Index

Abject appearance, 157–158
Absenteeism, 33
Academia, 60, 156
    bodies of women in academia as barriers to advancement, 158–160
Academic discipline, 63–65
Academic leaders, 156
Acceptance, 321
Acknowledgement/acknowledging, 188–189
    of beauty, 188–189
    of sex, 188–189
Advocacy Academy, 30–31
Aesthetic labour, 2, 4, 8, 198, 234, 237, 250, 302–303, 344
    data, 200
    professional women in low/no-hierarchy organisations, 204–208
    rebelling against aesthetic labour and lookism pressures, 203–204
    recommendations, 208–209
    senior women managers, 200–204
    theoretical framework, 198–200
Afrocentric hairstyles, 58, 66
Age, 292, 347, 349
Age Discrimination in Employment Act (ADEA), 219–221
Age-based discrimination, 102
Ageing, 102–103
Ageism, 104–105
    ageing, gender and older body, 102–103
    ageism, appearance and workplace, 104–105
old workers’ experiences of and responses to ageism in workplace, 105–107
practical implications and recommendations, 107–108
Agency, religiosity as, 121–123
Ambiguity, 302
Americans With Disabilities Act (ADA), 221–222
Anthropomorphism, 336
    ADA, 221–222
ageing, gender and older body, 102–103
ageism, appearance and workplace, 104–105
appearance codes and aesthetic labour, 2–4
appearance-based ageism, 107–108
appearance-based discrimination, 11
appearance-based inferences of criminality, 290–292
BFOQ Defence, 220–221
business necessity defence, 219–220
civil rights laws, 215–221
diversity and inclusion and CSR, 251–253
employer and employee analysis, 226–227
ethical tensions, 274–276
expectations, 179
gender and, 6–7
implications and recommendations, 227–229
importance of appearance at work, 2–6
making impression and attracting attractive, 4–6
managing conversations, 276–282
manipulation of appearance characteristics, 350–351
matters, 178–180
methodology, 253–254
as national origin discrimination, 219
older workers’ experiences of and responses to ageism in workplace, 105–107
perpetuation of trends, 351–354
possession of appearance characteristics, 344–350
practical implications and recommendations, 107–108
as race or colour discrimination, 217
as religious discrimination, 217
as sex discrimination, 218–219
state and municipal civil rights laws, 222–226
theoretical underpinnings, 344
Appearance management, 170–172
appearance and political marketing, 172
appearance management and female politicians, 172–173
interpretation, 175–180
literature review, 170–173
method, 173–175
workwear, 175–176
Apple (Company), 2
Assigned Male At Birth (AMAB), 135
Assimilation, 59
Associate Dean, 162–163
Attorney General, 238
Attractiveness, 185
aspects, 185–186
biases, 187–188
effects, 186–187
as status characteristic, 186–187
at work, 187, 190, 192–193
Australia, 234
aesthetic labour, employee appearance and lookism, 234–237
physical features discrimination and Equal Opportunity Act 1995, 237–239
procedural and jurisdictional issues with physical features law, 239–243
Australian Capital Territory (ACT), 234
Autoethnographic approach, 161
Beauty, 214
Behavioural-system theoretical orientation, 171
Bias, 57–58, 66
Binary gender, 139
Binary-identified transgender people, 143–144
Biological sex, 134
Black, Asian and Minority Ethnic (BAME), 30
Black, 159–160
Black women in Academia, examining hair choices of academic discipline, 63–65
level in organisational hierarchy, 60–62
limitations and directions for future research, 68
method, 65
results, 66
theoretical framework and relevant literature, 58–60
type of university, 62–63
Body art, 332–333, 353
Body Mass Index (BMI), 77
Body modifications, 170–171
Body weight, 185–186
data extraction, 78–93
evidence for weight discrimination against overweight women in customer-facing roles, 94–95
literature search and screening procedure, 76–94
obesity adversely affect women more than men in customer-facing roles, 95–96
practical implications and recommendations, 96–97
theory and concepts, 77–94
Body work, 198–199
Body-art, 301–303, 309–310
Bodywork of women, 160–161
Bona Fide Occupational Qualification Defence (BFOQ Defence), 220–221, 236
Brand, 215
management, 351
value, 215
Branded-labour, 321–322
British Muslim women’s work and career embodied presence at work, 123–124
embodied racial identities and ethnic belonging, 118–121
Muslim women, Islamic attires and west, 115–118
religiosity as agency, 121–123
Burqa, 114, 121
Business attitudes, 325–326
Business necessity defence, 219–220
Business school dean bodies of women in academia as barriers to advancement, 158–160
literature review, 157–160
reflexive accounts by two women business school deans, 160–164
stories, 161–162, 164
women’s abjected bodies in organisations, 157–158
Business schools, 159–160, 162
Call back rates, 96
Campaigns, 170, 178
Career development, 279–280, 335
practical implications and recommendations, 335–338
theory and concepts, 333–335
Career Development Institute in United Kingdom, 276
Career planning, 302
findings, 306–312
recommendations, 312–313
theory and concepts, 303–305
Careers, 170, 186–187
ensembles, 137–138
practitioners, 274–275
progression, 135–136
trajectory, 136
Carnal capital, 20–21, 24–26, 33
Carnal sociology, 24
Carnal theorising, 24
Civil Rights Act of 1964, 216
Civil rights laws, 215–221
Climate Surveys, 312
Clothing, 1
Commission’s lack of enforcement powers, 240–241
Community supervision guidelines, 294
Conformity, 48–49
facades of, 42–43
Consistency, 143
Conspicuous consumption concept, 29
Consumers, 181
Cooperation, 191
Corporate social responsibility (CSR), 11, 251, 253–255
Correct credentials, 2, 6
CostCo Wholesale, 256
Covering tattoos, 325
Creating a Respectful and Open World for Natural Hair Act (CROWN Act), 57–58
Credit history information, 293
Criminal history, 287–288
Curly hair conformity, 48–49
data analysis, 44
data collection, 43–44
design and procedure, 44–45
facades of conformity, 42–43
labelling theory, 42, 45, 48
limitations and directions for future research, 52–54
method, 43–45
no curly hair bias, 49–50
results, 45–51
theoretical framework, 42
Customer attitudes, 323–324
Customer service, 77
Customer-facing roles, 76
evidence for weight discrimination against overweight women in, 94–95
obesity adversely affect women more than men in, 95–96
Customers, 318–319
Cybervetting, 96–97

