# 'THEY CAN BE ANYTHING?'

Employment and Workplace Discrimination against LGBTQI People in Hungary

RESEARCH REPORT

# 'THEY CAN BE ANYTHING?'

Employment and Workplace Discrimination against LGBTQI People in Hungary

RESEARCH REPORT

Author: Bea Sándor

Research team members:
Flóris Balta
Tamás Mátai

Consultant and participant in the compilation of good practices:
Tamás Dombos

English language editor: Jessica Reed

Design and layout: Elena Korol

# TABLE OF CONTENTS

# 1.

# THE BACKGROUND AND OBJECTIVE OF THE RESEARCH

Between June 2015 and July 2016, Háttér Society conducted a new research project entitled 'Stories beyond the data: Documentation of discrimination in the field of employment' with the support of ILGA-Europe within its Documentation and Advocacy Fund. The objective of the project was to supplement the existing (mostly quantitative) data with the results of new, primarily qualitative research.

The purpose of conducting this research was twofold. First, the researchers wanted to map problems with regards to the employment discrimination of LGBTI people; that is, to reveal the mistreatment of a group of people in an environment that takes up a significant proportion of the life of adult Hungarians on the one hand. Second, the researchers wanted to map solutions; that is, to expose how workplaces can be inclusive, treating LGBTQI people as fully equal members of society. The key objective of the research is to form the basis of future projects aimed at eliminating the employment discrimination of LGBTQI people.

The majority of adults spend several hours at work every day, collaborating with colleagues or clients. There is a huge difference between spending so much time feeling comfortable and feeling constantly threatened. The latter has an impact on a person's efficiency and health, but also on the mental wellbeing of our society as a whole.

The workplace is a meeting point: one of the major shared spaces of LGBTQI people and heterosexual / cisgender people. An expert who took part in a workshop on employment discrimination organized by ILGA-Europe in Brussels[1] noted, 'This is where the queer and non-queer world meet on a daily basis'.

The problems and tasks identified at the workshop were as follows:

- Heterosexism in the form of homo- and transphobic jests;
- 'Forced independence' (when someone is forced to work as an entrepreneur so that s/he can avoid discrimination and harassment by superiors or colleagues);
- Overcoming the negative connotations associated with discussing discrimination (how attention can be focused upon the importance of safe and inclusive workplace climate without always focusing on negative issues);
- The diversity of LGBTQI people must be shown, as well as how subgroups are treated differently;
- The necessity of collecting cases;
- The task of changing organizational culture;
- Analysing and verifying how bullying and harassment affect work performance;

[1] Brussels, ILGA-Europe, 18th March 2016

- The invisibility of LGBTQI people;
- Low levels of expectation (because of negative experiences and general hetero-sexism).

In two further chapters of this report (one on interviews with non-LGBTQI colleagues and one on the results of our online survey for HR personnel), we explore how both colleagues of Hungarian LGBTQI people and Hungarian HR leaders (the personnel who mediate between employers and employees) often do not recognize discrimination.

> Everyone deserves to be treated fairly and equally, both at work and everywhere else. To be strong enough for this, to be ourselves at work, we need to know more about the experience of those who had managed to do that before us. This is what we must try for, and then we can work more to improve work climate and live a fuller life at the same time.
> *János, 36 years old, IT specialist, gay man from Budapest*

An inclusive workplace that does not tolerate harassment and the exclusion or threat of exclusion of LGBTQI employees is better for the employees and more productive for employers. A study by the Williams Institute evaluates the results of 36 research reports on LGBTQI-supportive workplace policies, work climate, and business efficiency. Their research shows that LGBTQI-supportive policies are linked to positive business-related outcomes, as well as to greater job commitment, improved workplace relationships, increased job satisfaction, and improved health outcomes among LGBTQI employees, resulting in higher productivity and lower fluctuation.[2]

## THE CHAPTERS IN THIS REPORT

Chapter 2 reviews earlier research results, and Chapter 3 describes the methodology and main results of the present research. Chapter 4 is about our respondents' career choices. Chapter 5 describes two workplaces that are characterized by especially prevalent heteronormativity: schools and the police. Chapter 6 discusses transgender employees and the specific problems they face, as well as questions related to gender expression. Chapter 7 reviews interviews conducted with colleagues of LGBTQI people. Chapter 8 analyzes the results of an online survey we conducted with HR personnel, reflecting respondents' attitudes and legal awareness. Chapters 9 through 12 provide legal background on LGBTQI workplace discrimination, recommendations for eliminating LGBTQI workplace discrimination, sample equal opportunities programs, and best practices. At the end of the research report, we explain a few expressions often used in the report and share a list of references.

[2] M.V. Lee Badgett, Laura E. Durso, Angeliki Kastanis and Christy Mallory: *The Business Impact of LGBT-Supportive Workplace Policies.* Williams Institute, May 2013
http://williamsinstitute.law.ucla.edu/research/workplace/business-impact-of-lgbt-policies-may-2013/

# 2.

# RESULTS FROM EARLIER RESEARCH

According to research conducted in EU member states by the European Union's Fundamental Rights Agency (FRA) in 2012, two thirds (67%) of the respondents who held paid jobs during the five years preceding the research (and also a majority in each country) had heard negative comments or seen negative conduct because a colleague was perceived to be lesbian, gay, bisexual, and/or transgender, or experienced a general negative attitude at work against people because they were lesbian, gay, bisexual, and/or transgender (66%).[3]

Research conducted and published in 2011 by the Hungarian Equal Treatment Authority about the increase in legal awareness among women, the Roma, people living with disabilities, and LGBT people also shows that respondents had often experienced prejudiced behaviour directed at LGBT people by their colleagues, noting, 'According to our LGBT respondents, discrimination against LGBT people happens most often in educational settings, at work and during leisure activities in Hungary.'[4]

According to the LGBT Survey 2007 ('The Social Exclusion of LGBT People in Hungary', Institute of Sociology, Hungarian Academy of Sciences,' 2008), in which Háttér Society was also involved, '36% of respondents reported negative experiences in relation to the workplace, spanning a wide spectrum of phenomena including not getting promoted, being dismissed – or not even getting the job in the first place. Workplaces are often characterised by a heteronormative climate, where everyone is assumed to be heterosexual. LGBT employees can suffer from the open homophobia of their colleagues, thus a lot of people prefer not to come out at the workplace.'[5]

A report published by Háttér Society in 2015[6] analysing the work-related answers of the LGBT Survey 2010[7] contains the following results:

> The hetero- and cisnormative climate of workplaces are accompanied by homo- and/or transphobic verbal insults, harassment, exclusion and rumours. Thus the vast majority chooses to hide.

[3] European Union Agency for Fundamental Rights (FRA): *EU LGBT survey - European Union lesbian, gay, bisexual and transgender survey. Main results,* 2014. http://fra.europa.eu/en/publication/2014/eu-lgbt-survey-european-union-lesbian-gay-bisexual-and-transgender-survey-main Detailed data: http://fra.europa.eu/DVS/DVT/lgbt.php

[4] *Az egyenlő bánásmóddal kapcsolatos jogtudatosság növekedésének mértéke – fókuszban a nők, a romák, a fogyatékos és az LMBT emberek.* ('Measuring the Increase in Legal Awareness. Women, the Roma, people living with disabilities and LGBT people.') Research report. HAS Centre for Social Sciences, Institute for Sociology, Equal Treatment Authority, Budapest, 2011.
In Hungarian: http://www.egyenlobanasmod.hu/tamop/data/MTA_1hullam.pdf

[5] Takács, Judit, László Mocsonaki, Tamás P. Tóth: 'Social exclusion of lesbian, gay, bisexual and transgender (LGBT) people in Hungary. Research report.' (English translation of the final report of the LGBT Survey 2007.)
http://en.hatter.hu/publications/social-exclusion-of-lesbian-gay-bisexual-and-transgender-lgbt-people-in-hungary

[6] *A leszbikus, meleg, biszexuális és transznemű emberek munkahelyi tapasztalatai Magyarországon.* ('The Workplace Experiences of LGBT People in Hungary. Report based on the results of the LGBT Survey 2010') Hatter Society, 2015. http://www.hatter.hu/kiadvanyaink/lmbt-kutatas-2010-munka

[7] The part of the survey dealing with workplace discrimination was filled by 2110 people.

In principle, the act on equal treatment and the Labour Code assure that people have effective means for legal action against workplace discrimination, but experience shows that only 15% of LGBT victims of discrimination dare to turn to the authorities or the court with their complaint.

Although equal opportunities plans could contain practical, feasible steps and programs, employers do not get professional support and are not motivated by financial incentives to adopt equal opportunities plans that go beyond the legal requirement and could bring about real change; furthermore, these obligations pertain to only a limited number of employers (public institutions and state-owned companies).

The development of workplace policies related to LGBT people is often hindered by the view that relationships are parts of one's private life and have nothing to do with workplaces. This perception, however, disregards that **workplaces are social venues**, where these subjects usually pop up. Actively hiding one's private life takes a lot of energy and reduces productivity.

The **employment / labour market problems of transgender people** got much less attention in earlier research. According to research data, unemployment is a major problem among trans people.

According to our research results, respondents have experienced **workplace harassment from both colleagues and superiors**. The most common form of workplace discrimination was spreading rumours or lies (81% of those who were discriminated against mentioned this); while 31% of the respondents who had been discriminated against were refused when applying for a job, 36% experienced job promotion discrimination, and 32% were sacked because of their sexual orientation or trans status.

More than two thirds (72%) of those who has experienced discrimination reported about **homo- and transphobic work climate**. 41% of them were personally harassed or humiliated.

Homo- and transphobic workplace climate victimizes even those who are not harassed personally. Very **few LGBT people come out** in a hostile environment. More than half (51%) of the respondents are not out to any of their colleagues; less than one fifth (17%) said that they are fully out at work.

Most respondents (39%) argued that they were not out because their workplace had nothing to do with being LGBT. The **'myth of private life'**, however, seems to collapse, as more that three quarters of the respondents answered that children (89%), relationships (81%) and even sex (81%) usually occur in conversations.

This means that the real reason of hiding is fear. 31% are afraid of being discriminated against because of being LGBT, and 25% are afraid of spoiling their relationship with colleagues.

Although the number of visible, out LGBTQI people differs greatly in various countries and regions, workplace experiences related to homophobia, transphobia, and heterosexism are structurally quite similar in different countries and continents.

In an American survey conducted in 2009 ('Building LGBT-Inclusive Workplaces: Engaging Organizations and Individuals in Change'), LGBT employees filled out a questionnaire about their relationships with colleagues, superiors, and management; experiences and strategies related to their careers; and the support their workplaces could provide. They cited three factors that affected their career advancement and the formation of critical relationships in the workplace:
  • A lack of awareness regarding LGBT issues;
  • Discriminatory behaviours;
  • Exclusion from important connections with others.[8]

A Canadian PhD project in 2014 examining the careers and career choices of a small sample size of lesbian and gay people produced the following results:
  • More than half of the participants in this study (n=16, 55%) experienced delays, or in some cases, stunted career development earlier in their lives, for reasons related to their sexual orientation;
  • More than half of all participants (n=16, 55%) foreclosed on career options to avoid potential homophobia by dismissing career choices or work settings they considered unsafe for sexual minorities;
  • The majority of participants (n=22, 76%) used closeting as a means of achieving a sense of safety in schools and work contexts;
  • Regarding self-acceptance, 69% of participants reported that when they resolved their conflict surrounding their sexual minority identity they found greater clarity with regards to career direction, as well as increased confidence within the context of their careers;
  • For the majority of participants (n=19, 65%), to be a sexual minority was to know the experience of adversity, and that experience acted as 'resistance training' of sorts, from which participants sourced resilience and greater empathy for others' challenges.[9]

[8] Silva, Christine and Anika K. Warren: *Building LGBT-Inclusive Workplaces: Engaging Organizations and Individuals in Change.* Catalyst, 2009.
[9] White, Lisa: 'Lesbian And Gay Career Development And Super's Life-Span, Life-Space Theory'. PhD thesis. Department of Applied Psychology and Human Development, University of Toronto, 2014.
https://tspace.library.utoronto.ca/bitstream/1807/68440/1/White_Lisa_201411_PhD_thesis.pdf

# 3.

# METHODS AND MAIN RESULTS OF THE RESEARCH

## METHODOLOGY

Our **online survey** used a classic community sample: we used several channels including mailing lists and community pages of LGBTQI NGOs to reach potential respondents. Because of this sampling, the results of the research are not representative of the full LGBTQI community; that is, we must assume that people who are less present in LGBTQI community spaces and/or people who are less out as LGBTQI were not reached.

We also conducted several **interviews** both before and after the online survey, and conducted three **focus group discussions** during the research.

Our assumption was that if we want to know more about the employment discrimination of LGBTQI people in Hungary, it is useful to aim at an in-depth analysis of a smaller qualitative sample to supplement the existing quantitative data collection; this is how we can elaborate on cases that help compile a problem map on the employment discrimination of LGBTQI people, and get a broader picture of why it is necessary and how it is possible to create a workplace climate that is inclusive and treats LGBTQI as fully equal members of Hungarian society.

## RESULTS OF THE ONLINE SURVEY: A SUMMARY

> Yes, several of my clients have brought up questions like that: whether they could put a family photo on their desk, whether they could take their partner when partners are invited for workplace programs… And then they usually decide not to. Some of them come out but do not take their partner. There's this fear that it cannot be brought into the workplace. And under-threshold experiences: that I was refused and I think that this was the cause, but it was not explicitly mentioned.
> *Nóra, psychologist, therapist*

358 respondents started the online survey, and 250 respondents provided full responses. The demographic makeup of the respondents was as follows:
- **Age** – 60 percent of the respondents were younger than 35, and almost half of this group (28 percent of all respondents) were younger than 25. This leads us to conclude that the online survey primarily reached the segment of the LGBTQI community that is present on Internet forums and can be engaged through these.

- **Gender identity** – 41 percent of the respondents (n=358) identified as women, 44 percent as men, and 15 percent chose a non-binary category, marking their gender identity as transgender (16 people), intersex (2 people), genderqueer or genderfluid (8 people), or other.
- **Sexual orientation** – 64 percent of the respondents identified as lesbian or gay, 14 percent as bisexual, and 11 percent as heterosexual.
- **Education level** – Sixty percent of the respondents finished college or university, and an additional 19 percent had a high school diploma.

73% of respondents (n=357) answered that they have **regular paid jobs**, 5.7% have odd jobs, and 4% work as an entrepreneur in their own or a family company. 43% of respondents had been **unemployed** and seeking a job for more than 3 months, 27% during the past 5 years, and 16% previously. Among those who were unemployed and seeking a job for more than 3 months, the proportion of trans people is very high; we analyse this further in Chapter 6 on the employment discrimination of trans people.

As for **employer types**, 27% of those who responded to this question (n=292) answered that they worked at multinational companies, and 36% worked as civil servants, public servants, or were employed by state or local government owned firms.

Almost every third respondent (29%) **had been harassed** because of their being LGBTQI (e.g. they were rumoured about or mocked), and 62% replied that they had heard **hurtful and derisive remarks and jokes** about LGBTQI people in general from their colleagues at work.

All this of course hinders people's coming out at work. 29% of respondents answered that all of their superiors and colleagues knew they were LGBTQI, and almost the same amount of respondents (27%) answered that no one knew about this at their workplace. The remaining 44%, nearly half of respondents, answered that a few of their colleagues or superiors knew about them being LGBTQI. As a consequence of hiding, more than half of respondents (54%) have stated directly or otherwise implied at work that they have different-sex partners. Although coming out is an individual decision, it is motivated by organizational factors, too. The employees who are not out as LGBTQI people at work usually mention two main reasons: they prefer to separate their personal and professional identities, and they are afraid of possible negative consequences. Of course the first reason seems to be a direct consequence of the second one.

12% of respondents have **left a job** because of a homophobic, biphobic or transphobic workplace climate.

Every fifth respondent (20%) said that their LGBTQI identity influenced their **career choices**; that is, they did not choose a given career or occupation because they were afraid of the homophobic, biphobic, or transphobic attitudes of others working in the given field.

Almost half (43.5%) of respondents have **felt lonely at work** because of being LGBTQI. 44% chose to live in a city because of being LGBTQI.

14% of respondents answered that they had not claimed benefits for partners because they did not want people at their workplace to know that they had a same-sex partner.

As for respondents' **legal awareness**, 73% knew that Hungarian legislation prohibits dismissal because of an employee's sexual orientation; however, only 60% knew that this is also prohibited on the basis of someone's gender identity.

18% of respondents answered that some kind of equal opportunities program (e.g. an equal opportunities plan or anti-harassment measure) was in effect at their workplace, but nearly twice that (32%) answered that they did not know. This shows that a remarkable proportion of employees do not know about the equality plans or programs at their workplace, which indicates that although many employers may put forth the minimum effort required to legally claim that they have an equal opportunities plan in place, they do not implement the plans or even make the plans readily available to their employees.

I used to think it was important to be out at work and everywhere, as I wouldn't like to work at a place where this is a problem. I still think that, but perhaps one shouldn't talk about private issues at work at all. I think it's a disadvantage if we talk about competition at work. I work in a liberal environment, so my colleagues know that one should not discriminate, but at the same time I often feel they are not supportive. I did not feel that at my previous workplace, an international organization.
*37 years old, financial manager, gay man*

I regularly hear homophobic remarks from my colleagues (and especially from my boss) and I do not even dare to think about what would happen if they knew about my sexual orientation...
*29 years old, administrator, bisexual woman*

In a village it would be a suicide.
*27 years old, office administrator, trans woman*

This is why I left my two last jobs. They created reasons and dismissed me; I was also humiliated verbally and in deeds, too.
*24 years old, unemployed trans woman (former storekeeper)*

I was warned that I should not come out to my boss. But my colleagues (whom I did not really trust and did not come out to) kept nosing after me behind my back and on community websites, and they somehow found out that my partner was another woman. The first thing they did was gossip it to everyone at the department. After this, the attitudes of other doctors and my boss completely changed.
*24 years old, nurse, bisexual woman*

As for **gender expression**, 15% of respondents have felt that they were not allowed to wear what they wanted to because of their gender (e.g. women could not wear shirts with male buttoning, or men could not wear colourful clothes); and almost one in four (24%) reported that they had to pay attention to their movement and gestures lest they be 'too feminine' or 'too masculine'.

The following quotes from some of the stories respondents shared[10] illustrate the climate most LGBTQI people experience at work in Hungary, and show how this climate hinders self-confidence, productivity, a positive attitude, and professional development.

