



LGBT IN WALES

WORK REPORT

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FOREWORD

More and more organisations are taking pride in their commitment to LGBT staff, customers and service users. From the smallest to the largest, employers are realising the importance of creating a workplace where LGBT people can be themselves. Increasingly, workplaces are waking up to the fact that, to succeed, they need their staff to feel confident to be themselves at work. In past months I've been delighted to see success stories being amplified in Wales. In Stonewall's Workplace Equality Index this year alone we saw that 12 of the top 100 employers were from Wales including the highest ranked employer, the National Assembly for Wales.

This report, highlights just how much more progress needs to be made before every LGBT person in Wales feels accepted for who they are at work. Despite the progress we've made as a country, *LGBT in Wales – Work Report* shows that there's still a long way to go. Bullying, misgendering and even violence is still a reality for many LGBT people at work in Wales today. People across the nation still go to work hiding who they are from their colleagues, afraid to talk about their spouses or partners, or even use the bathroom.

For LGBT people who are trans, disabled, or from lower income households the reality of facing harassment and discrimination in the workplace is likely to be even more stark. Trans people are more than twice as likely to have been subjected to negative comments or conduct from work colleagues in the last year as LGB people who aren't trans. Disabled LGBT people are more likely than non-disabled LGBT people to have been encouraged to hide or disguise their sexual orientation or gender identity by a work colleague. They are also more than twice as likely to feel unable to be themselves at work. LGBT people in lower income households are less likely to say that senior managers demonstrate commitment to LGBT equality than those from higher income households, they are also more likely to have experienced negative comments or conduct from customers or clients.

All employers have the power and the opportunity to help us change these statistics for good. It can sometimes feel daunting to know where to start. But each small step, from putting up a poster in the office to rewriting your staff policies, has a huge impact on your LGBT staff. Becoming an LGBT inclusive employer is a process, and a journey that Stonewall Cymru is here to help you on.

At Stonewall Cymru, we're proud to have supported many workplaces in building inclusive and accepting environments for their staff. We hope that many more will join us, to build on past achievements and help shape a vibrant prosperous Wales where every LGBT employee is accepted without exception.

Andrew White

Director

THE STUDY

Stonewall commissioned YouGov to carry out a survey asking 1,272 lesbian, gay, bi and trans (LGBT) people in Wales about their life in Wales today. This report investigates their experiences at work. This report, part of a series based on the research, investigates the specific experiences of the 825 employed LGBT people and their experiences of discrimination in the workplace as well as the extent to which LGBT people still feel they have to conceal who they are at work. It also looks at steps taken by employers to ensure a safe and equal work environment for LGBT people, for example, implementation of equality policies, steps to make the workplace trans inclusive and visible commitment from senior management.

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KEY FINDINGS

- **One in six** LGBT employees (16 per cent) have been the target of negative comments or conduct from work colleagues in the last year because they are LGBT. **Three in ten** (30 per cent) of trans people experienced the same.
- **One in four** bi people (26 per cent) aren't open about their sexual orientation to anyone at work, compared to **four per cent** of gay and lesbian employees.
- **A third** of LGBT staff (34 per cent) hid or disguised that they are LGBT at work in the last year because they were afraid of discrimination.
- **One in ten** lesbian, gay and bi employees (10 per cent) wouldn't feel confident reporting any homophobic or biphobic bullying to their employer. **One in five** trans people (18 per cent) wouldn't report transphobic bullying in the workplace.
- **One in six** LGBT staff (16 per cent) say they were excluded by colleagues in the last year for being LGBT, increasing to **one in five** trans employees (21 per cent).
- **Almost one in five** trans people (17 per cent) don't feel able to wear work attire representing their gender expression.



DISCRIMINATION AT WORK

Despite some employers in Wales making progress towards inclusion in their workplaces, LGBT people still face discrimination, exclusion and barriers at work. Many LGBT people experience derogatory remarks from colleagues and customers, are actively excluded by their peers and some have been denied a job or promotion because of their sexual orientation and/or gender identity.

ABUSE, HARASSMENT AND EXCLUSION

Four per cent of trans people have been physically attacked by customers or colleagues in the last year for being trans.

One in six LGBT staff (16 per cent) have been subjected to negative comments or conduct from work colleagues in the last year because they are LGBT. This includes being the target of derogatory remarks, experiencing bullying and abuse, and being outed without consent. This rises to **three in ten** of trans people (30 per cent).

