A Manifesto for Trans Inclusion in the Indian Workplace

www.indiaculturelab.org/lgbtq
Presentation Overview

- Transgender - meaning and history
- Background – culture, law, society and state
- The business case for LGBTQ inclusion
- Why trans inclusion + recommended strategy for companies in India
- Case studies and resources
Key definitions

- **Transgender persons** are those individuals who are socially, legally and medically categorized as being either male or female, but who assert that this is not their self-identity and/or expression. **Transgender people may or may not be intersex. It is a self-stated identity.**

- **Intersex persons** are those individuals who have **atypical sex characteristics** [anatomical, chromosomal, hormonal, etc.] that do not conform to the social, legal and medical categories of being either male or female. **Intersex people may or may not be transgender.**

- **Cisgender:** A term used to describe people who are not transgender, those whose gender identity is aligned with the one they are assigned at birth.

Text courtesy:
- sampoornaindiablog.wordpress.com
- www.glaad.org
- Dhamini Ratnam, Hindustan Times
Key definitions

What do we mean by ‘Transgender’?

Transgender is an umbrella term for:

- Cross dresser
- Transvestite
- Drag king
- Drag queen
- Androgynous
- Transsexual
- Transgender
- Transwoman
- Transman

Text courtesy: Zainab Patel
**Key definitions**

And more specific to the Indian context:

- **Hijra**: Hijras are biological males who reject their masculine identity and identify either as women, or ‘not-men’, or ‘in-between man and woman’ or ‘neither man nor woman’ (NALSA judgement, 2014). Hijras are an ethno-religious group. However, intersex people are also a part of hijra gharanas.

- **Kinnar**: The term for hijras in North India.

- **Aravani**: The term for hijras in Tamil Nadu. The meaning of the term ‘Aravani’ literally means a person who worships Lord Aravan. It is an ethno-religious group.

- **Kothi**: Cis men who show varying degrees of being effeminate. They prefer to take the feminine role in same-sex relationships, though kothis can be bisexual.

- **Shiv-shakthis**: Community of transwomen in Andhra Pradesh who are ‘married to the gods’, particularly Lord Shiva. It is an ethno-religious group.

- **Jogti/Jogtas and Jagappas**: In Maharashtra and Karnataka, jogtas and jognis refer to male and female servants who dedicate (or are made to dedicate) their lives to gods.

Text courtesy:

- Shubha Chacko, Solidarity Foundation
- Dhamini Ratnam, Hindustan Times
A very brief background to trans presence in Indian culture

Ardhanarishwara
The composite androgynous form of Shiva and Parvati

Brihannala
The form of a trans person taken by Arjuna in the Matsya kingdom

Ottoman Empire and Mughal empires in medieval India
They held important positions in court such as those of generals, administrators, and advisors.

Transphobia was compounded by colonial English rule - hijras came under the Criminal Tribes Act, 1871. The Act mandated the registration and surveillance of trans people, and they could be arrested without warrant. To this day, they are marginalised and subjected to violence and invisibilisation in most institutions.
Transgender Lives Matter
End Violence
End Stigma
End Discrimination

Law, Society and State
Legal Scenario around Trans Rights in India today

The 2014 NALSA judgement

(2) Transgender persons’ right to decide their self-identified gender is also upheld and the Centre and State Governments are directed to grant legal recognition of their gender identity such as male, female or as third gender.

(3) We direct the Centre and the State Governments to take steps to treat them as socially and educationally

The Transgender Bill 2016 will do more harm than good to trans persons: https://scroll.in/video/864332/video-the-transgender-bill-2016-will-do-more-harm-than-good-to-transpersons
Legal Scenario around Trans Rights in India today

The end of Section 377

• On the 6th of September, 2018, the Supreme Court read down the draconian Section 377 that criminalised homosexuality

• Trans activists such as Akkai Padmashali and Uma Umesh petitioned against it

• Step towards legal recognition for trans people and also the removal of an obstacle for corporates and other stakeholders when it comes to inclusion efforts
Legal Scenario around Trans Rights in India today