At my previous workplace, there was this male colleague who regularly told jokes about queer people, and everyone scorned a superior, a man who was fairly feminine and thus everyone supposed he was gay. These jokes just went on and on. The terrible thing was that our immediate superior took part in this, too, so there was no one to turn to, to make a complaint about others who were homophobic.
*29 years old, project administrator, lesbian woman*

I answered no because I have only met my employers two or three times. But if I had to work in the office full time, I don't know how long I would be able to hide my identity in a homophobic workplace climate. It would probably be very stressful.
*24 years old, offsite quality controller, lesbian woman*

Someone told me that workers in the storehouse had been talking about how I could be changed to be attracted to men. I hear them joking in the bus, or talking about how butch I am.
*22 years old, administrator, lesbian woman*

I heard the system administrator bleating about how it became almost obligatory to be queer in the café.
*36 years old, attendant, gay man*

Until I worked in Hungary, in a factory, some my colleagues regularly commented on my lesbian identity and told jokes despite the fact I was out. They also thought I fell in love or would fall in love with every single woman: there were rumours all the time. This was really disturbing. They don't fall in love with everyone around them, right? Why did they assume it was different with LGBTQ people? People unfortunately know so little about us.
*29 years old, shop assistant, trans man*

When I came out at work, a few colleagues wanted to talk to me. One told [me] that I should have come up with professional arguments against the discrimination of LGBTQI people in a program, and not come out to my colleagues. Another one told that I could not be a role model for my students. A third one thought that I would want to have an affair with my students, and shared her views about this.

I was at this job interview once, and they seemed to like me a lot. At the end of the interview, they became more informal, and asked me about personal issues. Taking on this job would have entailed moving, so they asked me about my partner or family. When I told that my partner was a woman, I could see that one of my interviewers (the boss) was plainly disgusted. I did not get the job. I know that I didn't have to come out at this

---

[10] Those who filled out our online questionnaire provided their answers anonymously, and we changed the names of interviewees and focus group participants.

interview. But I would like to work at a place where I can be out, where people do not harass me because of being LGBTQI.

At a former workplace, my contract was not prolonged. I was disappointed. A year later, an old colleague of mine told [me] that they found out I was a lesbian, and agreed that I should leave as they did not know how people would react if they found out in the smaller places, villages where I also worked. I did not understand why they sent me away at that time. I applied for another job, but an acquaintance who worked there told that her boss had heard something about me from my previous employer, so he would not even interview me. … I was unemployed for more than a year. It was a tough period. I thought I would not be employed by anyone.
*33 years old, psychologist, lesbian woman*

I had to listen to the homo- and transphobic joking of my colleagues for three hours, and when I tried to explain how gay people feel and what a transgender person is, they kept mocking and stereotyping. I realized that they were not only ignorant about this subject, but also afraid of getting more information.
*28 years old, shop assistant, trans man*

…They had a hit at the father of one of the kids who was more feminine than other men and once came for the kid with another man. They used words like 'faggot,' mocked the way he talked, and scorned him.
*23 years old, kindergarten teacher, lesbian woman*

A couple of years ago, when I was in the middle of coming out (my close friends and family already knew that I was a lesbian), I got my first, temporary job. My colleagues were joking or talking negatively about gay people almost every day, and once, at a party, talked about how these queers should not have the same rights as they had, and for example marry. So I did not dare to come out. Even people whom I thought were intelligent and reasonable participated in this. I stopped talking to people and left when my contract terminated.
*24 years old, teaching assistant, lesbian woman*

I could not stay there any more, as there were all these homophobic, xenophobic and sexist remarks all the time. We played Activity at a team-building training, and there were only sexual expressions listed for the game. When it was my turn, I got 'breast bar.' I went all to pieces in the end. I simply couldn't go on anymore. It was a year ago, and I have only had casual work since then.
*33 years old, working in NGOs, intersexual*

There are colleagues who are simply homophobic and won't talk to LGBTQI people. This can be a hindrance. For example when I got directions from someone else… The doctor told the directions to another colleague, and she had to pass it on to me. I also know doctors who lie and do not come out because of their career.
*38 years old, nurse, bisexual woman*

I hear remarks like 'I'd rather be an alcoholic than gay' or that we are 'degenerate', etc. every day. I do not react, even though I feel hurt. I am afraid of being dismissed if I speak up.
*47 years old, teacher, gay man*

There are colleagues who talk about gay people every single day and make these jokes that are really hateful.
*34 years old, logistics expert, gay man*

At another place, my boss and a colleague kept making racist or homophobic remarks, especially when they worked together. When they worked separately, they told they had no problem with gay people, and even had gay friends.
*28 years old, administrator, gay man*

Several respondents mentioned that hiding the fact that they cohabitated with a same-sex partner or that they raised children together led to social exclusion, financial disadvantage, or the obligation of working overtime.

I have resort to the family tax reduction alone.
*38 years old, high school teacher, lesbian woman*

Whenever there's a social event, I call my girlfriend my partner, and never use her name. It is quite exhausting, as I always have to mind my words. My colleagues make fun of gay people in general or [when] referring to a colleague who they think is gay. I have not had the occasion to have resort to partner benefits yet, but if we decided to register our partnership, I would be entitled to include her in my private healthcare package, but I would not dare to do that, as then the HR department would know that I have a same-sex partner.
*28 years old, office administrator, lesbian woman*

My colleagues organized a party and each of them took their (different sex) partner, too. I was not invited. They organized it secretly, behind my back. When I found out they told they didn't want me to feel awkward.
*37 years old, sales manager, lesbian woman*

As they don't think we are a family with my partner, they consider me a single man. And of course it's the one who does not have a family who can and has to work more overtime.
*36 years old, mechanic, gay man*

I was expected to work at any time basically. In the winter, in the summer, during holidays… As I 'did not have a family', I had to work a lot more, at night, for less payment.
*47 years old, unemployed, gay man (in public employment)*

However, three respondents mentioned that the behaviour of their colleagues changed when they came out; that is, when they found out someone openly LGBTQI was present, they stopped making remarks and jokes about LGBTQI people.

Before I came out in the office I had heard homophobic comments from a colleague. But since I came out, I have not heard negative remarks either about myself or the LGBTQI community in general.
*33 years old, financial administrator, gay man*

One of my colleagues mocked a boy who looked gay: his gestures and the way he walked. She also said she felt uncomfortable with this student. She used the word queer or faggot. That was when I came out to her. I have not heard anything negative from her since then.
*33 years old, psychologist, lesbian woman*

Joking about queer people is present everywhere… Of course sometimes they hurt me. But since I came out, my colleagues stopped making these jokes.
*29 years old, social worker, gay man*

# 4.

# CAREER CHOICES AND PATHS

If you are an entrepreneur, you do not have to deal with a boss or colleagues at your workplace every day.
*Éva, 48 years old, entrepreneur living in Budapest, lesbian woman*

Most of my clients work alone as entrepreneurs or in an environment where they can work alone even if they are, for example, public servants. There's also a translator among them who used to work at a multinational company but then decided to work alone.
*Róbert, psychologist, therapist*

One fifth (20%) of those who filled in the online survey answered that their career choice was influenced by their fear of the homophobic / biphobic / transphobic attitudes of those who work at a given field.

Although changing one's career track or place of employment is not always disadvantageous on the personal level, as there are people who feel better and / or more successful in another profession or as entrepreneurs than they did earlier, these decisions should be based on personal preferences, not on structural oppression or discrimination. In this way, valuable experience may get lost, and people who are committed to their profession or job may be forced to work in another area than their first choice, or work alone.

There are workplaces where this is a disadvantage. For example if someone does not hide it at a job interview. But it may also be better if someone exposes this towards a boss, it may be better to know her or his reaction, attitude… A boss is the one who must handle these workplace things, to stand by an employee. If one cannot feel this, he or she may not choose the given job.
*Bálint, 34 years old, project coordinator, heterosexual man*

I have a male client who is a civil servant, and a colleague of his fell in love with him. He would have liked to tell her that he was gay, it would have made things much easier, but he did not dare to. None of my clients who work in the state sphere as public or civil servants, or for the police, are out.
*Róbert, psychologist, therapist*

There are employers who say they are LGBT inclusive, but I have met people who told it was not really so.
*Nóra, psychologist, therapist*

Career choices may be influenced by what people think or know about professions, such as whether they think a certain profession is inclusive or exclusive of LGBTQI people. In our online survey, we asked respondents to rate a few professions based on **how difficult it is to work as an openly LGBTQI person** in the given area. The highest points were given to the army and the police, with the majority of respondents (82% and 79% respectively) rating these professions as 'very difficult' or 'difficult' for openly LGBTQI people. The next highest group was teachers and politicians (56% and 59% respectively). 43% or respondents answered that the situation of factory workers was difficult or very difficult. 20% answered that it was difficult or very difficult to work as a doctor if one was LGBTQI, and 16.5% of respondents thought the same about bus drivers. Only 1.8% of respondents thought it was difficult for an LGBTQI person to work as a hairdresser or a graphic artist, which indicates that these seemed to be the most 'LGBTQI-friendly' professions in the list. The reason for this may be partly that these are stereotypically 'gay professions', but it is also probable that respondents assume that the situation of LGBTQI people is the best in professions where their individual work is valued, and they do not necessarily work with others.

Most respondents highlighted that the situation of trans people in the labour market is worse than it is for other members of the LGBTQI group.

I think that society already understands the LGBT spectrum, this mosaic word, and perhaps because of this they can also accept it to some extent. Trans, queer and intersexual people are most probably worse off: they have to explain the very category every time. Coming out in itself is not enough in their case.
*27 years old, language teacher, gay man*

I think each of these is (very) difficult as a trans person.
*38 years old, high school teacher, lesbian woman*

I assume it is always more difficult as a trans person than as a gay man.
*37 years old, IT developer, gay man*

If one does not fit into the category of an ordinary 'woman' or 'man', as they are non-binary, or trans, they cannot work at most places. Except for artists, especially those who do not work with others on a daily basis.
*24 years old, currently unemployed, genderfluid respondent*

I think that trans people should get 5 points in all areas. And also one point should be added the smaller the place is. It is more difficult in a bigger city than in the capital, more difficult in a town than in a bigger city, and more difficult in a village than in a town.
*24 years old, behaviour analyst, heteroflexible man*

The comments respondents wrote in the online survey and shared in focus group discussions and individual interviews all show that a number of LGBTQI people change their career or form of employment because of the heterosexism and homo-, bi-, and transphobia characterising workplaces (i.e. the attitudes of their colleagues and superiors). We interviewed quite a few policemen and teachers who left their profession for this reason.

The heteronormative workplace climate was a major reason when I left my job. I used to work in the child protection system, and I didn't want them to mark that I still 'did not have a partner' (even though I did) – at this place even heterosexual colleagues were repelled if they remained single.
*36 years old, child protection guardian, lesbian woman*

I chose the web designer course because I had to consider what kind of course I can pay for and what job I would like to have. It should be creative and I should be able to work alone and not in a bigger community, surrounded by people all the time, as that has never been a success. It is impossible to not talk about my private life for years; or bear the exclusion if I do talk about it.
*Nóra, 24 years old, student, trans woman*

This multinational company environment was quite new for me. This was the first time I saw what an explicitly heterosexual environment was like. And I want to quit and find a new job…
*Kriszta, 33 years old, former teacher, online marketing assistant, lesbian woman*

If someone wants to be a politician, he or she must think these things through. They must be prepared, or remain closeted. They must weigh this up.
*Kata, 43 years old, journalist, heterosexual woman*

It did not affect my career choice, but changed my career track. I became a teacher, but I only teach chemistry privately. I thought that students would not accept a gay teacher. They would scorn me. And also other teachers, as well as the parents.
*Zoltán, 35 years old, chemist technician, gay man*

According to the 2014 Canadian research cited in the introduction, more than half of the interviewees in their study felt that their career was in one way or another waylaid because of their sexual orientation, and more than half of the respondents excluded a career choice in order to avoid homophobia.[11]

There were a few respondents in our survey who managed to find non-discriminating employers.

I left myself, as I could not bear the climate. Patients come first, and if I cannot smile at them because I am frustrated, that's a problem. Then a doctor from another department asked me to work with them. I came out to my future boss, but this doctor told they don't mind, they only care about the quality of my work, so I was happy to accept the job offer.
*24 years old, nurse, bisexual woman*

[11] Lisa White: 'Lesbian And Gay Career Development And Super's Life-Span, Life-Space Theory'. PhD thesis. Department of Applied Psychology and Human Development, University of Toronto, 2014. https://tspace.library.utoronto.ca/bitstream/1807/68440/1/White_Lisa_201411_PhD_thesis.pdf

Indeed, one interviewee told that his experiences as an LGBTQI person helped him when choosing a profession.

I have experienced exclusion, and this is definitely present in my choice. I wanted to help others. To help clients fit in, be less inhibited. … This was a useful skill. I used to work in a special school with young people aged 14 to 18, who had difficulties fitting in, family problems. (...) I am interested in teaching, psychology, sociology, and to some extent law as well. I became a social worker.
*Dénes, 21 years old, social worker, gay man*

# 5.

# ESPECIALLY HETERONORMATIVE SPACES: SHOOLS AND THE POLICE

At certain workplaces, there are exceptionally strong expectations related to 'feminine' and 'masculine' roles, that is, to what society defines as pertaining to women and men, and because of this, employees meet extreme difficulties when they want to be out about their sexual orientation or gender identity which is different from what the majority defines as 'normal'.

In our online survey we asked LGBTQI respondents to rate how difficult they think it is for an LGBTQI person to work in a given area. Of the 272 people who responded, the majority of them (82% and 79% respectively) answered that it was **difficult or very difficult to work in the army or the police as an LGBTQI person**. In the next group, **politicians and teachers**, more than half of the respondents (59% and 56% respectively) answered that it was definitely difficult to work as an LGBTQI person in these areas.

We chose two of the above professions to examine more thoroughly: teachers and police. We collected qualitative data about people's experiences with and attitudes about these professions through interviews and organized focus group discussions with teachers, school directors, police in leadership roles, and police constables. We interviewed both LGBTQI people and colleagues who are in touch with them. Although we were committed to give voice to as many subgroups of the LGBTQI community as possible, we could only find lesbian and gay interviewees in these professions.

## TEACHERS

> My life has been about keeping it a secret. A secret and a private matter. And so one does not reveal it to others or at her workplace, once it's a secret and a private matter.
> *Krisztina, 56 years old, teacher, lesbian woman living in Budapest*

The oldest teachers we interviewed (ages 50 and up) usually held the opinion that one's non-heterosexual sexual orientation is a private matter, and that it is irreconcilable with one's professional identity. Many LGBTQI people see it that way, but this view was shared remarkably often by teachers. Students of course know about the private lives of their teachers: whether they are married or not, divorced, have a partner, or children, etc. The only difference between heterosexual and non-heterosexual orientations is that certain expressions of sexuality count as legitimate and exemplary, while others do not. Thus heterosexuality is especially strongly privileged in schools.

There are several reasons for the invisibility of the sexual orientation and private lives of LGBQI teachers in schools[12].

First, the public idealises schools and regards them as asexual spaces in which children are protected from the immorality of the adult world. Sociological research, however, shows that sexuality is central topic in schools, and children learn as early as elementary school that 'sexuality' is deemed to be heterosexual, and that a key basis of masculinity is homophobia; that is, schools are especially important venues of messages about 'proper' and 'improper' sexuality. (Sexuality is present as part of a *hidden curriculum*.)

I used to fight a lot about these things. No I usually try to interpret, to talk about these words. My son goes to the 7th grade, and comes home with these words: faggot, queer, sissy… This is what he is listening to for decades. And this is what I am fighting with.
*Parent, 47 years old, journalist from Budapest*

Second, teaching as a profession is characterized by a strong confine between areas that are 'public' and 'private', 'personal' and 'professional'. Thus, for many lesbian and gay teachers, navigating in the educational system entails difficult emotional work.

There were school directors or deputy managers they knew were gay, but then when these fights began, it was used against them. It happened a few years ago. So obviously it is a huge dilemma… If I am not pliant enough, if I am autonomous and have a conflict, someone might turn this against me and publicize that I am gay.
*Benedek, 60 years old, teacher, gay man from Budapest*

Third, a major rule for the teaching profession is that the classroom (and beyond-the-classroom) selves of teachers should be sexually neutral and heteronormative and most of all the latter. That is, as there are many heterosexual teachers who are known to be heterosexual, the expectation is the *sexually normative presentation of the self*.

I have a bisexual colleague, a friend I often talk to, and I can see the difference… He is quite masculine, but still, whenever I observe a class of his, I can see his gestures when he is with the kids, and I can see how much more relaxed he is, how much less he cares about his gestures and movement when the two of us talk. I am sure he has to pay attention to this.
*Petra, 43 years old teacher, heterosexual woman from Budapest*

---

[12] The basis of this analysis is a study by Catherine Connell: *School's Out: Gay and Lesbian Teachers in the Classroom*. University of California Press, 2015.

Teachers have to comply with not only heteronormativity but the binary gender system that forms its basis, too: the clear separation of women and men, or rather 'feminine' and 'masculine' characteristics.

Fourth, as teaching as a profession has progressed, teachers were given permission and then the responsibility to regulate the morals of students, and as a result, their own morals have received increasingly stronger scrutiny. And in a space pervaded by the ideology of heterosexuality, at the cross-section of morality and sexuality, there is the charge of paedophilia. Each of the teachers we interviewed talked about this. Several of them remarked that sexual relationships between male teachers and female students, which are not at all rare and have been the subject of much media attention in recent years, do not lead to strong moral indignation. It is instead LGBQI teachers who have to deal with the *moral panic*.

There was this highly acknowledged teacher in my high school, and everybody knew that he got divorced because he regularly cheated on his wife with student girls; another one who kept looking under girls' blouses to check whether they were wearing a necklace; and a young woman who always wore extremely short skirts. None of these disturbed the order.
*Judit, 40 years old, translator, lesbian woman living in Sárospatak*

I was talking to one or two boys, my students, in the corridor, as they often ask questions after class. And then a colleague of mine warned me that I should not talk too much to the boys. She only told this because she knows I am gay. I told her I did not understand. I talk to students in the corridor whenever they have questions after class, boys as well as girls. … I am an open person, and it hurts me when anyone assumes I do something spiteful. … And of course boys are afraid that if someone is gay, he will immediately approach them. There's this boy in the 12th class who is out, and his class treats this really well, but I think it would be different in other classes. And all this makes one vulnerable.
*István, 33 years old, high school teacher in Budapest, gay man*

I became a form master in 2006. They found out I was gay in 2007. I posted a personal ad, and a student found it and told everyone. Although my colleagues liked me, the school director began to pester me. He talked about this to the parents, and asked the former form master who was on maternity leave to ask parents if I had molested kids! I left this school later. (…) I began to scrutinize myself in the end! You know, there's always a long queue at the school canteen. So you often touched someone's shoulder, as there were always so many people at the counter, and teachers did not have to queue, we could step forward to the counter, but if I ask someone, touch someone's shoulder when I want to grab my coffee… I had been teaching there for ten years. And I was standing there like a piece of wood, thinking about how to approach the counter. And the school director told he was wondering how tolerant parents were. As the old form master asked the parents about me! It was really like a pride march for me each day, standing out for 'us'.
*László, 42 years old, primary school teacher in Budapest, gay man*

The school directors we interviewed seemed to rationalize parents' (real or imagined) fears of sexual abuse had they known that their children was taught by an LGBTQI teacher.