Three in ten of LGBT staff (30 per cent) witnessed negative comments or conduct directed towards another colleague perceived to be LGBT, within the last year.

In my workplace, where there are ten men and four women, it is very much a "boys club" that perpetuates lad culture. This includes derogatory terms for women in general but also specifically lesbians and most other members of the LGBTQ community. One gay man was repeatedly singled out, but any claim of discrimination was rebuked as "he just can't take banter".

Donna, 22

I have recently been off work because of stress due to homophobic bullying by my managers. While my colleagues are great, the managers are terrible. An official complaint to HR found that homophobic attitudes extend there also and I have been faced with either quitting or returning. I return next week but I am feeling stressed and depressed, and at times suicidal.

Dewi, 36

LGBT employees who have been the target of negative comments or conduct from customers or clients in the last year because they are LGBT.



I was pressured to 'come out' as trans to a senior manager of my department and HR, owing to work issues. I moved departments as I felt I could not return to a hostile environment following sickness from work because of the stress caused by this issue and the treatment by a senior manager.
Indigo, 49

A colleague admitted to me, while not being aware that I am trans, that they don't believe being transgender is real and that if you're a girl, you're a girl and vice versa.
Ewen, 23

One in six LGBT employees (16 per cent) say they were excluded by colleagues in the last year for being LGBT, increasing to **one in five** trans employees (21 per cent).

My partner is a teacher in a Catholic school. We were discouraged from attending one of his colleagues' wedding due to us being a gay couple and it would be frowned upon by senior managers present. My partner is actively seeking alternative employment as his values are at odds with the decision makers in his workplace.
Alwyn, 52

LGBT staff are also at risk of abuse from customers, clients and service users; **one in six** LGBT people (16 per cent) have been the target of negative comments or conduct from customers or clients at work in the last year because they are LGBT. This number increases for trans people: **almost a third** of trans people (32 per cent) experienced this in the last year, compared to **15 per cent** of LGB people who aren't trans.

I did not get a job. The feedback was, while I was an excellent candidate with an exemplary track-record, 'I would be a better fit in another institution'. I read this as 'I am not one of the lads'.

Kyan, 39

LGBT employees in category C2DE (lower income households) are more likely to have experienced negative comments or conduct from customers or clients than those in ABC1 (higher income households), **22 per cent** compared to **15 per cent**.

A customer called me a gay cunt because I asked her to leave the building because she was causing trouble for other customers.

Gareth, 34

A customer, as they were leaving my counter, said, "He was a faggot, that's disgusting, I don't want to be served by him" loud enough to be heard by several people.

Maddox, 35

I was asked was I allowed to teach children because I'm gay.

Lena, 28

I was referred to as "not really a woman" by a colleague with reference to me being in a relationship with a woman.

Efa, 31

Almost one in six trans respondents (14 per cent) are still not addressed with their correct name and pronouns at work.

BARRIERS TO RECRUITMENT AND PROMOTION

LGBT staff looking for work often face discrimination when applying for jobs; **almost one in ten** LGBT people (seven per cent) say they didn't get a promotion they were up for at work in the past year because they're LGBT. This raises to nearly **one in six** (17 per cent) of trans people.

The last four job interviews I've had have all thought it to be okay to ask when I am having my gender reassignment surgery and how long I would be taking off work when I did so, before turning me down for the job applied for. My last phone interview said that my retail skills were not good enough to fill the position of customer assistant even though I have 10 years of retail management experience. This was a zero hour minimum wage position.

Lynn, 41

I had to leave work due to the discrimination I was facing at my job. I'm a disabled, queer woman and I got bullied for all these aspects by other employees and my manager.

Aneira, 30

BEING OUT AT WORK

Many lesbian, gay and bi employees still don't feel able to disclose their sexual orientation and/or gender identity at work for fear of discrimination. Some have even been encouraged to hide their identity at work.

One in ten lesbian, gay and bisexual employees (10 per cent) are not open with anyone at work about their sexual orientation.

One in five trans people (20 per cent) aren't open with anyone at work about their gender identity.

A third of LGBT employees (34 per cent) hid or disguised that they are LGBT at work in the last year because they were afraid of discrimination. This rises to **almost a half** of trans people (45 per cent).

