



gwerth mewn gwahaniaeth
delivering on distinction

Menter Môn

Welsh Language Policy

Version 1.0

About this policy

Menter Môn has adopted the principles that the Welsh language should not be treated less favourably than English in Wales and that persons in Wales should be able to live their lives through the medium of Welsh if they wish to do so. This policy sets out how Menter Môn will implement these principles when providing services to the public in Wales.

Menter Môn is not among the public bodies that are required to adopt Welsh Language Standards in accordance with the Welsh Language (Wales) Measure 2011. However, we are aware that the expectations and aspirations of the public on Anglesey regarding Welsh language services reflect the good and progressive practices developed by the local authority and other public bodies over the past 30 years as they implemented Language Schemes before, and now statutory Language Standards.

Therefore, the measures in this policy will reflect the fact that good bilingual practice has been normalized across the public sector on the Island, and this policy will include measures similar to the Language Standards adopted by the largest public body on the Island, the Anglesey Council.

The Policy is supported with resources stored in a central digital location.

Revision History

Menter Môn's current Language Policy was adopted on 16th of August 2023. On page 8 of that Policy is the following statement:

Revision
· We will assess and review this policy every 5 years.
· This Welsh Language Policy has been submitted to the Welsh Language Board for accreditation and we will prepare annual Monitoring reports on its implementation.

The above policy was drawn up during the period of the Welsh Language Board and the Welsh Language Schemes supervised by the Board in accordance with the Welsh Language Act 1993.

Since the date of adoption of that policy there has been considerable change in the language policy area:

- The 1993 Act was replaced and the Welsh Language Board was abolished by the Welsh Language (Wales) Measure 2011.
- The post of regulator was established to regulate the policies of public bodies on the use of the Welsh language, namely the Welsh Language Commissioner.

- The procedure which required public bodies to prepare and adopt Welsh Language Schemes was replaced, and in its place Welsh Language Standards were established to be adopted by bodies across the public sector in Wales. The implementation of the Standards is regulated by the Welsh Language Commissioner.

In the light of these changes to the public policy framework, it has become timely to review Menter Môn's Welsh Language Policy, with a view to adopting the best bilingual practices.

The implementation of this policy will be continuously monitored, and the policy will be reviewed every five years.

Date of next review	
This policy will be revised:	2027
The review is conducted by:	Senior Management Team and Iaith Cyf

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Mae'r ddogfen yma ar gael yn y Saesneg. I ddewis y fersiwn Saesneg, os ydych yn darllen y fersiwn electronig defnyddiwch y ddolen "English" ar ochr dde'r bar uchaf. Os ydych yn darllen copi papur, defnyddiwch y manylion cyswllt uchod os gwelwch yn dda i gael copi o'r fersiwn Saesneg.

This document is available in Welsh. To access the Welsh version, if you are reading the electronic version of this text, please click on the "Cymraeg" link on the right-hand side of the top bar. If you are reading a paper copy, please use the above contact details to obtain a Welsh version.

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1. Introduction

1.1 Anglesey

The population of Anglesey, according to the 2021 Census, is 68,900¹. The 2021 Census shows that 55.8% (n. 37,413) of the Island's population (over the age of 3) speak Welsh² compared to 17.8% (n. 538,000) for the whole of Wales³. Although this places Anglesey in one of the strongholds of the Welsh language and one of the two Counties in Wales where over half the population speaks Welsh, it shows a decrease of -1.4% (n. 1,155) since the 2011 Census.⁴

1.2 Menter Môn

Menter Môn was established by Anglesey Council in 1995 but was registered as an independent company in 1996.

Menter Môn is a non-profit company which, despite its name, implements schemes across North West Wales. Most of its activities are in Anglesey and Gwynedd.

In the rest of this document, the term "the Company" is used most often to refer to Menter Môn. The terms "the Company" and "Menter Môn" are synonymous and apply to all various projects as well as the administration of Menter Môn.

The Company has a board of directors who volunteer their time in order to provide strategic direction to the Company.

The Company adds value to the area's resources for the benefit of local residents. These include the natural and built environment, heritage, language, people and agricultural produce.

The number of staff varies according to the nature of funding programmes. The Company currently employs over 70 staff in our offices in Llangefni and Porthmadog.