The Transgender Persons (Protection of Rights) Bill, 2018

<table>
<thead>
<tr>
<th>PROS</th>
<th>CONS</th>
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<tbody>
<tr>
<td>Penalises violence against the community</td>
<td>Denies the right to self identify (Introduction of District Screening Committee)</td>
</tr>
<tr>
<td>Disallows discrimination in employment, recruitment and promotion</td>
<td>No reservations for trans people in public sector or educational institutions</td>
</tr>
<tr>
<td>Declared as Backward Class</td>
<td>Criminalises traditional livelihoods</td>
</tr>
<tr>
<td>Revised definition of ‘Transgender person’</td>
<td>No civil rights (Marriage, property, adoption and partnership)</td>
</tr>
</tbody>
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Societal Challenges of Trans People in India

- **Family:** Trans children are often discriminated against and ostracized by their family.

- **Violence:** 52% of trans people face police brutality and nearly 40% have experienced sexual abuse before turning 18.

- **Literacy:** 58% of trans people dropped out of school before the 10th standard.

- **The jamaat system:** While it serves as a safe space for the transwomen, it sometimes is an obstacle to bring trans people into mainstream employment channels.

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**VIOLENCE AGAINST TRANSGENDER INDIANS (BY PERPETRATOR)**

- **Physical:**
  - Stranger: 16.79%
  - Client: 13.40%
  - Boyfriend/Partner: 12.90%
  - Others: 8%

- **Sexual:**
  - Stranger: 9.20%
  - Client: 5.90%
  - Boyfriend/Partner: 5.80%
  - Others: 3.70%

- **Emotional:**
  - Stranger: 5.80%
  - Client: 11.30%
  - Boyfriend/Partner: 5.90%
  - Others: 1.30%

(graph source: Swasti Health Resource Centre; text courtesy: Shubha Chacko)
Trans People blazing a trail in the non-corporate world

K Prithika Yashini, Tamil Nadu
First transwoman sub-inspector in India

Lalit Salve, Maharashtra
Constable and transman who fought for leave for surgery

Swati Baruah, Assam
First transgender Lokpal judge in Assam
# Signs of Progress by State Governments across India

<table>
<thead>
<tr>
<th>Karnataka</th>
<th>Tamil Nadu</th>
<th>Odisha</th>
<th>Kerala</th>
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<tbody>
<tr>
<td>• Self-employment grants</td>
<td>• Free registration of lands and ration cards</td>
<td>• BPL cards and free housing schemes</td>
<td>• State TG Cell for skilling and training</td>
</tr>
<tr>
<td>• Reservation in housing schemes</td>
<td>• Soft loan to incentivise business</td>
<td>• 100 days of paid work annually</td>
<td>• Committee that issues ID cards</td>
</tr>
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<td></td>
<td>• Vocational training</td>
<td>• Entitled to 5kg food grains</td>
<td>• Scholarship for school and higher education</td>
</tr>
<tr>
<td></td>
<td>• Free health insurance</td>
<td>• Pensions and loans to start up businesses</td>
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</tr>
</tbody>
</table>

Akkai Padmashali of Ondede worked towards voter IDs being issued to 10,000 transgender people in Karnataka

Text courtesy:
- UNDP, Good practices post the Supreme Court Judgement, 2016
- YP Foundation, 2018
Before we focus on Trans Inclusion at the corporate workplace, let’s take a step back and look at

The Business Case for LGBTQ Inclusion
Money

LGBTQ inclusion can make you a lot of money!

- **$3.7 trillion - $4.6 trillion**: Global Spending Power. This is not inclusive of allies and friends and family or LGBTQ individuals that support them. (LGBT Foundation, 2018; LGBT Capital, 2015)

- **4th largest economy** in terms of GDP (LGBT Foundation, 2018)
Money

LGBTQ inclusion can make you a lot of money!

Spending power of Indian LGBTQ population is estimated at $200 Billion

94%
6%

Estimated LGBTQ population in India

2009 study by Forbes India and Out Now Consulting
“Discrimination against the LGBT community in our country cost us 1.7% in potential GDP. That’s the equivalent of USD 32 billion. Just think about that for a second.”

Bollywood star Farhan Akhtar at the launch of the UN Business Standards of Conduct at Godrej in October, 2017
Money

‘Out’ Leaders

Radhika Piramal
VIP INDUSTRIES LTD.

“LGBTQ+ individuals are just looking for legitimacy, and corporates can definitely work towards that.”

