

Appendix A

Our Ref - FOI No. 00134-2025-26

1. Staff use of pronouns

- How many staff currently include pronouns in their official work email signatures?

Response - NHS 24 do not keep a record of this information. Therefore section 17(1) (Information not held) of FOISA applies.

- If exact numbers aren't held, please provide any monitoring, estimates, or internal data you have.

Response - No monitoring or data is collected in relation to this, so we are unable to give an estimate. Therefore section 17(1) (Information not held) of FOISA applies.

2. Organisational position

- Is the inclusion of pronouns in email signatures mandated, encouraged, or left entirely optional within your organisation?

Response - There is no organisational position set on the inclusion of pronouns within an email signature.

- Please provide any policies, internal guidance, or communications that set out your approach.

Response - No policies, internal guidance, or communications have been shared that set out our approach to the inclusion of pronouns within email signatures. Therefore section 17(1) (Information not held) of FOISA applies.

3. References to external resources

- How many staff include a link to *pronouns.org* (or similar websites) in their email signatures or internal profiles?

Response - As above, information in relation to what is included in staff member's signatures is not recorded. We have no record of anyone including a link to *pronouns.org* or similar websites. Therefore section 17(1) (Information not held) of FOISA applies.

- Does your organisation promote, endorse, or direct staff toward *pronouns.org* or similar guidance? Does your organisation endorse the content of *pronouns.org*?

Response - We have no awareness of *pronouns.org* and have no record of directing staff to this website. Therefore section 17(1) (Information not held) of FOISA applies.

- Please share any documents, training materials, or communications that reference or recommend this website.

Response – N/A Therefore section 17(1) (Information not held) of FOISA applies.

4. Internal communications and staff responses

- Please provide copies of any communications or briefings sent to staff regarding the use of pronouns in email signatures.

Response - No guidance or communications have been sent to staff regarding the use of pronouns in email signatures. Therefore section 17(1) (Information not held) of FOISA applies.

- Has your organisation received any objections, complaints, or concerns from staff in relation to pronoun guidance or expectations?

Response - N/A – As above, no guidance or communications have been sent regarding the use of pronouns in email signatures. Therefore section 17(1) (Information not held) of FOISA applies.

If so, please provide the number of cases and any summaries you hold, including whether any issues were raised by staff with gender-critical beliefs or staff citing religious beliefs.

Response - N/A

5. Impact considerations

- Have any Equality Impact Assessments or similar assessments been carried out regarding your organisation's approach to pronoun use?

Response – No.

- If so, please provide copies or summaries of these assessments.

Response - N/A