Glossary of Terms on Race, the Workforce and Equality of Opportunity

Are you a part of the CURE?
The workplace can be fraught with challenges and issues, particularly when the possibilities for misunderstanding resonate from race, diversity, nationality and other diversities.

In our continuous efforts to promote awareness on race issues, the Commission for Unity and Racial Equality has prepared this publication, which presents 'race and workplace' terms and definitions.

We hope that this resource will assist those who undertake to implement equality of opportunity initiatives.

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"Any discussion on race relations soon dissolves into nothing more than opposing factions, without common definitions and a common frame of reference."  
Source: Unknown

The Commission for Unity and Racial Equality (CURE) sets forth the following definitions of terms to provide a common focus for discussing workforce empowerment and race relations.

Affirmative action
‘Positive’ discrimination programmes that are put in place when there is a serious mismatch between the demographics of an organization and a community. The term was coined during the Kennedy Administration (1961-63) in the United States. At that time, the U.S. Government directed federal contractors to take ‘positive steps’ to ensure a racially representative workplace. An understanding of affirmative action has grown to encompass legal and social efforts to improve educational and economic opportunities for designate groups such as black, brown and other people of colour, women, and people with disabilities.

The United States Commission on Civil Rights defined affirmative action as “any measure, beyond simple termination of a discriminatory practice, adopted to correct or compensate for past or present discrimination or to prevent discrimination from recurring in the future” (1995). The American Psychological Association (1996) defined affirmative action as attempts to affirm commitment to equal opportunity.

Anti-racism
Anti-racism refers to beliefs, actions, movements, initiatives and policies adopted or developed to actively challenge acts of racial discrimination and racism. In general, anti-racism activities are intended to promote an egalitarian society in which people do not face discrimination on the basis of their race, however defined. By its nature, anti-racism tends to promote the view that racism in a particular society is both destructive and socially pervasive, and that particular changes in political, economic, and/or social life are required to eliminate it (Source: http://en.wikipedia.org).
Assimilation
Adopting the traits of another culture, leaving the culture of origin behind.

Attitude
An overall and learned core disposition which guides an individual's thoughts, feelings and actions towards specific others and objects.

Bullying
Repeated aggressive behaviour towards someone who is less powerful. Workplace bullying is more than just someone being rude. Bullying is about someone attempting to take improper control over another person and/or inappropriate assertion of authority. Bullying is a form of violence in the workplace even though no physical violence may occur; the psychological damage is comparable to any physical harm. The aim of bullying is to bring someone perceived to be in a less powerful position under submission through teasing, ridicule, isolation or any other acts, which are meant to psychologically hurt or isolate someone in the workplace.

Civil Rights
Non-political rights of every citizen. They are usually minimal rights and freedoms protected by law and typically enshrined in national constitutions.

Civil Rights Act of 1964
United States' legislation that prohibits discrimination in voting, employment, public accommodations and facilities, and public schools, and provides for enforcement of desegregation.

Civil rights movement
The use of boycotts, sit-ins, marches, and other forms of nonviolent protest in the 1950s and 1960s, to demand equal treatment under the law and an end to racial discrimination (i.e., in education and employment) against black people in the United States.

Code of Practice
A comprehensive guide to voluntary measures that can be adopted in the workplace to address discrimination and enhance equality of opportunity. More generally, a document which offers practical advice on the law. A code of practice is usually approved by an administering body or applicable body of the legislature.

Cross-cultural
The interaction, communication, or other processes between people from two or more cultures.

Cultural
The collective behaviour patterns, communication styles, beliefs, concepts, values, institutions, standards and other factors unique to a community that are socially transmitted to individuals and to which individuals are expected to conform.

Cultural characteristics
Knowledge-based attributes, which form a framework from which to understand more about a particular group.

Cultural competence
Becoming cognizant of knowledge-based attributes from which to understand more about a particular group. Cultural competence provides a starting point from which to discover a reality.

Culture
The rules for living that a group of people develop based upon who they are; where they are; and perceived resources available.

