

A photograph of three people from behind, embracing each other. The person in the center is wearing a light blue button-down shirt and has their arms crossed. The person on the left has long, wavy blonde hair and is wearing a dark grey sweater. The person on the right is wearing a white t-shirt and blue jeans. The background is a plain, light-colored wall.

# Glossary of Inclusive & Diverse Terminology

First Edition





### **Purpose:**

Our goal is to create a more inclusive workplace for everyone. One step we can take is to have more informed conversations with our colleagues. This glossary is intended as a resource for you on common terms used in Inclusion & Diversity.

### **Contents:**

The glossary has four sections. It begins with general terms, followed by three sections: Gender & Sexual Orientation; Disability; and Race & Ethnicity.

Each section contains relevant definitions. Definitions have been taken from known and reputable third-party sources which are credited throughout the document. Some may require further investigation to fully understand what they mean in the context of your country, culture and/or business.

This glossary is not exhaustive and it will continue to evolve and expand over time. Your feedback is always welcome so that we keep learning and growing our vocabulary together. Please share your feedback via [inclusion@crh.com](mailto:inclusion@crh.com).

**Please note:** All links to third party content, and the content itself, is provided for information and educational purposes only. Contents do not necessarily represent the views or opinions of CRH.

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# Section 1: General

## Ally:

a person of one social identity group who stands up in support of members of another group; typically a member of dominant identity advocating and supporting a marginalised group. [Source](#)

## Bias:

prejudice in favour of or against one thing, person, or group compared with another, usually in an unfair or negative way. See also Unconscious Bias. [Source](#)

## Cultural Competence:

refers to an ability to interact effectively with people of different cultures. Cultural competence comprises four components: (a) Awareness of one's own cultural worldview, (b) Attitude towards cultural differences, (c) Knowledge of different cultural practices and worldviews, and (d) Cross-cultural skills. Developing cultural competence results in an ability to understand, communicate with, and effectively interact with people across cultures. To build cultural competence one should work to develop the four components of cultural competence over time. [Source](#)



Discrimination:	differential treatment of the members of different groups, such as race, ethnicity, gender, age, religion, disability or sexual orientation. Discrimination is usually the behavioural manifestation of prejudice and therefore involves negative or hostile treatment of the members of rejected groups. <a href="#">Source</a>
Diversity:	in CRH when we speak about diversity, we mean all the ways in which we are similar and all the ways in which we differ. People can differ in backgrounds or characteristics, including, but not limited to, ethnicity, race, gender, sexual orientation, religion, disability and age. <a href="#">Source</a>
Diversity v. Inclusion v. Belonging:	diversity typically means proportionate representation across all dimensions of human difference. Inclusion means that everyone is included, visible, heard and considered. Belonging means that everyone is treated and feels like a full member of the larger community and can thrive. <a href="#">Source</a>
Equity:	fair treatment for all while striving to identify and eliminate inequities and barriers. <a href="#">Source</a>



Employee  
Resource Group  
(ERG):

typically, an employer-sponsored or – recognized affinity group of those who share common interests and concerns such as race, ethnicity, gender, age, disability or sexual orientation. Membership is open to everyone. [Source](#)

Inclusion:

Inclusion is leveraging the diversity in our workforce to achieve full participation and optimum performance; it empowers differences rather than suppressing them. A culture that makes employees feel they belong - they feel safe, trusted and respected. [Source](#)

Intersectionality:

refers to overlapping social identities and the related systems of oppression, domination and/or discrimination. The idea is that multiple identities intersect to create a whole that is different from the component identities, for example a disabled woman. [Source](#)

Macroaggressions:

large-scale, overt aggressions that mostly occur at the systems level. [Source](#)

Microaggressions:

the everyday, subtle, intentional — and oftentimes unintentional — interactions or behaviours that communicate some sort of bias toward historically marginalized groups. [Source](#)

Multiculturalism:

the practice of acknowledging and respecting the various cultures, religions, languages, social equity, races, ethnicities, attitudes, and opinions within an environment. [Source](#)

Prejudice:

a negative attitude toward another person or group formed in advance of any experience with that person or group. [Source](#)

Unconscious bias:

happens by our brains making incredibly quick judgments and assessments of people and situations without us realising. Our biases are influenced by our background, cultural environment and personal experiences. We may not even be aware of these views and opinions, or be aware of their full impact and implications. [Source](#)

