



# Transgender Handbook

by Deutsche Telekom Rethink Diversity Squad



# Contents

**01 Introduction**

**02 Definitions**

**03 Why is this important to know?**

**04 How can I be supportive?**

**05 What support is available regarding transition, coming out, changes at work?**

- Supporting colleagues undergoing gender transition in general
- Training
- HR
- Leaders
- IT, Data Handling & Storage
- Facility management
- Business travel
- For people transitioning

**06 What if discrimination is experienced or witnessed?**

**07 Where can I get more information on this topic?**

**08 Feedback**



This is an  
interactive  
document



# 01 Introduction

**“For me, diversity is first and foremost about making everyone feel welcome and accepted for who they are. Only then everyone can realize their full potential for our company. That is a matter close to my heart. But also a matter of course, which we nevertheless have to work on every day.”**

*Birgit Bohle*

# Introduction



Have you ever been asked what your **“real” name** is?



Do you ever feel you **can’t wear** your favorite outfit **in public**?



Have you ever been afraid of using a public bathroom because people might think that you **used the wrong door**?

While most people will probably answer no to these questions or are even wondering why they are being asked, these kinds of questions might be a common experience for our trans colleagues on a daily basis.

Deutsche Telekom wants to encourage an open and honest workplace culture where employees can be themselves and feel supported should any discrimination take place. Having a diverse workplace is encouraged and seen as positive.

The guidance provided in this handbook supports employees in bringing and being their best authentic self at work. It is an informative document to assist those less familiar with the topic transgender and offers awareness, support, and guidance for all. It aims to support all employees at Deutsche Telekom, however they identify and whatever their circumstances are.



# Introduction

## As our Diversity, Equity & Inclusion (DE&I) Policy states:

For us, DE&I is a concept that aims to make a significant contribution to the business success of the Deutsche Telekom Group through the recognition, appreciation, inclusion, fair treatment, and promotion of our diverse individual stakeholders (employees, shareholders, customers, suppliers).

See Diversity, Equity & Inclusion (DE&I) Policy in [YAM UNITED](#)

**“For me, diversity is first and foremost about making everyone feel welcome and accepted for who they are. Only then everyone can realize their full potential for our company. That is a matter close to my heart. But also a matter of course, which we nevertheless have to work on every day.”**

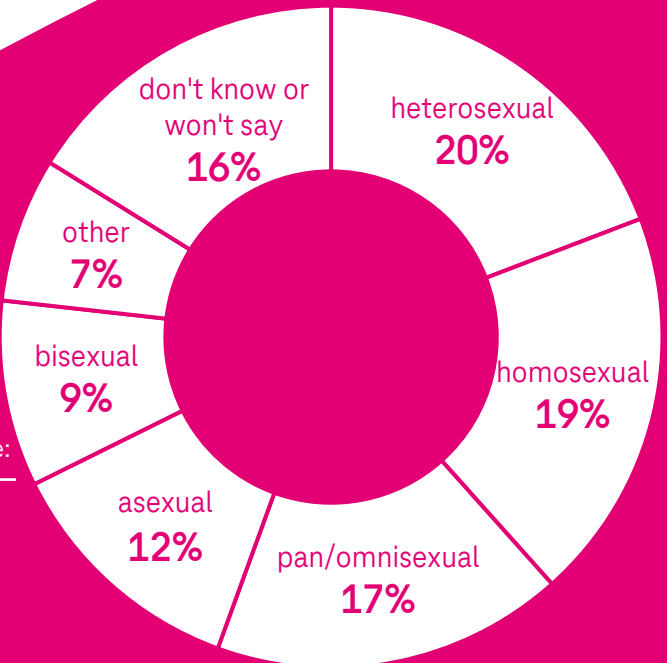
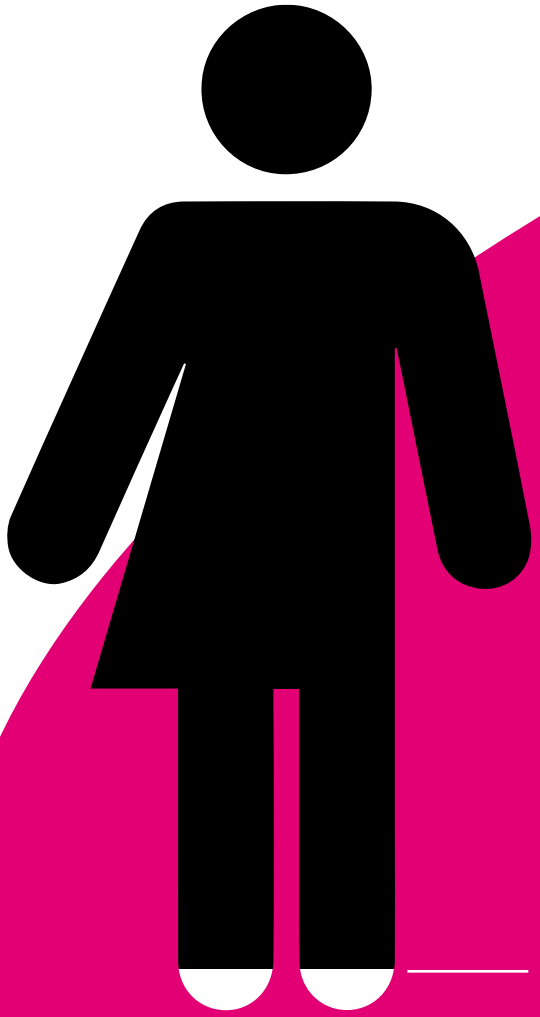
*Birgit Bohle*

This document is a living document and as such is constantly evolving. Some areas of support are not fully embedded or are in trial stages. As we develop these processes, we will update this document and re-publish it step by step. We appreciate your patience with this development stage while we ensure it is a robust and sensitive document which is useful to everyone.



# 02 Definitions

Including what the acronym LGBTQIA+ stands for.



out of these 1% are:

**1% globally (2% in Europe)**  
of adults identify as transgender,  
non-binary/non-conforming/gender-fluid  
or in another way<sup>1</sup>

<sup>1</sup> According to a global survey carried out by Ipsos covering 27 countries

[go to source](#)

# Definitions

The term transgender is a part of the LGBTQIA+ acronym. LGBTQIA+ represents sexual orientation, gender identity and sex. Understanding the meanings of these words allow all of us to treat everyone in the same way, understand their background and the importance of their identification.



**Sexual Orientation** is the expression used to describe the sexual feelings we experience towards other people.



**Sex** are characteristics that are biologically defined. In society, a person's sex is assigned at birth, based purely on the appearance of one's genitalia. Sex is not binary, which means neither male or female, but in most cultures, a binary label is given on their birth certificate (male or female).