Discrimination
Treatment of a person or group (intentional or unintentional; favourable or unfavourable) based on race, colour, national origin, religion, sex, ability/disability or other diversities. Illegal discrimination is often based on the notion of treating one person (or group of people) less favourably than another on racial grounds or other legally protected diversities. The term has also included the failure to remedy the effects of past discrimination.

According to Bermuda Human Rights legislation\(^1\), a person shall be deemed to discriminate against another if he or she:
1) treats one person less favourably than another on racial grounds or other protected diversities; or
2) refuses or deliberately omits to enter into a contract or arrangement with another under similar terms or circumstances as in the case of other persons, generally.

Direct discrimination
Direct discrimination in the workforce occurs when a person is treated less favourably than others or is denied opportunities based solely on race, ethnicity or other diversities.

\(^1\) Adapted, in part, from the Bermuda Human Rights Act, 1981, (as amended)
Disparate impact
Any test, job criterion, educational statistic, or crime statistic in which people of colour are rated more poorly than white people.

Diversity
Differences among people or peoples reflected in a variety of forms, such as race, gender, age, language, physical characteristics, disability, sexual orientation, economic status, parental status, education, geographic origin, profession, lifestyle, religion, talent, interests, perspectives, position in the company hierarchy, and any other difference (Reproduced in part: Diversity Activities and Training Designs, Julie O’Mara, San Diego, California: Pfeiffer & Co., 1994). This collective mixture of differences and similarities can be capitalised upon in pursuit of organizational objectives.

- Behavioural diversity
  Work styles, thinking styles, learning styles, communication styles, aspirations, practiced beliefs/values, attitudes and expectations.

- Business diversity
  In part or in combination with each other, business diversity refers to a range of terms: diverse customer markets, supplier diversity, global diversity strategies, diverse community relations, productivity, customer service, cycle time, innovation, labour market realities, societal expectations, business cultural norms, etc.

- Structural diversity
  Cross-functional teams, alliances and interactions across levels, hierarchy, and divisions, teamwork, acquisitions, mergers, etc.

- Workforce diversity (group situational identities)
  Race, gender, ethnicity, physical ability, sexual orientation, age, parental status, economic status, geographic background, etc.

Diversity management
The process of planning for, organizing, directing, and supporting diversity in a way that adds a measurable difference to organizational performance (Source: Hubbard & Hubbard Inc., 2004).

Employment equity
Promoting equal opportunity and fair treatment in employment through the elimination of unfair discrimination. The principle puts emphasis on the organisation ensuring that opportunities to be recruited, trained, paid and promoted are made available in a fair manner. Employment equity operates on the principle of distributive justice, which looks at what actually happens as a result of employment equity. It focuses on the results of human resource procedures and practices aimed at achieving equality in the workplace. In the fulfillment of that goal, it aims to correct the conditions of disadvantage in employment experienced by marginal or historically disadvantaged groups by giving effect to the principle that employment equity means more than treating persons in the same way. Employment equity also requires the adoption of special measures and the accommodation of marginalized group members.

Equal Employment Opportunity Commission (EEOC)
An agency of the U.S. Government established by the Civil Rights Act of 1964 to enforce non-discrimination in employment.

Equality of opportunity
A principle that envisions all individuals in society having equal life chances, regardless of economic position. ‘Equality of opportunity’ operates on the premise of procedural justice, which is a belief that if an organisation: 1) makes sure that its procedures are correct, and 2) gets the rules, regulations, polices and practices right, than everybody has an equal chance. Substantively, it implies that everyone has an equal chance to be recruited, trained, paid and promoted. It is then up to the individual to make the best of these “opportunities”. It focuses on how (the process that is undertaken) an organization operates with regard to its human resource procedures and practices. ‘Equality of opportunity’ policy and practice may involve promotional, educational and enforcement initiatives, which can include special programmes, policy development and training.

Equal opportunity
The principle that no person should be discriminated against because of race, gender, religion, or other inherent attributes.