> That kids would become gay? That's absurd. *(Laughing.)* But we don't know, perhaps the fear would occur… Related to the cases we know from the media. That especially in schools maintained by churches, this kind of abuse is present, or among sportsmen, homosexual abuse may appear, and some parents might be worried because of this.
> *Director of a high school in Budapest*

These factors decidedly prompt lesbian, gay and bisexual teachers to hide their identity.

> Society thinks that an LGBTQI teacher presents danger, so they will hide.
> *Benedek, 60 years old, teacher from Budapest, gay man*

There are teachers who talk about being LGBTQI with some of their colleagues, but they are afraid to come out to students, parents, or school directors. They actively hide their identities, live in fear, and choose 'they don't ask, I don't tell' politics.

The possibility that the presence of LGBTQI teachers in schools helps LGBTQI students avoid verbal and other harassment and gain self-confidence is seldom thought of in Hungary, even though it would make schools safer and would thus be good for both students and the society as a whole, as creating an inclusive social climate is in our public interest. However, even a teacher who explicitly hides her lesbian identity helped one or two kids whose gender expressions differed from normative rules.

> There was a boy in my class who always played with the girls, with dolls, and looked at himself in the mirror… He was like a trans girl. And my colleagues kept saying that… I don't know what they said exactly, but they meant that he was gay. And then I told that he is so cute, he looks good and all this suits him, and he can be anything. If this is what makes him feel all right… And then they left him alone.
> *Krisztina, 56 years old, teacher in Budapest, lesbian woman*

Another teacher who is out to some of his colleagues also talked about helping students:

> …I also teach ethics. In the beginning we have a discussion about everyday moral problems. A student once raised the issue of homosexuality as a moral problem. And I asked why. What makes homosexuality a moral problem? So we discussed this. And then a girl from this group wrote me an e-mail one year later, saying that this question meant so much for her that she came out to her parents. And then they founded a small group, a club, six or seven students, boys and girls. … So when I said it was not a moral problem,

> I made life easier for these six kids. I suffered a lot because I did not have role models. I may have had a gay teacher, I don't know. But we cannot see their lives, and have role models…
> *István, 33 years old, high school teacher in Budapest, gay man*

Some of our interviewees strictly separated their professional identity as teachers and their LGBTQI identity, while others who felt they could not come out themselves at least presented themselves in some segments of their professional work as an 'accepting teacher'. For the latter, being role models for LGBTQI youth offers the possibility of a relatively positive identification. At the same time, though, they have to face verbal harassment and the potential for threats by students and colleagues. There is also a pervasive fear in those who do come out that others might see their sexual identity as their *only* identity, or their most important characteristic, even though it is only one of many significant identifiers and characteristics.

These choices are defined by several factors. Whether someone feels comfortable linking their LGBTQI identity with their professional identity depends on their legal awareness, on the work climate, on their economic and social status, and on their self-confidence. Not everyone has the option to leave their current position and work somewhere else. In addition, giving up one's job or profession will not help to achieve systematic change.

The examples above serve to illustrate how schools thematise heterosexism every day, both between teachers and students and among students, and such, it is obvious that teaching is pervaded by homophobia and transphobia. Thus, we have to examine what cultural changes are necessary to eliminate the inequalities described by our interviewees, and how these changes can be brought about.

> One cannot teach in fear. I hold six classes a day, and there are so many impulses… If half of my brain capacity is taken up by scrutinizing how I move, how I talk, who I talk to in the corridor, what I can say, I would die. One really cannot teach in fear. And it would not be authentic either. If I began to act like a strict heterosexual man, well, they would immediately get it.
> *István, 33 years old, high school teacher in Budapest, gay man*

The actual instruments of change need to be the schools themselves. They must realize how systems of privilege and oppression (e.g. privileges and discrimination based on people's ethnicity, social class, sexual identity, or gender identity) strengthen inequalities and endanger the wellbeing of many, and equip young people with the tools to change these systems.

When asked about how the situation of LGBTQI teachers could be improved, our interviewees gave complex answers, but they also warned about the difficulties of realizing their suggestions.

Changes in public speech would make a difference. And we should become more visible. There was this equality day in our school with two guest speakers from Denmark and the Netherlands. And they talked about what it was like to teach there, in countries where they can marry… They told that perhaps there were gay teachers in our school, too, but no one knew. I was how surprised kids were, and parents, too. (…) Homosexuality is reduced to sexuality. Students only think about two men having sex. They don't consider struggles, living a more difficult life, without role models… I do not want to persuade people. That's not what my task is. But to have to talk about sex… Students never even think of asking a heterosexual colleague about sex.
*István, 33 years old, high school teacher in Budapest, gay man*

At the same time, a university lecturer who trains future teachers talked about regressive tendencies in education.

I can see why they do not dare to take a risk. If it was my career, well, I'd also think that… It's different than it was ten years ago. Then we could sensitize students. There were programs, lectures. The university still has an equal opportunity day, but the issue of gender is not raised any more. Women or LGBTQI people… This is a regression. It's really different than it was ten years ago. Now a program like that only focuses on people living with disabilities.
*Ilona, 44 years old, university lecturer in Pécs, heterosexual woman*

## POLICE

We interviewed former police constables as well as three senior police officers. What they said shows that LGBT people working for the police force have to (or should) find their place and work in a culture very much defined by the sharp separation of genders and an idealised notion of masculinity.

Our first interviewee, who used to be a constable but then continued to work in another profession, began by saying that he had always been lucky in that he had not been discriminated against while a member of the police.

And it never happened to me [at the police] that someone did not shake hands with me or looked at what I was eating or drinking from. As it happens even in one's family… There were no such things.
*Ferenc, 48 years old, former policeman from Budapest, gay man*

However, he was also cautious about keeping his private and professional lives separate, stating, 'I knew how to separate my private life from other segments of life… But of course I would face serious negative consequences if I did not treat it the way our world requires'.

He had both superiors and colleagues who knew that he was gay; that is, 'knew this about me' — he avoided using the word 'gay' or any of its synonyms throughout the interview. As he put it, coming out was a relief for him, 'and it was important that it prevented possible hatred, instigation and discrimination… This is why I had to tell my superiors. No, it did not mean protection but ease. So that they cannot say I can be blackmailed in case someone makes a complaint'. Thus, it seems that coming out to his superiors was not a decision that he made entirely of his own free will, but that he was in a way forced to do it as a preventative measure. And he was fortunate that he had at least one superior who stood by him. 'This was a long time ago,' he said, 'I had a superior who informed the others about what they cannot say'.

He talked about feeling pressure to be an overachiever; he seemed to think that he needed to work more and better than the average constable, even at the expense of his private life. He also thought that it would be much more difficult to be gay in the patrol division:

> On a lower level, well, there would be ostracism. He would be continuously picked at. But they know they should not talk about this. Of course one cannot know whether this fear is grounded or not. Well, one could only find out if someone would be very courageous and try … *(He begins to laugh.)*

Another interviewee told that he was kept at 'service pension' because of his sexual orientation:

> They really did not want to reemploy me; I wrote those letters in vain… And this was because I had come out as a gay policeman. I wanted to help. Each year there is at least one policeman who shoots himself in the head, and we don't know why…
> *Péter, 52 years old, former policeman, gay man*

The perspectives from high-ranking police officers' on the situation of their LGBTQI colleagues were often quite contradictory. One superior officer said of a lesbian inferior who lives with another woman that she is not discriminated against at all by her superiors or by fellow constables, stating 'this really doesn't matter anymore, it's not a disadvantage'. However, she later contradicted herself as follows:

> [Coming out is] a very difficult decision, as one gets vulnerable, might be attacked because of living together with somebody. Of course it's a relief to come out. Many are probably afraid of ruining their carrier or losing their status, their prestige. Sometimes it's enough for the actual environment to know, it's not necessary to come out to the whole police. And I might have psychological disadvantages…
> *Zita, 46 years old, policewoman*

When asked about these psychological disadvantages, she began to talk about the possibility (and indeed practice) of physical and psychological abuse:

…They can count on abuse, even physical abuse. There are people who cannot cope with these things — you know what I mean — when there are remarks, colleagues are kidding, put cottons on his table. (…) And there are rumours. Of course it cannot be prevented when there are 200 people working in a division. That's ok. I have worked here for more than 20 years; there were always rumours. Usually when someone doesn't like the work of a colleague. If someone makes a mistake, then they add this extra thing. So if someone happens to be gay and makes a mistake, then he or she gets this extra remark. We cannot delete this from human consciousness.

Another high-ranking officer said that gay men are thought of as feminine and that's why people refuse to work with them.

Among men, in the society of policemen, gay men are in the periphery. (…) They simply disdain and ostracise gay men; for example, they won't sit in the same car, won't go to a pub with them, smudge their dressing cabin by writing texts, caus[ing] damage, ruin[ing] things with toothpaste — these are the classic instruments of bullying. They do not even have to be gay; it's enough if they are suspected. … There are humiliating jokes, too. That's why gay colleagues do not come out. Only some of the high-ranking officers do. None of the constables.
*Zoltán, 50 years old, policeman*

He also referred to how the issue comes up in situations of conflict as a 'final argument':

If he is a good guy, they can cope with it if he does not talk about it. But if there is a conflict and there's no other argument, they may easily pronounce it. I had a colleague who left the police because he was openly gay, a high-ranking officer, but there was a debate in which this became the final argument, the other party saying he could not be right.

He then described the context of the police work environment: masculinity, rivalry, the differentiation between insiders and outsiders, physical aggression, and homophobic, sexist, and racist discourse among heterosexual males. From his perspective, gay men have a chance to be accepted only if they behave in a similar way.

When a few men get together and drink something, they generally start to mock gay men, gipsies and Jews. So I don't go out with my colleagues. I do not feel strong enough to defend these groups, so I rather avoid these situations. (…) I can argue, but I am afraid of having bad blood between me and others. There are many colleagues who do not dare

> speak up. We have had morning sittings when an officer told jokes about gay people, and we looked away. Others were laughing politely, but none of us dared to speak up.

Another interviewee said that policemen were almost obliged to be homophobic:

> Next year they had to stand there next to the pride march, and several of them were standing there and swearing at queers. It was obligatory. This is how it works. One has to be part of the group. And then one of these guys found the other on a gay webpage, and then told me that he wouldn't have thought that Zoli was gay, too.
> *Péter, 52 years old, former policeman, gay man*

The third high-ranking police officer we interviewed talked about the importance of coming out but added that homophobia is very much present among constables: 'You know, people do not go out to work in the field with anyone'. However, he himself began to explain why policemen do not trust women and gay men when there's danger: 'I have been in really dangerous situations two times. It's important to know that you can count upon your mate, he won't just run and leave you in trouble'. He did not explain why he thinks that a policewoman or a gay policeman would leave their colleagues behind.

When talking about the division of labour at the police, our interviewee talked about the 'sensitivity' and 'indecisive' nature of gay men, feminising them based on stereotypes. 'Femininity' for him also meant the opposite of values associated with masculinity and effective work.

However, it is important to note that the police officers we interviewed said that lesbian women are better off at the police than gay men. The organisation more easily accepts them because of the police culture's emphasis on masculinity and the assumption that lesbian women are necessarily more like men.

> The women I knew were not at all hindered. Gay men are at the periphery among policemen. (…) But when it's about female constables, women on motorbikes, it's almost better if they are lesbians. I have heard that from a leader: 'great, she does not have kids, will work for a long time, can be burdened'.
> *Zoltán, 50 years old, policeman*

Some things that may help change the situation for LGBTQI police officers include sensitisation trainings (as two of the high-ranking officers we interviewed also suggested), encouraging more LGBTQI police to come out, hiring more leaders who stand by LGBTQI people / colleagues, and eliminating gender stereotypes, especially those associated with gay men.

**6.**

# TRANSGENDER EMPLOYEES – TRANSITION – GENDER EXPRESSION

### TRANS PEOPLE IN THE WORLD OF LABOUR

There are LGBTQI employees who are easily recognised by their appearance. Inclusive workplaces are especially important for those who cannot choose whether they come out or not, and this is particularly true for transgender people.

A study published in 2015 by Háttér Society on the social exclusion of transgender people in Hungary[13] (summarising the relevant results of the LGBT Survey 2010) contains a number of data points on the workplace and employment discrimination of trans people. Of the 2755 respondents who answered employment-related questions, 166 were transgender, and they represented a range of professions, including doctors, carpenters, project managers, and shop assistants.

- More than twice as many trans respondents were unemployed (12%) compared to their LGB counterparts (5%). 62% reported that they had been unemployed for more than three months. This proportion was only 39% among non-trans respondents.
- Trans people were twice as likely to be discriminated against at their workplace (29%) than non-trans LGB people (13%).
- Trans employees were also rejected (58%) or dismissed (55%) almost twice as often.
- Respondents had experienced harassment at work both from colleagues and superiors.
- The most common forms of workplace discrimination were spreading rumours or lies (80%).
- The majority of trans employees did not talk about their trans status to colleagues (58%) or superiors (71%).

We find similar results if we examine the differences between the responses provided by trans people and all survey respondents.

- While 83% of survey respondents had regular paid jobs, only 46% of trans respondents did.
- Among trans respondents, the proportion of those who had been unemployed for more than three months during the last 5 years (46%) or earlier (26%) was significantly higher than among all respondents (27% and 16% respectively).

---

[13] Karsay Dodó: *A transznemű emberek társadalmi kirekesztettsége Magyarországon. Az LMBT Kutatás 2010 eredményei alapján.* Háttér Társaság, 2015.

- 6.5% of all respondents had to postpone their studies in an educational institution; among trans respondents, this proportion was significantly higher at 46%.
- 13% of respondents began to work in another field because of the homo- or transphobia they experienced at work, but this proportion was 80% among trans respondents. Similarly, 20% of all respondents and 80% of trans respondents were influenced by being LGBTQI when choosing a profession.
- 43% of all respondents had felt lonely at work because of being LGBTQI; among trans people, twice as many people (86%) gave the same answer.
- Many more trans respondents had been dismissed because of being LGBTQI (40%) than the respondents in the general sample (6.8%), and those who had felt forced to leave their job were also 60% among trans respondents and 12% among all respondents.
- Two thirds (66%) of trans respondents answered that they had had to work below their education level, while only 11% of all respondents had the same experience.

Those who replied to trans-specific questions on the survey revealed that their superiors or colleagues had often informed others about their trans status without asking them (53%); that colleagues had often used their former name deliberately (47%); that they had been asked too direct, embarrassing questions about their status or surgeries (60%); and that they had switched jobs so that their new colleagues did not know about their trans status (47%).

None of those who filled the survey got help from superiors or HR personnel at work to make it easier for colleagues to learn about proper attitudes. One of our interviewees did talk about how the support of a superior had made transition easier for him, even though he had transphobic colleagues:

I had been thinking about leaving for weeks, as they would notice that I took hormones, and changing my name would also be rough. One cannot do this in secret. You either leave or tell this to everyone. I talked to our foreman, and he was really open-minded. He told me I did not have to leave because of this. There were too few of us anyway, so he thought that as long as I could do my job, my private life did not matter. So I told the others during a group meeting. I told them that they should not be surprised; they should know why my voice began to get deeper. Well, there was a bit of a hassle when my name was changed. A few of my colleagues did not talk to me, and talked about me behind my back. But most of them were ok; they tried to remain unbiased.
*Elek, 30 years old, technician from Miskolc (city in Northeast Hungary), trans man*

Almost all of the longer answers provided by trans respondents referred to not being accepted:

After my request for an official name change was accepted, I began to dress according to my gender and use the appropriate bathroom, but a few of my managers disliked this. They asked me not to do this (that is, they prohibited it, because they said I was disturbing my colleagues).

> I began to hate questions so much that I decided to wear clothes that did not fit my gender in order to avoid harassment.

> I did not come out because of the attitudes of my colleagues and superiors, as then I would have had to find a new job, and tell this during the interview… I'm not sure anyone would hire me. So I must pull up until my name, gender and papers are changed.

One respondent gave a detailed account of the difficulties of starting transition while being an employee:

> It is often a vicious circle. Transition costs a lot. There are many who cannot afford paying for the expert opinions, and there are also hormones, operations (if one feels these necessary); one has to pay rent, buy food… People are often unemployed or what's even worse homeless. Many are cut off and disinherited. And it is difficult to get a job, especially before or during transition. Some are rejected, and some dismissed or humiliated, so they need to leave. And if one does not have money, transition stops, but then finding a job stays really difficult… This is a vicious circle. Job applicants are also often called by phone. This concerns especially trans women: if their voice is not congruent with the visual image or their name, many employees hang up, so trans people do not even get a chance at an interview.

That is, in the case of transgender people, security and acceptance at work are significant issues, but **unemployment** seems to be just as significant. Therefore, not only is the sensitisation of colleagues necessary, but also **fair access to work and equal opportunities during the application process**.

It is important to note that not every trans person wants to transition (that is, a name and gender 'change'); there are people who refuse the binary categorisation of genders and have non-binary identities, or do not want to define their identity in the two (or more) box system.

> People who are obviously non-binary either because they are out as such or because society cannot easily define their gender identity, may easily face more discrimination, as cis people are more willing to accept trans people who seem to fit the boxes.
> *Norbert, 27 years old, graphic artist living in the UK, non-binary queer*

> I had a trans client who could not appear in the workplace registered as a gender-neutral person. They said they were sorry, but it would have been difficult.
> *Nóra, psychologist, therapist*

Below we quote longer segments of the interviews we conducted with trans employees. We offer these excerpts to elucidate the dilemmas and apparent consequences of workplace discrimination that characterise the job experiences of trans people.

Ármin talked about the difficulties of timing transition while finishing university:

> What kept me from applying was that I did not want to use my birth name at my future workplace and during application. This is a double trap: one needs money to gain the expert opinions that are necessary to change papers, but cis-sexist attitudes at work often hinder trans people, and new papers might make it easier. However, if my papers are changed but my hormone therapy is not so far along that it is in line with my appearance, no one will hire me.
> *Ármin, 25 years old, medical student*

Nóra works as a web designer and thinks about staying an individual entrepreneur:

> I chose the web designer course [because] I wanted to do something creative without working regularly with other people, as that has never worked for me. It's impossible to not talk about my private life, or accept that if I do I am excluded. (…) I am worried about starting to work somewhere and saying that my contract needs to be revised as my [gender identity] data are going to change. So I am planning to run my own web design firm.
> *Nóra, 24 years old, non-binary transgender*

For Leon, a 35-year-old trans man who has been working at a factory for 16 years, it took several years and a lot of perseverance to finally get his colleagues to accept him:

> And then I thought I would not wear a white cape, women's smock. So I was wearing my own jeans and T-shirt for more than a year, leaving my coat and bag in the lunchroom. Then there was a check-up and I had to go and wait outside. So I asked my boss afterwards about my smock. I got one in a week. By that time my old foreman had come back. He was not at all comfortable with this. I am a good worker, and that helped to some extent. I went on step by step, but sturdily. I was nice to everyone, helpful, worked hard… And then a colleague suddenly came up to me and said: 'Well, we've been real arses to you', and we shook hands.
> *Leon, 35 years old, factory worker, trans man*

Gábor, a 38-year-old storekeeper, has also experienced various forms of discrimination:

> Then the global crisis came and the firm was shut down. Another firm took it over. They were different. The executive did not like me. I could feel they wanted me to leave. They called me to the office for all sorts of things. It was bad, so I left. There was also a gay guy working there, an administrator who did just what everyone else did in the office, but he was sent into the basement and sat in a dark, stuffy room while the others worked in a

huge light office room upstairs. Everyone knew why. So I was also afraid, as they thought I was also gay, it was obvious that I would be treated in the same way. The boss was also sexist, a heteronormative man who harassed women in the office and kept shouting...