NET PROFIT AFTER RADHIKA CAME OUT IN 2015

Baggage queen, Business Today, 2017
‘Out’ Leaders

VIP Industries Ltd. share prices from 2015 (after Radhika publicly came out) to 2018

www.moneycontrol.com
“Inclusivity does mean innovation. The more inclusive you are, the more debates you can have, the less hierarchy you have, the faster it is to recover from failure... if you say everyone should ‘talk like me, look like me, be like me, have the same background as me’ – I don’t think that would work well for companies.”

Nisaba Godrej, Chairperson of Godrej Consumer Products Ltd.
Talent

Talent Attraction

• Mixed groups perform better (Kellogg Insight, 2010)

• Tata Steel aims to have 25% diversity, 5% LGBT by 2020 (The Wire, 2018)

“At Godrej, the focus is on my work, not on my gender.”

-Nyra D’Souza

(Human Rights Campaign Foundation, CEI 2016)
Talent

• The Corporate Equality Index is an American benchmarking survey and report for policies on LGBTQ employees.

• In 2002, 13 businesses had earned a perfect rating. In 2018, 99% of participating companies earned a perfect rating. 87% of Fortune 500 companies earned a perfect rating.

• We believe that companies in India will follow the same trajectory of inclusion. (Already industry bodies FICCI and CII are having conversations on LGBTQ inclusion at their annual conclaves, and Community Business just instituted the D&I awards in India.)
Talent

Talent Retention

“I can finally bring my whole self to work, and I feel I belong, which is the most motivation one can ask for. I have been able to start a discussion at my workplace about LGBT issues.”

Anubhuti Banerjee,
Tata Steel’s first ‘out’ employee

“Same sex partner benefits make me feel that the top management at my company really cares about the LGBT community.”

Apekshit Khare,
Godrej Properties Ltd.

“After my transition at work I found I could excel at my job.”

Amita Karadkhedkar
works for the Indian arm of a major UK bank
Talent

- Millennials are forming LGBTQ support groups and clubs at their colleges
- They are aware of how inclusivity affects mental health and productivity
- MBA graduates show preference for inclusive companies
- 83% of more than 3000 LGBT+ people would prefer to work with visible LGBT+ leaders

Text courtesy:
- www.insideiim.com
- Vodafone and Out Now Consulting, 2018
Talent

The Ethical Consumer

• Millennials want to work with LGBTQ friendly brands (MINGLE, 2016)

• Millennials gravitate towards brands that reflect their values (Boston Consulting Group, 2014)
Talent

Talent Migration and the Brain Drain

“People are leaving India... the stigma of being a LGBT person results in a brain drain cost... the study’s numbers are conservative.”

Lee Badgett, Author of the World Bank Report on cost of homophobia in India

“A lot of software professionals have left India, and this isn’t good for the industry or the country.”

Pallav Patankar, Humsafar Trust

“Many of my queer friends considered applying to Canada for Permanent Residence due to the anti-discrimination laws there.”

Tony Christopher, Infosys and Queer Professional Network
Talent

Brain drain was also cited in the IIT Petition against Section 377 in the Supreme Court

“Section 377 has also further contributed to the brain drain of several LGBT petitioners from the IITs across industries. LGBT alumni in India have chosen sectors or companies with progressive policies over those that might have provided better career trajectories or in STEM fields which are instrumental in building a modern and strong India.”
Talent

Case study: Bengaluru (Open for Business, 2015)

Bengaluru tech sector worth $150 billion contributes to 10% of India’s GDP

- Tech hub attracts bright minds from across the country
- Rated best environment for startups
- Migrant and immigrant population

THE CREATIVE CLASS (FLORIDA, 2002)

TALENT
- App-based businesses
- 400+ MNCs
- High growth rate

TECHNOLOGY
- Film festival, pride, community group, parties
- Diverse, makes use of the ‘pink rupee’

TOLERANCE

Trans Inclusion Manifesto | Business Case | Talent
Reputation

Pro LGBTQ advertising reaps big rewards globally

• Subaru hired Martina Navratilova, a lesbian and former tennis pro

• Rainbow Card innovation supported LGBTQ organizations

• Resulted in growth (Harvard Business School, 2005)
Reputation

India-based P&G Vicks built their brand on trans motherhood in 2017

• An average viewership of 37.21 million from one of the most watched Hindi shows

• Sales of health products rose (Business Standard)

• The ad (as well as the brand) received international press coverage

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“...growth was driven by a strong focus on brand fundamentals and equity building campaigns like #TouchOfCare.”