Equal opportunity in employment
The principle that dictates that no person is denied or prevented from gaining employment and employment-related opportunities based on race, gender, religion or inherent attributes.

Denial of equal opportunity in employment means that:
A person may be denied equal opportunity in a variety of situations within the work environment. Some of these opportunities may be
related to the following:
  a) promotion or transfer;
  b) training and development opportunities;
  c) fair performance appraisal;
  d) opportunity to work overtime;
  e) recruitment and selection;
  f) succession planning and management.
These opportunities are sometimes denied on the basis of race, age, national origins, sexual orientation, gender or other unlawful grounds of discrimination (Definition devised in collaboration with Bermuda Government Department of Human Resources).

Ethnicity
Affiliations of members of a group who retain the customs, languages or social values of the group.

Ethnic Monitoring
Ethnic monitoring is the process used to collect, store, and analyze data about people’s ethnic backgrounds. Ethnic monitoring can be used to:
  - Highlight possible inequalities;
  - Investigate their underlying causes; and
  - Remove any unfairness or disadvantage.
In employment, monitoring may assist employers in examining and benchmarking the ethnic make-up of their workforce. The data resulting from a survey may assist employers with analyzing how personnel practices and procedures affect different ethnic groups. With regard to service delivery, ethnic monitoring may indicate which groups are using the organisation’s services, and how satisfied they are with them. Employers, their designates, and business owners may then want to consider ways of reaching under-represented groups and making sure that their services are provided absent of discrimination and relevant to the needs of its clientele.

Executive Order No. 11246
On 24 September 1965, United States President Lyndon B. Johnson signed an order requiring federal agencies to contact only with companies that take affirmative action in the hiring and advancement of their minority employees. The U.S. Secretary of Labor was charged with enforcing the order. An executive order is a rule, regulation, or instruction issued by the President of the United States that has the binding force of law upon federal agencies.

Expatriate
An expatriate (in abbreviated form expat) is someone temporarily or permanently residing in a country and culture other than that of their upbringing and/or legal residence. The word comes from the Latin ex (out of) and patria (country), and is sometimes misspelled as expatriot, due to its pronunciation.

The term is often used in the context of Westerners living in non-Western countries, although there are many instances of Westerners living in other Western countries, such as Australians living in the United Kingdom, and/or its territories, or Britons living in Spain. The difference between an expatriate and an immigrant is that immigrants (for the most part) commit themselves to becoming a part of their country of residence, whereas expatriates are usually only temporarily placed in the host country. Most of the time, they plan on returning to their home country, so they never adopt the culture in the host country.

In the business/corporate context, in some instances, an expatriate (or expat) is an employee of a multinational firm, who is posted (assigned or ‘seconded’ to one of the company’s overseas operations temporarily, often with a generous benefits package to accommodate family, housing, ‘hardship’, etc. (Source: http://en.wikipedia.org).

Gender
In a variety of different contexts, gender refers to the masculinity or femininity of words, persons, characteristics, or non-human organisms. The classification into masculine and feminine is analogous to the biological sexes of male and female, often by physical or syntactical analogy, linguistic decay, misunderstandings, societal norms, or personal choice. The nature of this categorisation varies depending on the context. For example, gender can be used to refer to the differences in biological sex between two members of a species, or different characteristics of electrical connectors. On the other hand, in feminist theory, gender is used to refer solely to socially constructed differences between male and female behaviour, and the gender of a noun in many languages may have nothing to do with the concept described by it. Controversy surrounds the reasons, history, validity, and usefulness of many of these classifications (Source: www.answers.com/library/wikipedia).

Glass ceiling
Exclusion from upward mobility through a process of institutional discrimination.
Harassment
Harassment is the unwelcome advances of one person to another. Generally, it is a pattern of actions or statements directed at an individual or identifiable group, which are intended to or have the impact of ridiculing, demeaning or subjecting the person(s) to contempt. Harassment may take several forms but always affects the dignity and well-being of another person. It includes a range of unsolicited behaviours, which – whether intentional or unintentional – create feelings of unease, humiliation, embarrassment or discomfort or cause offence, exclusion, withdrawal, threaten, or appear to threaten, job security. According to the Human Rights Act, 1981 (as amended) of Bermuda, a person harasses another person if he or she persistently engages in comment or conduct towards that other person, which is vexatious; or which he or she ought to reasonably know is unwelcome.