What's also interesting is that I was never taken to any of the partner companies [at my new job]. It is always a technician who is taken, a cis man. Or well, it's only about Hungarian partner companies. Partner companies from abroad are ok. When it's a Hungarian partner company I am not called into the office, but they do call me if it's a foreign firm.
*Gábor, 38 years old, storekeeper, trans man*

## GENDER EXPRESSION

Gender expression refers to the way in which a person acts to communicate gender within a given culture; for example, gender is expressed through clothing, speaking patterns, and interests. Although it is not always directly connected with being transgender, if a society recognises someone's gender expression it is usually because that person crosses boundaries: the boundaries of categories marked by heterosexism and the binary gender system – just like trans, genderqueer or genderfluid people do. Several survey respondents and interviewees talked about hindrances to their gender expression:

Although I identify as a woman, I dress in a rather 'masculine' way. I've been allowed to do that at work, too (of course they think I am strange), but only to a certain extent, e.g. they told me to 'dress like a lady' for an official occasion, even though I have suitable and elegant clothes that fit my style. So I have problems with clothing. I haven't been openly criticised for this, but I often feel they look down on me.
*24 years old, educational assistant, lesbian woman*

Although I marked 'yes' when asked if I could dress as I wanted to, this is only true to the extent that no one has scolded me for wearing masculine clothes. But there are people who look at me disdainfully because of this. So I often think about buying or wearing a piece of clothing that I actually like but might trigger the above reaction.
*34 years old, psychologist, lesbian woman*

I like wearing colourful clothes, but I have a few that I do not wear because of this. I have been thinking about leaving and working abroad for years. There are people even in my profession who disdain me or voice their homophobic views [on gay people], saying that they would 'break their fingers one by one' or 'shoot them'. And these are artists.
*32 years old, musician, gay man*

There were negative comments at my first workplace. Whoever could be labelled gay was put into this box. Even though some of them were not even gay, only metrosexual. There are many gay men who do not look gay, and many feminine heterosexual men do. They also got a number of small remarks.
*Béla, 34 years old, project manager, heterosexual man*

Heterosexism, which is a key basis of homo- and transphobia, and the expectation that people should conform to the binary gender system or be punished for not doing so, must be important themes in comprehensive equal opportunities trainings at workplaces.

*****

We publish directives and best practices to support trans employees in Chapter 11.

# 7.

# THE ROLE OF NON-LGBTQI COLLEAGUES IN MAKING WORKPLACES MORE INCLUSIVE

At my former workplaces we had this idea that we should get together outside work. We discussed whether partners should come, too, or not, and decided that it should be without partners. We still have a regular meeting at Christmas. But I suspect that a major reason for getting together without partners was that they did not want me to go with my same-sex partner.
*Endre, 35 years old, economist from Budapest, gay man*

Several studies conducted abroad find that LGBTQI people often talk about being excluded from workplace groups and networks. There are especially few women who are on good terms with their superiors; that is, there are fewer LBTQ women than GBTQ men or non-LBTQ women who say that their superiors communicate with them directly or that their performance is properly appreciated.[14]

They are simply avoided. I used to work with a woman for a couple of months; I think she was a lesbian, but she did not tell. And I realised that everyone else avoided her. People avoid whatever they find strange. I tried to talk to her. And she told [me] that that was what always happened: she was avoided. She was nice and intelligent, and still. I think that wherever there's no primitive harassment, this is what people do. And this is brutal. Ostracising.
*Edit, 47 years old, editor from Budapest, heterosexual woman*

Our interviews and focus group discussions show that people who have never worked with LGBTQI colleagues often cannot even imagine LGBTQI people working in their professions or in their workplaces. One of our interviewees who works in a particularly religious environment could not imagine LGBTQI people even getting a foot in the door.

Right now I work at a very conservative and patriarchal place. It's feudal, really. We research folk tales and traditions. Everyone knows everyone else in this circle, my boss knows everyone… Everyone deals with traditions and comes from a religious background. No LGBTQI people, that is, no one who is different from them could get in here.
*Erika, 42 years old, researcher from Budapest, heterosexual woman*

---

[14] James K. Harter, Frank L. Schmidt, Theodore L. Hayes: 'Business-Unit-Level Relationship Between Employee Satisfaction, Employee Engagement, and Business Outcomes: A Meta-Analysis.' *Journal of Applied Psychology*, vol. 87, no. 2 (2002), pp. 268-279.

There were others who know how discrimination works:

I work at a university. We train future teachers, and there are relatively many gay young men here. I also have a gay colleague. If everyone knew… Well, he would not be openly attacked, but there are colleagues and superiors who think in a way that he would have felt it. I have a colleague who never talks about his private life. He might be gay, too. (…) I think they are afraid of ruining their career. For example there's the colleague I mentioned. A few of us know, but he does not want this to be known by two hundred people so that it is hidden from certain directors. Or a student – who knows where they might go to teach and what this means when they apply… Right now it definitely doesn't help. (…) I understand why they don't take a risk. If it was my career, I would also think that I'd rather [not]…
*Ilona, 44 years old, university lecturer from Pécs (a city in South Hungary),*
*heterosexual woman*

And there were interviewees who also talked about the way people feel at work:

For example he has to mind when talking to people that he should not use certain words, e.g. always say "partner" instead of using his name – this is a hindrance. So he will not talk about what's going on at home. It's a bad feeling, as if he had to hide something. It's not good to hide yourself.
*Béla, 34 years old, project manager from Budapest, heterosexual man*

He also raised the issue of sharing his opinion in case he witnessed exclusion. He would feel that it is his responsibility to speak up, but at the same time, he said that he would only do so if he witnessed especially strong forms of discrimination:

Colleagues could discriminate, e.g. exclude an LGBTQI person, or not work with him or her. Bosses might also discriminate because of antipathy. But I don't think something very explicit would happen. Jokes, remarks and rumour, yes. I would have felt unpleasant in such a situation. (…) I feel that I should intervene in such cases, but I would not have been able to do that. (…) Perhaps I think it is not that important? I don't like confrontation. But I would feel bad. I would try to avoid these people. I would not change them. I don't think that would be my task. I would perhaps speak up if they said extreme things. Or if they reverted to battery. Then I would stand by him. But only if he had been explicitly harmed.

A participant of one of the focus group discussions has sparked debate when she's remarked at discrimination, and as a result, she has felt how difficult it is to confront these issues, especially because they can distance her from her colleagues:

> Well this happens if you are honest. If you say something sharp, people may not like you afterwards. I have had such a confrontation recently. I was so surprised that even in this so-called open-minded society people begin to talk about an actor who was a bit late and say that he was homosexual. So I asked why this was so important in this situation. And there was a conflict. This guy said I did not get jokes anyway, and I asked why this had been so funny. And it became a kind of a fight, and it was not any good for either of us. I try to handle this, not to have such strong feelings at these times. I have often been in such situations.
> *Edit, 47 years old, editor from Budapest, heterosexual woman*

One of our therapist interviewees who works with several LGBTQI clients also highlighted that many find it problematic to react to homo- and transphobic jokes:

> This is a typically problematic area: jokes at the workplace. They keep thinking about whether to speak up or not. Should they be regarded as people who don't like jokes? If they do not speak up, they feel bad… This is an extra tension.
> *Nóra, psychologist, therapist*

However, in most of our interviews with cisgender and heterosexual colleagues, even when we asked somewhat guiding questions, interviewees did not seem to think of speaking up against homo- and transphobia — or against heteronormative (and, as part of it, cisnormative) public speech and attitudes at work — as their responsibility. Some of them tried to reduce the significance of exclusion, and one woman even reduced it to LGBTQI people being overly 'sensitive':

> Well yes, they are sensitive, so they probably think of being discriminated… For example, when someone is not invited somewhere because the others are considerate, because they sense that he or she might be sensitive, and the person is sensitive to that.
> *Mariann, 46 years old, administrator from Budapest, heterosexual woman*

Many LGBTQI employees say that they do not come out because this would be uncomfortable for their colleagues and they do not want to ruin their relationship, or because their colleagues would think about them based upon their stereotypes.

According to recent studies, LGBTQI employees list the following factors when describing a positive workplace climate:
- They can be who they are and share their opinions;
- They can openly participate in non-work-related discussions;

- They are not discriminated against;
- They feel that they are valued, accepted, and regarded as any other team member.

With regards to negative workplace climates, LGBTQI employees list the following factors:
- Coming out is not safe;
- They might be harassed;
- Their family and relationship is not acknowledged;
- They are forced to feel estranged from their colleagues;
- Their work and performance is not recognised because of their sexual orientation or gender identity.

Recognising and acknowledging one's privileged status and sensitising people to the fact that they are responsible for social and workplace exclusion should be of basic importance during workplace equality trainings. They need to know that they can relate to their LGBTQI colleagues and their partners in the same way they relate to any other colleagues and their partners, and equal opportunities training can help them do that.

# 8.

# THE ROLE OF HR PERSONNEL IN ENSURING EQUAL TREATMENT

Human resource managers and personnel create a bridge between employees and senior management. Thus, they play an important role in persuading senior managers about the importance of creating a workplace climate that supports equal treatment.

As part of our research, we conducted an online survey for HR managers and personnel about LGBTQI employees. Most of the respondents were HR managers who work for multinational companies with more than 1000 employees (n=41); others worked for Hungarian-owned private companies (n=15), state or local government-owned firms (n=10), or a budgetary authority (n=3). Respondents stayed anonymous, and we did not ask for any other identifying information on employers.

A significant proportion of employers (41%) knew LGBTQI employees, but more than one third of them (36%) did not — even though a significant proportion of employers had many employees. Only 9.5% of respondents knew about cases of discrimination or harassment because of an employee's sexual orientation or gender identity. This strengthens the result of the survey among LGBTQI people done in 2010, which showed that those LGBTQI people usually do not report discrimination or harassment even within the company.

Several respondents affirmed that 'according to the Equal Treatment Act, we cannot ask this at all,' showing that respondents cannot differentiate between the fact that no one is allowed to ask someone else her or his sexual orientation or gender identity in the course of an interview or when considering someone for a position and the opportunity to create a workplace climate in which employees may come out.

59% of respondents answered that their management is not at all committed to the equal opportunities of LGBTQI people; only slightly more than one third (36%) of companies have equal opportunity plans or anti-discrimination policies that contain sexual orientation and gender identity; and 28% of firms designated a person responsible for this subject. 43% of employers had written procedures for the investigation and sanctioning of harassment cases.

41 respondents answered that they did not have protocols and rules for clothing and bathroom usage that respected the gender identity of trans people, while 4 respondents answered that they were planning to add such rules and protocols, and 3 that they had them in place.

There were only 5 employers that organised LGBTQI-related sensitivity / diversity trainings, and 6 HR managers participated in trainings related to the equal opportunities of LGBTQI people.

6 respondents answered that they had LGBTQI employee groups, and 87% of respondents did not publicly stand by the equal opportunities of LGBTQI people.

Most HR managers indicated the following hindrances when asked about the impediments to improving the situation of LGBTQI employees:
- LGBTQI employees do not come out (38%);
- We do not know enough about the subject (35%);
- Employees are averse to this subject (33%);
- Managers are averse to this subject (26%).

87% of the respondents knew that Hungarian legislation prohibits dismissing someone because of sexual orientation or gender identity, but less than one third (29%) knew that employers are obliged to act against a colleague's harassment and abuse on the same basis.

Despite the fact that the Equal Treatment Act applies to all relationships, only 18% of respondents indicated that their employers guarantee the same benefits to different- and same-sex partners. One respondent added a note stating that in order to guarantee the same benefits, 'legislation should be changed, e.g. family support regulations and tax laws, as well as the Labour Code and the Civil Code.' This is not so. As for employment-related benefits, legislation referring to cohabiting partners and registered partners, as well as to the parental rights of cohabiting partners and registered partners (as stepparents) same- and different-sex couples are treated equally under the law. We write about legislation in more detail in Chapter 9; however, our survey and interviews showed that there are many HR managers who have not given consideration to LGBTQI people living in families and raising children with their same-sex partners.

As for the lack of knowledge regarding the legislation pertaining to LGBTQI people, it is partly because only 9 respondents mentioned that their education contained information on the employment situation of LGBTQI people, and only 2 respondents participated in vocational trainings on this subject.

Although 77% would like to see employees' same-sex partners at events that are open for family members and 88% agreed that the gender identity of trans employees should be respected regardless of the fact that they applied for legal gender recognition or not, these supportive attitudes don't seem to make it into the workplace as a whole. Because of the general heterosexist climate in most workplaces, there are very few LGBTQI people who are out at work, and as we have already seen, very few employers respect trans employees' gender identity when it comes to protocols and rules for clothing and bathroom usage.

## WHY IS IT WORTHWHILE TO IMPROVE THE SITUATION OF LGBTQI EMPLOYEES?

Employers who decide to improve the situation of LGBTQI employees may have to cope with the prejudices, misconceptions, and fear of their workers, but it is not an impossible task. Employers who cares about their minority employees usually care about their workers in general, and thus their employees have more trust in them.

We participated at a meeting in April 2016, and held a short training for the members of the Hungarian Employers' Forum on Equal Opportunities. They asked several times about what they should tell their bosses, why they should deal with this. This is a private matter and heterosexual employees do not talk about their private lives either. We tried to explain that it is not so; they do talk. They talk about their programmes, sick children, etc., during lunch; they wear engagement rings… Colleagues know a lot about others' private life. But they did not even react. They kept repeating that they do not talk about their private life. It seemed rather like an excuse. Also there were much fewer people than usual. Only four or five companies were represented. This also shows that they resist the subject.
*Interview with a trainer of the "Getting to Know LGBT People" programme*

There are many who falsely label coming out as an LGBTQI person at work unprofessional. 'Professionalism' is a term often used by non-LGBTQI employees to argue against the coming out of their LGBTQI colleagues. They say they never talk about their sexuality at work so LGBTQI employees should not do that either; however, research (e.g. the results of the Hungarian LGBT Survey 2010) shows the opposite, that co-workers often discuss their relationships and activities outside work, with the implication that those relationships and activities are heterosexual. A significant proportion of the LGBTQI employees who are not out at work say that they do not come out because their colleagues and superiors would think that it is unprofessional to talk about their being LGBTQI.

In this climate, creating an inclusive workplace is not at all easy. Non-LGBTQI employees mix sexual orientation and gender identity with sex, while LGBTQI employees see that for non-LGBTQI colleagues talking about their relationships, partners, spouses and private lives is a natural element of the workplace climate. This is why it is important that these deep-rooted characteristics are cleared of the stigmatisation that has so long applied to them — as talking about people's private lives is necessarily present at workplaces. It is not the LGBTQI employees who want to take their sexual orientation or gender identity to their workplace; it is rather the workplace itself that requires this if employees are to be considered full participants at work. Such personal discussions are obviously important for bettering work relationships, but they are often unpleasant for LGBTQI employees to participate in. However, not participating is hard too; many say that it is really energy-depleting for them to avoid certain topics and evade certain questions.

While many think that private lives are private matters, it is a fact that people talk a lot about private matters at work: according to LGBT respondents, many talk about their relationships (82%), weekend plans (89%), and even sex (63%) at work. Thus it is actually really difficult to avoid talking about private matters at work. 59% of LGBT respondents had talked about their partner as an opposite-sex partner when talking to colleagues, and 41 of them never mentioned their (same-sex) partners in work-related documents.
*A leszbikus, meleg, biszexuális és transznemű emberek munkahelyi tapasztalatai Magyarországon.* ('The Workplace Experiences of LGBT People in Hungary. Report based on the results of the LGBT Survey 2010') Hatter Society, 2015

Although LGBTQI people, like all people in the workplace, are expected to talk about their personal lives, the discrimination and hatred they face makes them feel that they have to hide a huge segment of their lives. It is the task of employers to work consciously on creating

an inclusive climate where LGBTQI people are treated with the same respect as non-LGBTQI employees and are able to fully participate in the workplace culture.

An HR manager at a multinational company, who had been out to her colleagues at work for years and had told them that she lived with her female partner, talked to us about a training she organised:

I went to the training of the 'Getting to Know LGBT People' programme. I used the methodology to frame a special LGBT workshop for my colleagues, which I held on 17th May, the International Day against Homophobia. Of course our parent company values diversity and inclusion, and we have a declaration on equal opportunities that prohibits discrimination on the grounds of sexual orientation and gender identity, too. So that was the background. The workshop was attended by approximately 8% of the employees, and they gave very positive feedback. I even had to organise a second workshop for other colleagues who could not come in May. I also drafted a survey that I distributed after both discussions, and everyone who filled this in expressed that they would support the work of the LGBT support group that has been formed recently in our business region. Before the workshop, I had talked to the local managers of our company, and they all assured me of their support. We had also organised training for the management in early 2016. We held this with the leader of the European LGBT Employee Network. The training was about how LGBT employees can be supported. So we have been focusing on building a supportive system within the company this year, but I hope that next summer publicity will not be a problem either anymore, and our company will take part in  the Pride March like Google does, for example.

To create an inclusive, accepting and thus more productive workplace climate requires more of this kind of work — from both LGBTQI and heterosexual / cisgender HR managers and personnel.

# 9.

# LEGAL ENVIRONMENT AND LEGAL INSTRUMENTS IN CASES OF THE VIOLATION OF REGULATIONS PERTAINING TO EQUAL TREATMENT AND EQUAL OPPORTUNITIES

## LEGAL BACKGROUND

*Act CXXV of 2003 on equal treatment and the promotion of equal opportunities* (Equal Treatment Act or ETA) prohibits discrimination and harassment based on sexual orientation and gender identity. The legislation pertains to all employers, regardless of whether they are state owned or privately owned and regardless of the legal framework of employment (whether it is an employment contract, public sector service or a special order contract, etc.). Employers cannot reject an applicant because of her or his sexual orientation or gender identity, and employees cannot be discriminated against on these grounds when it comes to promotions, vocational trainings, salaries, or other work-related benefits.

Benefits that are granted to spouses and cohabiting partners of employees are also granted to same-sex partners (registered partners of employees must be treated like spouses, while cohabiting partners like other partners).

**Registered partnership** is a legal institution introduced by Act XXIX of 2009 (registered partnership act or RPA), which came into force on 1 July 2009. The purpose of the act is to grant a family law institution for same-sex partners similar to marriage.