Over a period of a quarter of a century and more, the Company has collaborated with businesses, communities, the public sector and individuals in order to achieve meaningful and innovative projects. Since its establishment Menter Môn has attracted £70 million to the area. The money has been invested in schemes such as the Anglesey Coastal Path, supporting food schemes, building renovations and protecting indigenous species. In the majority of cases the area would not have received help if it were not for a request from Menter Môn.

¹ [Population and household estimates, Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/population-and-household-estimates/wales)

² Numbers of Welsh speakers Anglesey 2021: [TS033-2021-1.xlsx \(live.com\)](https://www.ons.gov.uk/england-and-wales/articles/data-tables/2021/01/20210101-ts033-2021-1) (ONS).

³ Language Statistics: [Welsh language, Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/language-statistics/wales)

⁴ Numbers and percentage of Anglesey speakers 2011: [Welsh speakers by local authority and broader age groups, 2001 and 2011 census \(gov.wales\)](https://www.gov.wales/welsh-speakers-by-local-authority-and-broader-age-groups-2001-and-2011-census)

Menter Môn Projects

With its long-term perspective on developing communities and providing solutions to ensure sustainable growth, the Company's main work is to act as a catalyst that creates projects and increases opportunities across five main sectors, namely:

- Conservation and the environment
- Food and agriculture
- Thriving communities
- Renewable energy
- Technology and business

Each Project has its staff and administrative relationship with the Company's central administration.

The Company's projects are its main activity, and the commitments and requirements of this Language Policy apply to all the Company's Projects.

1.3 Anglesey County Council and the Welsh language

As it was Anglesey County Council that established Menter Môn in the first place before it became an independent company, naturally enough there was mutual understanding and ready cooperation between the Council and the Company from the outset.

Anglesey County Council is the authority responsible for providing the full range of local government services to the people of Anglesey since its establishment in 1996. The County's administrative centre is at the Council Offices, Llangefni.

As the County Council is the largest public body and the largest employer on the island, its policy on the Welsh language is active in all provision of public services by it throughout the island. It is a long established policy as the Council implemented a statutory Welsh Language Scheme from 1996 to 2016 and since 2016 it has implemented Welsh Language Standards in accordance with the Welsh Language (Wales) Measure 2011.

The Company also has offices in Porthmadog, Gwynedd and Gwynedd Council also operated a statutory Welsh Language Scheme from 1996 to 2016 and since 2016 has been operating Welsh Language Standards in accordance with the Welsh Language (Wales) Measure 2011. Therefore, the language policies of Anglesey and Gwynedd Councils are similar to each other to a large extent in the way they provide services to the public in Gwynedd.

The breadth and extensive use of the services of the two Councils means that the public on the Island and on the mainland have appreciated and are long accustomed to receiving a wide range of good quality Welsh language services as a normative order. With that in mind, Menter Môn's Language Policy aims to maintain standards similar to those of Anglesey Council to

ensure consistency when responding to the public's expectations and practices.

The Councils and the Company alike recognize their responsibility to promote the language as a community, and as employers they try to attract Welsh speakers to join their workforces and retain them, so that they can provide bilingual services from good standard for the public.

1.4 Special linguistic requirements arising from the "Morlais" Project

1.4.1 Morlais is Menter Môn's biggest project. The project wants to ensure benefit for local communities and the economy and help tackle climate change by producing low carbon electricity from renewable energy. It is a tidal flow energy project that controls a 35 km² area of seabed near Ynys Cybi, Anglesey. The first part of the project focused on trying to secure permission from the Welsh Government and Natural Resources Wales to develop the zone. Consultation and engagement with the community and stakeholder was a key part of this. The application for permission was submitted in the autumn of 2019, and permission was granted in December 2021.

The second part of the project is putting the infrastructure in place so that developers of tidal energy technology can install their inventions in the sea. The intention is to develop the site step by step which means that gradually inventions will be introduced to ensure that there will be no negative impact on wildlife.

1.4.2 As Morlais is such a significant project in terms of its economic impact and probable social impact on Anglesey, a Linguistic Impact Assessment was required as part of the planning application, and resulting from that Assessment was a "Strategy Mitigate, Maximize and Monitor" regarding the Welsh language. (*Welsh Language Mitigation, Optimization and Monitoring Strategies* ("WLMOMS")).