- P&G Hygiene and Healthcare Ltd. Annual Report 2016-2017
Reputation

India-based Fastrack targeted the youth during IPL in 2013

• Income rose due to marketing campaigns targeting the youth

• An average of 3.8 million impressions – Fastrack ad during IPL 6

• They boldly ran this in 2013 right after the initial Supreme Court judgement on Section 377 that re-criminalised LGBTQ citizens

“Fastrack ran impactful marketing campaigns for each of its product categories and had successful activations [...] its edgy style of communication resonates with the youth across the length and breadth of India.”

- Titan Annual Report 2012-13
Reputation

Many Indian companies are using digital platforms for LGBTQ focused advertising today with good results

- 78% of LGBTQ online consumers buy from companies with targeted advertising for the LGBTQ community (UN Standards of Conduct)

- Myntra ad: 10 million views in 10 days

“Brands must embrace the LGBTQ community. Neutrality will not inspire the deep relationships they want with their consumers.”
- Seema Chawla, CMO of AJIO
Reputation

₹11.7 crores equivalent of publicity for Godrej just for post 377 verdict coverage in September, 2018
Companies and LGBTQ inclusion in India

The above companies have been featured in the Indian media or representatives from the above companies have participated in LGBTQ+ prides, festivals, diversity events and/or have active employee resource groups for LGBTQ+ or have sponsored resource guides.

Globally LGBTQ+ inclusive brands with presence in India
LGBTQ inclusive policies and benefits that some Indian companies already have:

- **Equal opportunity policy** which covers sexual orientation and gender identity without any discrimination

- **Same-sex partnership benefits**: the company recognises same-sex partners and gives them equal benefits at par with married spouses

- **Gender neutral adoption leave**: Leave of 3 months – given to the primary care-giver
So why are we specifically focusing on Trans Employment in this manifesto?
Trans Employment

Why focus on Trans Employment?
The human capital case

• 92% of India’s 4.9 lakh trans people are unable to participate in any economic activity

• Less than half of them have access to education. Of those, 62% face abuse and discrimination

• Only 2% live with their families (NHRC Report)

• Most visible of the LGBTQ community, face high incidence of violence
Trans Employment

Why focus on Trans Employment?
The skilling case

- 2011 census places trans population at 4.9 lakh – loss of potential talent and skill

- **Strong focus on skilling:** 249 schemes, from national and state governments, can potentially be accessed by trans people

- But at the national level, only the Deen Dayal Upadhyaya Grameen Kaushalya Yojana (DDU-GKY) mentions transgender persons as beneficiaries (UNDP, 2017)

Text courtesy:
- UNDP, Skilling and livelihoods for transgender community, 2017
Recommended Trans Inclusion Strategy for Companies in India
Trans Inclusion Strategy

We recommend that companies in India follow these 9 steps on their path towards trans inclusion

1. The first and most basic step: An anti-discrimination policy
2. Active trans hiring efforts through HR
3. Sensitisation of existing employees
4. Restroom infrastructure
5. Health insurance and medical benefits
6. Support system for employees transitioning in the workplace
7. Formation of an employee resource group
8. Robust advocacy of the trans policies both within and outside the company
9. Being mindful of trans employees’ particular circumstances
Trans Inclusion Strategy

1. The first and most basic step: An anti-discrimination policy

• Not only sexual orientation, but gender identity as well as gender expression should be prohibited grounds for discrimination

• The policy must highlight what behaviours and actions are particularly transphobic

“We recognize merit and perseverance and encourage diversity in our company. We do not tolerate any form of discrimination on the basis of nationality, race, colour, religion, caste, gender, gender identity or expression, sexual orientation, disability, age, or marital status and will allow for equal opportunities for all our team members.”

