

The language that we use in the workplace (and in our everyday lives) affects everyone. Language is how we express and affirm our identities. Inclusive language in the workplace is a key factor in creating an inclusive company culture. It can make the world of difference in helping all employees feel safe and seen at work.

It's important to regularly assess the language that we use to communicate both internally and externally. As language continues to evolve and become more inclusive, promoting inclusive language that is respectful to everyone is an ongoing commitment.

The glossary of terms below is by no means exhaustive, but it serves to define many terms used within the policy and in conversations about equality, diversity and inclusion. Language continuously evolves and this glossary is accurate at the time of publishing. We will aim to review and amend this glossary alongside the policy and on an 'as needed' basis to reflect changes to language used in the workplace and in a wider context.

## **Terms and Definitions**

### **Accessible information / Alternative Format**

Media and document formats which are accessible to disabled people with specific impairments, for example BSL, Braille, audio description, subtitles and easy read.

### **Accessible venue**

A building designed and / or altered to ensure that people, including disabled people, can enter and move round freely and access its events and facilities.

### **Age**

This refers to a person belonging to a particular age group, which can mean people of the same age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds, or people over 50).

### **All reasonable steps**

In relation to harassment by an employee, all the things which the employer could reasonably have done to stop it; in relation to reasonable adjustments, 'reasonable steps' is another term for the things that the employer could reasonably have done to remove the disadvantage.

### **Ally**

A heterosexual and/or cisgender person who supports equal civil rights, gender equality, and LGBT social movements, challenging what they perceive as homophobia, biphobia, and transphobia. The term can also be used in relation to other protected characteristics (e.g. race).

### **Anti-racism**

Actively identifying and eradicating the systems, structures and processes that produce radically differential outcomes for ethnic minority groups. Acknowledging that even when we do not regard ourselves as 'racist' we can, by doing nothing, be complicit in allowing racism to continue.

### **Antisemitism**

Antisemitism is hostility to or prejudice against Jewish people.

### **Asexual**

Somebody who does not experience sexual attraction to anyone.

### **Autism**

Autism spectrum disorder is a condition related to brain development that impacts how a person perceives and socialises with others.

### **Biphobia**

A fear or hatred of people who are bisexual, pansexual, or omnisexual.

### **Bisexual or Bi**

Being attracted to more than one gender.

### **Black Lives Matter**

Black Lives Matter is a decentralised political and social movement that seeks to highlight racism, discrimination and racial inequality experienced by black people.

### **Black Minority Ethnic (BME)**

Refers to Black and Minority Ethnic, sometimes also referred to as BAME (Black, Asian and Minority Ethnic) although the preferred language is 'ethnic minorities' rather than BAME or BME. It is important to remember that ethnic minorities also includes White minorities.

### **Butch**

A lesbian whose appearance and behaviour is seen as traditionally masculine.

### **Burden of Proof**

In any claim where a person alleges discrimination, harassment or victimisation under the Act, the burden of proving their case starts with the claimant. Once the claimant has established sufficient facts, which in the absence of any other explanation point to a breach having occurred, the burden shifts to the respondent to show that he or she did not breach the provisions of the Act. The exception to this rule is if the proceedings relate to a criminal offence under this Act.

### **Cisgender or Cis**

Someone whose gender identity is the same as the sex they were assigned at birth. Non-trans is also used by some people.

### **Communities of Place**

People who are linked together because of where they reside, work, visit or spend a substantial proportion of their time.

### **Communities of Interest**

Groups of people who share an experience or an identity, eg, protected characteristics.

### **Consultation and Participation**

The Community Involvement Framework 'Talking with our Customers and Communities' provides a framework within which all of our community involvement activities can take place. It sets out what we need to do to make sure our customers, communities and staff can be involved in shaping decisions, services and policies. We also have a Community Involvement Database to share consultation information.

### **Conwy's Vision and Values**

Conwy's Vision and Values were developed in consultation with employees, managers and senior managers from across the Council. Equality was a key theme raised in consultation and is included in the value to be respectful and fair. Our values represent the beliefs and expected behaviour of everyone working for Conwy County Borough Council.