Demographic analyses, 146
Disablism, 30
Discipline-based attire norms, 64–65
Discrimination, 147, 215, 318–319, 331–332
evidentiary issues associated with establishing, 242–243
in recruitment, 241
District of Columbia (DC), 236–237
Diversity, 20, 28, 251, 253, 255, 257, 331–332
Diversity and inclusion (D&I), 354
Doe court, 136
Doing gender differently, 160
Doing gender well, 160
Dress codes, 136–139
disaggregating sex, gender identity, gender expression and sexual orientation, 133–136
gender expansiveness and explicitly gender-differentiated dress codes, 139–141
gender expansiveness and gender-neutral dress codes, 141–144
practical impacts, 144–146
theory and concepts, 133–144
Elliott-Larsen Civil Rights Act of 1976, 223
Embedded agency, 121–122
Embodied Intersectionality, 115–116
Embodied presence at work, 123–124
Embodied racial identities, 118–121
Embodiment, 289–290
Employability, 317
Employee analysis, 226–227
Employee appearance, 234–237
Employee resource groups (ERGs), 256–257
Employees appearance, 304–305
Employer, 226–227
Employment, 287–288, 302, 323
process, 2
selection, 187–190
settings, 76
Environmental, Social and Governance (ESG), 252
Equal employment opportunity (EEO), 252–253
Equal Employment Opportunity Commission (EEOC), 215–216
Equal Opportunity Act 1995, 234, 237, 239
Ethnic belonging, 118–121
Ethnicity, 30
Eurocentric hairstyles, 65
Evidence, 41, 63–64
Evidentiary issues associated with establishing discrimination, 242–243
Exalted masculinity, 103
Explicitly gender-differentiated dress codes, 139–141
ExxonMobil, 255