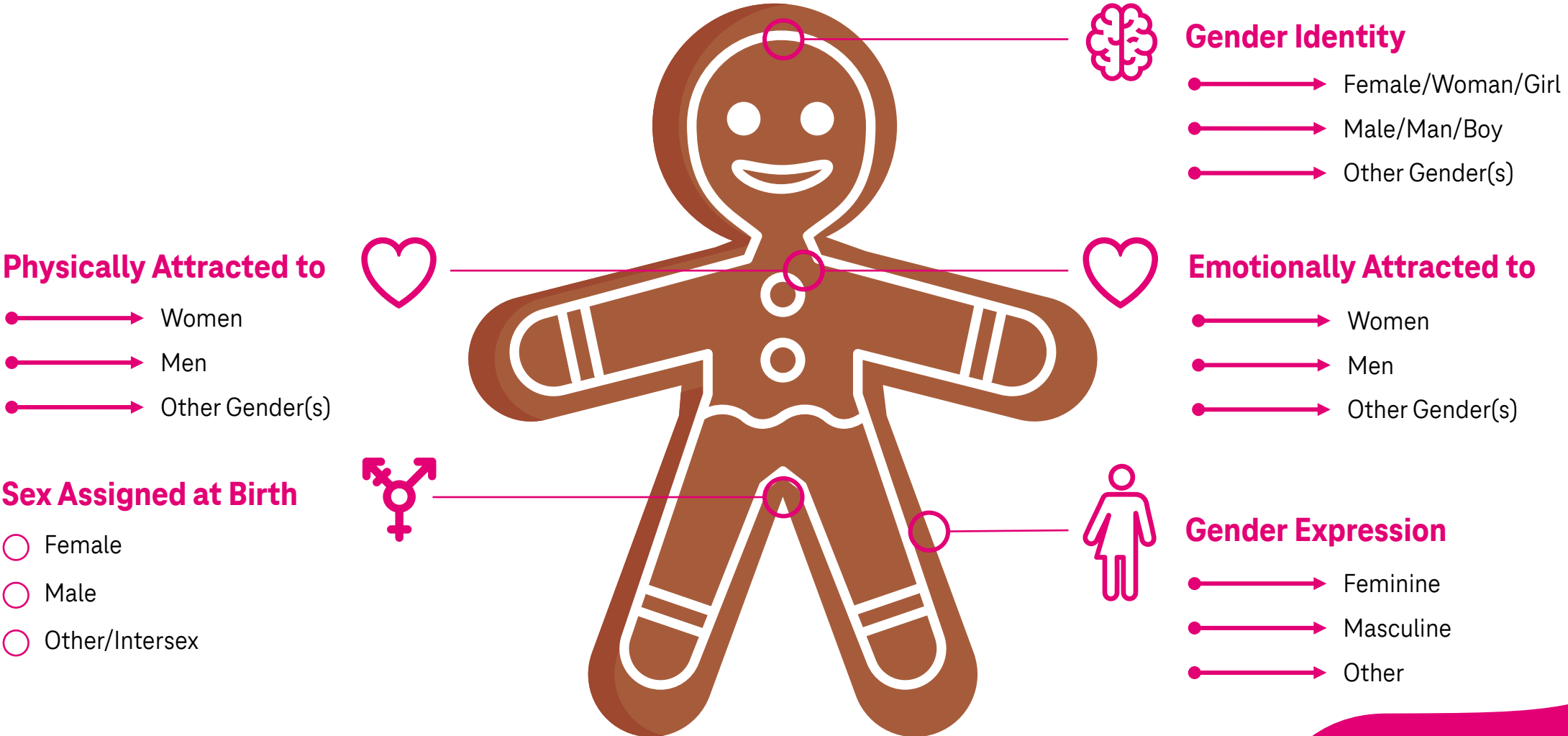
**Gender** is based on socially constructed features. There will always be variations in how people experience gender based upon self-perception and expression, and how they behave.



**Gender identity** describes the innermost concept of self as female, male, neither or a blend of both. Gender identity can be described as the sex of one's brain. It is not chosen and it is not binary (there is a whole spectrum, see p. 8). We all have a deep-seated feeling of how we identify, regardless of our genitalia. It is not linked to sex, although many people's gender identity coincides with their sex, for some, their gender identity is different from the sex they were assigned at birth, and which was registered on their original birth certificate (male or female). Gender identity is a fundamental aspect of who a person is.



# The Genderbread Person





# LGBTQIA+ stands for

**L**esbian

Women sexually and romantically attracted to women.

**G**ay

Men sexually and romantically attracted to men.

This can also be used as an “umbrella term” for homosexual people (people being attracted to their own gender).

**B**isexual

Those who are sexually and romantically attracted to both men and women.

**T**rans/transgender *An inclusive term for anyone whose gender identity does not match their sex assigned at birth (as shown on their original birth certificate).*

**Q**ueer

and/or

An inclusive term used as a unique celebration of not molding to social norms.

**Q**uestioning

when a person is exploring their sexuality, gender identity and gender expression.

**I**ntersex

Used for individuals who are born with sex characteristics (including genitals, hormones and chromosome patterns) that do not fit binary notions of male or female.

**A**sexual

Used to describe people who don't feel sexual attraction and/or romantic attraction to either sex.

**+**

at the end of LGBTQIA+

Can include members of other communities i.e. **pansexual** people (people who are sexually or romantically attracted to others of any sex and gender), including **allies** (people who support the LGBTQIA+ community even though they don't identify within the community itself).