High-stakes testing
Any test which is used to determine a student’s or an employee’s fitness for a school admission, or for acceptance of a job application. The term is generally used within a context or climate of fulfilling quotas.

Historically disadvantaged
Groups of people who are under-represented (i.e., with regard to positive indicators in the workforce and in social and/or economic terms) when their numbers are compared to the demographics of the population. In Bermuda, the term more commonly refers to members of the black Bermudian community, who have been disadvantaged by unfair discrimination during Bermuda’s slavery, emancipation, post emancipation, segregation and post-segregation periods.

Human Rights
The Universal Declaration of Human Rights (UDHR) Articles 1-30 declares all human beings as born free and equal in dignity and rights; endowed with reason and conscience. Human rights encompass a broad spectrum of economic, social, cultural, political and civil rights, some of which are secured protection through specific legislation, and some through Bermuda’s constitution.

Inclusion
The act of including (i.e., to contain, embrace or comprise, as a whole does parts), underscored by a value that supports the right of all people to participate actively in their communities. The process by which communities develop their cultures, policies and practices so as to include all people.

Indirect discrimination
The application of a requirement or condition, which has an adverse impact on a group, cannot be objectively justified and denies opportunity (Source: Fair Employment Commission, Northern Ireland). Specifically, a provision, criterion or practice which is applied equally to persons of different race, ethnic or national origins, but which puts one group of persons of the same race or ethnic or national origins at a particular disadvantage when compared with other persons and which cannot be shown to be a means of achieving a legitimate aim.

Indirect racial discrimination
Occurs when a rule or condition which is applied equally to everyone (all three conditions must apply):
- Can be met by a considerably small proportion of people from particular racial group;
- Is to the disadvantage of that group; and
- Cannot be justified as a means of achieving a legitimate aim.

Institutional racism/ racial discrimination
A variety of systems operating within an organization that allows for attitudes, behaviours and practices that subordinate persons or groups because of colour. The systems’ effect is to perpetuate and maintain the power, influence and well-being of one group over another. Institutional racism can be present in all areas of life (i.e., education, housing, businesses, employment, professional associations, religion, media, criminal justice, etc.) but originates in the operation of established and respected forces in society. Although equally destructive, the practice receives far less public condemnation than does individual racism because it is far more subtle than individual racism. Institutional racism can be documented only with the use of a carefully designed system of statistical inquiry and analysis.

Integration
The act of bringing people of different racial or ethnic groups into unrestricted and equal association, as in society or an organization; the opposite of ‘desegregation’.

Managing diversity
A principle and human resource strategy. Promotes the premise that having and harnessing differences creates a productive environment in which everyone feels valued, their talents are fully utilized and the organizational goals are met. Sometimes referred to as valuing diversity, it is not tied to legislation and can be implemented by any organization, regardless of political and legislative context.
Metrics
In the United States, the term refers to any numerical measure of a company's or manager's performance in meeting mandated diversity or racial quota goals.

Micro-messages
Subtle, nonverbal signals that communicate, sometimes more than words, expectations and feelings. Micro-advantages (positive) and micro-inequities (negative) can be communicated in a nod, eye contact, head turns and gestures (i.e., glancing at your watch when another person is talking) and are present in almost every human interaction. Theorists suggest that to understand micro-messages, one must look at their roots: the assumptions we make about our place in the world, other people's position in the social hierarchy, or our beliefs about certain individuals or groups (Source: O, The Oprah Magazine, November 2005).

Monitoring
The process of collecting, analyzing and evaluating information with the aim of measuring performance, progress or change.