The basis of the regulation is that the rules pertaining to marriage must be applied to registered partners unless the law (that is, Act XXIX of 2009, the RPA itself) explicitly prescribes a difference. Therefore, the rules pertaining to marriage must be applied to the establishment, validity, termination, and dissolution of registered partnerships. The same property and inheritance rules apply to registered partners as to spouses, and registered partners are entitled to the same tax, social, employment, and immigration benefits as spouses.

The so-called general reference rule of Act XXIX of 2009 contains that unless the act itself stipulates otherwise
a) all rules that apply to marriage shall apply to registered partnership,
b) all rules that apply to spouse or spouses shall apply to registered partner or registered partners,
c) all rules that apply to widow shall apply to surviving registered partner,
d) all rules that apply to divorced person shall apply to registered partner whose registered partnership was dissolved,

e) all rules that apply to unmarried person shall apply to person who has not been married or who has not entered into registered partnership,

f) all rules that apply to married couple shall apply to registered partners.

(Article 3(1))

Although legislation does not allow for a child to have two same-sex parents, **both the registered partner and the cohabiting partner of a parent are to be regarded as the "foster parents" of the child (although in a slightly different status), and thus they are legal family members**. The relationship of children and parents' registered partners is recognised by the law as follows: foster parents who are registered partners have a legal obligation to maintain the child with whom they live in the same household, and are entitled to family allowances and child benefits for the child. Both registered partners and cohabiting partners are entitled to family tax allowances and sick pay in case the child is ill.

It is important to note that the RPA specifically regulates **in what ways people are allowed to be asked about their family status**. According to Article 3 (5) of the act: *'Unless this act stipulates a different legal consequence to the existence or dissolution of marriage and of registered partnership, and if an entitlement or obligation concerns both widows and surviving registered partners equally, declarations about family status shall only be required in a way that "spouse" and "registered partner", "widow" and "surviving registered partner", and "divorced" and "divorced registered partner" are listed as one option.'* This requires that on forms that ask for people's family status, choices must list 'married' and 'spouse' or registered partners in the following way: 'married / registered partner', 'spouse / registered partner'.

Employees are obliged to respect employees' gender identity (even if it differs from their biological sex) and legal gender recognition.

Those who are victims of discrimination or harassment (see below) in their field of employment may turn to the Equal Treatment Authority or a labour court, and ask for the termination of the discriminatory conditions and prohibition of such conditions in the future.

## DISCRIMINATION IN THE EQUAL TREATMENT ACT[15]

Discrimination includes various types of action: direct and indirect discrimination, harassment, segregation, and retribution. These behaviours, although they cover different actions, are called discrimination.

**Direct discrimination** occurs when a person or a group is treated less favourably on the grounds of her/his/its protected characteristics than any other person or group would be treated in a comparable situation. Protected characteristics are as follows: gender, ethnic origin, race, skin colour, age, mother tongue, disability, state of health, motherhood (pregnancy) or fatherhood, family status, sexual orientation, gender identity, social origin, financial status, religious or ideological conviction, political or other opinion, part-time status

---

[15] Based on an earlier publication of Háttér: *LMBT képzés – foglalkoztatási munkacsoport. Tréneri kézikönyv.* ('LGBT training – employment working group. Trainers' handbook.') Edited by Klára Iványi and József Kárpáti. Háttér Társaság, Budapest, 2010

or fixed-term employment relationship, membership in an interest group, any other status. For example, direct discrimination occurs when someone is rejected for a job solely because of her / his sexual orientation or gender identity, without consideration of the applicant's qualifications.

**Indirect discrimination** occurs when a measure is seemingly neutral and objective, i.e. it seems that it does not violate the principle of equal treatment, but represents a considerably larger disadvantage to those with protected characteristics.[16] For example, indirect discrimination occurs if an employer unjustifiably requires ten years of uninterrupted employment for occupying a position, and therefore excludes those who interrupted their employment for child birth or child care (i.e. the majority of women between 25 and 35 years of age).[17]

We must highlight that discrimination happens even if the person whose rights were violated does not have a protected characteristic but the discriminating party assumes a protected characteristic and treats the person unfavourably as a result of this assumption. For example, this happens if an employer rejects an applicant because they assume the person is LGBTQI.

**Harassment** is unwanted conduct (of sexual or other nature) violating the human dignity of people who have protected characteristics (owing to these characteristics), for the purpose or effect of creating an intimidating, hostile, degrading, humiliating, or offensive environment against the particular person.[18] For example, harassment occurs if colleagues make hurtful, derisive remarks in the presence of an LGBTQI employee and their superior does not do anything against this.

**Employers are obliged to take action against harassment and the homo- and trans-phobic climate at work, and they are accountable for not doing so.**

When defining the concept of harassment and sexual harassment in its resolution nr. 384/5/2008 (IV.10.), the Advisory Board to the ETA pointed out that it can be realised by both active and passive behaviour, one-time and often repeated acts, and even unintentionally. Omission as a passive behaviour occurs when the employer finds out that an employee harasses the other, but does not do anything or anything adequate to inhibit this. In this case the employer is responsible for omitting a measure.

The above are especially important to emphasise because although it is usually a colleague or superior who harasses an employee, the ETA starts the procedure against the employer. **Employers are responsible for the behaviour of their employees; they are the ones who must guarantee equal treatment.**

*A munkahelyi zaklatás megelőzése és a jogérvényesítés formái. ('The prevention of harassment and the forms of law enforcement.')* ETA books. EBH Hatósági és Jogi Főosztálya, Budapest, July 2015

---

[16] Equal Treatment Act, 9. §.
[17] Equal Treatment Authority, http://egyenlobanasmod.hu/article/view/the-authority
[18] Equal Treatment Act, Artice 10 (1)

**Segregation** happens when individuals or groups of individuals are separated from other individuals or groups of individuals in a similar situation without any law expressly allowing it.[19] For example, segregation occurs if an employer separates an LGBTQI employee from other employees without any rational professional reason.

Finally, **retribution** is conduct aimed at the infringement of the rights of persons who take steps against the violation of equal treatment.[20] For example, if an employee complains of discrimination or harassment at work and is then demoted, that is retribution.

## PRACTICES THAT VIOLATE THE LEGAL REQUIREMENT OF EQUAL TREATMENT

Discrimination can happen in a number of situations in the field of employment. It is therefore impossible to provide a complete list of practices that violate the legal requirement of equal treatment. Even the Equal Treatment Act does not provide an exhaustive list of violations; instead, it highlights and names certain employment-related situations in which equal treatment must be enforced.[21] Specifically, equal treatment under the act is violated if an employee is directly or indirectly discriminated in the following areas:

- Access to work, especially in the case of public job vacancy notices, employment, and the conditions of employment;
- Proceedings that precede and conduce the establishment of employment;
- The establishment and termination of employment;
- Training preceding or during employment;
- Defining and securing work conditions;
- Defining and securing benefits pertaining to employment, especially wages;
- Participation or membership in employee organisations;
- Business hierarchy and promotions; and
- Liability and decisions on disciplinary action.

## THE BURDEN OF PROOF IN DISCRIMINATION PROCEEDINGS

In most civil proceedings, including labour court cases, it is typically the party with an interest in the court's acceptance of its statements that has to verify those statements. That is, if one party states that another party owes them money, the party claiming to be owed money is the one who has to prove the existence of the debt. If, however, the other party acknowledges the debt but states that it has been settled already, they must prove the latter. A major achievement of the legislation pertaining to labour discrimination cases (even before the Equal Treatment Act) is that it splits the burden of proof in discrimination proceedings between the employee claiming that their legal right to equal treatment has been violated and the employer accused of violating the employee's right to equal treatment.

[19] Equal Treatment Act, Artice 10 (2)
[20] Equal Treatment Act, Artice 10 (3)
[21] ETA, Article 21

Specifically, according to the ETA, the **party who claims their rights have been violated** has to prove the likelihood of the following: the **disadvantage / injury** (i.e. the violation), and that they (the person or group whose rights had been violated) had one of the **protected characteristics** — whether actual or assumed by the employer — determined in Article 8 of the Act. Article 19 of the Equal Treatment Act states this categorically: that the injured party has to prove the likelihood of only these two facts.

If the injured party satisfies the above, then the other party has to prove either that the discriminatory act described did not take place, or that the legal requirement of equal treatment was indeed observed or in the given circumstances / due to the nature of the given employment relationship, the enforcement of equal treatment was not required. That is, the employer must prove that the claimant was not treated any differently than other employees / applicants, or if any kind of differentiation did take place, that there was a rational legal reason for it.

## THE ACTIVITIES AND PROCEEDINGS OF THE EQUAL TREATMENT AUTHORITY

If an employee's right to equal treatment is violated, the injured party has different options for demanding legal remedies. One such option is to bring an action before the Equal Treatment Authority, which controls the observance of the Equal Treatment Act. The Equal Treatment Authority is a Budapest-based autonomous government body that is empowered nationally to intervene in all types of discrimination, regardless of the protected characteristic (e.g. ethnicity, disability, age, or LGBTQI identity) or the field in which the discrimination took place (e.g. employment, education, health system).[22]

The proceedings of the Equal Treatment Authority are initiated at the claimant's request or on its own initiative. The Authority tries to explore the facts, usually by hearing from the interested parties and obtaining relevant documents. It may also order hearings. During the proceedings, both parties have the opportunity to advance their viewpoints and present proof. The proceedings are closed by a decision from the Authority in favour of either the claimant, confirming that the employer did violate the employee's right to equal treatment, or in favour of the employer, rejecting the employee's claim of discrimination.

If the decision is a confirmation of discrimination, the Authority may impose **disciplinary penalties**. One such penalty is a fine between 50 thousand and 6 million HUF levied against the discriminating party. The Authority may also order the termination of the unlawful conditions, prohibit future infringing conduct, and may order that its legally binding decision shall be published.

Another penalty is inclusion on a published list of employers that have been found guilty of discrimination against employees at least twice in two years (as of 1st November 2009), either by the judgement of an administrative authority or by a court. Being on this list excludes the given employer from several state and European Union tenders.

[22] The operation of the Authority is defined by the Equal Treatment Act as well as Act CXL of 2004 on the general rules of proceedings and services realised by administrative authorities.

There is no appeal against the decision of the Equal Treatment Authority. The decision may be challenged in court (the Budapest-Capital Regional Court). The court examines whether the Equal Treatment Authority applied the laws correctly during the procedure. If no infringement is found, the court rejects the action, and the decision of the ETA stays in force. Otherwise, the court repeals the decision and, if necessary, refers the case back to the Equal Treatment Authority.

## LABOUR CASES

Victims of discrimination may also turn to **administrative and labour courts** to seek remedy. The applicant may request reimbursement (e.g. for unpaid wages) by the employer or compensation for non-material damage. Court decisions in labour discrimination cases may also order the termination of the unlawful conditions and prohibit future infringing conduct.

*****

However, we must emphasize that the creation of an inclusive work environment and the enforcement of pre-existing good practices is more productive than taking legal steps against discrimination.

# 10.
# RECOMMENDATIONS [23]

## I. TO EMPLOYERS

1.  The management of organisations should openly stand by the importance of workplace diversity and the acceptance of LGBTQI employees, as well as against discrimination based on sexual orientation and / or gender identity.
2.  Adopt regulations against discrimination and harassment (bullying) with an explicit reference to sexual orientation and gender identity, extending to the conditions of employment, promotion and dismissal, payment and other conditions, including the prevention, elimination and punishment of harassment and other forms of victimisation.
3.  Ensure that LGBTQI employees and their partners have access to employee and partner benefits without discrimination.
4.  Include LGBTQI employees in the framing and review of organisational regulations, especially in the field of human resources management.
5.  Support and encourage the participation of HR managers and personnel in trainings on equal opportunities that also refer to the situation of LGBTQI employees.
6.  Organise equal opportunities and sensitising programmes for employees that include specific references to situations faced by LGBTQI colleagues.
7.  Support the establishment of groups for LGBTQI employees and allies, and provide financial support for their operation.
8.  Integrate supporting LGBTQI organisations and campaigns into corporate social responsibility programmes.
9.  Pay special attention to data protection issues related to trans people, including steps to ensure that an applicant's gender history and / or former name are not made known to the employer and other employees in the course of job applications.
10. Develop organisational practices with special attention to data protection, consulting with NGOs representing transgender people and considering the needs of the employee when the trans status of an employee changes during employment.
11. Make it possible for trans employees to express themselves and participate in the life of the workplace according to their gender identity, including using the name they choose and the flexible application of regulations pertaining to clothing.
12. Secure gender-neutral dressing rooms and bathrooms in addition to or instead of men's and women's rooms, and make sure transgender employees can use these according to their own gender identity.

---

[23] Based on: *A leszbikus, meleg, biszexuális és transznemű emberek munkahelyi tapasztalatai Magyarországon.* ('The Workplace Experiences of LGBT People in Hungary. Report based on the results of the LGBT Survey 2010') Hatter Society, 2015. Note that the recommendations were modified based on our own research.

## II. TO TRADE UNIONS

1. Accept as a principle the importance of eliminating discrimination and harassment, highlighting discrimination and harassment based on sexual orientation and gender identity.
2. Represent the interests of LGBTQI employees when negotiating with employers and state actors.
3. Adopt regulations against discrimination and harassment (bullying) within the trade union, including specific references against discrimination and harassment based on sexual orientation and gender identity.
4. Provide information for union members on legal remedies within and outside the company in case of discrimination and harassment.
5. Secure legal representation and support for victims of discrimination and / or harassment based on sexual orientation and / or gender identity.
6. Organise trainings for union members and management on the effective representation of the interests of LGBTQI employees.
7. Regularly consult with LGBTQI NGOs and groups on issues concerning LGBTQI employees.
8. Include LGBTQI employees in the work of the organisation and the formation of organisational priorities.
9. Support the establishment of groups for LGBTQI employees and allies within trade unions, and provide financial support for their operation.

## III. TO THE GOVERNMENT

1. Extend the obligation to adopt equal opportunities policies to all employers, and lower the threshold pertaining to the number of employees.
2. Adopt guidelines explicitly highlighting the needs of LGBTQI employees in the contents of equal opportunities policies.
3. Adopt guidelines for employers on the enforcement of the data protection act related to legal gender recognition.
4. Provide sample equal opportunities policy guidelines to employers that include sexual orientation and gender identity.
5. Grant financial incentives for employers who organise diversity trainings that refer to sexual orientation and gender identity.
6. Develop programmes to improve the employment of trans people and to prevent long-term unemployment, including financial incentives for gender sensitisation training and employment of qualified trans applicants.
7. In state-supported and widely disseminated publications on employees' rights, describe the legal remedies for breach of equal treatment and prohibit discrimination based on sexual orientation and gender identity.
8. Ensure that state-financed legal aid services maintained for employees are required to work on issues related to the equal opportunities of LGBTQI people, and provide legal aid workers with specific training from LGBTQI advocacy organisations.

*****

The next two chapters contain information on the actual realisation of steps and actions listed here.

# 11.

# EQUAL OPPORTUNITIES POLICIES AND STRATEGIES

According to *Act CXXV of 2003 on equal treatment and the promotion of equal opportunities* (Equal Treatment Act or ETA), state bodies employing more than 50 people and legal persons with a majority state ownership are required to adopt an equal opportunities policy (Article 63 (4) of the Equal Treatment Act). However, the Labour Code does not contain any sanctions against employers who are required by the law to adopt such policies but fail to do so, and those who do adopt a policy often just repeat from the ETA that 'discrimination is forbidden here', overlooking (whether wilfully or not) the main aim of equal opportunity policies, which is to implement positive, proactive regulations.

ETA forbids direct and indirect discrimination in employment and service provisions based on the following protected characteristics:
- Gender,
- Racial background,
- Skin colour,
- Nationality,
- Mother tongue,
- Disability,
- Health status,
- Religion or faith,
- Political or other conviction,
- Family status,
- Motherhood (pregnancy) or fatherhood,
- Sexual orientation,
- Gender identity,
- Age,
- Social (class) background,
- Financial situation,
- The part-time nature or limited length of the employment or other work-related contract,
- Union membership,
- Other situation, quality, or characteristic.

**Practical duties of employers wishing to ensure equal opportunities:**
- Active support for equal opportunities and avoiding discrimination in all areas of employment, including recruitment, promotion, training opportunities, compensation, and other benefits, disciplinary actions and termination,
- Monitoring the diversity of existing workforce, and taking appropriate steps to tackle any problems revealed as a result of this monitoring.

**Monitoring**
Employers should regularly (once a year) monitor the effectiveness of their equal opportunities and diversity policies with regard to protected characteristics (especially gender, **gender identity**, age, pregnancy and parenthood, ethnicity, age, living with disability, and **sexual orientation**). Information gained from this monitoring should be used to determine its equal opportunities goals. Any information obtained by the employer through this process must be handled confidentially.

In the following we will provide an overview of standards and model texts for ensuring the equal opportunities of LGBTQI employees.

**Equal opportunities regulation**
Our company prevents and hinders discrimination in employment against employees based on their gender, sexual orientation, gender identity, or gender expression. The aim of this measure is to ensure that all our employees work in a safe and productive environment.

## EMPLOYERS' RESOLUTIONS FROM DIVERSITY STRATEGIES TO EQUAL OPPORTUNITIES POLICIES[24]

An employer's position on diversity may be expressed in short form as a resolution or a mission, and / or in more detail as a policy that can form the basis for building out short-term, mid-term and long-term concrete action plans after examining its employment system. For example, a diversity mission may read as follows:

*Accepting and valuing the diversity of our employees, our company expects our colleagues to ensure a working environment free of discrimination and harassment. We encourage and promote the expression of diversity and use it in developing our company culture.*

Based on this mission a more detailed policy can take shape based on, for example, a ban on discrimination, respect for human dignity, the indispensability of fair and flexible treatment, the importance of cooperation and partnership between employers and employees, social solidarity, and the validation of diversity. In these diversity or equal opportunities policies, it is worth mentioning concrete elements of the company-level policy regarding LGBTQI employees, as stated in the following example. Note that this is a sample only; it is possible that the company already has a diversity policy into which passages concerning LGBTQ employees can be inserted without having to create a new policy.

**Equal treatment and the ban on discrimination:** the employer shall prevent and hinder discrimination of employees in employment. This extends to recruitment, the determination of compensation, income, benefits, trainings and other incentives, as well as relocation, termination and other cases related to employment. It also extends to the ban of any discrimination against employees based especially on their age, gender,

---

[24] Based on an earlier publication of Háttér Society: *LMBT képzés – foglalkoztatási munkacsoport. Tréneri kézikönyv.* ('LGBT training – employment working group. Trainers' handbook.') Prepared by Klára Iványi and József Kárpáti. Háttér Society, 2010

**gender identity or sexual orientation**, family status, national or ethnic origin, disability or health status, as well as religion. The employer shall pay special attention to prevent and stop any direct or indirect discrimination based on the above characteristics.

**Respect for human dignity:** the employer shall respect the human values, dignity, uniqueness and related habits, qualities, and choices of its employees with regards to religion as well as **sexual orientation and gender identity**. Taking into account and coordinating its own and its employees' interests, the employer shall create a workplace atmosphere and working conditions and circumstances which contribute to the preservation and strengthening of human dignity.