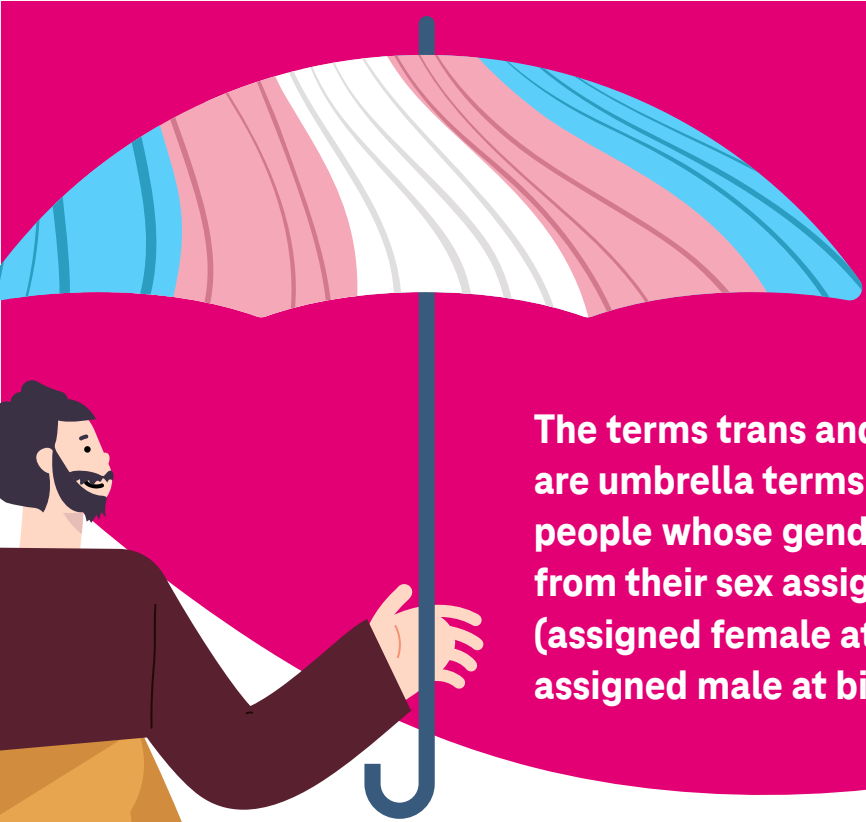


# Other common descriptions used in the context of LGBTQIA+ and which are important regarding this handbook are

<b>Agender</b>	A term used for those who identify with having no gender.
<b>Cisgender</b>	(Often shortened to cis) describes a person whose gender identity is the same as their sex assigned at birth.
<b>Coming out</b>	This means telling someone something about yourself that isn't immediately obvious, it may be telling someone you are gay, lesbian or trans. Feeling comfortable enough to tell other people can take some time, just as it can take time to come out to yourself and fully understand what your own feelings mean. It is very common for people to come out in certain areas of their lives and not in other areas. There is no right or wrong way to do it. LGBTQIA+ employees often worry about coming out at work, as they fear discrimination and bullying.
<b>Gender dysphoria</b>	Describes a sense of unease or distress because of a disparity between their sex and their gender identity. This sense may be so deeply rooted that it can lead to depression and anxiety and have a detrimental impact on their daily life.
<b>Genderfluid</b>	Describes one's gender identity, which can change over time.
<b>Genderqueer</b>	A term which can be applied to anyone who is gender non-conforming, but who does not wish to label their gender identity more specifically.

<b>Gender reassignment</b>	This is the process undertaken by a transgender person to align their physical sexual characteristics to match their gender identity. This can be surgical or non-surgical.
<b>Gender role</b>	Gender role is a social construct that shapes a stereotypical binary view of males and females. How they are defined and what is socially and behaviorally expected by them based on their sex assigned at birth.
<b>Non-binary</b>	A term used for those who do not identify as either male or female.
<b>Transition</b>	Not all trans people wish to, feel able to socially or are medically able to transition. Each colleague's transition will be unique to them and can take different forms. Transition can just be a name or pronoun change, it can also include a change inside and/or outside the body. For example, a transition could involve surgery, but equally it could involve no surgery. Someone who considers themselves gender fluid, may transition between various gender expressions. We all develop a strong sense of our gender from an early age and if that differs from our primary sex characteristics, it causes a huge amount of distress, which can be alleviated by the process of social and/or medical transition.





**The terms trans and transgender are umbrella terms which describe people whose gender identity differs from their sex assigned at birth (assigned female at birth or assigned male at birth).**

This Handbook has been created to focus on the topic **trans or transgender** to offer support for those transitioning and educate, train and advise those around them.

**This includes people who:**

- Are intending to undergo, are undergoing, or have undergone gender reassignment at any stage
- Are identifying as having a gender different from that which they were assigned at birth and 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 may not have medical interventions to align their body with their non-binary gender identity.
- Are genderfluid (gender identity which moves over time).
- Are agender (identifying as having no gender).

**There are others too, so, “all gender non-conforming people” includes all trans identities.**





## 03 Why is this important to know?

Facts and figures

# Why is this important to know?

**Work can be stressful enough, without having to deny and suppress one's gender identity.**

**Therefore, this Handbook supports the inclusive workplace as outlined in the DE&I Policy.**

See Diversity, Equity & Inclusion (DE&I) Policy in [YAM UNITED](#)

**Direct discrimination, indirect discrimination, and victimization, experienced by trans people, or by those associated with trans people is illegal.**

The United Nations Human Rights declares:

*"We are all equally entitled to our human rights without discrimination, whatever our nationality, place of residence, sex, national or ethnic origin, color, religion, language, or any other status, such as age, disability, health status, sexual orientation or gender identity."*

[go to source](#)

The European Employment Equality Directive (2000/78/EC) supports this in law. It is specific to the field of employment and occupation and covers the grounds of sexual orientation, protecting gender reassignment in employment and service delivery.

This directive states that there shall be no direct or indirect discrimination whatsoever.



# Why is this important to know?

Deutsche Telekom's company culture of inclusion seeks to foster a supportive, environment of mutual respect and understanding, regardless of age, gender and gender identity, nationality, sexuality, ethnicity, religion, social background, physical and mental abilities.

Creating a safe and supportive workplace is crucial to attract and retain employees to feel valued and respected within their place of work. Moreover, employees who have come out in safe environments contribute more to the business than closeted employees in a hostile one, as they have more trust, loyalty, and job satisfaction, and are more productive in their role.

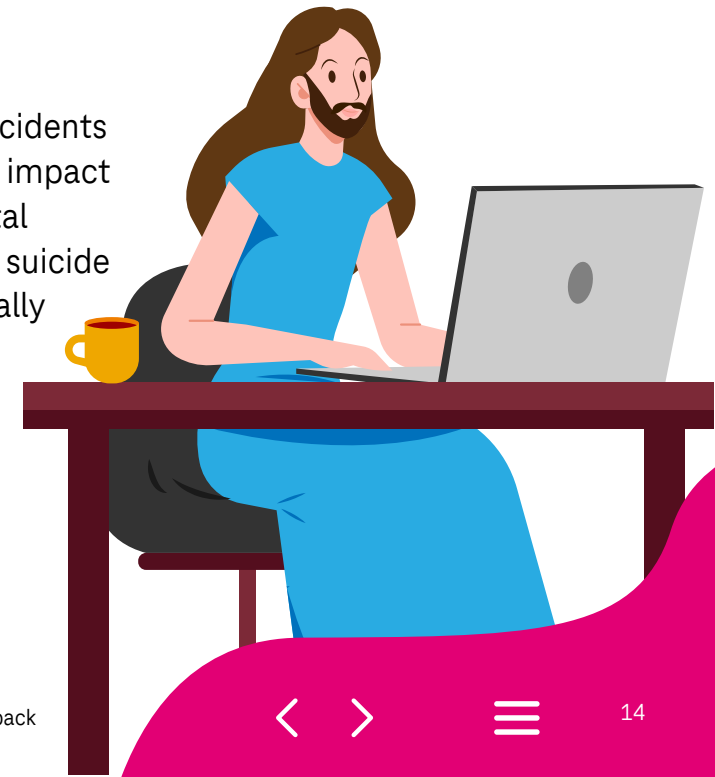
**The mental health and wellbeing of all employees is important to Deutsche Telekom.**



According to a survey in 2017, **over 40% of transgender people had experienced various forms of harassment**, including verbal, physical, sexual harassment, insults, hurtful comments, and unauthorized disclosure of their LGBT<sup>1</sup> status.