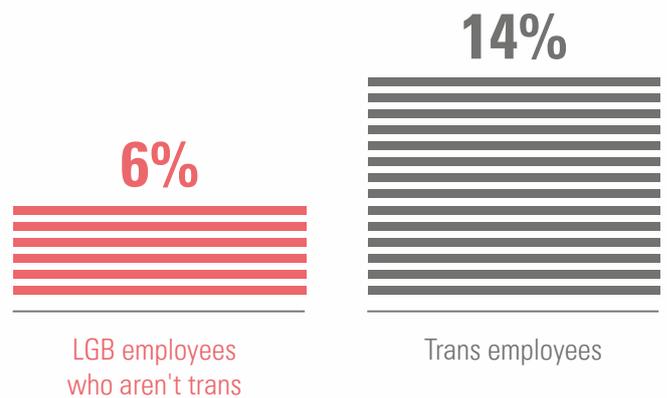
One in four bi people (26 per cent) aren't open about their sexual orientation to anyone at work, compared to **four per cent** of gay and lesbian employees.

Almost one in ten LGBT people (seven per cent) say that they were encouraged to hide or disguise that they are LGBT by a work colleague. Amongst trans people this proportion increases to 14 per cent. **Almost one in ten** LGBT disabled people (nine per cent) have been encouraged to hide in the last year, compared to **six per cent** of non-disabled LGBT people.

I still feel pressure to keep quiet about my sexuality. I was working part-time over Christmas, and at least two colleagues made homophobic and transphobic remarks. I was too anxious and fearful of rejection to reprimand them or tell them that I was gay. I know from first-hand experience how much stress and anxiety are caused through discrimination, and even just due to the fear of discrimination.

Milo, 30

LGBT employees who have been encouraged by a work colleague to hide or disguise that they are LGBT.



One in ten LGBT employees (10 per cent) say they don't feel able to be themselves at work. This increases to **one in five** for LGBT disabled people (21 per cent), trans people (16 per cent) and LGBT young people aged 18 to 24 (13 per cent) who don't feel they can be themselves at work.

Almost one in ten LGBT staff (eight per cent) don't feel able to wear work attire representing their gender expression. This number rises to almost **two in ten** trans people (17 per cent), compared to **seven per cent** of LGB staff who aren't trans.

My office is using the word "gay" as an insult or a slang term. I feel their ignorance regarding bisexual people will be worse. If these particular individuals didn't work in my office anymore I'd feel comfortable being out in the workplace.

Megan, 34

BARRIERS TO AN INCLUSIVE WORKPLACE

The best employers recognise the value in taking proactive steps to create inclusive workplace environments, but all too often, LGBT employees still face barriers including a lack of confidence in bullying reporting procedures, a lack of visible senior support for LGBT equality and inadequate policies.

Only **two thirds** of LGBT people (66 per cent) agree that their workplace has equalities policies that protect lesbian, gay and bi staff at work.

Only **half** of LGBT employees (50 per cent) agree that there are equalities policies in place to protect trans people at work.

One in ten LGBT staff (10 per cent) wouldn't feel confident reporting homophobic or biphobic bullying to their employer. This number rises to almost **one in five** trans people (18 per cent) who wouldn't report transphobic bullying in the workplace.

Half of LGBT employees (53 per cent) say that senior managers at their workplace demonstrate visible commitment to lesbian, gay and bi equality. LGBT employees in category C2DE (low income households) are less likely to say that senior managers demonstrate commitment than LGBT employees in category ABC1 (higher income households): **44 per cent** compared to **55 per cent**.

Only **three in ten** LGBT employees (34 per cent) say that senior managers at their workplace demonstrate visible commitment to trans equality.

RECOMMENDATIONS

PREVENTING AND TACKLING DISCRIMINATION AT WORK

EMPLOYERS SHOULD:

- Develop clear zero tolerance policies on homophobic, biphobic and transphobic discrimination and harassment, with clear sanctions for staff and customers.
- Implement all-staff diversity and inclusion training, which explains what anti-LGBT discrimination or abuse might look like, why it is bad for business and how to challenge anti-LGBT attitudes among colleagues. Training should also provide staff with an understanding of multiple identities and inequality (for example, the dual discrimination that an LGBT, disabled staff member may face).
- Run awareness raising sessions for all employees on trans inclusion, along with guidance about using pronouns and facilities.
- Ensure that line managers have the appropriate training and support to confidently take a zero-tolerance approach to all homophobic, biphobic and transphobic abuse in the workplace.

