

Indeed Gender Identity and Transition Guidelines

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Introduction

At Indeed, we recognize for many lesbian, gay, bisexual, transgender, queer, and/or gender-diverse (LGBTQ) Indeedians, ‘coming out’ to co-workers or a manager is a personal decision and sometimes a difficult one, based on that individual’s comfort level. However, Indeed recognizes that Indeedians planning a gender transition while in the workplace may have no choice but to “come out” in order to live consistently with their true gender identity.

Indeed’s Gender Identity and Transition Guidelines provide guidance for addressing needs and issues that may arise in the workplace when a transgender Indeedian comes out/transitions while on the job. The Gender Identity and Transition Guidelines outline the roles, responsibilities, and expectations for gender-diverse Indeedians, their manager, co-workers, and Human Resources. A successful transition in the workplace can only occur with the commitment, understanding, and respect of each party involved.

Indeed is dedicated to facilitating the inclusion of each and every employee globally. That dedication stems from the belief that each employee deserves respect, to feel a sense of belonging, and to have their voices heard. It is imperative that Indeedians at

all levels understand that issues in relation to diversity and inclusion require some education and concerted effort of understanding.

Consistent with our guiding principles, a supportive and respectful work environment is important for all Indeedians. This may be particularly important for transgender and gender-diverse Indeedians.

Transgender and gender-diverse Indeedians have the right to express themselves authentically, which includes expressing gender identity without fear of adverse consequences. This document advocates transition planning based on mutual respect of the transitioning Indeedian, co-workers, customers, business partners, and management.

Indeed Guidelines and Principles

Indeedians are always expected to conduct themselves in a way that is consistent with our core values and Indeed guidelines. Indeed's Equal Opportunity, Anti-Harassment, Anti-Discrimination, Anti-Bullying and Grievance Guidelines strictly prohibits unlawful discrimination against any Indeedian or applicant on the basis of their sexual orientation, gender identity, or expression thereof. Indeed's Code of Conduct also prohibits such conduct. These guidelines reflect our philosophy that all Indeedians should be treated fairly and with respect. Please refer to the appropriate regional Human Resources Department ([Americas](#), [EMEA](#), [APAC](#)) for details and guidance regarding each of these guidelines, which are available to all employees in the Company Guidelines worklet in Workday.¹ Additionally, Indeed guidelines and various national and local laws may protect Indeedian privacy regarding medical history and other records.

Current and prospective Indeedians who encounter problems during the transitioning process or thereafter should raise those concerns with their management and Human Resources Business Partner (HRBP) directly.

¹all contact information for local HR personnel can be found on Igloo.

Rights of Confidentiality

Transitioning Indeedians are encouraged to participate in the education and disclosure to co-workers to the extent the Indeedian is comfortable with. The transgender status of an Indeedian is confidential and should only be disclosed on a need-to-know basis, and only with the consent of the Indeedian. Please be aware that all Indeedians are entitled to privacy surrounding mental and medical health.

General Guidelines

The considerations discussed here refer to an assessment of the Indeedian's expectations regarding the timing of the transition and the organization's ability to accommodate that timeline.

The importance of management's support to an Indeedian planning a transition, or an Indeedian currently in the transitioning process, cannot be overemphasized. A manager's actions may play a key role in the outcome of a workplace transition. Transgender and gender-diverse individuals can be frightened and vulnerable; they are often fearful of discrimination, violence, and possibly losing their job.

HRBPs are responsible for being educated and partnering with the manager and the Indeedian to ensure that the guidelines are followed. If a manager is not familiar with the transgender community, they should seek information from the resources listed on the Diversity, Inclusion & Belonging Igloo, and partner with the appropriate regional HR department with any questions or concerns. Members of iPride - Indeed's employee-led inclusion resource group for LGBTQ+ employees and allies - specifically the Transition Liaison, can also be a valuable resource.

Transition Planning

Transition Support Team

A manager's role is to work with the transitioning Indeedian to support their process. Transitioning Indeedians will decide who they will inform about their transition and who they would like to be part of their at-work support and advocacy network. HRBPs and direct supervisors will necessarily be included in the at-work support group. Additional persons to consider may include another member of management, Indeed's Transition Liaison from the iPride Inclusion Resource Group, a representative from the Global Inclusion team, and already-transitioned Indeedians within Indeed.