Minority groups/Minority
A group having little power or representation relative to other groups within a society; a marginalized group of people distinctive by ethnicity, race, colour, economic class, gender, nationality or religion. 'Minority' does not necessarily mean lacking in numerical strength, but almost certainly is taken to mean being disadvantaged directly or indirectly by existing policies and social practices. Minority groups have little power in social and economic terms. In many places, tensions between minority groups and the majority threaten social cohesion, and have erupted into violent and deadly struggles.

In a strict sense, 'minority' is defined as a smaller number than the majority. However, in the context of race relations, the term is a social one, more commonly used to denote groups that have experienced oppression or have limited to no power or influence.

Multicultural
The coexistence of many distinct cultures within a given context, such as a community or nation. In diversity work, it means valuing the differences of others and creating an environment that does not require assimilation.

National origin
A birthplace, ancestry, culture, or linguistic characteristic common to a specific ethnic group. 'National origin' includes a person's, or his or her ancestor's, place of origin, or the fact that the individual has the characteristics of a particular national origin group. Discrimination on the basis of national origin can mean treating someone less favorably because he or she comes from a particular place, because of his or her ethnicity or accent, or because it is believed that he or she has a particular ethnic background.

Nepotism
A charge leveled against people in positions of political and economic power, when they deliberately delegate important roles and award contracts to close friends and relatives, regardless of actual ability, qualification, character and/or contribution.

Norms
The model or standards established as requirements for a particular group.

Phobia
Any obsessing fear or dread. For example, an obsessive fear or dread of foreigners is referred to as xenophobia.

Pluralism
A system that holds within it individuals or groups differing in basic background experiences and cultures. It allows for the development of a common tradition, while preserving the right of each group to maintain its cultural heritage. The increased involvement in our communities of people from diverse cultures and the elimination of institutional racism.

Policies
The formal and informal decisions about how an organization carries out its duties and uses its powers.

Positive action
A process of identifying and taking action on behalf of a particular group identified as suffering disproportionate discrimination within the workforce. Members of this group are given extra help, usually in the form of special education, welfare or training, so that when they apply for jobs on a competitive basis with others, they are more likely to be chosen. It is associated with targets (not quotas), often voluntary, so as to help focus the minds of people doing recruiting. Targeting training or encouraging job applications from people from the designate group in that area of work is also a positive action.
Most important to note is that in positive action approaches, a disadvantaged person, despite receiving special training or help, will still not be appointed to a job if there is someone from the more advantaged group who is better qualified or experienced. Both advantaged and disadvantaged candidates are treated equally at the point of selection.

**Positive discrimination**
The development of special programmes (e.g., career guidance, vocational training programmes, in-house mentoring, and ensuring equal pay for equal work), in the form of temporary provisions, establishing preferential treatment needed in order to rectify existing inequalities. Positive discrimination may include a process whereby a qualified person from a disadvantaged category is selected for a position in preference to someone from a more advantaged category, who is better qualified or experienced. The process ensures that suitably qualified people from designated groups are equitably represented in all occupational categories and levels of the workforce. Quotas and affirmative action are terms affiliated with this practice.

**Preferences**
Special privileges granted by law or policy based upon an individual’s race, gender or ethnicity.

**Preference programme**
A programme, designed to achieve a social objective, in which certain participants identified by race, gender or other primary characteristic, are granted an advantage or preference.

**Preferential treatment**
Job or employment preferences based upon an individual or group’s qualities or characteristics, such as race, ethnicity or gender.

**Prejudice**
A judgement or opinion about others, made without knowledge, thought or facts. Implies a preconceived idea, judgement, or opinion, usually unfavourable and marked by suspicion, fear, intolerance, or hatred. Prejudice may be directed towards a racial, religious, cultural, or ethnic group.

**Procurement**
The process by which a party enters into a contract with an external supplier to carry out works or provide goods and services.

**Promoting race equality**
Having regard for the need to:
- Tackle unlawful discrimination;
- Promote equality of opportunity; and
- Promote good relations between people of different races.

**Propaganda**
Doctrines or principles disseminated by an organization.

**Proportional representation**
The presence of groups of people that is proportionate to their numbers in a population (i.e., of a country, an employment group, or an industry).