- Godrej’s equal opportunity policy

Half of LGBT Indians surveyed could be legally fired from their jobs for being LGBT

(The Indian LGBT Workplace Climate Survey Report, 2016)
Trans Inclusion Strategy

2. Active trans inclusion efforts through HR

• **Work with NGOs and CBOs** that are involved with the community

• **Do away with gendered language in job postings**

• **Make sure your pro-LGBTQ policies are well-publicised on the company website**

• **Application process itself must be inclusive:** pronoun, gender and name documents must be handled sensitively and carefully

“Life becomes easier if we have a preferred name and pronoun system.”

- Aditya B,
  A corporate HR professional
Trans Inclusion Strategy

2. Active trans inclusion efforts through HR

• Bias should be eliminated at the interview level by training employees in charge of recruitment

• Existing policies should be made gender neutral: partnership benefits, workplace harassment and parental leave

• Dress code policies should not be gendered, or companies should allow people to dress as they identify

Solidarity Foundation placed Kusuma, a trans woman, as an attendant in the IBM cafeteria in Bengaluru
Trans Inclusion Strategy

3. Sensitisation of existing employees

- Collaborate with NGOs, CBOs, or D&I consultancies for sensitisation workshops with employees
- Employee interaction with trans people if possible
- In case there is a trans person in the organisation, they could offer their first person account of what it means to be trans and what they expect from their co-workers
- Pre-placement sensitisation for the team of the trans individual before the trans individual joins work

Intel holds ally awareness programmes and spreads awareness about how employees can participate in their LGBT ERG
Trans Inclusion Strategy

4. Restroom infrastructure

• An all gender/universal access/gender inclusive restroom goes a long way in showing support to trans people

• If your company already has gender segregated restrooms, at least one restroom in the building can be made a gender neutral restroom

• However, it is important to make sure that the gender inclusive restroom isn’t in a remote or inaccessible area and is located centrally in the building
Trans Inclusion Strategy

5. Health insurance and medical benefits

• All benefits to spouses must be valid to partners of the same sex; cohabiting partners should be considered equivalent to spouses

• HIV treatment and care should be available to all employees

• We recommend that trans employees are covered for gender affirmation surgery. For this, you could initiate conversation with your current insurance provider about covering hormone therapy and transition procedures or reimburse the employee within the company itself (Refer to next slide)

“It is important not to dwell on the number of people that will come up and take advantage of these benefits. The fact that the company is being inclusive and providing equal benefits to everyone is far more important.”

- Ritesh Rajani, IBM
Trans Inclusion Strategy

5. Health insurance and medical benefits

Diversity Dialogues, 2017, Providing Equal Benefits to the LGBT+ Workforce

[Diagram showing the process of health insurance and medical benefits for gender affirmation surgery.]
Trans Inclusion Strategy

6. Support system for employees transitioning in the workplace

- Always initiated in consultation with HR
- Policy shouldn’t be set in stone, transition period defined by the individual
- Sensitising co-workers and work team
- Sensitising external stakeholders
- Updating of documentation and records

Best Practices: WPATH Standards of Care, 7th Ed, 2011

“The transition process is long and complicated - it is both medical and social. It requires coordination with the HR team.”

Zainab Patel, UNDP Analyst, Transgender rights activist
Trans Inclusion Strategy

7. Formation of an Employee Resource Group (ERG)

- ERGs are leading the way for LGBTQ inclusivity in India
- They help mobilise allies, especially in a scenario where it is difficult to be ‘out’
- Forum to raise concerns around LGBTQ causes
- Diversity training module, communications, events
- Invest in local LGBTQ organisations
- A senior leader as their advocate/sponsor

87% do not have access to formal LGBT Employee Resource Groups within their organization
(The Indian LGBT Workplace Climate Survey Report, 2016')
Trans Inclusion Strategy

8. Robust advocacy of the trans policies both within and outside the company

- The company can choose to sponsor and support LGBTQ events and organisations to publicly show their solidarity

- Empower your trans employees to advocate for trans hiring strategies in external forums

- Advertising for the company brand can include pro-LGBTQ themes

- Internal communication must make employees aware of new policies

The transwomen of the Aravani Art Project create public art in corporate spaces, thereby beginning a conversation around trans lives in the workplace.
“It is important for a company to act not just as an embassy or safe space, but as an active advocate for change.”

Trans Inclusion Strategy

9. Being mindful of trans employees’ particular circumstances

- **Housing:** Many trans individuals are not able to pay their rent because of hormone therapy costs. The company could help the trans employee find secure housing where they are not discriminated against.