[go to source](#)

Sadly, these types of incidents can have a devastating impact on an individual's mental health. Depression and suicide numbers can dramatically increase due to discrimination, victimization and poor treatment by society.



<sup>1</sup> This study includes lesbians, bisexuals, gay and transgender people.



# Why is this important to know?

Research shows that young LGBT+<sup>1</sup> people are **three times more likely to self-harm** and **twice as likely to have suicidal thoughts** than their non-LGBT+<sup>1</sup> peers, according to a survey carried out by Just Like Us. The number is even higher when contemplated intersectionally, i.e. for Black LGBT+<sup>1</sup> young people.

[go to source](#)

Transitioning is a process that begins with a deeply personal decision that could have been held or withheld for years. So, it is important to have empathy and recognition that the decision to disclose or come out at work can be a very sensitive time and challenging for the individual.

The fear of rejection is real and can act as a barrier to feeling able to express one's true self.

<sup>1</sup> This study includes lesbians, bisexuals, gay and transgender people.

Acknowledging **the team-based culture of inclusion** recognizes the right to treat colleagues and stakeholders with respect and dignity.

Therefore, these guidelines, focusing on gender and gender identity, support the growth and wellbeing of our LGBTQIA+ colleagues.

**Deutsche Telekom Group wants to provide a safe space, being open and responsive to people's needs.**

**This is a very good place to start and practice inclusive behavior.**





## 04 How can I be supportive?

What can I do to make a transgender person feel accepted? What support can I give to a trans person both in and out of the workplace?



# How can I be supportive?

Transgender people who are open and out at work about their gender identity have more mental resources and energy than those who feel they must control their behavior or feel like they have to be secretive about their gender identity.

Being supportive and understanding to our colleagues is of great importance. The aim of this document is to create awareness and visibility not only for transgender people, but also to create an inclusive work environment for everybody.

**It is worth keeping in mind that nobody chooses to be transgender, just like nobody chooses to be cis.**



# How to become an Ally

As already mentioned, an ally supports the LGBTQIA+ community even though they don't identify within the community itself. The following will guide you and provide you with information and helpful examples on how you can become an ally for trans colleagues.

You can support your transgender colleagues even without them being around. For example, when you question and challenge anti-trans comments or jokes whenever they are told, no matter who said them. If you notice that someone is talking in a negative way about a person transitioning who is not there to defend themselves or if you notice that someone is using the wrong terminology, dare to step in and be supportive on behalf of the trans person. This also means that transgender people do not have to fight their fight on their own.

Most importantly, continue to treat a transitioning person the same way you always have: continue to invite them to lunch, include them in conversations, copy them into emails you usually would.

In addition, it is not okay to inquire about a person's sexual preferences, sex life, or sexual orientation. Trans people can be lesbian, gay, bisexual, pansexual, asexual or straight. Would you ask all your colleagues if they were gay or straight or ask questions about their sex life? This also applies to asking a trans person about their surgical status or genitals. It is inappropriate to ask any cis or trans person such personal questions.

People tend to label other people by making assumptions about them. This is a "biological survival" process. However, it is important not to assume someone is transgender just by their looks, the sound of their voice or their gender expression. A transgender person does not come from a particular background or look a particular way. Everyone has different tones to their voice, longer or shorter hair and we all have a different dress sense. These characteristics do not make someone transgender.

**It is also worth keeping in mind that nobody chooses to be transgender, just like nobody chooses to be cis.**



# How to become an Ally

Be aware that 'helpful' tips or 'compliments' can be harmful and upsetting. While the intention might be supportive, some comments can not only be hurtful, but also insulting. Here are some alternatives you could use:

## What is hurtful, insulting and upsetting to say

You look so pretty. I wouldn't have guessed you were trans.

You look so convincing – just like a real woman.

She looks amazing! I couldn't believe it when you told me she's transgender.

I fancy him so much. I would date him.  
I know he's trans, but I'd make an exception for him.

Have you thought about having some make-up lessons or buying a more modern wig?  
You would pass so much better if you did.

Have you thought about getting a voice coach?

## Thoughtful alternatives

You look so pretty.

You look great today.

She looks amazing!

I fancy him so much.  
I would date him.

Would you ask a cis person these questions?

Don't assume someone's gender by the tone of their voice.

Instead of identifying people by gendered language you could, for example use appropriate clothing items or their names – if known.

## What might be an incorrect assumption

Woman in the back seat

I hand over to her

Can he bring the diary

## Thoughtful alternatives

Person with the black scarf

I hand over to Jane

Can James bring the diary



# Gender Pronouns

**An important part of someone transitioning can be changing their pronouns so they feel they fit with their gender identity.**

Gender pronouns are the terms people choose to refer to themselves that reflect their gender identity. These might be he/him, she/her or gender-neutral pronouns such as they/them. There are other pronouns too like ze, zir and zem, which are gender neutral pronouns and can be used to refer to people who are non-binary, genderfluid, genderqueer, trans, and/or do not identify with the gender binary.

**If you are not sure which pronouns to use, it is polite to just ask.**

If you want to understand this further, you can read more here:



## Why using Pronouns matters?

Using someone's correct personal pronouns is a way to respect individuals and create an inclusive environment, using a person's name can be a way to respect them. Just as it can be offensive or even harassing to make up a nickname for someone and call them that nickname against their will, it can also be offensive or harassing to guess at someone's pronouns, it is much better to check with the individual regarding the pronouns that they would like used.

This is polite and respectful.



# Gender Pronouns

## How to use pronouns as a cis person

For a cisgender person it costs nothing to share their pronouns, however, for transgender people it tends to be a serious decision. By sharing one's pronouns you open the space and make room showing that you are aware the world is not cis binary.

Introduce yourself with your own pronouns when you are new to a conversation or meeting. Starting with yourself and taking a serious tone will discourage others (who may not be used to sharing their pronouns) from dismissing the introduction with a joke.

- “Hi, I’m Sarah and I **use she/her** pronouns.”
- “Hi, I’m Mark my pronouns are **he/him**.”

The English language uses they/them as gender neutral pronouns when we do not know the gender identity of the person we are talking about or when we are talking in general terms. It’s a better alternative than using he/she which is not only binary, but also avoids unnecessary upset when you are not sure or have assumed incorrectly.