**Proportionate**
Often refers to a principle whereby the weight given to race equality should be proportionate to its relevance to a particular function. This approach may mean giving greater consideration and resources to functions or policies that have the most effect on employees, service users or the public.

**Quotas**
The practice of appointing somebody from an identified group into a position of employment, in preference to someone who is better qualified, in order to meet a target.

**Race**
Typically understood as a group or population that has similar characteristics. These characteristics are perceived and classified in different ways by different people. However, the term race is also a group of people unified or classified together on the basis of common history, nationality, or geographic distribution. How a group is defined is often based on perceptions, biases and prejudices – both good and bad. It is important to remember that there is no definitive evidence that there are differences between human beings. However, much literature indicates that there are only three races: Caucasoid, Mongoloid and Negroid.

**Race equality policy**
A written statement of the organization’s policy on race equality or equality of opportunity.

**Race equality scheme**
A time-tabled and realistic plan, setting out the organization’s arrangements for meeting their commitments to equality of
opportunity.

Race relations
Broadly speaking, the state of relations between different races. The term can include the social, political and economic relationships between the different racial groups and their level and quality of interaction within the various sectors of society.

Racial discrimination
To treat differently a person or group of people based on their racial origins. Power (social, economic and political) is a necessary precondition, for it depends on the ability to give or withhold social benefits, facilities, services, opportunities etc. from someone who should be entitled to them, and are denied on the basis of race, colour or national origin (Source: The Ideology of Racism, Samuel Kennedy Yeboah).

Racial groups
A group of persons defined by reference to colour, race, common ancestry, nationality or ethnic or national origin. A community of people who are identified by themselves, and by others, as a people with shared history, social or cultural traits, and traditions. Attempts to classify race by subspecies of human beings include grouping people by:
- Physical characteristics such as skin colour/hair texture, shape of eyes;
- Psychological and behavioural traits that are made to associate with these superficial characteristics; and
- Designating superior or inferior status of one group over another.

Commonly, when people are referred to by race, the reference is that by virtue of skin colour or perhaps national origin and culture, they can be perceived as members of a dominant or non-dominant group. The concept of race is not a biological one but a social term.

Racial preference
The practice of granting advantageous treatment to a person or group based on considerations of race.

Racial prejudice
Assumptions, opinions, pre-judgments and stereotypes about a person or persons from another racial group. These beliefs about people are not necessarily informed by knowledge, thought or “facts” and are likely to be sustained contrary to available evidence, information or experience. Racial prejudice is also referred to as the practice of granting advantageous treatment to a person or group based on consideration of race.

Racism
Any action or attitude, conscious or unconscious that subordinates an individual or group based on the colour of their skin or race (Source: U.S. Civil Rights Commission). Racism stems from a strongly held belief that human races have distinctive characteristics that determine their respective cultures, and that the white race is superior and has the right to rule others. Racism is a policy of enforcing such asserted rights and implementing a system of government and society based on it. Individually or institutionally, racism is ultimately the misuse of power (social, economic and political) in granting resources, changing structures, rewarding or punishing, deciding what is important and deciding who shall have ‘access’-- on the basis of race. Racism is not the intent but the effect of attitudes, behaviours, policies, and practices. The equation of “Prejudice + Power = ‘Ims’” applies to race and other grounds of potential discrimination (Adapted in part from the Random House Dictionary of the English Language).

Religion
- A particular system of faith and worship.

Reservations
Areas of land set aside by a government for Native Americans (whom may also refer to themselves as Native people, American Indians, First Nations people or other). Reservations were established originally to allow native people to preserve their own life styles without interference from people of European descent. In the 19th century Native people were often confined to reservations. Native people who today choose to live on reservations often do so to preserve their particular culture, including forms of self-governance.

Reverse discrimination
Charges of unfair treatment often made by those believed to have benefited from past discrimination. Thus some white males, who as a class historically have benefited by their race and gender in previous years, may believe they have been denied access to education or employment because of preferences given to the members of the minority groups or women.