### **Corporate Plan**

The plan has been developed as a result of talking to communities and listening to views of the people of Conwy. The plan sets out the Council's key priorities where we will be focusing special attention over the next 5 years to support the needs of the citizens who live in, work in and visit the County Borough of Conwy. It also supports the achievement of the citizen outcomes people want for the county.

### **Cross Dresser**

Describes a person who dresses, at least partially, as a member of a gender other than their assigned sex; carries no implications of sexual orientation.

### **Customers (could also be referred to as citizens, residents and/or service users)**

People who use our services.

### **d/Deaf**

A person who identifies as being deaf with a lowercase d indicates they have a significant hearing impairment. Many deaf people have lost their hearing later in life and as such may be able to speak and/or read English to the same extent as a hearing person. A person who identifies as being Deaf with an uppercase D indicates they are culturally Deaf and belong to the Deaf community. Most Deaf people are sign language users who have been deaf all of their lives. For most Deaf people, English is a second language and as such they may have a limited ability to read, write or speak English.

### **Deadnaming**

Calling someone by their birth name after they have changed their name. This term is often associated with trans people who have changed their name as part of their transition.

### **Different needs**

Refers to the different requirements that people with different protected characteristics may have which need to be met to provide equality of opportunity and access.

### **(Direct) discrimination**

Less favourable treatment of a person compared with another person because of a protected characteristic.

### **Disability**

A person has a disability if he or she has a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities. Referred to as disabled person.

### **Disability Confident Scheme**

A Scheme that aims to help employers successfully employ and retain disabled people and those with health conditions (and replaces the Two Tick Scheme).

### **Disadvantage**

A detriment or impediment – something that the individual affected might reasonably consider changes their position for the worse.

### **Discriminate unlawfully**

When an employer has treated someone less favourably because of a protected characteristic (discriminated against them) and does not have a valid defence.

### **Diverse**

Widely varied. In the sense of a diverse population, people are from a range of backgrounds, ethnicities and cultures.

### **Diversity**

Diversity means recognising and valuing the differences of people with different protected characteristics.

### **Drag King/Queen**

A person (man/woman) who appears as the opposite gender. Generally in reference to an act or performance. This has no implications regarding gender identity.

### **Due Regard**

Giving weight to a particular issue in proportion to its relevance.

### **Equal Pay**

Paying people the same for work of equal value. It is unlawful for employers to discriminate between men and women in terms of their pay and conditions where they are doing the same or similar work; work rated as equivalent; or work of equal value.

### **Equality**

Equality is about ensuring that every individual has an equal opportunity to make the most of their lives and talents, and believing that no one should have poorer life chances because of where, what or whom they were born, or because of other characteristics. Equality recognises that historically, certain groups of people with particular characteristics e.g. those of certain races, disabled people, women and gays and lesbians, have experienced discrimination.

### **Equality Impact Assessment (EqIA)**

The Equality Impact Assessment process systematically considers the impact of a proposed policy/practice/decision on people with different protected characteristics to ensure any unlawful discriminatory practices are identified through a review of data and by engaging/consulting with affected or representative parties. Where any unlawful or discriminatory practices are identified they should be removed and the policy or practice improved to also promote equality of opportunity and/or improve relations between different groups. Equality Impact Assessment training is provided to officers responsible for developing policies and practices in Conwy.

### **Exceptions**

Where, in specified circumstances, a provision of the Act does not apply.

### **Gay**

A homosexual person (typically referring to a man) who is sexually (or romantically) attracted to other men.

### **Gender Dysphoria**

Gender dysphoria is a term that describes a sense of unease that a person may have because of a mismatch between their biological sex and their gender identity. This sense of unease or dissatisfaction may be so intense it can lead to depression and anxiety and have a harmful impact on daily life.

### **Gender Identity**

A person's innate sense of their own gender, whether male, female or something else (see non-binary below), which may or may not correspond to the sex assigned at birth.

### **Gender Reassignment**

The process of changing or transitioning from one gender to another.