For example:

- **Whoever** is in the kitchen last, **they** should turn off the lights.
- **Somebody** called the office, can you please call **them** back?

Hi, I’m Sarah  
and I use she/  
her pronouns.



# Gender Pronouns

## How to use gender neutral pronouns

Most gender non-conforming people like to be asked about the pronouns they use as it shows that you care and want to get it right.

Examples on how gender-neutral pronouns can be used in conversations:

**Michael** works at Deutsche Telekom. **Their** work environment is supportive of **their** transition. **They** like to work together with **their** colleagues. **Michael** is happy to bring **their** best self to work.

**Raheem** does not use pronouns. So, if you talk about **Raheem** you use **Raheem's name** instead of a pronoun.

If you are unsure which pronouns someone prefers, or you cannot ask when writing the first email to an unknown person you can always use the first or full name.

For example:

- Dear Mia Jones
- Hello George

By declaring your pronouns in your Yam United profile or on your email signature you are making it easy for everyone to address you in the correct way.

Find an explanation of how to declare your pronouns [here](#)



# Gender Pronouns

An inclusive email signature could look like this:

Kind regards,  
Sara Morales

**DEUTSCHE TELEKOM AG**

Organizational unit

Sara Morales (she/her)

Function

Sample Street 123, 01234 Sample City, Country

+49 69 123-1234 (Phone)

+49 69 123-4321 (Fax)

+49 171 1234567 (Mobile)

E-Mail: sara.morales@telekom.de

[www.telekom.com](http://www.telekom.com)

**LIFE IS FOR SHARING.**

You can find the compulsory statement on: [www.telekom.com/compulsory-statement](http://www.telekom.com/compulsory-statement)

**BIG CHANGES START SMALL – CONSERVE RESOURCES BY NOT PRINTING EVERY E-MAIL**

For further information, i.e. on gender-neutral language, click



# Gender Pronouns

## Why using incorrect pronouns and deadnaming are unacceptable

This is not only rude, but also hurtful if you keep on using the wrong pronoun or name.

It can happen by accident, no one is perfect, of course, however, it makes a huge difference if you show willingness to support this person.

Another way you can support trans colleagues is to avoid deadnaming at any given point.



**Deadnaming** is the act of referring to a transgender or non-binary person by their birth, given, or former name without their consent.

Deadnaming is not only harmful because refusing to use a person's chosen name or pronouns is very upsetting but can also contribute to mental health conditions, such as depression or suicide. It can also lead to physical and verbal assault and abuse.

The act of deadnaming, whether intentional or not, can have a detrimental effect on the individual. Therefore, it is important to respect a person's chosen name and pronouns even if these do not match their official ID.

Deadnaming is accompanied with name change.

**Name change** happens when a person transitioning does not want to be addressed by their assigned name at birth anymore. At some point during their transition they might want to change their given name to a name that suits their gender identity. A name change signifies gender affirmation.

There can often be a delay between coming out as trans and changing one's name officially/legally. In the meantime, these individuals are at risk of experiencing deadnaming whenever they need to show their ID, which can be confusing for their colleagues too, but also effects the handling of their personnel files.





# How to become an Ally

## Other examples of visible inclusion could be:



Recognition of staff pride groups & LGBTQIA+ events



Specific items within mainstream events



LGBTQIA+ posters, lanyards, and email footers displayed to show there is a culture of acceptance



Booking awareness training for staff – contact the Diversity Squad if you are interested on further information

 [contact](#)

These inclusive practices can send positive and important messages to transgender employees and allies. However, this is not an exhaustive list, and cannot include all the right and wrong things to say or do. Often there is not one right answer to every situation. It is crucial to listen to the person who is transitioning and take them and their needs seriously. Listening to and understanding the feedback from transgender employees and allies helps develop practices of inclusion.

It is okay to admit when you do not know something or if you are unsure if your behavior is appropriate. You can find information about support groups in chapter 7 which are also helpful for people who want to become an ally.





**05 What support is available regarding transition, coming out, changes at work?**

# What support is available regarding transition, coming out, changes at work?

**The guidance provided in this handbook supports employees in being their best authentic selves at work. All employees, regardless of their level, can help to create a supportive environment of mutual respect and understanding for all, including the well-being of its LGBTQIA+ colleagues.**

Those employees who are privileged because of their status, position in the organization, personal experience, or function can use their role to make a positive difference and support their transgender colleagues.

We all have a responsibility to support, defend, and educate each other. It is not just those who identify as LGBTQIA+ who should uphold these values. If you are unsure how you can contribute to an inclusive work environment, please see the Allyship section.

Leading from the top of the organization, there is a clear commitment that effective support for the transgender community is required. Implementing these changes and providing this support are essential to running a successful business.

The day-to-day support and implementation of this guidance is the responsibility of all managers and employees. Violations or suspected violations should be reported to management/higher management or to Personal Safety & Threat Management if the issues involved cannot be resolved quickly and amicably by those involved.

For further information: [visit](#)



# Supporting colleagues undergoing gender transition



Employees are encouraged to share, in confidence, if they are transitioning with their leader if they feel comfortable in doing so.



If this information is shared with a colleague, or supervisor etc. it is very important to ask the transitioning employee how they would like their information handled. Avoid any unauthorized disclosure, no matter how well-intentioned.



The transitioning employee should be listened to. There should also be an understanding of the process the employee is going through.



Understand from the transitioning employee where they need help and support at each step of the process.



The employee needs to be in charge of their transition timeline and the associated communications schedule, so this must be flexible. Agree the communication relating to the employee's transition, proactively and in advance with the employee:

- a) **who** should know?
- b) **when** they should know?
- c) **what** is the agreed communication?

To achieve this, we all need to embark on a journey. In this Handbook you will find further instructions and assistance that will give you some of the tools.

**The aim is to generate a renewed awareness and create thoughtful conversations about how we can all make a difference and give trans people the support and care they need.**

This guidance is not exhaustive, it is just the start of the conversation. We encourage any ideas to be shared, suggestions of improving processes to be trialed and constant thought to be given to the work you do.

Taking the time to really try to understand another person's point of view does more than reduce conflict, it allows us to build relationships, work in collaboration and is a reminder to practice empathy.