If additional resources are needed contact the supporting HRBP or the [Diversity, Inclusion & Belonging team](#).

Workplace Transition Planning Considerations

There are many different ways to proceed in a gender transition as it relates to the workplace. While every transition is unique, it is highly recommended that a transition project plan is developed. The transition project plan may help form the foundation for the Indeeidian's gender transition in the workplace. The plan should identify the actions to be completed, who is responsible for each action, the order in which the actions need to be done, and a time estimate for each. For specific steps recommended by Indeed for current employees, please review the Transition Support Plan Checklist provided by Diversity, Inclusion & Belonging. The plan should also include:

- The date of the transition, the first day of the change of gender presentation, pronoun usage, and name.
- Creating a communication plan. (See "Communications for Colleagues" below for more information.)
- Education opportunities, as these, can be a key component of an effective transition plan. Your HRBP can provide information on educational offerings for whole teams and educational resources are available on the [Diversity, Inclusion & Belonging Igloo](#) under Resources.

Communication

Good communication is critical to effectively supporting the transition process. Below are important communication points for managers to consider either when they are informed of an Indeeidian's intention to transition, or when support is requested by an Indeeidian currently in the transition process.

Managers should be available to join conversations with the Indeeidian's internal support network (i.e., HRBP, DI&B team, iPride Transition Liaison, etc.) to discuss managing the transition in the workplace.

The transitioning Indeeidian will control the message and decide what information, if any, is shared, and by whom. Before a general announcement (if one is to be made), the Indeeidian may choose to speak privately to some of their co-workers or others to disclose their plans on a one-on-one basis. The HRBP and the Manager should confer with the Indeeidian as to the content of any messages and method by which any messages are communicated (e.g., email, in person). Internal language templates are available for guidance on messaging; please request from your local HRBP.

External Facing Communications

For Indeeidians in roles that have contact with external customers or suppliers, it is important to consider developing a communication strategy for the Indeeidian's clients and vendors, to inform them of the change. The Indeeidian may choose whether or not

to develop a message (external language templates are available for guidance on messaging; please request from your local HRBP) in the transition plan and communication strategy for advising external individuals. The transitioning Indeedian should work in conjunction with their manager, HRBP, and a representative from the Global Inclusion team to develop the approach that works best for the Indeedian. This message may be sent by either the manager or the transitioning Indeedian (the content and the designated sender shall be determined at the transitioning employee's discretion). If there are concerns regarding Customer/Supplier behavior (e.g., issues with gender dressing) in relation to transgendered Indeedians, that Indeedian and their manager should reach out directly to the supporting HRBP.

Controlling the Conversation/ Considerations for Messaging

This section is intended to ensure that all members of HR and managers realize the sensitivity of outing co-workers and the problems that can be caused for co-workers who may have their sexual orientation and/or gender identity revealed without their express consent.

The term “outing” refers to the situation where someone tells or intimates to someone else, without a person's consent, that the person is gay/lesbian, bisexual or transgender.

All employees must be aware of the impact of any intended or unintended actions that could reveal an individual's sexual orientation and/or gender identity. Please be aware that the transitioning Indeedian is not required to field personal or invasive questions.

Respect for an individual's right to confidentiality is essential. Passing on such information, therefore, must remain in the control of the person concerned.

It should not be presumed that because someone is “out” in the workplace that they are “out” in all aspects of their lives. Conversely, it should not be presumed that someone “out” within their community or family is necessarily “out” in the workplace.

Managers should remind all Indeedians that they are expected to conduct themselves in accordance with Indeed guidelines, which include Indeed's Equal Opportunity, Anti-Harassment, Anti-Discrimination, Anti-Bullying and Grievance Guidelines and Code of Conduct. These guidelines are available to all employees in the Company Guidelines worklet in Workday.