Facades of conformity theory, 48–49
Face Research Lab, 23
Facial Action Coding System (FACS), 27
Facial attractiveness, 185–186
Facial symmetry, 185–186
Female politicians, appearance management and, 172–173
Female sexuality, 138
Financial service organisations, 28
Financial Times Stock Exchange (FTSE), 163
Firms, 215
Five-point Likert scale, 45
Front-line employees, 333
Funeral Home, The, 132–133
Gender, 5, 102–103, 114, 118, 157, 176, 188–189, 345, 347
and appearance, 6–7
expansive people, 132
expansiveness, 135, 139, 141, 144
gender-based discrimination, 199–200
gender-differentiated policies, 137
gender/sex, 291
invalidation, 143–144
non-binary individuals, 134–135
non-binary workers, 145
salience, 144
violation, 143–144
Gender expression, 134
disaggregating, 133–136
Gender identity, 133
disaggregating, 133–136
‘Gender Jihad’, 116
‘Gender neutral’ colours, 159–160
Gender-neutral dress codes, 141–144
Gender-neutral policies, 137
Gendered dress codes, 138
Gendered environment in academia, 158
Gendered expectations in political workplace, 177–178
Gendered presentability, 201–202
Genetic stigmata, 42
Global Reporting Initiative (GRI), 252
Golden ratio, 22
Governor Burns, 179
Greater Manchester study, The, 123–124
Green Bonds, 252
Grounded theory approach, 44
Habitus, 20–21, 24–25, 28
Hair bias, 68
in recruitment, 41
Hair care, 106
Hair manipulation, 45
Hair straightening, 41
Halo Code, 57–58
Halo Collective, 30–31
Hegemonic masculinity, 156
Hijab, 114
Historically Black College or University (HBCU), 60, 62
Hospitality, 302
Hotels, 307–308
Human Resource (HR), 302 professionals, 145
Identity, 118, 350
identity-management strategies, 144
Image, 170
Impression and attracting attractive, 4–6
Impression management, 62
In vivo coding, 44
Inclusion, 251, 253, 255, 257, 294–295
Independent variables (IVs), 94–95
Information processing theory, 333
Inscription, 292
Integration, 60
Interactional power, 190–192
Internalisation, 289
Interpretation, 175–180
gendered expectations in political workplace, 177–178
long job interview, 176–177
from national to local, 178–180
workwear, 175–176
Intersectional approach, 118
appearance, 21–23
carnal capital and symbolic violence, 24–26
intersectionality, carnal capital and symbolic violence, 26–33
Intersectionality, 26, 33, 118
theory of, 26
Involuntary change, 30
Islamic feminism, 115
Islamic feminists, 116–117
Islamic framings, 118

J.P. Morgan Chase, 294–295

Knowledge work, 198

Labelling, 45–48
theory, 42, 54
Labour, 157
Labour market integration process, 124–125
shaping of, 115–118
Laws, 140, 215–216
Leadership, 192–193
LGBTQ people, 136
Long job interview process, 176–178
Lookism, 3–5, 8, 10–11, 21–22, 105, 107, 198, 222–223, 234, 237

Male politician’s uniform, 175–176
Masculine tattoos, 321
Masculinity, 346
‘Me too’ campaign, 2
Men in customer-facing roles, obesity affect, 95–96
Minority groups, 345
Mixed methods approach, 322
Mixed-Method Appraisal Tool (MMAT), 94
MONVA, 50–51
Multi-ethnic British society, 114
Multinational chain corporations (MNCs), 310–311
Multinational luxury hotels, normative control and zero-tolerance to body-art in, 310–312
Municipal civil rights laws, 222–226
Muslim feminism, 115
Muslim women, 114, 119, 345