REMOVING BARRIERS TO RECRUITMENT AND PROMOTION

EMPLOYERS SHOULD:

- Include statements and examples of their commitment to LGBT people, equality and inclusion on your website. When advertising job roles, make sure that a commitment to diversity and inclusion in their workplace is clearly communicated.
- Develop clear policies around recruitment and promotion, using Stonewall's workplace guides (including our *inclusive policy toolkit*) for support. Train their recruitment team to understand where discrimination against LGBT people can occur in the recruitment process and how they can take steps to reduce bias.
- Collect diversity data on their workforce across pay and grade to identify any areas of discrimination in career progression based on sexual orientation and gender identity. Monitoring must be worded and formatted correctly. For example, when asking about gender, employees should be able to describe their gender in their own words.
- Collect diversity data in your exit process and ensure employees leaving the organisation have the space to raise LGBT related issues.
- Staff involved in all diversity monitoring should have specific LGBT awareness training when collecting, analysing and reporting results.

BEING OUT AT WORK

EMPLOYERS SHOULD:

- Encourage and support the formation of an LGBT network group, so that LGBT employees have visible role models and peers. In smaller organisations employers should assist LGBT staff in joining an external network.
- Create an environment where LGBT people at all levels within an organisation feel comfortable to be visible role-models.
- Encourage non-LGBT employees to sign up to an allies programme or initiative and champion the use of inclusive language through regular training opportunities, both for LGBT staff and allies.
- Support trans staff using Stonewall's guidance, *Supporting trans staff in the workplace*. Develop a policy to support trans employees who are transitioning, including information on confidentiality, dress codes and using facilities, with related guidance for line managers.

CREATING A MORE INCLUSIVE WORKPLACE

EMPLOYERS SHOULD:

- Actively communicate your equality policy or statement to all staff and offer regular training sessions to support staff to understand and implement it.
- Communicate the routes available to reporting homophobic, biphobic and transphobic bullying in the workplace.
- Empower senior leaders to make visible commitments to LGBT equality through speaking at internal diversity events, authoring internal communications and meeting with the LGBT employee network group.
- Support events like Pride and LGBT history month and display LGBT friendly posters to show customers your business supports equality. Visit www.stonewall.cymru for free resources.
- Join more than 760 employers on Stonewall's Diversity Champions programme, the UK's leading best practice forum for employers on LGBT inclusion. Visit www.stonewallcymru.org.uk/stonewall-cymru-diversity-champions-programme to join the programme.

INDIVIDUALS SHOULD:

- Let local business owners know if they witness an anti-LGBT incident from staff or other customers so that they can tackle it. Make clear that they could risk losing you and others as customers if they don't.
- Get involved in Stonewall's Come out for LGBT campaign: www.stonewall.org.uk/comeoutforlgbt

METHODOLOGY

Between February and April 2017, 5,375 LGBT people across England, Scotland and Wales completed an online questionnaire about their life in Britain today, of which 1,272 respondents live in Wales. The questionnaire was administered by YouGov on behalf of Stonewall.

Participants were recruited through the YouGov panel and via an open recruitment that was circulated through a wide range of organisations, community groups and individuals.

THE SAMPLE

- The overall sample size of participants who are employed is 825.
- 43 per cent of respondents are female, 52 per cent are male and four per cent describe their gender in a different way. Different terms used to describe their gender identity include, 'non-binary', 'genderfluid' and 'genderqueer'. People who used a different term to describe their gender identity are referred to as 'non-binary people' throughout the report.
- 72 per cent are gay or lesbian, 22 per cent are bi, four per cent use a different term to describe their sexual orientation and two per cent are straight. Different terms used to describe their sexual orientation include 'pansexual' and 'queer'.
- Seven per cent of respondents said they identify as trans and another three per cent said they are unsure of whether they are trans or are questioning their gender identity.
- 24 per cent of respondents are disabled.
- Three per cent of respondents are black, Asian or minority ethnic.

The figures have been weighted by region and age. All differences reported in the survey are statistically significant. All names in quotes have been changed for anonymity and ages have been assigned from within age bands.

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A customer, as they were leaving my counter, said, "He was a faggot, that's disgusting, I don't want to be served by him" loud enough to be heard by several people.

Maddox, 35

I had a customer threatening violence and calling me a faggot repeatedly while at work. There were multiple times where people call me a fag under their breath too. Unfortunately, I encounter stuff like this a few times a year. It's just normal for me.

Jax, 32

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