrella term includes those who might be using one or more of a wide variety of terms (but not limited to) transgender, transsexual, gender-fluid, non-binary, gender-variant, trans man, trans woman, trans masculine, trans feminine, gender-queer (GQ), genderless, agender, nongender, third gender, bi-gender and neutrois’.

Gender reassignment is the process of transitioning from one gender to another and is a personal process, not necessarily a medical process. This means that someone does not need to have undergone surgery, be under any kind of medical supervision, or to have any intention to undergo surgery, to be classed and protected as trans in accordance with the Equality Act 2010.

Some trans employees may wish to apply to the Gender Recognition Panel for a Gender Recognition Certificate (GRC) and new birth certificate. However, for many the process of applying presents many barriers, is intrusive, onerous and may not be something they feel the need to pursue.

What are pronouns?

Pronouns:
she/her/hers
he/him/his
ze/hir
they/them/theirs
co/cos
xe/xem/xyr
hy/hym/hys

Pronouns are words we use in place of nouns. They are words we use to refer to people in conversation:

Common ones are I, You, He, She, They, Them. We are conditioned from birth to make gender assumptions and for many people, everybody is either he/him or she/her.

The examples above are of the most common pronouns and neo-pronouns. Always ask employees what pronouns they like to use and do not assume as to partner or family members pronouns it’s best to use they or their until confirmed. If in doubt it is always best practice, and courteous, to use the employee’s name.



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Titles are something we all use to provide detail of our identity to others; they are uniquely personal and should be respected.

Always be led by the employee and ensure you use the title they identify with.

In addition to Mr, Miss, Ms the following titles are included on our employee and payroll systems and processes.

Mx	pronounced mix or mux. The x replaces the end of Mr, Miss and Ms and leaves a person's gender unstated
Ind	abbreviation of individual
M	The letter M – dropping the end of Mr, Mrs, Miss and Ms
Misc	abbreviation of miscellaneous
Mre	abbreviation of mystery or 'mistree'
Msr	pronounced miser. Represents a combination of Miss and Sir
Myr	pronounced meer.
Per	pronounced per.
Sai	pronounced sigh.
Ser	pronounced sair.



Whilst not all titles are recognised on legal documents, and others are limited by legal requirement (marriage, professional titles, hereditary titles), this list meets the requirements of HMRC that state payroll must have employee title included.

It is important to emphasise that before the employee amends their title on SAP they must notify HMRC to ensure tax records continue to match our payroll records. The employee should contact HMRC Special section D, Telephone 0300 055 3932. They should also notify their bank or building society to avoid issues with receipt of payroll.

