

MY FIRST LGBTQ+ HANDBOOK



SEGASammy

This handbook is an English translation of a handbook created in Japan to foster an LGBTQ+ inclusive work environment.

Basic Knowledge of LGBTQ+

What does LGBTQ+ stand for?

LGBTQ+ is an acronym that stands for the following:

Lesbian

A woman who is emotionally, romantically or sexually attracted to other women.

Gay

A person who is emotionally, romantically or sexually attracted to members of the same gender.

*In Japan, "Gei (Gay)" often refers to a man who is emotionally, romantically, or sexually attracted to other men.

Bisexual

A person emotionally, romantically or sexually attracted to more than one gender.

Transgender

A person whose gender identity differs from the sex they were assigned at birth.

Queer

A broad and inclusive term used to describe sexual orientations and gender identities other than heterosexuality and cisgender.

*While this term contains positive connotations when used by LGBTQ+ people to self-identify (or to each other) or in academic settings, it is often perceived as a discriminatory term when used by non-LGBTQ+ people toward LGBTQ+ people.

Questioning

Individuals who are in the process of exploring or questioning their sexual orientation or gender identity.

Plus +

"Plus(+)" represents the existence of other sexual orientations, gender identities, and expressions that are not explicitly represented in "LGBTQ."

LGBTQ+ Population

1 in 10 people are LGBTQ+!



Source: Japan LGBT Research Institute, Inc. (2019) "LGBT Awareness and Behavior Survey 2019 (LGBT 意識行動調査 2019)."



The Four Dimensions of Sexuality

Although sexuality is complex, for simplicity we divide it into four dimensions here. These combinations vary, and you cannot determine a person's sexuality based solely on appearance.

Sex Assigned at Birth

The sex assigned to a child at birth by a doctor or birth attendant based on their external anatomy.

Gender Identity

One's innermost concept of self as male, female, a blend of both, neither, etc.



Gender Expression

How one expresses their gender through behavior, language, clothing, etc.

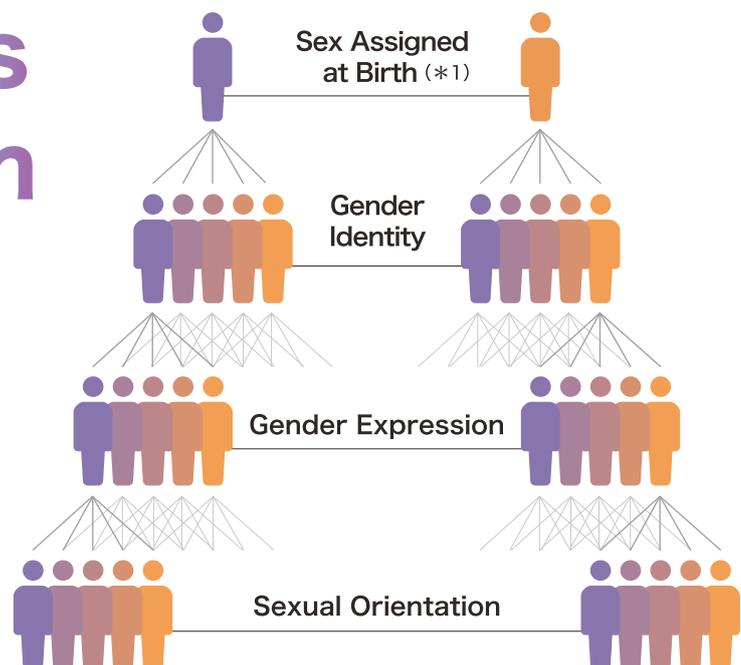


Sexual Orientation

One's emotional, romantic, or sexual attraction towards other people.

Sexuality is a Spectrum

Sexuality is Diverse



(*1) As of 2024, the Japanese government requires parents to choose either "male" or "female" as the sex shown on their child's birth certificate or registration.

Issues Happening Around You

Unconscious Bias

To make associations without even realizing it, saying, "If A, it must be B."
This can lead to microaggression.

Microaggression

Everyday verbal or non-verbal insults, or other negative communications that are slight but impactful. Even a small, unintentional word or act can add up and become a major stressor.

**You're good at cooking!
You'll make a great wife
someday!**



But I can't get married in Japan because I'm a lesbian...

It's great that "Onē*" can understand both men and women's perspectives!

It's not because I'm transgender.
It's just my personality...



(*Onē* (オネエ) " is a term to often describe a person with flamboyant gestures, which has been used with negative connotation.)

You can't truly be a man until you're married!



But I don't want to get married...

How Can You Be Supportive when Someone Comes Out to You?

People come out for various reasons and feelings.

How should we support our colleagues and customers when they come out to you?

1 Affirm

○ "Thank you for telling me."