Reverse racism
A term used as a counter-argument to affirmative action. The actions taken to ensure that minority groups have increased access to job and social opportunities are perceived as discriminating against the
majority, or the dominant group, rather than ensuring a principled and ‘fair’ playing ground for all groups in society. People who use the term ‘reverse racism’ also tend to query the effects of affirmative action on impoverished white people.

Scapegoating
Refers to the deliberate act of blaming an individual or group for a situation or outcome, when the fault lies elsewhere: the act of blaming another group or individual for things they did not really do. Those that are scapegoated become objects of aggression in word and deed. Prejudicial attitudes and discriminatory acts lead to scapegoating. Members of disliked groups can be denied employment, housing, political rights or social privileges. Scapegoating can lead to verbal and physical violence, including death.

Segregation
The required separation of individuals or groups on the basis of race, religion, etc.

Set-aside
The practice of reserving a specific number of places in a programme or percentage of economic activity, for persons of a particular status, i.e. under-represented groups (Adapted from a U.S. reference – source unknown).

Sexism
Discrimination and other derogatory attitudes and behaviours, practiced on the basis of sex (male or female). Typically, but not exclusively, sexism is described as discrimination against women on the basis of attitudes, conditions or behaviours that promote stereotyped social roles. Commonly, the term is used to describe behaviours that were widely perceived to limit women’s opportunities for political, economic and intellectual advancement outside of the traditional boundaries of the family and household. Some people believe that physiological differences between genders are highlighted, in order to justify and sustain a sexist doctrine marginalizing women from the public realm.

Sexual harassment
A common form of harassment that may be perpetrated against either gender. It is a form of discrimination where unwelcome sexual advances, requests for sexual favours and other verbal or non-verbal conduct of a sexual nature constitute sexual harassment. When submission to or rejection of this conduct is implicit or explicit and affects an individual’s employment, unreasonably interferes with the employee’s work life or creates an intimidating and hostile environment.

Signal incident
Incident in which the parties make ethnic, racial, religious, socio-economic, gender, sexual orientation or physical/mental ability differences into a basis for treating one another in a negative manner. A signal incident exists whenever an ethnic, racial, religious, socio-economic, gender, sexual orientation, or ability epithet is used by parties engaged in a conflict situation and/or when any party perceives the conflict to be discriminatory in nature.

Services
All the activities of the Public Service, whether carried out directly or by others on its behalf, excluding activities defined as ‘works’ (see following definition). ‘Service’ includes the exercise of the Bermuda Government’s powers of regulation, inspection, and law enforcement. It includes activities provided to members of the public or a section of the public, as well as services provided to the Bermuda Government itself.

Slavery
The state of a person(s) bound in servitude; the practice of owning slaves; and the mode of production in which slaves constitute the principle workforce. Slavery is the state of absolute bondage in which the slave-owner possesses all the rights of the slave, including the right of life and death. The slave is considered the property of his owner, and can be sold as and when the owner pleases. Also known as un-free labour, the slave is acquired for his or her labour, and is not compensated apart from the daily sustenance required to keep him or her alive. Slaves are historically refugees or minorities captured during times of war or civil unrest (the Greeks and Romans had slaves), but slave traders are also known to have kidnapped free persons and sold them into slavery. Black people and Indian settlers, although not initially slaves, were enslaved in Bermuda from around 1616 to August 1, 1834 (officially). However, the following period of ‘emancipation’ was characterized by a period of segregation, challenged in 1959 by a boycott to end segregation in theatres. The issue of racial discrimination is one of which Bermuda continues to negotiate.

Small business
A concern that is organized for profit, with a place of business in Bermuda, which operates primarily in Bermuda or makes a significant contribution to Bermuda’s economy through taxes, products, materials or labour. The concern cannot be dominant in its field. The concern
must meet a numerical small business size standard for its industry. A business is considered ‘small’ if it meet or is below an established ‘size standard’. Factors often used in establishing or reviewing small business size standards are:

- Industry structure analysis;
- Degree of competition;
- Average firm size;
- Start-up costs;
- Entry barriers;
- Distribution of sales and employment form size;
- Impact of different size standard levels on the objectives of small business programmes; and
- Stakeholder feedback.

