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My name is Jacklyn Matts. I live in Enfield, CT and I am a transsexual woman.

On August 21, 2006, I entered the Enfield Kohl's store, Store #460, seeking employment. I had previously been employed by Kohl's Store #460 for over 2 years. I spoke with the Personnel Operations Manager and informed him that I had previously worked at the store, and explained in what capacity I had worked and what skill and knowledge specific to Kohl's I possessed. I completed an application and submitted a resume. A few days later I was informed that Kohl's was offering a position and asked to come in later that day to fill out necessary tax forms and a referral for a standard drug test, which I did. We agreed upon compensation. I was asked which area I'd like to work in and indicated that either the Beauty Department or the Juniors Department would be my first choices. I was informed that there were no Openings in in those departments. I was officially hired as a part-time Shoe associate on August 30, 2006.

I presened and indicated my gender as male at the time. The store manager commented on the **First day Associate Touchbase** "glad to have him back".

For the next several weeks, I worked part-time in a variety of positions including Truck Unloading and in the Shoe Department. I assisted at Points of Sale as directed. The Assistant Hard-lines Manager seemed very pleased and commented to Location Management the quality of the work I was performing. I received a number of positive comments from customers and associates regarding my knowledge of the store, my helpful attitude and polite manner. I had good working relationships with all associates and management.

During the week of October 1, 2006, two full time positions were advertised. I completed and submitted an application for the positions. I began to perform a number of duties while supervised by Management usually reserved for Department Supervisors. I was scheduled for an interview and expressed interest in the positions.

The store manager approached me and told me what a pleasure it had been to work with me. She expressed how helpful it had been for her to see what she described as both my "work ethic" as well as my "ability to merchandise" in deciding the promotion. I was promoted to Men's Department Supervisor. The store manager said she thought I would perform very well there.

Several weeks later, I slowly began discussing with select co-workers my status as a transsexual woman. On November 1, 2006 I completed the **60-day Associate Touchbase**. I mentioned that while "working on the truck team - their were a few assoc. that used to make inappropriate comments." No formal action or discussion ever took place with the employees involved.

I discussed my intention to transition with the store manager. She seemed interested in the process and supportive of my decision. She asked me to come straight to her with any concerns or issues concerning other employees.

On 23 March 2007 I received a "Yes You Did" award from my immediate superior commending my efforts which resulted in a 23.8% Sales increase in the store's Men's Department. This was compared to 14% on a regional level and 11% on a national level.

A month or two later I filed a formal complaint against a POS associate who began unwarranted advances toward me once she learned that I was transsexual. I offered as proof several e-mails she had sent to my account where she implied desiring a physical relationship and offering gifts of jewelry and

clothing. I made the offer on multiple occasions and was told the e-mails wouldn't be required. The matter was resolved internally and the associate is still employed by Kohl's despite the "Zero-Tolerance Sexual Harrassment Policy" described in the Associate Handbook.

At a meeting with the store manager discussing the previously mentioned complaint, I informed her of some writing on the wall in the restroom directed towards me. The phrase was "Jackie loves anal." She assured me that it would be taken care of immediately. After a number of days, the writing had still not been removed. I waited patiently for a few more days giving the benefit of the doubt that the store manager was very busy. After 2 weeks I approached her about it again and informed her that nothing had been done to remove the offensive writing. Again I was assured it would be taken care of. About a week later, I was informed that the matter had been taken care of and that the writing was removed. It had not been. At that point, with no efforts made to remove the graffiti, I approached the Assistant Store Manager and explained to him the situation up to that point. He had no knowledge of the writing or any efforts to remove it at that time. At some point between speaking with the ASM and January 10, 2008, the graffiti had been removed.

On 17 July 2007 I received my yearly review form. I had not transitioned at this point but it was general knowledge that I intended to do so. I received a rating of Meets Expectations in all but one category and a Does Not Meet Expectations in one category. I received a total score of 58 out of 100, the lowest score that allows for an overall rating of Meets Expectations. I expressed my belief that I was rated rather poorly and was told quite plainly that the marks would not be changed regardless of what evidence I might present.

I was later transferred to the Children's Department. I transitioned on the job several weeks later. Although Management had been informed about my intention for over a year, they informed me that they still hadn't worked out the "bathroom issue". I was told I could either use the Men's room or leave the building and use someone else's restroom if necessary. It took over a week, a heated conversation with a manager, and a call to Corporate Associate Relations to have them allow me to use the appropriate restroom.

Months later, after constant harassment from the store manager and several associates asking me why she treats me so poorly, I filed another complaint against a second associate. A lady who was working in Children's under my supervision verbally accosted me and told a customer "That boy doesn't know what he's talking about. Just a little boy still learning how things work". I filed a formal complaint and again, the matter was resolved internally and the associate is still employed by Kohl's despite the "Zero-Tolerance Sexual Harrassment Policy" described in the Associate Handbook.

On January 10, 2008, my employment with Kohl's was terminated in response to a report made on January, 7, 2008. The report alleged that I told another associate that the store manager could "go fuck herself" and later gave the middle finger in her direction. When questioned I admitted to making the comment, and denied making any non-verbal gestures. I also explained that I was offended by the store manager's continued harassing treatment towards me. The decision was made that I had violated the "Zero-Tolerance Violence Free Workplace" and "Prohibited Harassment" policies. Despite the company's policy to issue a written warning for a first offense, I was terminated on the spot.