## Section 2: Gender & Sexual Orientation

Asexual:	a person who is not sexually attracted to anyone or does not have a sexual orientation. <a href="#">Source</a>
Bisexuality:	a sexual orientation in which a person has the potential to feel physically and emotionally attracted to more than one gender. <a href="#">Source</a>
Cisgender:	someone whose gender identity is the same as the sex they were assigned at birth. <a href="#">Source</a>
Gay:	a common and acceptable term for people (male and female) who are attracted to the same gender. <a href="#">Source</a>
Gender:	although the words gender and sex are often used interchangeably, they have slightly different connotations; sex tends to refer to biological differences, while gender more often refers to cultural and social differences and sometimes encompasses a broader range of identities than the binary of male and female. See also Sex. <a href="#">Source</a>
Gender Identity:	a person's innate sense of their own gender, whether male, female or something else (see Non-binary), which may or may not correspond to the sex assigned at birth. <a href="#">Source</a>
LGBTQAAI:	the acronym that means Lesbian, Gay, Bisexual and Transgender. The addition of a "Q" at the end often means "questioning" or "queer." One "A" stands for "asexual", another for "allies". The "I" means "intersex". People often use LGBTQ+ to mean all of the communities included in the "LGBTQAAI". <a href="#">Source</a>
Lesbian:	a common term which refers to a woman who has a romantic and/or sexual orientation towards women. Some non-binary people may also identify with this term. <a href="#">Source</a>

- 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 (man or woman) identities, while others reject them entirely. [Source](#)
- Sex:** although the words gender and sex are often used interchangeably, they have slightly different connotations; sex tends to refer to biological differences, while gender more often refers to cultural and social differences and sometimes encompasses a broader range of identities than the binary of male and female. See also Gender. [Source](#)
- Transgender:** an umbrella term used to describe a person whose gender identity is something other than their sex assigned at birth. [Source](#)
- Lesbian:** a common term which refers to a woman who has a romantic and/or sexual orientation towards women. Some non-binary people may also identify with this term. [Source](#)





# Section 3: Disability

- Ableism:** beliefs or practices that rest on the assumption that being able-bodied is “normal” while other states of being need to be “fixed” or altered. This can result in devaluing or discriminating against people with physical, intellectual or psychiatric disabilities. [Source](#)
- Disability:** a physical, mental or cognitive impairment or condition that requires special accommodations to ensure programmatic and physical access, e.g. muscular dystrophy, deaf, autistic, bipolar. [Source](#)
- Neurodiverse:** a concept where neurological differences are recognised and respected in the same way as any other human difference. [Source](#)



# Section 4: Race & Ethnicity

## Asian:

a person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam. [Source](#)

## Black / African American:

a person having origins in any of the Black racial groups of Africa. [Source](#)

## BIPOC:

a relatively new acronym that stands for Black, Indigenous and People of Colour. Black can refer to dark-skinned peoples of Africa, Oceania, and Australia or their descendants without regard for the lightness or darkness of skin tone. Indigenous, here, refers to ethnic groups native to the Americas. People of colour is an umbrella term for non-white people. This broad descriptor includes, among others, people from India, East Asia, Mexico, Hawaii and other Pacific Islands, and the Philippines. The term BIPOC is relatively new and not widely known. [Source](#)

## Ethnicity:

a social construct which divides people into smaller social groups based on characteristics such as values, behavioural patterns, language, political and economic interests, history, and ancestral geographical base. [Source](#)



Hispanic:

from a country that speaks Spanish. [Source](#)

Latino

from Latin America, including the Caribbean. [Source](#)

In the United States the terms “Hispanic” and “Latino” (or “Latina” for a woman; sometimes written as “Latinx” to be gender-neutral) were adopted in an attempt to loosely group immigrants and their descendants who hail from Latin America. The terms are often used interchangeably, though the words can convey slightly different connotations. It is important to clarify that the categories refer only to a person's origin and ancestry. A Latino/a or Hispanic person can be any race or color. [Source](#)

Race:

a social construct that artificially divides people into distinct groups based on characteristics such as physical appearance, ancestral heritage, cultural affiliation, cultural history, ethnic classification, and the political needs of a society at a given period of time. [Source](#)

Racism:

a belief that racial differences produce or are associated with inherent superiority or inferiority. Racially based prejudice, discrimination, hostility or hatred. Institutionalized racism, also known as systemic racism, refers to forms of racism that are engrained in society or organizations. It is when entire racial groups are discriminated against, or consistently disadvantaged, by larger social systems, practices, choices or policies. [Source](#)

White:

a person having origins in any of the original peoples of Europe, the Middle East, or North Africa. [Source](#)



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