**Social solidarity:** in employment, no employee is considered more valuable than another based on characteristics unrelated to work performance (such as age, gender, national or ethnic origin, **gender identity or sexual orientation**, health status or disability, religious conviction, etc.). The employer's interest is to strengthen solidarity between employees, as well as between employer and employee, which can strongly contribute to the employment and advance of disadvantaged groups.

**Diversity as a value:** the employer accepts and values national and ethnic diversity, cultural and religious diversity, as well as other forms of diversity among its employees, including diversity in terms of **gender identity and sexual orientation**. The employer strives to create an inclusive workplace that establishes diversity as a value in and toward its employees and throughout the company environment (e.g. toward partners, suppliers, and customers).

*It is important to include both employees and leadership in creating diversity strategies.* Brainstorming about creating (or expanding / modifying) a diversity strategy may start in an employees' focus group, where members of the minority group are represented. If LGBTQI employees are not out at the workplace, outside experts may be invited to represent the interests of this minority group, for instance, from the Hungarian LGBT Alliance or one of its member organizations.

The actual work must always be preceded by an assessment, which collects the employer's equal opportunities practices and examines how they affect LGBTQI employees, including an examination of whether these employees really do have equal access to all opportunities (e.g. trainings and benefits) in the organization. Moreover, the assessment can identify potential points of discrimination in the employment processes (e.g. recruitment, selection, determining compensation, training opportunities or promotion) and recommend solutions for issues that are identified, as well as raise new ideas and possibilities.

If the assessment is complemented by an employee questionnaire, there is an opportunity to collect data about how many employees belong to which minority group. However, it is important to be cautious about this and to ask only questions that are relevant to the assessment, and completing the questionnaire cannot be mandatory. Responding must always be voluntary and anonymous, and employees may never be identifiable. Therefore, it is advisable to trust an outside expert with such surveys. Experts on equal opportunities assessment and planning can find the best way to inform employees about the reason and the possible outcomes of the survey, and can work out the best questions and survey methods to collect the data needed.

Nevertheless, however professional the outside team, LGBTQI employees may not come out even in a voluntary and anonymous forum. Lack of response or participation by LGBTQI participants does not mean that they do not exist. Statistically, if a company employs more than 20 people, there is likely at least one LGBTQI person among them. To help these employees feel comfortable and dare to be out in the workplace, it's essential to put concrete measures in place.

Nowadays many organizations already have an equal opportunities policy in place, but it may not extend to LGBTQI employees. The following example provides a sample for how LGBTQI protections can be incorporated into an existing policy:

**Recruitment – selection – termination**
Recruitment materials such as job postings should mention the company's commitment to diversity and acceptance of **minority groups including LGBTQI persons**, and underline that belonging or not to a given minority does not influence an applicant's admission or rejection.

During recruitment and selection, the company **does not ask for or consider data referring to gender identity or sexual orientation**; any such data acquired later is treated confidentially as sensitive information.

Should the employer acquire data regarding **gender identity or sexual orientation**, it does not use it when making a decision about an employee's termination.

**Compensation and working conditions**
Should the employer acquire data regarding **gender identity or sexual orientation**, it does not use it when making a decision about compensation and pay rises.

The employer accepts the **sexual orientation and gender identity** of its employees and consequently bans all behaviour or vocabulary that may offend LGBTQI employees as members of the LGBTQI community. The employer (in cooperation with its employees) enforces a code of ethics and conduct towards minorities; breaking this code will lead to disciplinary action.

**Training – promotion**
Should the employer acquire data regarding **gender identity or sexual orientation**, it does not use it when making a decision about an employee's promotion or training.

**Work-life balance**
The employer supports LGBTQI employees in involving their partners in the company's life and its family and leisure events to the same extent as non-LGBTQI employees. Therefore, the text of company invitations refers to 'partner' instead of 'spouse'. At events open for partners and family, **same-sex partners** are also welcome.

The employer automatically extends the benefits provided for spouses to **registered partners**, and the benefits provided for cohabiting partners to **cohabiting same-sex partners**.

The examples above are only models, based on which measures concerning LGBTQI employees can be developed individually for each organization, whether they will become part of an equal opportunities policy or another action program / plan aimed at equality or diversity. It is worth reiterating that it is essential to include employees as well as leadership in developing these measures, especially representatives of employees in non-leadership positions who otherwise would not have opportunities to be part of company-wide decisions. If employees take part in brainstorming and the development, timing and realisation of actions and projects, they will feel involved and become more motivated and open-minded. This way, acceptance towards LGBTQI employees will not be experienced as an instruction from above, but as an integral part of company culture. If possible, employers should involve their own LGBTQI employees throughout the process, from the brainstorming to the realisation phase, or at the very least, outside experts who represent the interests of this minority group (e.g. representatives from the Hungarian LGBT Alliance or one of its member organizations).

Companies may want to consider creating a team of employees which is tasked with working out projects and ideas that would increase the acceptance of LGBTQI people, and with examining certain employment processes taking into account the perspective of LGBTQI employees. This is effective with regard to any minority group and not only with HR experts but with mixed groups of employees as well, especially if participation in this extra task is rewarded with a special bonus. Focusing on a given group and finding arguments and facts about that group in the workplace gives employees opportunities to obtain knowledge they may not otherwise have, which increases empathy and encourages acceptance.

If the company builds up and expands its policies towards accepting LGBTQI employees in a conscious and systematic way, after determining the basic principles and strategy, and possibly after forming an employees' team and creating an action plan, it is worth developing a training plan with comprehensive sensitisation trainings for both employees and leadership.

## EXPECTATIONS TOWARD EMPLOYEES: CODES OF ETHICS AND CONDUCT

Part of the action plan can be working out a code of ethics and conduct applicable to all employees, which provides guidelines to the behaviour expected of employees when dealing with each other, as well as with customers, clients and business partners. A code of ethics and conduct can be an instruction from above, but it is much more efficient if it is prepared with the involvement of employees, like the employees' team mentioned above. The prepared code can be a separate document or part of the equal opportunities policy. The founding principles of or references to the code for conduct can be inserted into the job descriptions or even the work contract of employees.

The company may already have a code of ethics and conduct, which contains binding definitions of what the company culture considers norms and values. The code may extend to areas like hygiene and work protection, environmental issues, ethical enterprises, copyright and intellectual property and areas related to social responsibility (such as non-discrimination). It may define norms related to basic principles, behaviour (including dress

codes, the regulation of wearing symbols) or vocabulary; these may apply to the company's outside environment (customers, clients, business partners) or life within the company (leadership, subordinates, colleagues).

Behavioural requirements regarding the LGBTQI community can primarily be inserted into the part of the code dealing with non-discrimination. To be consistent, the guidelines should tackle the respect for human dignity, and within this the ban on discrimination, harassment and exclusion against members of the LGBTQI community, and specifically the ban on offensive vocabulary. The guidelines should apply to communication both among employees and between employees and outside partners (customers, clients). In terms of content, the guidelines should be based on the employer's declaration: whatever the employer considers an expectation toward itself should also be binding for employees and vice versa. The following is an example for inserting behavioural rules into the code of ethics and conduct:

> Discrimination, segregation and exclusion based on someone's race, skin colour, nationality, origins, **gender identity**, faith or religion, political affiliation, age, disability, **sexual orientation** or any other personal characteristics is forbidden.
>
> We must all respect the human dignity, privacy and faith of other employees. Therefore, any harassment (spoken, written, or physical) is forbidden, including the use of expressions and the telling of jokes and stories that harm human dignity, and all forms of physical contact against a person's will (from unwanted touches to abuse). A case of harassment is considered especially serious if an employee is targeted because of gender, gender identity or sexual orientation.

The code should be at the same time general (addressing all important aspects) and concrete (can be obeyed, monitored, sanctioned). It is important to include sanctions for code violations; the sanctions should depend on the strength of the code broken and on the frequency of breaking it. The role of the code of conduct, however, is not to discipline and punish, but to create a common set of norms acceptable for all employees and to promote adherence to these in order to create a liveable workplace environment.

Therefore, it is good if sanctions are preceded by some kind of conflict management or conflict reduction forum. Employers may, for instance, prescribe mandatory mediation as the first stage of handling discrimination cases, the aim of which is to offer peaceful restoration for the offended party, clear up misunderstandings, and prevent the deepening of workplace conflict. Another efficient pre-sanction step could be mandatory sensitisation training or a sensitising task, such as participation in a working group dealing with the LGBTQI community.

In the case of a serious or repeated breach of norms, codes of conduct can include sanctions that classify as employers' rights (e.g. relocation in order to prevent further conflicts[25], deprivation of bonus, oral or written warning, termination). When an employee's behaviour conflicts with the code of conduct and therefore sanctions are necessary, it is important to observe both the aggrieved and the offending parties' personal rights. The aim of the code is to give guidelines, not to sanction — sanctions should be considered a last resort.

---

[25] In this case we should beware of transferring the aggrieved party; in case it is still he or she that is transferred, this should not imply further inconvenience.

Therefore, violations should not be made public to set an example. True, employees may learn from the example, but such measures can also negatively affect the atmosphere of the workplace, may give rise to arguments, and may even increase prejudice against the affected minority.

If employers develop or expand their codes of conduct with the involvement of employees, and place emphasis on restorative, conflict management and sensitising measures for the breach of norms, reserving sanctions as a final measure, there will likely be less resistance to the acceptance of these norms. Consequently, the norms become incorporated into the company culture faster and more efficiently.

## DETERMINING THE STANDARD OF RESPONSIBILITY FOR ENFORCING ETA REGULATIONS

The responsibility of leadership

The management is responsible for setting a good example, and for reacting immediately in a fair way if somebody makes a complaint about harassment, verbal abuse, or bullying. All leaders must:
- Ensure within their own field of responsibility adherence to the standards described in the equal opportunities policy and directives;
- Be familiar with the equal opportunities policy / directives and call their subordinates' attention to it as well;
- Ensure that information about equal opportunities in the workplace is part of the training of new recruits and of continuous trainings for employees;
- Monitor how any new directives, initiatives, or programs affect workplace equality and the needs of vulnerable groups.

Individual responsibility

All employees can be held accountable for discriminating against others. Extremely serious cases of harassment are considered crimes. Everyone must:
- Adhere to the regulations on workplace equality;
- Report discriminative incidents or practices;
- Refrain from encouraging or motivating others to discriminate;
- Refrain from retribution when somebody speaks up, or starts or participates in a procedure because of discrimination;
- Refrain from harassing, humiliating, and abusing others.

The foundations of the regulations should be:

- Everyone's equality;
- Promoting an inclusive company culture;
- Respecting and valuing everyone's differences;
- Preventing discrimination, harassment, and retribution;
- Promoting good relations within the workplace and with business partners.

Examples of measures to ensure protections for transgender employees

*The protection of privacy*
Trans employees have a right to decide whether to talk about their gender identity and gender expression or not. All trans employees must be able to decide how much information they share about this, when, and with whom. Information about a trans employee's transgender status (e.g. sex assigned at birth) qualifies as confidential. Management, HR staff, or employees cannot share information about the trans status or gender nonconformity of an employee. Such information may only be shared with the transgender employee's consent.

*Records*
Our company, at an employee's request, will change the employee's name and / or gender in our official records. In some records this is only possible if the employee can prove that the change has also occurred in personal documents (e.g. documents related to payments and contributions). Most records, however, can be changed without this. We will also change the photos of our transitioning employees so that they correspond to their gender identity or gender expression. If new or transitioning employees have questions regarding office records or identification documents, they should contact: _____.

*Use of names*
At our company employees have the right to request to be called by their appropriate names. This does not require an official name change. If somebody intentionally and consistently refuses to respect an employee's gender identity (e.g. by using the wrong name or gender), this may qualify as harassment and is in opposition to this directive. If you are not sure how a transitioning colleague would prefer to be addressed, you should politely ask the person concerned.

*Transition at the workplace*
Our transitioning employees enjoy the full support of management and the HR department. HR works individually with all those affected on successful transitioning at the workplace. We will determine with the transitioning employee, according to our company structure, who is responsible for helping employee in transition; what the transitioning employee can expect of the management; what the management expects of employees; and what the general procedure is within the company (e.g. registering changes, working out an individual communication plan to notify colleagues and/or clients).

*Gender-segregated workplace environments*
In the case of gender-segregated workplace environments, we classify transgender employees according to their gender identity and not their sex assigned at birth.

*Bathroom use*
Employees can use the bathrooms according to their gender identity. Any employee may use a one-person toilet for any reason, but it is not mandatory under any circumstance. All employees have the right to safe and appropriate bathroom use, including using the toilet appropriate for their gender identity. That is, transgender women can use women's toilets, and transgender men can use men's toilets. Transgender employees can decide themselves which option is suitable and safe for them.

*Changing room use*
All employees have the right to use changing rooms according to their gender identity. Any employee can request — and will be provided with — an alternative changing room for any reason. If a trans employee needs a separate changing room, we will provide it in a way that keeps the employee's trans status confidential.

*Clothing*
Our company has no dress code that would determine the clothes employees should wear on the basis of their gender. Transgender and gender-nonconforming employees have the right to adapt to the company's dress regulations in a way that suits their gender identity and gender expression.

*Discrimination and harassment*
Employees must not be discriminated against on the basis of their self-identifed or assumed gender identity (including in the fields of selection, promotion and termination). Retribution is not allowed; that is, behaviour infringing upon, or threatening to infringe upon, the rights of a person who has initiatied or is participating in a procedure concerning an infringement on the requirement of equal treatment, is strictly prohibited. Our company is committed to providing a safe workplace environment for transgender and gender-nonconforming employees. Any incidents of discrimination, harassment, or bullying will be investigated promptly and efficiently, ensuring the appropriate corrective steps and the appropriate tools for the employees involved.

*Steps preceding workplace transition*
1. The employee affected should contact the member of the HR staff chosen by the employee or appointed for such tasks.
2. We must make sure that the employee knows the company regulations concerning transgender people.
3. If the transitioning employee does not contact their superior as their first step, a meeting should be scheduled to notify the superior of the transition. Note: management in a higher position than the employee's superior should also know about the planned transition so that they can express their support when the employee's immediate colleagues are informed about the transition.
4. It is useful to include the representative of the company's LGBTQI group in the discussion.

5. We should make a workplace transition plan. This must include the following:
   a) The time of the official/formal transition. This is the point when the employee changes gender expression, name, and address, and may start using the changing room and bathrooms accordingly. The employee can decide upon this date.
   b) How and in what form the employee's immediate colleagues should be notified about the transition;
   c) Whether the person's colleagues need training in this field;
   d) What changes should be entered into the employee's registered data and when;
   e) The dates of pre-planned medical interventions (if any).
6. We must prepare for the employee's name change to ensure changing of data, photos, and email address enter in force at the same time.

*Notifying colleagues*
1. We should organize a meeting where at least the immediate superior and the colleagues of the employee are present. The employee should be able to decide whether to be present at this meeting. If the employee considers it useful, a written leaflet about transgenderism may be distributed during the discussion.
2. The head of the employee's team should announce the transition (in the presence of other people from higher positions in the leadership) as follows:
   a) Emphasize the employee's important role in the company's life and that the management is supportive of the transition;
   b) Introduce the relevant anti-discrimination policy of the company;
   c) Mention that the employee's appearance will change to reflect gender identity, and that everyone must respect this;
   d) Inform the colleagues about the name and address of the transitioning employee) and that this name and address should hereby be used in all communications, written and oral, both in formal and informal settings;
   e) Emphasize that this transition is not going to change the workplace and everything should continue as usual;
   f) Make sure that everyone has a chance to ask questions (if the leader cannot answer a question, it should be delegated to the appropriate member of the HR staff);
2. If we are organizing a training session for colleagues on the topic, we should announce its date at this meeting. If possible, the training should precede the workplace transition.

*The first day of an employee's official workplace transition*
The employee's immediate superior should make sure that everything is prepared, including the following:
1. The employee's new ID card, badge and photo are ready, if necessary.
2. The name and gender has been changed in all work-related documentation.

# 12.

# GOOD PRACTICES

In Hungary today many workplaces have an equal opportunities policy or some other guidelines forbidding discrimination. However, more is needed to ensure that LGBTQI employees work in an environment where they can fulfil their whole professional potential and be truly equal in terms of recruitment, hiring, workplace relations and promotions; that is, what is needed is comprehensive workplace programs and policies supported by top management.

In this chapter we describe existing, realised good practices from Hungary and also activities, guidelines, and workplace policies abroad. Many foreign-owned multinational companies have, whether at their headquarters or branches in Western countries, programs and workplace policies supporting LGBTQI employees and ensuring their equal opportunities that are more fully realised than those in Hungary.

> For a lasting, general change of views and open-mindedness we need a stronger dedication of the employer, an involvement of a wider range of employees and more conscious and systematic measures. This process can be divided roughly into two parts. On the one hand, a diversity declaration on the part of the employer; this is the owner's and the leadership's duty, but cannot work without the activity of the employees. On the other hand, laying down principles of non-discrimination, which should be just as binding for all employees as the requirement to be in a condition suitable for work at the beginning of one's shift. These ethical principles and behavioural practices should also be grounded on a consensus between employer and employees.
> *LMBT képzés – foglalkoztatási munkacsoport. Tréneri kézikönyv.* ('LGBT training – employment working group. Trainers' handbook.') Prepared by Klára Iványi and József Kárpáti. Háttér Society, 2010

## EIGHT STEPS FOR AN LGBTQI-FRIENDLY WORKPLACE

1. Commitment of leadership

The company's leadership should make clear their commitment to non-discrimination, diversity, and the acceptance of LGBTQI employees. This commitment should be published on the company's website, and its mission and policy should be published on its Intranet and in other formal documents (e.g. recruitment material and material targeted at old and new employees). The leadership should also emphasize the importance of these values in personal communication (e.g. speeches, business meetings).

In the *Code of Ethics* of the CIB Group, available also on their website, the following is stated in the chapter 'Our basic values and principles':

'Equality
We are committed to eliminating all forms of discrimination from our conduct and to respect differences in sex, age, ethnic origin, religion, political and union persuasions, sexual orientation, language or disability.'[26]

Apple dedicates a special section on its website to company values. One page of that is entitled *Inclusion and diversity*. On this page the company expresses its basic philosophy concerning diversity, publishes statistics concerning the diversity of its staff, and shows the contribution of employees from various backgrounds to the company's successes through stories of individual employees.

'We see diversity as everything that makes an employee who they are. We foster a diverse culture that's inclusive of disability, religious belief, sexual orientation, and service to country. We want all employees to be comfortable bringing their entire selves to work every day. Because we believe our individual backgrounds, perspectives, and passions help us create the ideas that move all of us forward. Diversity is more than any one gender, race, or ethnicity. It's richly representative of all people, all backgrounds, and all perspectives. It is the entire human experience.'
*Creating a culture of inclusiveness*[27]
Denise Young Smith, HR Vice President

On GE's page listing job opportunities, the following statement is addressed to potential applicants: 'GE is an Equal Opportunity Employer. Employment decisions are made without regard to race, color, religion, national or ethnic origin, sex, sexual orientation, gender identity or expression, age, disability, protected veteran status or other characteristics protected by law.'[28]

It is good if a top manager is the leader of the LGBTQI equal opportunities program.