▶ They might feel relieved that they came out.

△ "It doesn't matter." "You didn't have to say."

▶ They might regret coming out...



2 Ask if there's anything else they would like to share.

○ "Is there anything I can do for you?"

▶ They might feel it easier to talk about their reasons or concerns for coming out.

△ "It's your personal choice and I won't stop you."

▶ They might feel you're not taking their concerns seriously...

What if There Are Coworkers Who Feel Uncomfortable with Working with LGBTQ+ Colleagues?

Even if some people feel uncomfortable around LGBTQ+ individuals, it usually won't become a problem as long as they do not turn their discomfort into discriminatory actions at work.

However, it's important to understand that feeling uncomfortable with someone based on a specific attribute is a form of discrimination itself.

If their behaviors negatively impact the workplace, it needs to be addressed as harassment. Please consult internal or external consultation desks.

(Ensure that the individual experiencing harassment will not be identified unless they give their consent.)



Become an Ally.

What Can Allies Do?

What is an ally?

Someone who strives to understand and actively supports not only the LGBTQ+ community, but the diversity in all people. Regardless of whether you identify as LGBTQ+ or not, you can be an ally. Having allies in the workplace increases psychological safety for LGBTQ+ employees.

How does one become an ally?

Even if you are still learning, you can call yourself an ally and take action as an ally. Take the first step by doing simple things such as wearing rainbow items.

Things You Can Do from Today

Don'ts	<ul style="list-style-type: none">● Don't say or do things that hurt others.● Don't change your attitude just because someone is LGBTQ+.● Don't ask if or not somebody is LGBTQ+ even if you assumed so.	
Dos	<ul style="list-style-type: none">● When you see somebody in trouble, ask them if they need help.● Declare that you are an ally.● Encourage more inclusive behaviors in those around you.	

Japanese Words You Should Avoid Using	Inclusive Expressions
<i>Okama / Onē / Homo</i> (discriminatory terms similar to "queer," "faggot," etc.)	<i>Gei</i> (Gay)
<i>Lezu</i> (a short term for "lesbian" have been used to negatively refer to lesbian.)	<i>Lezubian</i> (Lesbian)
<i>Nyū-hāfu</i> (New-Half) / <i>Moto Onna</i> (Ex-Woman) / <i>Moto Otoko</i> (Ex-Man)	<i>Toransu-jenndā</i> (Transgender)
<i>Ryōtō-zukai</i> (a discriminatory term for bisexuality)	<i>Bai-sekushuaru</i> (Bisexual)
<i>(Name) -kun / (Name) -chan</i>	<i>(Name) -san</i>
<i>Onna-rashī</i> (Womanly) / <i>Otoko-rashī</i> (Manly)	<i>(Name) san-rashī</i> (meaning "that fits you well.")
<i>Kareshi</i> (Boyfriend) / <i>Kanojo</i> (Girlfriend)	<i>Koibito</i> (the Significant Other) / <i>Pātonā</i> (Partner)

1 Create a Safe Space

- "If you have any worries, I'm here for you."
- "I won't share what you told me with others unless you ask me to do so."

2 Avoid Questions / Assumptions Based on Prejudice or Stereotype.

- ✗ (guessing somebody is transgender just from their looking or gestures and say) "Are you trans?"
- "(Name)'s cheerful personality really helps me."
(Focus on the individual, not their attributes.)

3 Don't Ask Personal or Sexual Questions in Detail.

- ✗ "Have you had surgery?"
- ✗ "How's your sex life?"
- "If treatments cause problems at work, feel free to let me know."
(Only ask about work-related concerns and wait for them to share information, not pressuring them to do so.)

4 Don't Show Off Your Understanding.

- ✗ "Don't worry. I don't have any bias at all on sexuality."
- "I may not know everything, and correct me if I say something offensive."



ALLY CHECK LIST

Three Steps to Being an Ally

STEP 1 / Learn the Basics of LGBTQ+

- Read "*My First LGBTQ+ Handbook*."
- Actively engage with news about LGBTQ+ topics.

STEP 2 / Rethink Your "Norm"

- Try to avoid assuming that a person in front of you must be heterosexual / cisgender.
[E.g.] Don't make assumptions about someone's sexual orientation or gender identity.

STEP 3 / Take Action

- Promote the understanding of LGBTQ+ to those around you.
[E.g.] Discuss LGBTQ+-related topics with colleagues or family.
Take action towards people who laugh at others' sexual orientation, gender identity, or expression.
Place books about LGBTQ+ in the workplace.

MEMO

This document is prepared and distributed by SEGA SAMMY HOLDINGS INC. to help foster an LGBTQ+ inclusive work environment. Any use contrary to the purpose of distribution, such as modification or commercial use, is strictly prohibited.