Members of staff, in particular members of HR and managers, have an obligation to support all colleagues, regardless of sexual orientation and/or gender identity and to exercise judgment and good sense in protecting colleagues from unnecessary risk. Further, managers have an obligation to stop instances where the Indeedian's transition is the subject of gossip or discussion (positive or negative) among

co-employees. Managers should involve HR immediately if co-workers raise negative concerns about a transgender co-worker or transitioning in the workplace. While each case will be considered on its merits, the deliberate or malicious “outing” of an individual or disrespectful treatment would be regarded as a breach of Indeed’s Code of Conduct.

Pronoun and Name Changes

Indeedian records and work-related documents should reflect their chosen name, except as otherwise mandated by law. The new name should be used on all documentation where possible, such as e-mail, phone directory, identification card or access badge, nameplate, etc., except where records must match the legal name, such as on payroll and insurance documents.

In everyday written and oral speech, the new name and pronouns should be used when the Indeedian is ready. If co-workers are not certain which pronouns to use, they should respectfully ask the transitioning Indeedian or their manager to confirm their name and pronouns. Repeated, intentional violations of proper pronoun and name use are considered harassment or bullying and a violation of Indeed’s Equal Opportunity, Anti-Harassment, Anti-Discrimination, Anti-Bullying and Grievance Guidelines . Additionally, managers should consult the transitioning Indeedian in order to determine how they can support the Indeedian if the wrong name and/or pronoun is used (i.e. correcting colleagues or addressing the situation in private).

Information Changes

IT will change most internal sources of digital identification (e.g., LDAP, email, etc.). The supporting HRBP is responsible for submitting the official name/LDAP change request (more information is available below and reiterated in the Transition Support Plan Checklist).

There are many virtual locations across the company that contain digital identification. While many can be changed by the IT team* and HR team, there are a number of other areas where Indeedian names and pictures are stored that can only be changed by the individual. It is highly recommended that the HRBP working with the transitioning Indeedian request a new LDAP account due to technical limitations of systems. The HRBP should submit a Jira ticket to IT, using the “Time Sensitive” template, which is routed to the Aloha team. The Aloha team will then create a new LDAP account on behalf of the transitioning Indeedian.

Below are standard systems used by all Indeedians that contain either a name and/or a picture that cannot be changed by IT.

<u>Workday name</u> (click for instructions on how to change)	<u>Workday picture</u> (click for instructions on how to change)	<u>Workday gender</u> (can be found under personal information upon login)
<u>Google suite picture</u> (can be changed by clicking on current picture)	<u>IndeedFeed picture</u> (can be found under profile upon login)	<u>Egencia</u> HRBP needs to confirm via email that change has occurred with travel@indeed.com.

Systems such as Docsign and Office Space will require the creation of a new account. Additionally, there are systems that are used by specific teams, be sure to list them when planning so that they are not missed. Systems used individually by teams will need to be changed by the manager where possible.

*Please keep in mind that your discontinued email address may continue to auto-populate for individuals that you have emailed in the past because of their stored cookies. For directions on how to delete cookies and clear your cache, review the Transition Support Plan Checklist provided by your local HRBP.

Restroom Access

Access issues related to restrooms and other sex-segregated facilities (e.g., locker rooms) must be handled with sensitivity. Indeed is committed to providing transitioning Indeedians with the same level of facilities access available to other Indeedians. Transgender Indeedians will be permitted to use the restroom and locker room facilities that correspond to their gender identity.

Education

If you are unfamiliar with the terminology surrounding gender identity, it may be helpful to first refer to [Out & Equal's LGBT Terminology](#).

Transgender and gender-diverse people do not speak of gender with one voice. They express and feel their gender in different ways; therefore it is not possible for this document to specify a one-size-fits-all educational workshop. For information on scheduling or accessing additional resources, please reach out to your region's HR Department ([Americas](#), [EMEA](#), [APAC](#)) or the Global Diversity, Inclusion & Belonging Team.

Current employees may access additional resources on our internal Igloo pages for Diversity, Inclusion & Belonging, as well as the Trans* and Gender Non-Conforming Resources page maintained by the iPride Inclusion Resource Group. For additional questions, concerns, or feedback please reach out to the appropriate regional HR department ([Americas](#), [EMEA](#), [APAC](#)) or email the [Global Diversity, Inclusion & Belonging team](#).