- **Documents and qualifications:** Employers can evaluate skills such as communication instead of educational qualifications because trans people often drop out of schools and colleges due to harassment.

- **Bank accounts:** Companies could reach out to financial institutions or give trans individuals more time to procure documents.

- **Commute:** Companies could consider shuttle services or a carpooling policy for their trans employees.

“I was not given any reason for the landlady asking me to vacate the apartment. But, some other society members verbally told me that the only reason behind it was that I’m transgender. I have faced this many times in the past 15 years.”

- Urmil Jadhav, Humosfar Trust, TWEET Foundation
Networking

A lot of networking is happening on the ground among companies and LGBTQ organisations in India

- Community for Pride
- Keshav Suri Foundation for LGBT empowerment
- MINGLE Summit
- Out & Equal conference
- Pride Circles in cities across India

- United Nations Business Standards launch
- Varta Trust - Online Locator for Queer Friendly Services
- Community Business’ D&I In India Best Practice Benchmark & Awards 2018

Launch of Varta Trust, online locator of queer friendly health and legal service providers in India
Networking

Delta app pledge

- Park Hyatt Chennai
- Hyatt Mumbai
- Lalit Hotels
- UrbanClap
- MissMalini
- Olive Group
- WeWork

The Delta Network

A consortium of businesses across industries that identify as LGBTQ inclusive and friendly. Our goal is to establish strong, lasting & fruitful relationships between biops & the LGBTQ community so that we move forward on the path of progress, together.

The Delta Equality Pledge

To stand as part of the Delta Network, we the undersigned, pledge our support for the Delta Equality Pledge, which specifies full non-discrimination prohibitions on the basis of sexual orientation and gender identity. Thus, we commit to the dignity of all people and stand in support of and equality of opportunity. We value the strength that comes with differences and the positive contribution that diversity brings to our community and, we commit.

To protect the right of others to be safe from discrimination based on sexual orientation and gender identity, we will provide equal opportunities in career development practices and activities. We support LGBTQ+ people by fostering an inclusive environment and setting up safeguards for situations that do not align with the values of equality and inclusion. Safeguards may include, but are not limited to:

- Ensure that all employees are sensitive to issues related to gender identity and sexual orientation.
- Encourage gender neutral bathrooms for those who wish to identify as male or female or non-binary.
- Create inclusive environments for those who do not identify as female or male.
- Promote and advocate for the inclusion of LGBTQ+ people in all aspects of our workplace.
- Encourage feedback from employees on ways to improve our inclusive environment.
- Provide support for LGBTQ+ employees in the workplace.

To ensure that the employees of our organization are not facing any kind of bullying, harassment or intimidation, we will make open and honest environment that encourages open communication and at times may be uncomfortable but are geared towards increased inclusivity and equality. By creating an open and collaborative dialogue, we will build a trusting, compassionate and supportive environment for all our employees and patrons. Such measures may include:

- Establishing internal LGBTQ+ support networks.
- Encouraging employees to share their experiences.
- Establishing guidelines on acceptable and respectful language to promote safety and reduce the chances of harassment.
- Ensuring that all employees are aware of the policies in place.
- Proactively promoting diversity and inclusion in our hiring practices.
- Creating a culture that values and respects difference.

To identify, understand and share our experiences to include all our establishments, we will commit to creating educational or other initiatives that target unconscious biases in the form that best fit our specific culture and business. By helping our employees and patrons recognize and intensify their blind spots, we will be able to break down barriers and create a more inclusive environment.

To protect our LGBTQ+ employees and patrons:

- We will not tolerate any form of harassment on the ground of gender and/or sexual orientation.
- We aim to be safe for our employees and our customers, so acceptable.
- We will ensure that all allegations of harassment, bullying, misconduct or discrimination will be dealt with seriously, confidentially and promptly, as we do in other cases.
- Furthermore, we will ensure that employees making complaints, and others who give evidence or information in connection with the complaint, will be protected and any complaints of discrimination will be dealt with seriously, promptly and confidentially.

We will make sure that we demonstrate our commitment to the values of equality, diversity and inclusion and the Delta Equality Pledge further to ensure that the aforementioned policies are implemented in our establishments.