Leadership commitment should be emphasized not only towards the company's staff but also towards the general public. IBM, for instance, has not only supported the realisation of the first LGBT Business Forum in Hungary but has found it important to express the company's philosophy in media publications related to the event:

'LEADERSHIP SUPPORT. Inclusive policies must be supported and communicated on the highest company level, so, for instance, company leadership cannot tolerate any discrimination. If an LGBT colleague sees that such support is provided from the highest levels, s/he will be more willing to come out about her/his sexual orientation. Therefore, Péter Paál, GM of IBM Hungary, is also the active sponsor of the women's and the LGBT groups, and in the framework of reverse mentoring (a colleague experienced in a given topic mentors a leader) regularly listens to the perspectives and experiences of minorities.

[26] In Hungarian: http://www.cib.hu/system/fileserver?file=/csr/CIB_Group_Code_Ethics_HUN_2012.pdf
[27] http://www.apple.com/diversity/
[28] http://www.ge.com/careers/opportunities

> "No company can afford to give up talented people", the GM argued, "whatever social group they belong to.'"
>
> *Szivárványszínben. Másság a munkahelyen [All the colours of the rainbow. Difference at the workplace].* (Figyelő, 18 May 2015.)

A good way to publicly express commitment could be joining various diversity initiatives that stand up against discrimination based on sexual orientation, gender identity, and gender expression. For example, the **Diversity Agreement** was started by French companies in 2004. It is a written document that contains guidelines for non-discrimination and equal opportunities at the workplace and promotes them among employers. Based on this French model, a number of similar initiatives have been undertaken in other European countries, including Hungary. The Agreement can be signed by companies of any type and size that are committed to respecting equal treatment and creating a diverse company culture.[29]

**We Are Open** is a similar Hungarian initiative started in 2013 by three companies: espell, Google, and Prezi. Those who join must agree with the following mission: 'We consider it a basic value to judge others based on their performance and actions, without regard to gender, age, sexual orientation, national/ethnic belonging or origin, political convictions, physical and other qualities.' Since its inception, 948 Hungarian organizations have joined this initiative.[30]

Another good opportunity for showing leadership commitment to diversity is to take part in widely known special days, events, and festivals devoted to LGBTQI people. Some examples include the International Day Against Homophobia and Transphobia (17th May), Coming Out Day (11th October), Transgender Remembrance Day (20th November), Budapest Pride Festival and Pride March (early July), and LGBT History Month (February).

2. Equal opportunities policy

Companies should institute an equal opportunities policy that includes minority groups based on sexual orientation and gender identity. The equal opportunities policy should begin with mapping the actual situation at the company, and should prescribe concrete measures in the interest of LGBTQI employees.

A good equal opportunities plan is not simply the repetition of basic principles or legal obligations, but also an assessment of what concrete measures and projects should be implemented to improve the situation of certain vulnerable groups of employees. As is the case of all action plans, it is worth devising goals and connected measures according to the SMART criteria; that is, each should be:
- Specific: it should not contain general objectives but goals and measures that are as concrete as possible;
- Measureable: after implementation the company should be able to unambiguously decide whether the measure has been carried out and the goal reached;
- Achievable: the goal should be realistic, so it should not be far from everyday reality, and the necessary resources (money, knowledge, experts) should be available;

[29] http://sokszinusegikarta.hu/sokszinusegi-karta-2/
[30] http://nyitottakvagyunk.hu/en/

- Relevant: the measure should address the biggest problem of the given group and should substantially improve the situation;
- Time-bound: the measures should fit into a schedule, and should be implementable within the time available.

For example, some goals related to workplace equaltiy could be as follows:
- Increasing the proportion of an underrepresented vulnerable group among the employees, or among employees working in a certain area or in a certain position (follow-up is possible through anonymous data collection);
- Decreasing the latency of discrimination and harassment cases (colleagues should dare to make a complaint);
- Decreasing the number of discrimination and harassment cases (making sure that it is not just an increase in latency);
- Increasing familiarity with equality policies within the company;
- Decreasing prejudice among employees;
- Increasing the commitment of employees from vulnerable groups towards the company;
- Specifically in the case of LGBTQI employees, increasing the proportion of openly out employees.

Measures to achieve these goals may be very varied; in this collection of good practices, we have tried to collect some specific examples.

3. Reviewing regulations and records

Companies should review all internal instructions and regulations in order to eliminate all provisions that might be directly or indirectly disadvantageous towards LGBTQI employees.

Most often it is the following regulations and topics that need to pay special attention to the perspectives of LGBTQI employees:
- Explicit ban on discrimination in regulations referring to selection, promotion and training opportunities;
- Ddata protection regulations;
- Regulations referring to benefits and bonuses.

It is important to note that although Hungarian law does not provide the possibility of marriage for same-sex couples, they can get access to the same workplace benefits and bonuses based on domestic partnership or registered partnership. This is discussed in more detail in the chapter about legal provisions. In workplace regulations, it is worth explicitly spelling out registered partnership in all places where marriage is mentioned rather than relying on the fact that the law prescribes the equal treatment of registered partners to married partners.

Besides revising regulations, it is also important to make sure that in various company forms and records that employees can mention their same-sex partners; instead of the words 'husband/wife', the company should use terms like 'cohabiting, married or registered partners' or simply 'partners'. The registered partnership law specifies how employers may ask about family status. In records where there is no legal obligation to indicate gender, it is worth

making the ticking of this box optional, or including an 'other' category for employees with non-binary gender identity.

As the workplace transition of transgender people raises a number of special questions, it is important to institute special regulations for that. In Chapter 11, we provide a specific example for this.

It is important to emphasize that equal rights provided by the law and internal regulations in principle are not enough; employees must be informed about them and understand their content. Therefore, it is important to make these regulations easily accessible for all employees (e.g. on the company Intranet) and write them in an easily intelligible language, or at least provide an easily intelligible abstract of them, and ensure that cohabiting and registered partnerships are specifically spelled out.

Besides formal principles coded in regulations, it is worth paying attention to using inclusive vocabulary in everyday, informal communication as well. For instance, in invitations for events that are also open to the partners of employees (company dinners, family days, etc.), companies should refer to partners and family members, not husbands or wives.

## 4. Codes of conduct

Companies should implement a code of ethics and conduct which lays down guidelines for the expected behaviour of colleagues toward each other, as well as toward customers, clients, and business partners. The code should speak about the importance of avoiding discrimination and harassment based on sexual orientation and gender identity, prescribe sanctions against employees violating its provisions, and provide detailed regulations about disciplinary procedures the case of violations.

The Code should explicitly ban not only harassment and verbal offences against particular employees, but also the dissemination of homophobic and transphobic views at the workplace. The latter is especially important because a large number of LGBTQI people are not out at the workplace, and they suffer from such offensive remarks without the person making them even suspecting it. Harassment may occur through remarks and teasing considered funny; the code should make it explicit that these are unacceptable as well.

Vodafone Hungary's *Code of Conduct* discusses equal opportunities at the workplace in two chapters:

Diversity and inclusion
We pursue equality of opportunity and inclusion for all employees through our employment policies and practices. We aim to create an inclusive environment where everyone feels respected and valued and where we can truly deliver our promise — 'we are at our best when you are at yours.' We recognise and celebrate the importance of diversity in our work spaces, so we are as diverse as the customers we serve. We will not tolerate any form of discrimination especially related to but not exclusive to age, gender, disability, sexual orientation, cultural background or belief. We base relationships with and between employees on respect for individuals and their human rights, and will not tolerate any form of child labour.

We must all challenge discriminatory behaviour when we see it. We want everyone to feel able to raise any concerns. In the first instance, please speak to the individuals concerned before consulting your local HR team or going through the Speak Up process.

What does this mean for me?
We expect you to:
- Comply with Vodafone's Business Principles and Policy Standards
- Understand your responsibilities under local law
- Act fairly and show respect towards others in all your dealings
- Challenge discriminatory behaviour
- Raise any concerns through your local HR team or the Speak Up process
- Base any employment decision you make purely on merit

Preventing harassment and bullying
Vodafone will not tolerate harassment or bullying. Harassment and bullying can take many forms and have serious repercussions. We are all responsible for ensuring that they don't happen at Vodafone. We may instigate disciplinary or legal action against people who harass or bully others. We will treat each other respectfully and challenge any unfair behaviour. Guidance is available in your local HR policies.

What does this mean for me?
We expect you to:
- Build trust in your teams by treating everyone with respect
- Never be derogatory or abusive to or about your colleagues
- Make sure all your communication abides by this Code, no matter how informal you are being
- Speak Up if you think a colleague is being harassed or bullied[31]

Microsoft expects equal treatment not only from its own employees but also its suppliers:

'Cooperate with Microsoft's commitment to a workforce free of harassment and unlawful discrimination. While we recognize and respect cultural differences, we require that Suppliers not engage in discrimination in hiring, compensation, access to training, promotion, termination and/or retirement based on race, colour, sex, national origin, religion, age, disability, gender identity or expression, marital status, pregnancy, sexual orientation, political affiliation, union membership, or veteran status.'[32]

Building operating procedures for the examination and sanctioning of complaints related to discrimination and harassment is not an easy task. Companies must ensure the consideration of the perspectives of all affected parties with the necessary guarantees during the procedure. However, companies must also make sure that the procedures are fast and efficient; otherwise, harassed employees may not bother to make a complaint.

---

[31] https://www.vodafone.com/content/dam/group/about/downloads/code-of-conduct/Hungarian-Code-of-Conduct.pdf
[32] http://download.microsoft.com/download/4/A/F/4AFCA9EC-DEF7-495A-8A5A-E281FC879904/Microsoft-Supplier-Code-of-Conduct_Hungarian.pdf

The *Advisory, Conciliation and Arbitration Service* of the United Kingdom has published a set of guidelines about disciplinary and complaint procedures in the workplace and guidance on how to implement them, emphasized in the following points specifically:

- Informal treatment of complaints;
- Making and keeping written records;
- The employer should know about the complaint and its nature;
- There should be a meeting to discuss the complaint;
- The employee should be allowed to be accompanied by someone else for this meeting;
- Decision-making about the right steps;
- In case of no resolution, the employee should be able to take the complaint forward.

5. Trainings promoting inclusion

Workplace trainings play an important part in raising awareness, in breaking down myths and stereotypes, and in enabling real dialogue about diversity and inclusion, all of which are advantageous for all employees.

Through internal trainings, companies can ensure that all employees know the regulations discussed above. Leadership and HR staff should take part in non-discrimination and equal opportunities trainings.

As a training manual compiled in 2010 by the Háttér Society[33] recommends, it is worth starting with a training that helps unearth prejudices in the organisation and its workers. This enables companies to map the current situation and then determine how far they have to go to make the workplace inclusive and how much time it may require. After this initial training, the company can move on to diversity training regarding specific minority groups, starting with those whose representatives are visibly present in the organisation. If there are any colleagues publicly out about their sexual orientation and gender identity, it might be worth holding a training session specifically about the LGBTQI community at this point. As there are likely to be women, people with disabilities, and employees of Roma origin in the company, companies should devote the same amount of energy to training about these groups as well.

A good resource for gaining information about equal opportunities trainings is the Civil Office, which gathers NGOs working in the capital, the various umbrella organisations for minority groups (e.g. people with disabilities, Roma people, women, and LGBTQI people), and from the Budapest Equal Opportunities Methodology Office. They have compiled a good generalised understanding of the trainings package best suited to sensitising employees to discrimination and prejudice.

A good training specifies the exact meaning of the concepts used in relation to the group concerned, discusses some important, often misunderstood or misinterpreted facts concerning the minority, but at the same time provides space to share and process the personal experiences of participants and gives an opportunity to ask questions. This way

---

[33] *LMBT képzés – foglalkoztatási munkacsoport. Tréneri kézikönyv.* ('LGBT training – employment working group. Trainers' handbook.') Prepared by Klára Iványi and József Kárpáti. Háttér Society, 2010

it might start thinking processes in employees that contribute to the breaking down of prejudices even on a one-time, ad hoc basis; however, training as a method works really efficiently if it is developed into a well-structured training programme. Trainings, especially when organised into a targeted training plan using well-considered methods, provide useful help in letting participants organise their knowledge concerning LGBTQI people (and other minorities), letting go of their prejudices and may initiate a change of perspective in them. This is an important first step. As a result of the trainings, probably prejudices towards all minorities will decrease, and employees will themselves notice the everyday situations and processes in the company system that contain the possibility of discrimination – and will presumably handle these situations differently, aiming to avoid humiliating and excluding their colleagues.

*LMBT képzés – foglalkoztatási munkacsoport. Tréneri kézikönyv.* ('LGBT training – employment working group. Trainers' handbook.') Prepared by Klára Iványi and József Kárpáti. Háttér Society, 2010.

Originally started as a school program, *Getting to Know LGBT* People, operated jointly by Labrisz Lesbian Association and Szimpozion Association, has in recent years been successfully used in workplace environments as well. The sessions, which can last 45-90 minutes or even several hours, are held by two trainers specifically trained for this task. Their most typical methods include presenting LGBTQI people through personal stories, as well as sensitising exercises (discussion, debate, film extracts, role play, small-group exercises).[34]

Háttér Society holds sensitising and consciousness-raising sessions specifically developed for workplace environments. In addition to defining concepts, these trainings introduce the most typical workplace situations affecting LGBTQI people, plus research results, an overview of the legal environment, and company and individual methods of standing up against discrimination. The trainings are tailored to the individual company, and in compiling the program the existing experiences, knowledge, and company position of participants are taken into account. In recent years the organisation has held presentations or trainings and participated in discussions about equal opportunities of LGBTQI people in the workplace at the following companies and organisations: Citibank, GE Capital, Weil, Gotshal & Manges Solicitors, IBM, Magyar Telekom, and Employers' Equal Opportunities Forum.[35]

Háttér Society also developed a two-day professional training programme for HR staff in 2009, with support from the Ministry of Work and Social Affairs 'Together for Equality 2009-2010' programme. The programme provides a detailed description of the workplace situation of LGBTQI people, informs participants about relevant European and Hungarian legislation, and offers methods for improving workplace equity for LGBTQI people and creating an equal opportunities policy. The training also addresses how to handle resistance from various affected parties (especially company leadership).

6. Support for employee groups

Company leadership should support the formation and functioning of voluntary grassroots employee groups where LGBTQI employees and their friends and allies can meet. Such groups facilitate coming out about one's sexual orientation or gender identity at the

[34] http://melegsegesmegismeres.hu/
[35] http://en.hatter.hu/what-we-do/training

workplace and offer an organised structure for discussing workplace regulations that affect (among others) LGBTQI people. It is important to ask for the opinion of such groups when drafting an equal opportunities strategy and when evaluating concrete steps and activities.

LGBTQI groups also create an opportunity for LGBTQI employees to form a support network. They make it possible for colleagues from all levels of the company to get informed about and support measures promoting LGBTQI diversity. They provide information for colleagues interested in LGBTQI topics and offer training opportunities about those topics. They cooperate with other employee organisations to forge connections across the company, and they can offer information, support, and advice to all employees in questions relating to sexual orientation and gender identity.

> At our company, the group of LGBTQI employees and allies started four months ago. It has 20 members. This year was the first time they participated in the Pride march. Every year we organise a diversity week; this year it is going to be in October.
> BP European Business Service Centre, Budapest

Currently the following companies operate LGBTQI employee groups in Hungary or in the Central European region with locations in Hungary: BP European Business Service Centre, Citibank, IBM (Egale), Morgan Stanley, Procter & Gamble, and Vodafone.[36]

7. Surveys

To ensure efficiency, it is important that measures should be based on the evaluation of real company situations and the effect of measures should be continuously monitored. Continuous monitoring of equal opportunities related to sexual orientation and gender identity is made more difficult by the fact that data concerning these identifers are sensitive. That is, employers are not allowed to collect or store data regarding these questions from their employees, so monitoring cannot be conducted based on workplace records. However, it is possible to conduct regular anonymous surveys to follow up on the situation. These surveys also provide an opportunity to ask about cases of discrimination and harassment that were never reported.

If the company often conducts anonymous surveys among employees anyway (e.g. about work satisfaction), it is worth including some questions regarding sexual orientation and gender identity; this allows for analysis of all questions in the survey from the perspective of LGBTQI employees. It is also advisable to add some questions focusing on discrimination and harassment.

> The questionnaire of the National Institute of Quality and Organizational Development in Healthcare and Medicines measuring workers' satisfaction in hospital environment includes the following relevant questions:
> In the past 12 months have you personally experienced discrimination at your workplace on any of the grounds below?
> On what grounds did you experience the discrimination? Ethnic background / religion /disability / gender / sexual orientation / age / other (please specify)

[36] Report on the operation of the first Hungarian LGBT employee and allies groups (in Hungarian): http://figyelo.hu/cikk_print.php?cid=135899_szivarvanyszinben

> Does your company offer fair opportunities of advancement and promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?
> Which of the terms below do you consider the most relevant for yourself? Heterosexual / homosexual / lesbian / bisexual / other / prefer not to tell[37]

Surveys can examine the following, among other data points:
- The number of LGBTQI employees;
- The proportion of employees out about their sexual orientation or gender identity;
- The frequency and forms of discrimination and harassment against LGBTQI employees;
- Similarities and differences between the experiences of LGBTQI and heterosexual employees;
- The attitudes and prejudices of employees regarding LGBTQI people;
- Awareness of equal opportunities regulations and company policies;
- Experiences regarding complaint procedures;
- The correlation of disadvantages resulting from sexual orientation or gender identity and other vulnerability factors (e.g. gender, ethnicity, religion, age, disability);
- The correlation between harassment and being out for LGBTQI people;
- Similarities and differences between the experiences of LGBTQI based on gender / gender identity;
- The effects of discrimination and harassment on the individual and the organisation.

Anonymous surveys are well suited to inform employers about the priorities of employees (including those from vulnerable groups) and their opinions about planned equality measures.

> Before creating employee groups addressing various equality target groups, Citibank Hungary conducted an anonymous, voluntary online survey among its employees about diversity. In addition to asking about personal vulnerability and experiences about discrimination and harassment, the survey also asked which potential employee group the given employee would like to join. At the end of the survey there was a possibility to supply one's email address so that the organisers of the groups could directly address those interested. Based on the survey, four employees groups were formed right away and two others have been added since. The current groups are Citi Women, Citi Parents, Citi Green (committed to sustainability), Citi Pride, Citi disAbility, and Citi Roots (supporting multiculturalism and ethnic / national minorities).

8. Supporting LGBTQI NGOs and causes

The idea of the social responsibility of companies (CSR) requires that companies not only work for the benefit of their own employees and consumers, but that of the whole society. This can and should mean fighting against prejudice and discrimination targeting LGBTQI people on a social level. As society is becoming more accepting towards sexual and gender minorities, there is increasingly less risk that a move supporting them might endanger the company's reputation and thus its success in business.