Islamic attires and west, 115–118
National Women’s Political Caucus, 177
Negative customer perceptions, 301–302
Negative stereotypes, 345
Neoliberal context, 157
Niqaab, 114
No curly hair bias, 49–50
Non-directive approach, 281–282
Non-directivity, 281–282
Non-Islamic feminist, 118
Non-probability sampling technique, 323
Obesity, 185–186
affect women in customer-facing roles, 95–96
Occupational licences, restrictions on, 293–294
Occupational sorting, 146
Older adults, 101–102, 105–106
Older body, 102–103
Older workers, 106
experiences of and responses to ageism in workplace, 105–107
Organisational deviance, 303–304
Organisational standards, 345
Organisations, 333–334
women’s abjected bodies in, 157–158
Othering process, 120
Outward appearance, 214
Overweight women in customer-facing roles, evidence for weight discrimination against, 94–95
Passing, 140–141
Perceived work discrimination, 96
Perceptions, 320
Perpetuation of trends, 351–354
Phenomenological epistemology, 24
Physical appearance, 20
Physical attractiveness, 185
Physical body, 157
Physical features
discrimination, 237–239
legal definition, 241–242
Physicality of leadership, 157
Physiology, 26–27
Piercings, 301–303
Policies, 117–118
Political Action Committees (PAC), 173
Political brands, 180
Political marketing
appearance and, 172
process, 170
theory, 180
Political workplace, gendered expectations in, 177–178
Politics of respectability, 62–63
Positive distinctiveness strategies, 59–60
Possessions, 349–350
Power, 186, 346
Practical disincentives for pursuing physical features
discrimination claim, 243
Practices, 118
Predominantly White Institution (PWI), 60
Prejudice, 345
Prescription, 144–146
Primary school teacher, 337–338
Professionals, 214–216, 273–274
activities, 135
habitus, 25
image construction, 59
programs, 64–65
settings, 58
women in low/no-hierarchy organisations, 204–208
Proscription, 144–146
Psychological theories, 275
Qualification in Career Development, 276
Queer theory, 134
Race, 290
Racial segregation, 121
Radisson Hotel Group (RHG), 305
Reasonable factors other than age test (RFOA test), 219–220
Recognition process, 181
Reflexive accounts by two women business school deans, 160–164
Reflexivity, 164
Relative obscurity of physical features
discrimination jurisdiction, 239–240
Religiosity as agency, 121–123
Research, 60–61
Research Questions (RQ), 76
Respectable business femininity process, 157–158
Respondent demographics, 324–325
Résumé gap, 293
Rule of the game, 20–21, 24–25
Rules of symmetry, 22
Search string, 77
Selection, 186–187
Self identity, 19–20
Self-categorisation theory, 333
Self-descriptive photo essays, 191–192
Self-system theoretical orientation, 171
Senior women managers, 200–204
Sens pratique, 24–25
Sex, disaggregating, 133–136
Sexism
ageing, gender and older body, 102–103
ageism, appearance and workplace, 104–105
older workers’ experiences of and responses to ageism in workplace, 105–107
practical implications and recommendations, 107–108
Sexual harassment, 6–7
Sexual orientation, 135–136
Index

disaggregating, 133–136
Social identity group membership, 59
Social identity–based impression management (SIM), 59
framework, 66–68
strategies, 61–62
Social integration process, 125
Social interactions, 191–192
Social media, 190
Social othering process, 121
Social recategorisation strategy of assimilation, 59
Socially responsible investment (SRI), 252
Sociological approaches, 275
South Asian women, 123–124
Starbucks, 304
State level civil rights laws, 223
Status beliefs, 186
Status characteristic, 186–187
Status competition, 191
Stigmatisation of curly hair, 42
Symbolic violence concept, 24–26, 33
Tattoos, 301–303, 311, 318–319, 332–333
associations, 319–320
factors affecting customer perceptions, 320–321
shifting attitudes, 321–322
Tengai, 27–28
Toothless tigers, 240
Traditional workplaces, 28
Transgender, 132, 135–136
persons, 139
Transnational dynamics, 123–124

U.S. Equal Employment Opportunity Commission, 144
UK Equalities Act (2010), 139–140
Unconscious bias training (UBT), 256
Uniforms, 171
United Nation’s Global Compact, 252
United States Supreme Court, 132
University, type of, 62–63
Upper market hotels, playful twist of aesthetic labour in, 306–309
Urbana in Illinois, 236–237
Vans, 335–336
Verbal communication, 1
Victorian Civil and Administrative Tribunal (VCAT), 239
Victorian Equal Opportunity Commission (EOC), 234
Virtue ethic’ approach, 337
Visibility, 287–288
appearance-based inferences of criminality, 290–292
embodiment, 289–290
structural barriers, 293–294
Visible tattoos, 304, 317–318, 353
findings, 323–326
literature review, 318–322
methodology, 322–323
Visual disturbance,
301–302
Volvo, 336–337
Weight discrimination against overweight women in customer-facing roles, evidence for, 94–95
Western society, 102
Woman Dean of university business school, 161
abjected bodies in organisations, 157–158
bodies, 156
bodies of women in academia as barriers to advancement, 158–160
career paths, 199
leaders, 157
in management, 6
reflexive accounts by two women
business school deans, 160–164
Women academics, 158–159
leaders, 156
Women Deans, 156, 164–165
of business, 156
of university business schools, 155–156
Work
embodied presence at, 123–124
negotiating work choices and
decisions, 121–123

Working relationship, 280
Workplaces, 104–105, 141–142,
187–188, 317
approach, 8–11
employment, 343
fragmentation, 301–302
importance of appearance at work,
2–6
inspiration, 7–8
older workers’ experiences of and
responses to ageism in, 105–107
Younger generations, 2