### **Gypsies and Travellers**

Case law has established that Romany Gypsies and Irish Travellers are covered by the protected characteristic of race for the Equality Act 2010. Local authorities have a duty under the Equality Act to actively seek to eliminate unlawful discrimination, advance equality of opportunity and promote good race relations for this group.

### **Harassment**

Unwanted conduct related to a protected characteristic that has the purpose or effect of violating a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment. It may also involve unwanted conduct of a sexual nature or be related to gender reassignment or sex. The conduct can either be a serious one-off event or be a 'course of conduct', i.e. it happens on a number of occasions.

### **Human Rights**

Human rights are the basic rights and freedoms to which all humans are entitled. They ensure people can live freely and that they are able to flourish, reach their potential and participate in society. They ensure that people are treated fairly and with dignity and respect. You have human rights simply because you are human and they cannot be taken away.

### **Identity**

The characteristics and qualities of a person, considered collectively, and regarded as essential to that person's self-awareness.

### **Impairment**

A functional limitation which may lead to a person being defined as disabled according to the definition under the Equality Act 2010.

### **Inclusion**

Creating an environment where everyone feels welcome and valued.

### **Inequalities of Outcome**

Inequality of outcomes relates to any measurable difference in outcome between those who have experienced socio-economic disadvantage and the rest of the population.

### **Intersectionality**

Recognises the way different protected characteristics interact with each other which can create multiple inequalities, discrimination and disadvantage.

### **Intersex**

Intersex is an umbrella term for differences in sex traits or reproductive anatomy. Intersex people are born with these differences or develop them in childhood.

### **Islamophobia**

The fear of, hatred of, or prejudice against the religion of Islam or Muslims.

### **Lesbian**

A homosexual or gay woman who is sexually (or romantically) attracted to other women.

### **LGBT/LGBTQI/LGBTQIA+**

Abbreviation of Lesbian, Gay, Bisexual, Transgender, Questioning (or Queer), Intersex, Asexual and the “+” sign, which represents other identities, e.g., non-binary, pansexual, etc.

### **Marriage and Civil Partnership**

Neither marriage nor civil partnership are defined in the Equality Act, but the legislation is taken to broadly cover people who are married in a legally recognised union, either an opposite-sex or same-sex couple or people in a civil partnership who are in a legally recognised and registered relationship between two people.

### **Monitoring**

Monitoring for equality data to check if people with protected characteristics are participating and being treated equally. For example, monitoring the representation of women, or disabled people, in the workforce or at senior levels within organisations.

### **Non-Binary**

An umbrella term for people whose gender identity doesn't sit comfortably with 'man' or 'woman'. Non-binary identities are varied and can include people who identify with some aspects of binary identities, while others reject them entirely.

### **Objective justification**

Objective justification gives a defence for applying a policy, rule or practice that would otherwise be unlawful indirect or direct (age) discrimination and must be able to show that its policy was for a good reason – that is 'a proportionate means of achieving a legitimate aim'.

### **Occupational requirement**

Where having a protected characteristic is an occupational requirement, certain jobs can be reserved for people with that protected characteristic.

### **Old/Young**

Age is a protected characteristic under the Equality Act 2010 which means that people cannot be treated unfairly because of their age. The United Nations, for statistical purposes, defines 'youth', as those between the ages of 15 and 24. An older person is defined by the United Nations as a person who is over 60 years of age. However, families and communities often use other socio-cultural referents to define age, including family status (grandparents), physical appearance, or age-related health conditions.

### **Out or Coming Out**

Refers to voluntarily making public one's sexual orientation and/or gender identity. It is a very personal choice that can range from being scared and anxious to elated and relieved.

### **Outed**

When a lesbian, gay, bi or trans person's sexual orientation or gender identity is disclosed to someone else without their consent.

### **Pan/Pansexual/Omnisexual**

Refers to a person whose romantic and/or sexual attraction towards others is not limited by sex or gender.

### **Pay Gap**

Relates to the difference in pay between groups of people with different protected groups, e.g., the difference between what men typically earn in an organisation compared to what women earn, irrespective of their role or seniority.