---

[37] http://www.irf.gyemszi.hu/new3/kutatas/zip_doc/2013/Dolgozoi_elegedettseg_nemzetkozi_v2.pdf

Part of a CSR policy could be supporting particular NGOs with money or services in kind. For example, Wolters Kluwer Ltd, a company that specialises in publishing law books and databases, has for years been provided free access to its legal database to Háttér Society's Legal Aid, and starting this year, this support is complemented by strategic cooperation:

> 'Openness plays an important role in our company culture. Based on the principle of giving back to society, we would like to extend this to the world outside our company. The aim of our initiative is to help those layers of society who, due to their specific characteristics, are much more vulnerable in terms of advocacy than those not possessing these characteristics. (…) In the first round our project is going to support four types of diversity: women, ethnic (national) minority groups, LGBTQI people and people with physical or mental disabilities.' Wolters Kluwer Kft., 2016

Erste Bank, through its CSR foundation, has been one of the most important supporters of Hungary's LGBT History Month organised every February. Thanks to this support, the series of events has grown from when it was first organised in 2013 to one of the biggest LGBTQI cultural events in the country in 2016. The series this year comprised 46 events, including lectures, discussions, exhibitions, theatre performances, and community events.

The first LGBT Business Conference in Hungary was organised in 2010. The two-day event, organised by the Hungarian Business Leaders' Forum, was held at the Central European University. During the lectures and workshops, conference participants discussed topics such as acceptance in the workplace, LGBT business networks, and marketing for LGBT people. The event was made possible through the financial support of IBM, Morgan Stanley and Vodafone.

Besides financial support, it is just as important that companies apply their power of advocacy to incite legal changes improving LGBTQI equality. For example, in 2015, 379 American businesses produced an *amicus curiae* brief to the US Supreme Court concerning the court case about same-sex marriage. The companies argued that the different regulations of states regarding marriage produced a considerable administrative burden for them, which drew resources from their basic activities. Finally the Supreme Court declared that marriage is a constitutional right and nobody may be deprived of it due to their sexual orientation; therefore, same-sex marriage became legal in all 50 US states.

# GLOSSARY [38]

**Bisexual:** When a person identifies as being emotionally and/or sexually attracted to persons of both sexes (i.e. men attracted to men and women, women attracted to women and men).

**Cisgender:** Whoever is not transgender; that is, when a person's gender identity, sex and gender expression corresponds to the person's sex assigned at birth.

**Coming out:** The process of realising, accepting, and revealing one's own identification as a lesbian, gay, bisexual, trans, or intersex person. The concept itself is built upon hetero- and cisnormaivity, as those who are not heterosexual and / or cisgender must reveal this fact to others. Coming out is not a one-time act, as LGBTQI people decide or are forced to come out several times during their lives to different people, e.g. colleagues, new friends, neighbours and doctors, etc.

**Discrimination:** Unequal or unfair treatment which can be based on a range of grounds, including but not limited to age, ethnic background, disability, sexual orientation, and gender identity. Can be divided into different types of discrimination as follows with regards to LGBTQI people, all of which can lead to victimisation and harassment:

> *Direct discrimination:* where a person is treated less favourably than others on the grounds of sexual orientation or gender identity.
> *Indirect discrimination:* where an apparently neutral provision or practice would put people of a particular sexual orientation or gender identity at a disadvantage compared to others.
> *Multiple discrimination:* discrimination based on more than one ground.
> *Experienced discrimination:* also called subjective discrimination, the experience of being discriminated against. Experienced discrimination does not necessarily entail discrimination in the legal sense.

**Gay:** A man who identifies as being sexually and/or emotionally attracted to men. Gay is sometimes also used as a blanket term to cover lesbian women and bisexual people as well as gay men. However, this usage has been disputed by a large part of the LGBTQI community, and 'gay' is therefore used in this study to refer strictly to men who self-identity as being emotionally and/or sexually attracted to men.

**Gender:** Refers to people's perception and experience of maleness and femaleness, and the social construction that allocates certain behaviours to male and female roles. Although gender can be internalised and is now recognised by many as separate from biological sex, it has historically not been an individual decision, but rather a prescribed identity based on one's sex assigned at birth. The basis of the construction is a markedly hierarchical categorisation in which roles and characteristic features that can be linked to power are routinely related to and associated with the male gender.

[38] Based on ILGA-Europe's Glossary: http://ilga-europe.org/resources/glossary

**Gender expression:** Refers to people's manifestation of their gender identity. Typically, people seek to make their gender expression or presentation match their gender identity/identities, irrespective of the sex that they were assigned at birth.

**Gender identity:** Refers to each person's deeply felt internal and individual experience of gender, which may or may not correspond to the sex they were assigned at birth.

**Gender nonconformity / gender nonconforming:** Involves not conforming to a given culture's gender norms /gender expectations. 'Gender nonconforming' is a phrase for someone whose gender expression does not match their society's prescribed gender roles or gender norms for their gender identity. Gender nonconformity transgresses societal or psychological expectations for perceived gender assignment, through presentation, behaviour, identity, or other means.[39]

**Gender reassignment:** Refers to the process through which people re-define the gender in which they live in order to better express their gender identity. It is often referred to as a process that may involve medical assistance, including hormone therapies and surgical procedures, that transpeople undergo to align their bodies with their gender. This process, however, also includes some or all of the following social and legal adjustments: coming out to family, friends and colleagues; dressing and acting according to one's gender; changing one's name and/or sex on legal documents; and meeting other legal or judicial procedures depending on national law. In P. v S., the ECJ affirmed that gender reassignment is included within the scope of the ground of 'sex' in EU law.

**Gender reassignment surgery:** Medical term for what trans people often call gender-confirmation surgery: surgery to bring the primary and secondary sex characteristics of a trans person's body into alignment with his or her gender identity.

**Genderfluid:** Someone who prefers to remain flexible about their gender identity rather than committing to a single gender. People who identity as genderfluid may fluctuate between genders or express multiple genders at the same time.

**Genderqueer:** Used as an adjective to refer to people who transgress distinctions of gender, regardless of their self-defined gender identity, i.e. those who 'queer' gender, expressing it non-normatively, or overall not conforming to the binary genders of man and woman.

**Harassment:** Any act or conduct that is unwelcome (offensive, humiliating, and / or intimidating) to the victim, which for LGBTQI people could be in relation to the victim's sexual orientation or gender identity/expression. It can include spoken words, gestures or the production, display or circulation of written words, pictures, or other material. It may take place once or regularly. Its forms with relation to LGBTQI people include threats, intimidation, verbal abuse, unwanted remarks, or jokes about sexual orientation and / or gender identity.

**Heteronormativity / heterosexism / cisnormativity / cissexism:** Cultural and social practices according to which men and women are led to believe that heterosexuality and being cisgender are the only conceivable sexuality and gender, implying that heterosexuality and being cisgender are the only ways of being 'normal'.

[39] Cf. http://nonbinary.org/wiki/Gender_nonconformity

**Homophobia:** Fear, unreasonable anger, intolerance or/and hatred directed towards homosexuality.

**Intersex:** A term that relates to a range of physical traits or variations that lie between stereotypical ideals of male and female. Intersex people are born with physical, hormonal or genetic features that are neither wholly female nor wholly male; or a combination of female and male; or neither female nor male. Many forms of intersex exist; it is a spectrum or umbrella term, rather than a single category. That is why intersex activists frequently prefer to use the term 'sex characteristics' (for example, when talking about protections against discrimination). There is not one static state called 'intersex status', so using the term 'sex characteristics' reflects the fact that being intersex is a bodily experience and only one part of a person's identity.

**Lesbian:** A woman who identifies as being sexually and/or emotionally attracted to women.

**Legal gender recognition (LGR):** A process whereby a trans person's gender is recognised under the law, or the achievement of the process. States may impose different conditions to define who is entitled to LGR. Forced sterilisation, forced divorce, obligatory diagnosis of mental illness, and age limit are conditions that may hurt individuals' human rights when trying to achieve LGR. Hungarian authorities use the term 'gender reassignment' for LGR.

**LGBTQI:** Acronym for lesbian, gay, bisexual, trans, queer and intersex. A heterogeneous group often treated together in social and political discourse.

**Queer:** An expression referring to people who do not regard sexual orientation and gender identity as binary categories (heterosexual or gay / lesbian, male or female). It is often used as a collective term for people who are not heterosexual and / or cisgender. It also implies a political stance: those who identify as queer oppose not only dominant heteronormative structures but the traditional politics of mainstream LGBT movements, too. It has become an academic term that is inclusive of people who are not heterosexual; includes lesbians, gay men, and bisexual, trans, and intersex people. 'Queer theory' challenges heteronormative social norms concerning gender and sexuality, and claims that gender roles are social constructions. Traditionally the term 'queer' was an abusive term and therefore for some still has negative connotations; however, many LGBTI persons have reclaimed the term as a symbol of pride.

**Sex:** Refers to biological makeup such as primary and secondary sexual characteristics, genes, and hormones. The legal sex is usually assigned at birth and has traditionally been understood as consisting of two mutually exclusive groups: male and female. However, this biological classification may be questioned, and sex assigned at birth may not correspond to a person's gender identity.

**Sexual orientation:** Refers to each person's capacity for profound affection, emotional and sexual attraction to, and intimate and sexual relations with, individuals of a different gender or the same gender or more than one gender.

**Trans / transgender:** Inclusive umbrella term referring to those people whose gender identity and/or a gender expression differs from the sex they were assigned at birth. It includes but is not limited to: men and women with transsexual pasts, and people who

identify as transsexual, transgender, transvestite/cross-dressing, androgyne, polygender, genderqueer, agender, gender variant, or with any other gender identity and/or expression which is not standard cisgender man / woman. Trans people express their gender through their choice of clothes, body modifications (including surgical procedures), or other gender presentation.

**Transition:** The process of changing someone's legal gender according to the person's gender identity. This process also includes some or all of the following social and legal adjustments: coming out to family, friends and colleagues; dressing and acting according to one's gender; changing one's name and/or sex on legal documents; and meeting other legal or judicial procedures depending on national law.

**Transphobia:** Refers to negative cultural and personal beliefs, opinions, attitudes and behaviours based on prejudice, disgust, fear and/or hatred of trans people or against variations of gender identity and gender expression.

**Transsexual:** Refers to people who identify entirely with the gender role opposite to the sex assigned to at birth and seek to live permanently in the preferred gender role. This often goes along with strong rejection of their physical primary and secondary sex characteristics and wish to align their body with their preferred gender. Transsexual people might intend to undergo, are undergoing, or have undergone gender reassignment treatment (which may or may not involve hormone therapy and / or surgery).

**Victimisation:** Being caused to suffer through discrimination or recrimination (e.g. for making a discrimination complaint or being a witness in another person's complaint). LGBTQI people are often victimised on the basis of their sexual orientation or gender identity.

# REFERENCES

Connel, Catherine: *School's Out: Gay and Lesbian Teachers in the Classroom.* University of California Press, 2015

*Degrees of Equality: A National Study Examining Workplace Climate for LGBT Employees.* Human Rights Campaign Foundation, Washington, 2009.
http://hrc-assets.s3-website-us-east-
1.amazonaws.com//files/assets/resources/DegreesOfEquality_2009.pdf

*Az egyenlő bánásmóddal kapcsolatos jogtudatosság növekedésének mértéke – fókuszban a nők, a romák, a fogyatékos és az LMBT emberek.* ('Measuring the Increase in Legal Awareness. Women, the Roma, people living with disabilities and LGBT people.') Research report. HAS Centre for Social Sciences, Institute for Sociology, Equal Treatment Authority, Budapest, 2011. In Hungarian: http://www.egyenlobanasmod.hu/tamop/data/MTA_1hullam.pdf

Equal Treatment Authority, Hungary: *A munkahelyi zaklatás megelőzése és a jogérvényesítés formái.* ('The Prevention of Harrassment and the Enforcement of Rights.') Equal Treatment Authority, Legal Department, July 2015. In Hungarian:
http://www.egyenlobanasmod.hu/app/webroot/files/img/articles/b88c321410754fba7ca79 10d46b1be1e/EBH-f%C3%BCzetek_Munkahelyi%20zaklat%C3%A1s.pdf

*European Union lesbian, gay, bisexual and transgender survey. Results at a Glance.* (Conducted by the European Agency for Fundamental Rights.) 2013, 2015
Reports:
http://www.assembly.coe.int/nw/xml/Xref/X2H-Xref-ViewPDF.asp?FileID=21630&Lang=EN, and: http://fra.europa.eu/sites/default/files/eu-lgbt-survey-results-at-a-glance_en.pdf

Grant, Jaime M., Lisa A. Mottet, Justin Tanis, Jack Harrison, Jody L. Herman and Mara Keisling: *Injustice at Every Turn: A Report of the National Transgender Discrimination Survey.* Washington: National Center for Transgender Equality and National Gay and Lesbian Task Force, 2011. www.thetaskforce.org/static_html/downloads/reports/reports/ntds_full.pdf

Harter, James K., Frank L. Schmidt, Theodore L. Hayes: 'Business-Unit-Level Relationship Between Employee Satisfaction, Employee Engagement, and Business Outcomes: A Meta-Analysis.' *Journal of Applied Psychology,* vol. 87, no. 2 (2002): pp. 268-279.

Hoel, Helge, Duncan Lewis and Anna Einarsdóttir: *The ups and downs of LGBs' workplace experiences. Discrimination, bullying and harassment of lesbian, gay and bisexual employees in Britain.* Manchester Business School, 2014.
http://www2.hull.ac.uk/hubs/pdf/The-Ups-and-Downs-of-LGBs-Workplace-Experiences.pdf

Köhler, Richard, Alecs Recher and Julia Ehrt: *Legal Gender Recognition in Europe. Toolkit.* Transgender Europe (TGEU), December 2013.
http://www.tgeu.org/sites/default/files/Toolkit_web.pdf

*Lesbian, Gay, Bisexual and Transgender Colleagues at Workplaces.* Hungarian Business Leaders Forum. (In Hungarian.)
http://hblf.hu/content/_common/attachments/hblf_lgbt_toolkit.pdf

*A leszbikus, meleg, biszexuális és transznemű emberek munkahelyi tapasztalatai Magyarországon.* ('The Workplace Experiences of LGBT People in Hungary. Report based on the results of the LGBT Survey 2010') Hatter Society, 2015.
http://www.hatter.hu/kiadvanyaink/lmbt-kutatas-2010-munka

*LMBT képzés – foglalkoztatási munkacsoport. Tréneri kézikönyv.* ('LGBT training – employment working group. Trainers' handbook.') Prepared by Klára Iványi and József Kárpáti. Háttér Society, 2010

M.V. Lee Badgett, Laura E. Durso, Angeliki Kastanis & Christy Mallory: *The Business Impact of LGBT-Supportive Workplace Policies.* Williams Institute, May 2013.
http://williamsinstitute.law.ucla.edu/research/workplace/business-impact-of-lgbt-policies-may-2013/

*Model Transgender Employment Policy.* Transgender Law Center, 2013.
http://transgenderlawcenter.org/wp-content/uploads/2013/12/model-workplace-employment-policy-Updated.pdf

*A nem jogi elismerése. Nemzetközi kitekintés.* ('Legal Gender Recognition. International Outlook') Transvanilla Transznemű Egyesület (Transvanilla, trans NGO), 2015. In Hungarian:
http://transvanilla.hu/letoltesek/a-nem-jogi-elismerese-nemzetkozi-kitekintes-2015

Parnell, Lease, Green: 'Perceived Career Barriers for Gay, Lesbian, and Bisexual Individuals.' *Journal of Carrier Development,* 20 April, 2012.
http://jcd.sagepub.com.sci-hub.io/content/39/3/248.full.pdf+html

*Promoting Equality & Valuing Diversity.* Manchester Metropolitan University, Summary Report on LGBT Support. May 2010.
http://www.mmu.ac.uk/equality-and-diversity/orientation/summary-lgbt-survey-report-final.pdf

*Registered partnership. Guide to Gay and Lesbian Couples.* Háttér Society, 2010
http://en.hatter.hu/publications/registered-partnership-guide

Silva, Christine and Anika K. Warren: *Building LGBT-Inclusive Workplaces. Engaging Organizations and Individuals in Change.* Catalyst, 2009

'Social exclusion of lesbian, gay, bisexual and transgender (LGBT) people in Hungary. Research report.' (English translation of the final report of the LGBT Survey 2007.)
http://en.hatter.hu/publications/social-exclusion-of-lesbian-gay-bisexual-and-transgender-lgbt-people-in-hungary

*The social exclusion of lesbian, gay, bisexual and transgender people in Hungary. Results from the LGBT Survey 2010.* Háttér Society, 2015
http://en.hatter.hu/publications/lgbt-survey-2010

Takács, Judit: *Sexual Orientation and Gender Identity in the World of Work. The case of the ILO's 'Promoting Rights, Diversity and Equality (PRIDE)' Project in Hungary.*

Takács, J., T. Dombos, Gy. Mészáros and T. P. Tóth: 'Don't Ask, Don't Tell, Don't Bother: Homophobia and the Heteronorm in Hungary.' In: Trappolin, Luca, Alessandro Gasparini and Robert Wintemute (eds.): *Confronting Homophobia in Europe: Social and Legal Perspectives.* Hart Publishing, Oxford and Portland, Oregon, 2012, pp. 79-105.
http://www.egyenlobanasmod.hu/tanulmanyok/en/Confronting_Homophobia_in_Europe-the_book.pdf

*Talent to Change For: LGBT Employee Research Leading the Way in Diversity. A study on the inclusion of LGBT employees in the Netherlands.* Workplace Pride Foundation, May 2012.
http://www.workplacepride.org/site/docs/Talent%20to%20Change%20For%20FINAL%20FULL%20REPORT.pdf

Trades Union Congress (tuc.org.uk): *LGBT Equality at Work.* Third Edition, 2013
https://www.tuc.org.uk/sites/default/files/tucfiles/lgbt_equality_at_work_2013_online.pdf

Trappolin, L., A. Gasparini and R. Wintemute (eds.): *Confronting Homophobia in Europe: Social and Legal Perspectives.* Hart Publishing, Oxford and Portland, Oregon, 2012.

White, Lisa: *Lesbian And Gay Career Development And Super's Life-Span, Life-Space Theory.* PhD thesis. Department of Applied Psychology and Human Development, University of Toronto, 2014.
https://tspace.library.utoronto.ca/bitstream/1807/68440/1/White_Lisa_201411_PhD_thesis.pdf

*The Yogyakarta Principles. The Application of International Human Rights Law in Relation to Sexual Orientation and Gender Identity.*
http://www.yogyakartaprinciples.org/

*Your Rights in Hungary: A short introduction to legislation concerning lesbian, gay, bisexual and transgender people.* Háttér Society, June 2012.
http://en.hatter.hu/publications/your-rights-in-hungary

www.hatter.hu