Key Terms and Concepts

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| Term | Definition |
| Affirmative Action Program | Specific actions taken by an organization to have its workforce reflect the race, ethnicity and gender of the qualified local population and other protected classes such individuals or veterans with disabilities. |
| Affirmative Action Report and Plan | An annual publication that outlines the organizational actions taken when a workforce does not naturally reflect the qualified local population. The publication includes an analyses of the workforce and qualified local population. The Plan identifies gaps, sets goals and timetables to close those gaps and the results of the previous year. |
| Diversity | The unique qualities, experiences and work styles of individuals contributing to increased staff engagement, retention and productivity as well as enhancing an organization's relationship with its customers and community. |