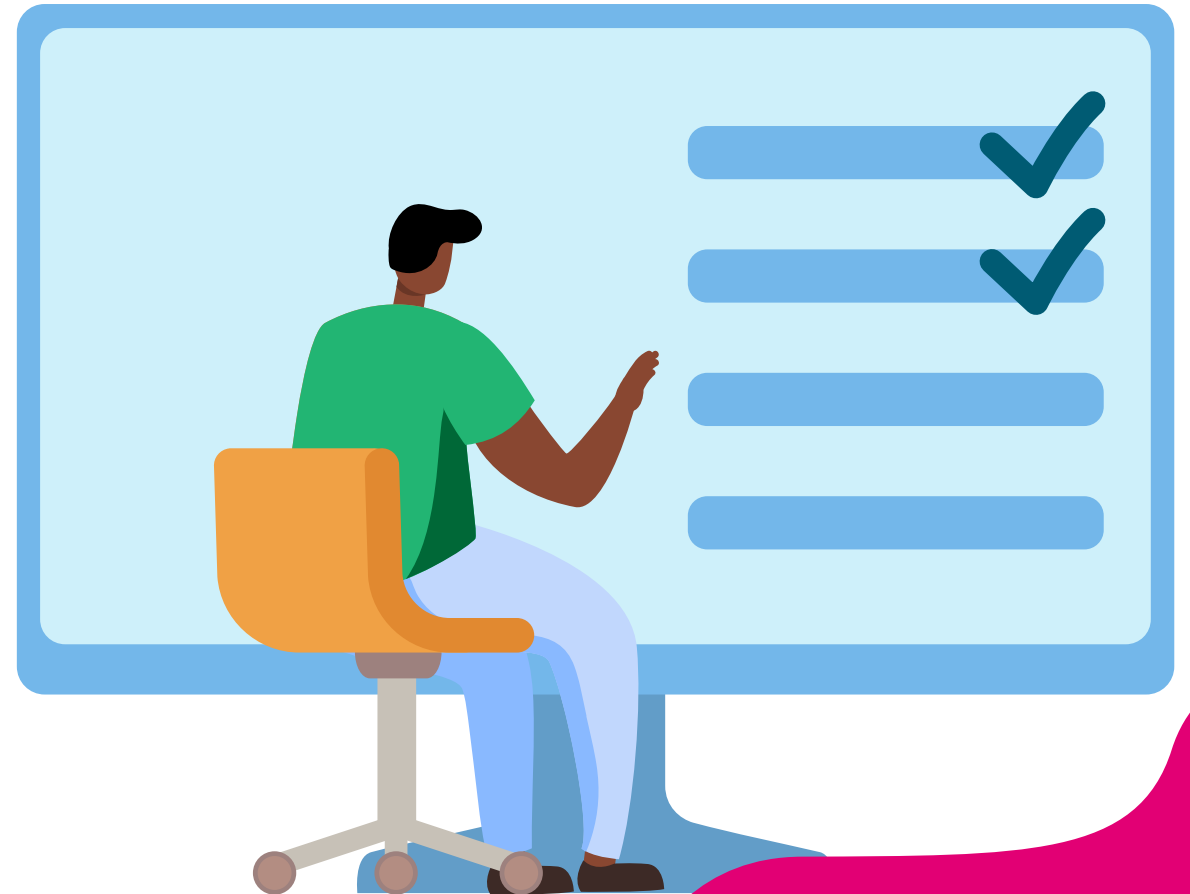
# Training

- Training is designed to educate all employees on what constitutes acceptable behaviour and how to avoid committing discriminatory acts in the workplace. Training helps to build a positive, inclusive environment and create a more productive work culture.
- Deutsche Telekom offers Sessions on this topic throughout the year. If you are interested, please follow the Diversity Squad on Yam United so you don't miss any updates.

 **YAM UNITED**

- To get in touch with us personally, i.e. regarding training inquiries, please contact [diversity.inclusion@telekom.de](mailto:diversity.inclusion@telekom.de)

 **contact**



# For HR

Some patience will be required as training is carried out within the HR department and processes are put into place. This stage will evolve and develop towards a fully functional and fit for purpose process to support and assist those going through this challenging, life changing time.

To assist with putting these procedures in place the team at Deutsche Telekom MagentaPride Community or the Diversity Squad are available as contacts to speak to and assist in helping to promote and create an inclusive environment for the transgender community.

Do not hesitate to get in touch if you are from HR and want to be part of driving the change together.

[↗ contact Diversity Squad](#)

[↗ contact MagentaPride](#)



# For leaders

There are several ways that leaders and managers can support transgender employees with their transition.

From a professional perspective, it is important to ask how you can support them, what they need for their next steps, how they want their coming out or transition handled within their team etc.

From an emotional and well-being perspective, leaders and managers need to manage the expectations of the transitioning employee and not over-promise. Disappointments can take its toll on an already very challenging situation and process.

Assurance that colleagues will not be penalized for any absences due to medical appointments, psychotherapy, speech therapy or for post-surgery recovery is critical to keep in mind too.

When a **transitioning person's official name change documents are available** they can be handed in for German colleagues here:

 **hand in**

– for international colleagues please **contact your local HR department.**

**Actively booking awareness training for your team** or setting up a meeting with your staff to **talk about how to be an ally**, giving room to talk about it so the whole team can be supportive is a good idea. It is good to include the person transitioning if they are happy to be involved, but it should be their choice. It is important that everyone has a safe space to ask questions and fully understand i.e. how to use correct pronouns and encourage inclusivity and nobody feels left out or left alone with questions remaining.

Inclusion within recruitment is a vital area of awareness. Transitioning people may have certificates in their deadname, missing periods of time in their career history due to surgery or having to move jobs numerous times due to discrimination. All of this should be taken into account during the recruitment process.

**Deutsche Telekom's MagentaPride Community or the Diversity Squad are available as contacts and help foster an inclusive environment.**

 **contact Diversity Squad**

 **contact MagentaPride**



# IT, Data Handling & Storage

When a transgender person first comes out, there can be quite a delay in time between official name changing, surgery and/or hormone therapy. However, the individual's name change will almost always happen very early on in their transitioning process.

Putting these processes in place sensitively and securely will take time. The IT and data processing teams will need support and guidance in order to offer useful and thoughtful solutions.

In order to help promote an inclusive environment for the transgender community and support the department in making these positive changes, MagentaPride Community and the Diversity Squad are available to discuss any concerns you may have or advice you require.

[↗ contact Diversity Squad](#)

[↗ contact MagentaPride](#)





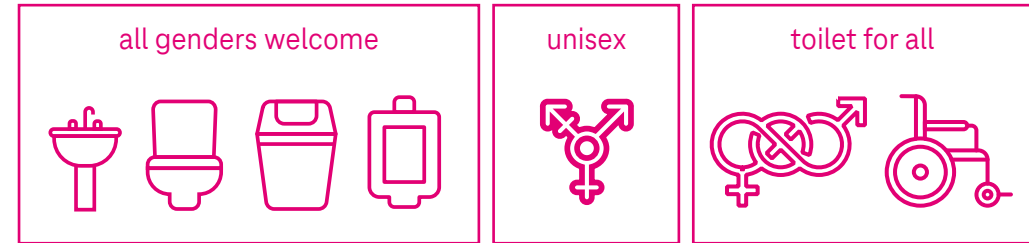
# Facility Management

It is important to create an inclusive environment throughout the workplace.