Name: Name Designation: Company:
Case Studies & Resources
Case Studies

KOCHI METRO

• First public enterprise to make trans hiring effort

• Trans employees were trained, shown facilities and functions

• They were unable to pay rent, harassed on the job, didn’t have gender neutral washrooms, high commuting costs. Kochi Metro has since then attempted to address these challenges

• Companies should be comfortable with learning from mistakes

www.economictimes.indiatimes.com

www.livemint.com
Case Studies

VLCC, Hyderabad

• Provides training for the job of ‘Assistant Beauty Therapist’

• Stipend and assistance in placement

• Collaborating with Telangana Hijra Intersex Transgender Samithi, Udbhav, Payana and The Humsafar Trust

Activist M Rachana at a gender sensitisation workshop in SR Nagar VLCC branch (www.telanganatoday.com)
Case Studies

LALIT HOTELS

• LGBTQ and disabled-friendly policy

• Visible trans hires at Lalit Hotels, have worked with and hired nearly 35 trans people

• The Keshav Suri Foundation will provide a global platform to uplift and connect the LGBTQ community

www.eshe.in

“India is far behind in tapping into Pink/LGBTQIA tourism that has been a major contributor to the US and Brazilian economy.”

- Keshav Suri
  Executive Director, Lalit Hotels

www.eshe.in

“Guests, irrespective of their preferences, say they love our LGBTQ inclusion endeavours and this is a strong reason they choose Lalit over other brands.”

- Swati Jain,
  Lalit Hotels
  on brand preference
Case Studies

TATA STEEL

• Anubhuti Banerjee is an active advocate for trans recognition in the workplace at forums in India and abroad

• First company from the steel/manufacturing industry to launch an LGBTQ Employee Resource Group – ‘Wings’

• Relocation and financial support is offered during transition at Tata Steel

• Have developed sensitisation modules for colleagues of transitioning individuals and support staff of the company

Anubhuti Banerjee, Manager Analytics & Insights
(Marketing & Sales)

The launch of the Tata Steel ERG in May 2018
Case Studies

THOUGHTWORKS

• Conducted office-wide sensitisation with Solidarity Foundation before bringing in their first trans employee

• Nayana was encouraged to pursue her interest in design. This was in addition to her role as a marketing associate

• The company also has a five-month internship programme solely for members of the LGBTQ community

“If you do not build a work culture that truly cares about an equitable society from the leadership to the grassroot level, then bringing in a transgender employee will be a challenge.”

- Tina Vinod
Diversity and Inclusion Lead at Thoughtworks
Case Studies

THIRD EYE CAFÉ

• The café has six transgender employees working as table attendants and kitchen staff, and they are open to hiring more

• “This is one platform where transgender people can come, get trained, work and progress in life.”

– Nimesh Shetty, Founder of the café

Hindustan Times, 2017
Resources

Resources that companies can consult with for implementing their Transgender Inclusion Strategy

- Alliance India
- Alternative Law Forum
- BD Foundation
- Community Business
- Diversity Dialogues
- Humsafar Trust, Project TRANScend
- iCall
- Innersight
- Interweave Consulting
- Kinner Jobs
- Orinam
- Periferry
- Queeral
- SAATHII
- Samāna Centre for Gender, Policy and Law
- Solidarity Foundation
- TransVision
- TWEET Foundation
# Methodology - Primary sources

## Key Individuals
1. Abhina Aher
2. Aditya Batavia
3. Amita Karadkhedkar
4. Anubhuti Banerjee
5. Paras Thakur
6. Urmi Jadhav
7. Vihaan Peethambar
8. Zainab Patel

## Companies
1. AJIO
2. Bank of America
3. Cisco
4. IBM
5. Intel
6. Tata Steel
7. The Lalit Hotels
8. Thoughtworks
9. UrbanClap
10. Walmart

## Community Organisations
1. Humsafar Trust
2. Saathii
3. TWEET Foundation

## Other Organisations
1. MINGLE
2. Periferry
3. UNDP

## D&I Consultancies
1. Community Business
2. Interweave Consulting
3. Solidarity Foundation
Methodology - Secondary sources

Key Texts
1. Open for Business - Miller and Parker
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3. European Union: Transgender Workplaces Guide
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Thank You.