### **Physical barriers**

A physical feature of a building or premises which places disabled people at a substantial disadvantage compared to non-disabled people when accessing goods, facilities and services or employment.

### **Positive action**

Refers to a range of lawful actions that seek to overcome or minimise disadvantages (e.g. in employment opportunities) that people who share a protected characteristic have experienced, or to meet their different needs.

### **Pregnancy and Maternity**

Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

### **Procurement**

Is the term used in relation to the range of goods and services a public body or authority requires and delivers. It includes sourcing and appointment of a service provider and the subsequent management of the goods and services being provided.

### **Pronoun**

Words we use to refer to people's gender in conversation - for example, 'he' or 'she'. Some people may prefer others to refer to them in gender neutral language and use pronouns such as they/their and ze/zir.

### **Proportionate**

This refers to measures or actions that are appropriate and necessary. Whether something is proportionate in the circumstances will be a question of fact and will involve weighing up the discriminatory impact of the action against the reasons for it, and asking if there is any other way of achieving the aim.

### **Protected characteristics**

These are the grounds upon which discrimination is unlawful. The characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

### **Provision, criterion or practice (PCP)**

Identifying a provision, criterion or practice is key to establishing indirect discrimination. It can include for example, any formal or informal policies, decisions, rules, practices, arrangements, criteria, conditions, prerequisites or qualifications.

### **Public authority**

Organisations and individuals that carry out public functions - this would include government departments, local authorities, health authorities and hospitals, schools, prisons, and police for example.

### **Public functions**

Any act or activity undertaken by a public authority in relation to delivery of a public service or carrying out duties or functions of a public nature e.g. the provision of policing and prison services, healthcare, including residential care of the elderly, government policy making or local authority planning services.

### **Public Sector Equality Duty (PSED)**

The duty on a public authority when carrying out its functions to have due regard to the need to eliminate unlawful discrimination and harassment, foster good relations and advance equality of opportunity.

### **Queer**

A term used by those wanting to reject specific labels of romantic orientation, sexual orientation and/or gender identity. It can also be a way of rejecting the perceived norms of the LGBT community (racism, sizeism, ableism etc). Although some LGBT people view the word as a slur, it was reclaimed in the late 80s by the queer community who have embraced it.

### **Race**

Refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

### **Racism**

Prejudice, discrimination or antagonism by an individual, community or institution against a person or people on the basis of their membership of a particular racial or ethnic group, typically one that is a minority or marginalised.

### **Reasonable**

What is considered reasonable will depend on all the circumstances of the case including the size of an organisation and its resources, what is practicable, the effectiveness of what is being proposed and the likely disruption that would be caused by taking the measure in question as well as the availability of financial assistance

### **(Duty to make) Reasonable adjustments**

Where a disabled person is at a substantial disadvantage in comparison with people who are not disabled, there is a duty to take reasonable steps to remove that disadvantage by (i) changing provisions, criteria or practices, (ii) altering, removing or providing a reasonable alternative means of avoiding physical features and (iii) providing auxiliary aids

### **Regulations**

Secondary legislation made under an Act of Parliament (or European legislation) setting out subsidiary matters which assist in the Act's implementation.

### **Religion and/or Belief**

Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

### **Service provider**

Someone (including an organisation) who provides services, goods or facilities to the general public or a section of it

### **Sex**

A man or a woman.

### **Sexual Orientation**

Whether a person's sexual attraction (or a lack thereof) is towards their own sex, the opposite sex or to both sexes.

### **Social Model of Disability**



The perspective that society creates barriers that "disable" people from participating fully and on an equal basis with others. The social model of disability puts the focus on the individual and their unique needs and not on their condition. This person-centred approach helps develop positive attitudes in society. The language used in a social model reflects this person-centred approach, for example 'disabled people' rather than 'people with a disability'.