Social enterprise (community organization)
A business with primarily social objectives, whose surpluses are principally reinvested in the business or in the community, rather than being driven by the need to maximize profit for shareholders and owners.

Special programmes through positive action
Activities permitted by Human Rights legislation and encouraged by CURE legislation that allows a person or organization to:

1. Provide facilities to meet the special needs of people from a particular racial group in relation to their training, education or welfare; and
2. Target job training at people from racial groups that are under-represented in a particular area of work, or encourage them to apply for such work (Source: Sections 35, 37 and 38, Race Relations Act, UK); and
3. Encourage applications from racial groups that are under-represented in particular areas of work.

Special programmes involving procurement could feasibly:
- Provide facilities or services (i.e. training, education, financial assistance, coaching, mentoring) to meet the particular needs of a designate group;
- Target job training opportunities to those groups that are under-represented in a particular area of work; and
- Encourage applications from racial groups that are under-represented in particular areas of work.

Stereotype
A fixed or conventional image of the characteristics and behaviour of members of a certain group. Because they are inflexible views about groups of people, stereotypes ignore the characteristics and qualities of the individual.

Supplier
A private or voluntary organization that is interested in providing goods, works, or services to Bermuda Government. Also referred to as a provider.

Tenderer
A supplier who has been selected to submit a tender for contract.

Title VII of the Civil Rights ACT of 1964
A provision of U.S. national law that specifically bans discrimination in employment. Because the number of African-Americans hired did not increase significantly, Title VII was amended in 1972 to require employers to take active measures (affirmative action) to compensate for past discriminatory practices.

Values
A culture’s or group’s shared standard of what is good or bad, acceptable or unacceptable, desirable or undesirable.

Value for money
The optimum combination of a whole-life cost (e.g., contract price, costs and benefits) and quality to meet the requirements of, for example, Bermuda Government.

Victimization
When someone is consistently treated less favourably than others because he/she have, intend to, or are suspected of:
1) voicing an opinion that is contrary to what the employer would wish;
2) making a complaint of discrimination; or
3) giving evidence as a witness of the complaint
Victimization does not include an employer or his/her designate speaking with an employee about performance issues (Source: Fair Employment Commission, Northern Ireland).

Voting Rights Act of 1965
A U.S. national law that made illegal a variety of practices used by local authorities to keep blacks from exercising their right to vote. It outlawed educational requirements, including literacy tests, and authorized federal supervision of voter registration. The voting Rights Act of 1965 strengthened the voting provisions of the Civil Rights Act of 1964.
White
Those persons, typically of European descent, who are able, by virtue of skin colour or perceived national origin or culture, to be perceived as white; or as members of the dominant group, in social terms (Source: White Like Me, Wise, Tim. 2005. Soft Skull Press: N.Y).

White privilege
Often used in ‘race’ work as a term associated with the advantages of one group over another. In a racialized society, not all white people are well off or particularly powerful, given a class system, a patriarchal system, and other forms of advantage and disadvantage (i.e., rich white people may be more powerful than poor ones; white men may be more powerful than white women; able-bodied whites may be more powerful than those with disabilities...). However, these other forms of privilege may never fully eradicate white privilege. White privilege plays out differently for different people. But, when all other factors are equal, whiteness matters and carries with it certain advantages. For example, although whites are often poor, their poverty does not alter the fact that relative to poor and working class persons of colour, they have an advantage. While many people face obstacles on the basis of nonracial factors, being a member of the white race elevates whites over similarly situated persons of colour (Source: White Like Me, Wise, Tim. 2005. Soft Skull Press: N.Y).

Works
The construction or demolition of buildings, both residential and non-residential, repair to the fabric of these buildings, construction of roads, bridges, tunnels, and the installation of gas, electric and plumbing services.