Some examples of a **trans inclusive environment** are:

- Bathrooms to be unisex and with sanitary bins in all bathrooms, because men can menstruate too, so everybody can safely meet their bodily needs. In Germany, if sanitary bins are missing from a bathroom, they can be ordered via ticket, i.e. in myPortal in the “fault report” section.  
Get further information on how to do so here: [↗ more](#)
- The toilet cubicles should be fully enclosed and include a toilet, sink and sanitary bin. People with any gender may use these toilets.
- Changing facilities, locker rooms and showers should be accessible to all, and unisex spaces/rooms or single cubicles should be available for a diverse gender workforce.
- Representing gender diversity in the architecture of the building, can create awareness that supports gender-neutral restrooms and locker rooms.

This is what inclusive toilet signs could look like:



Restrooms, shower, and locker rooms at Deutsche Telekom’s facilities are very differently equipped at the moment and not every facility is unisex, yet.

**The Facility Teams can work closely with the Deutsche Telekom MagentaPride Community or the Diversity Squad to understand what additional actions can be taken to foster an inclusive environment for the transgender community.**

[↗ contact Diversity Squad](#)

[↗ contact MagentaPride](#)

# Regarding Business travel

Not every country is open and accepting of LGBTQIA+ people and especially of trans people. Some countries are discriminatory when it comes to this issue and some are unwilling or just not ready to accept trans as a reality, some do not allow transition to happen within their country. There may be problems at passport control if the passport does not match the appearance or the trans person may feel uncomfortable travelling to a certain country as other trans people have had negative experiences. This could result in the person being highly stressed or not taking part in the trip due to these prejudices and barriers.

During the planning phase of any event, it is important to consider if the country or area you are planning to travel is safe for LGBTQIA+ people. Are there alternatives that are safer? Is there a preferential destination where everyone can feel safe?

Only send staff to LGBTQIA+ safe destinations and ensure safe transfer from airport to hotels and to work sites.

[➤ More about safe destinations](#)

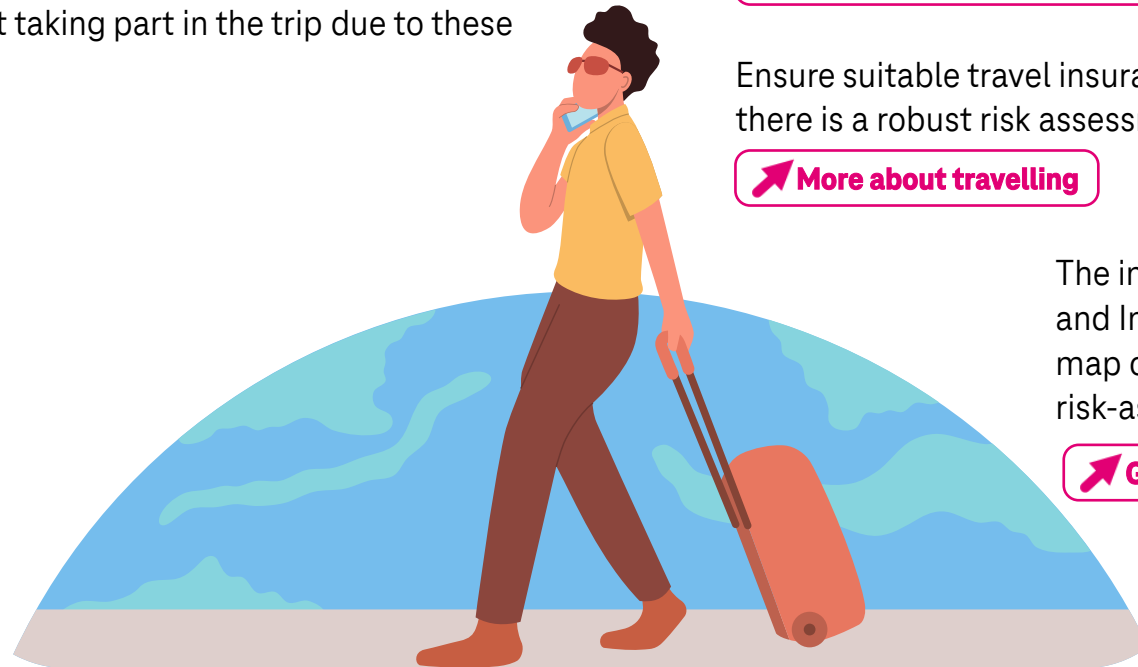
Ensure suitable travel insurance is in place, especially making sure that there is a robust risk assessment for travel.

[➤ More about travelling](#)

The international Lesbian, Gay, Bisexual Trans and Intersex Association (ILGA) includes a world map of LGBTQIA+ rights, which is useful when risk-assessing travel.

[➤ Go to world map](#)

[➤ More about ILGA](#)



# Support for the person transitioning 1/3

Transitioning employees are warmly welcomed to start their transitioning journey while employed at Deutsche Telekom, sharing if they want to, whenever they feel ready, even if they never get their name officially changed.

In the first instance, you may feel ready to speak to someone at work about your situation, there are a few options currently; you can **contact your direct supervisor** if you feel able to discuss your situation in confidence with them.

There is also the option to **contact MagentaPride** or the **Diversity Squad** or you can **ask your leader or a trusted colleague** to get in contact with them, so you can stay anonymous.

It is important to Deutsche Telekom that the **transitioning employee feels supported**. Training and planning of this support is underway and will be steadily improving as processes are put in place sensitively and thoroughly.

## If you wish to start a name change process:

You are able to do this if you have official documents and are working in Germany.

[↗ click here](#)