**Social Model Language Recommendations:**

<b>Recommend Use:</b>	<b>Recommend Do Not Use:-</b>
disabled person	person with disabilities
non-disabled person	able-bodied person / normal
physical impairment	physical disability
wheelchair user	wheelchair-bound / confined to . . .
specific requirements	special needs
additional learning needs	special educational needs
person with cancer / HIV etc.	person suffering from . . .
sensory impairment / communication impairment	deaf and dumb
with a learning disability (singular) with learning disabilities (plural) some people with a learning disability prefer learning difficulties	learning disorder mentally handicapped, mentally defective, retarded, subnormal
person with epilepsy	epileptic
Person with a mental health condition	mentally ill / mental health problems
Autistic Spectrum Condition, autism and autistic people	autistic
sign language interpreter [spoken language is interpreted – written text is translated]	Signer / translator
accessible toilet, parking, facilities	disabled toilet, parking, facilities
Blind / visually impaired people	the blind
D/deaf people	the deaf

**Socio-economic Disadvantage**

Living in less favourable social and economic circumstances than others in the same society.

**Strategic Equality Plan**

The Strategic Equality Plan is the response to the Public Sector Equality Duty and sets out the equality objectives and action plan to meet the requirements of the Equality Act 2010 and the Statutory Duties (Wales) Regulations 2011.

**Terms of Employment**

The provisions of a person's contract of employment, whether provided for expressly in the contract itself or incorporated by statute, custom and practice or common law etc.

**Trade Unions**

These are organisations formed to represent workers' rights and interests to their employers, for example in order to improve working conditions, wages or benefits. They also advocate more widely on behalf of their members' interests and make recommendations to government, industry bodies and other policy makers.

### **Trans / Transgender**

An umbrella term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth. Trans people may describe themselves using one or more of a wide variety of terms, including (but not limited to) transgender, transsexual, gender-queer (GQ), gender-fluid, non-binary, gender-variant, crossdresser, genderless, agender, nongender, third gender, bi-gender, trans man, trans woman, trans masculine, trans feminine and neutrois.

### **Transsexual**

This was used in the past as a more medical term (similarly to homosexual) to refer to someone whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth. This term is still used by some although many people prefer the term trans or transgender.

### **Transvestite**

This is an outdated term due to its historical use as a diagnosis for medical/mental health disorders. Cross Dresser has replaced transvestite. Cross Dresser describes a person who dresses, at least partially, as a member of a gender other than their assigned sex; carries no implications of sexual orientation.

### **UK Text Relay Service**

Text Relay is a national telephone relay service for deaf, deafened, hard of hearing, deafblind and speech-impaired people. It lets them use an app or textphone to access any services that are available on standard telephone systems.

### **Unconscious Bias**

Unconscious (or implicit) bias is a term that describes the associations we hold, outside our conscious awareness and control. Unconscious bias is triggered by our brain automatically making quick judgments and assessments influenced by our background, personal experiences, societal stereotypes and cultural context. Unconscious bias can have a significant influence on our attitudes and behaviours, especially towards other people and can contribute to inequality, for example in selection and recruitment, appraisals, or promotion.

Unconscious bias refers to the deep-seated prejudices we all absorb due to living in deeply unequal societies. Unconscious or implicit bias can lead to instinctive assumptions that a nurse must be a woman or an engineer must be a man, that an Asian woman won't make a good leader, or that a black man will be an aggressive competitor.

### **Unfavourable**

The term is used (instead of less favourable) where a comparator is not required to show that someone has been subjected to a detriment or disadvantage because of a protected characteristic – for example in relation to pregnancy and maternity discrimination.

### **Unlawful**

Not permitted by law (as distinct from illegal which means 'forbidden by law'). On occasions, unlawful and illegal may be synonymous, but unlawful is more correctly applied in relation to civil (as opposed to criminal) wrongs.

### **Unreasonable**

Not reasonable, beyond what's practicable. See also reasonable adjustments.

### **Welsh Language**

The Council is committed to providing services of an equal standard in both Welsh and English under the Welsh Language Standards. The Council has 167 Welsh Language Standards which detail how Council staff provide bilingual services to enable customers to receive services in the language of their choice, be that Welsh or English and this is supported with a Welsh Language Policy.

**Worker**

In employment law, worker is generally a wider category than employee and includes a contract personally to do work.

**Xenophobia**

A dislike of or prejudice against people from other countries.