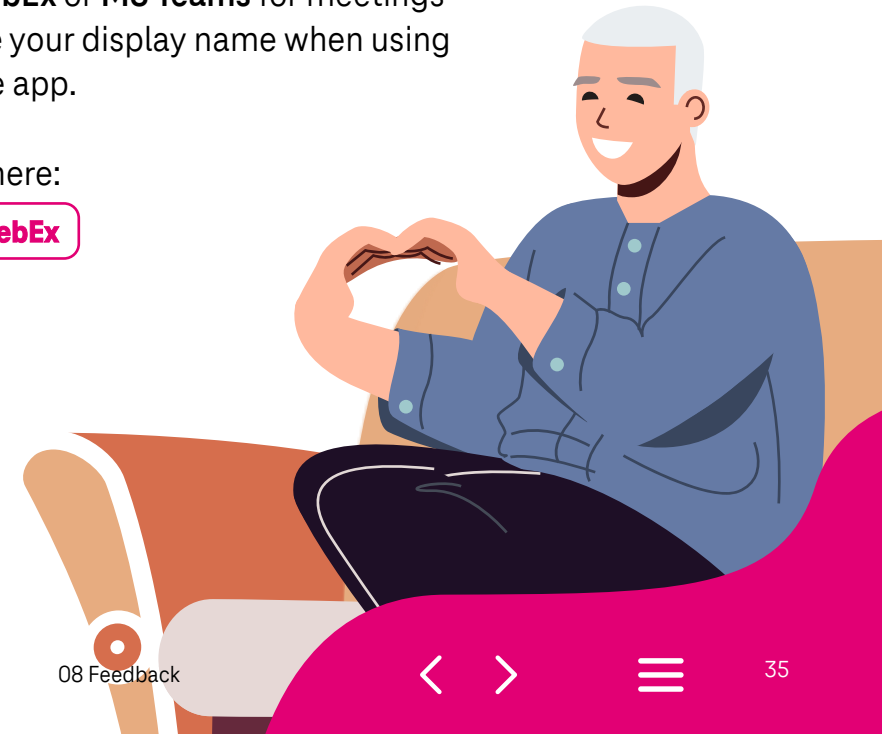
If you have official documents and you are working outside of Germany please **contact your local HR department**.

When you are using **WebEx** or **MS Teams** for meetings you can already change your display name when using the browser and not the app.

Instructions are linked here:

[↗ MS Teams](#)

[↗ WebEx](#)



# Support for the person transitioning 2/3



There is an **Employee Assistance helpline** which provides confidential counselling support, mental wellbeing health support and assistance with any private or professional difficulties such as conflicts, psychological stress and economic problems.

This service is completely free of charge:

**B A D - Berufsgenossenschaftlicher Arbeitsmedizinischer und Sicherheitstechnischer Dienst GmbH**

Freephone (+49) 0800 3301699

Available Monday to Friday from 8 am to 8 pm CET (support only available in Germany, but in German and English language).



At [bedrohungsmanagement@telekom.de](mailto:bedrohungsmanagement@telekom.de) (Personal Safety & Threat Management) immediate support regarding potential fear or discrimination of any kind will be provided. All enquiries are taken seriously, will be kept confidential, and can be anonymous.

 [visit](#)

See also the following chapter 6 for further support.

For further support you can also contact Deutsche Telekom MagentaPride Community or the Diversity Squad who are available to offer additional guidance and support.

 [contact Diversity Squad](#)

 [contact MagentaPride](#)



# Support for the person transitioning 3/3

## Country specific support

Each country has their own support networks and charities that offer bespoke assistance to transgender people. We advise that you **contact your local government** with regards to the laws and assistance that can be provided to you legally. Your personal health care provider will also be able to signpost you to the most relevant and helpful advice for your individual needs.

For further information, you can also choose to reach out to the members of the international DE&I Community.





## 06 What if discrimination is experienced or witnessed?

How do I raise concerns?

# What if discrimination is experienced or witnessed?

**Compliance with these guidelines is essential to underpin the values at Deutsche Telekom and to the achievement of business success.**

**Any type of discrimination can be reported through Personal Safety & Threat Management (Bedrohungsmanagement).**

[YAM UNITED](#) [contact](#)

This reporting process at Deutsche Telekom is in place to support in Germany and internationally. Their goal is to prevent harm, be it physical or mental, and covers issues at home or in the workplace. Throughout the company, all reported incidents are treated seriously and are investigated. Any allegations of deliberate misconduct will be disciplined in accordance with the applicable statutory provisions and employment law, regardless of the rank and position of the person concerned within the company.

In addition to the resource highlighted, you can use the **Deutsche Telekom's whistleblower portal TellMe!** to confidentially report indications of potential violations of legal obligations or infringing of rules, e.g. violation of human rights. An anonymous online form is also available which allows a dialogue while technically ensuring the anonymity of whistleblowers.

[TellMe!](#)





## 07 Where can I get more information on this topic?

Internal and external help and assistance.  
Contacts.



# Where can I get more information on this topic?



## Participating in trans awareness training

Get in contact with the Diversity Squad or MagentaPride if you are interested in participating in current training sessions.

 [contact](#)



## Engagement Tool Kit

How can you bring more Diversity, Equity and Inclusion into your everyday?

Check out the DE&I Engagement Toolkit:

 [click here](#)

**For further understanding of measures related to DE&I, information is available on the intranet or internet at:**

<https://www.telekom.com/en/company/human-resources>

<https://hr.telekom.de/employees/corporate-culture/diversity>

<https://www.telekom.com/de/konzern/details/connected-as-one-642218>

**Deutsche Telekom Group policy database:**

 [visit](#)



# Where can I get more information on this topic?



## Contact people at Deutsche Telekom and additional resources:

### MagentaPride network – FMB

This is a volunteer organization, absolutely anything can be asked by any member of the company. The mailbox is for non-urgent queries and will only be read by the core members and kept completely confidential. It is also possible to get in contact with [individual members](#) from MagentaPride if that feels more comfortable. If you wish to remain anonymous it is also possible to ask your leader or a trusted colleague to make contact on your behalf.

You can follow them on **YAM UNITED**

or get directly in **contact**

### Deutsche Telekom Diversity Squad – FMB

This mailbox is checked Monday – Friday by the Diversity Squad. If you wish to remain anonymous it is also possible to ask your leader or a trusted colleague to make contact on your behalf.

**contact**

### Central contact point for human rights

(public access for general enquiries and advice)

**contact**

### Prout at Work Foundation

Whether you are an executive, a private individual, an employee or from HR, you can use their services to learn, grow and get ready for a workplace culture that benefits everyone.

**contact**



# Global support groups

There are many official support groups around the world for trans people and their families. A few global examples that offer support for the parents of trans children and trans partners as well as the trans individual themselves are:



**ILGA**

**The international Lesbian, Gay, Bisexual Trans and Intersex Association** – ILGA is a worldwide federation of more than 1,700 organizations from over 160 countries and territories campaigning for lesbian, gay, bisexual, trans and intersex human rights.



**T-Vox**

**T-Vox** is a website listing trans support groups throughout the world, listed under both continent and by country.



**Stonewall**

**Stonewall** is Europe's largest charity for LGBTQIA+ people. Their website has a list of support and resources for trans people which is searchable by area.



**TGEU**

**Transgender Europe** is a member-based organization aimed at strengthening rights and wellbeing of all trans people.



**Mermaids**

**Mermaids** – a charity supporting trans children and their families



# 08 Feedback



**This Handbook is owned by Deutsche Telekom's Diversity Squad based on an initiative from MagentaPride.**

**If you have any further questions, feedback or hints for improvement, please do reach out to us at**

**[➤ diversity.inclusion@telekom.de](mailto:diversity.inclusion@telekom.de)**