1.4.3 Condition 16 in the consent letter from the Welsh Government's Climate Change Minister in December 2021 stated:

"The following Welsh Language Mitigation, Optimisation and Monitoring Strategies ("WLMOMS") shall be submitted to and approved in writing by the LPA:

a) Prior to construction, a WLMOMS for the construction phase of the development shall be submitted to and approved in writing by the LPA; and

b) At least six Months prior to the operation of the development, a WLMOMS for the operational phase of the development shall be submitted to and approved in writing by the LPA.

The development must be carried out and operated in accordance with the approved strategies.”⁵

1.4.4 The “WLMOMS” prepared to comply with these requirements included these requirements:

That Morlais adopts the Welsh language policy of Menter Môn and operates in accordance with the aims and objectives of the current Welsh language legislation and policy landscape (...). in order to ensure that:

- i. the development has a positive effect, rather than an adverse effect, on “opportunities for persons to use the Welsh language” locally; and*
- ii. that the Welsh language is treated “no less favourably than the English language” within the organisation and its operations.*
- iii. That Morlais establishes requirements on construction phase contractors to comply with Menter Môn’s Welsh language policy and establish a means of Monitoring compliance as part of contractual requirements.*

1.4.5 In addition, in the approved WLMOMS, one of the "Additional Recommendations arising from Stakeholder Engagement" with the Môn Language Forum was:

Establishing that Menter Môn adopts the Isle of Anglesey County Council Welsh Language Policy. That this policy is implemented in turn by Morlais and that Morlais encourages Contractors to also, as far as possible, adopt the same policy.⁶

1.4.6 When preparing this Language Policy therefore, it is completely clear:

- that Menter Môn's Language Policy must adopt as far as possible the same measures as in the Anglesey Council's Language Policy;
- that Morlais in turn must act in accordance with the measures contained in Menter Môn's Language Policy in so far as they are relevant;
- that Morlais must ensure that its contractors implement the same measures that are in Menter Môn's language policy as far as they are relevant;
- that all other Menter Môn Projects, in each of the sectors where they are active, must also operate in accordance with this Language Policy.

The guiding document for all this is Anglesey County Council's Language Policy. This policy document is based on the measures of that policy.

⁵ Letter of consent from the Minister for Climate Change regarding the Morlais scheme, 10.12.2021.

⁶ Ibid., page.7

1.5 Welsh Government Language Strategy

1.5.1 The Company supports the objectives of the Welsh Government's Language Strategy and considers its Welsh Language Policy as an important local contribution towards the realization of that wider national strategy and its aim to increase the number of Welsh speakers in Wales to 1 million by 2050.

1.6 Welsh Language (Wales) Measure 2011

1.6.1 The aim of the Language Measure is to offer more clarity and consistency to Welsh speakers in terms of the services they can expect to receive in Welsh from public bodies. Welsh is now an official language in Wales as a result of this Measure which came into force in February 2011. Anglesey County Council as well as the neighbouring local authority, Gwynedd Council, and all other local authorities and all public bodies other in Wales, committed to act positively to undertake their functions in accordance with the Welsh Language Standards.

1.6.2 This is the public policy context in which Menter Môn operates, and Menter Môn's Language Policy upholds the best bilingual practices to ensure consistency with the local authorities and the main public bodies that serve in the operating areas of the Company.

1.7 Welsh Language Commissioner

1.7.1 The position of Welsh Language Commissioner was created by the Welsh Language (Wales) Measure 2011. The Welsh Language Commissioner's main aim is to promote and facilitate the use of the Welsh language. This is done by drawing attention to the fact that the Welsh language has official status in Wales and by setting standards on organisations. Two principles underpin the Commissioner's work:

- The Welsh language should not be treated less favourably than English in Wales
- Persons in Wales should be able to live their lives through the medium of Welsh if they wish to do so.

1.8 Welsh language Standards

1.8.1 This policy adheres to measures and standards similar to the same Language Standards that Anglesey County Council is required to comply with. A list of those Standards can be found on the Council's website and paper copies, or other formats, are available on request.

1.9 Promote the Welsh language

1.9.1 Corporate - Language Champion and Language Working Group

- (i) The Company has appointed a Language Champion on its Board of Directors. The role of the Language Champion will be to promote and

- give strategic direction to the way in which the Company implements this policy.
- (ii) The Language Champion will chair an internal Language Working Group which will be responsible for ensuring that the strategic measures are implemented across the Company.
 - (iii) Guidance is given to the Language Working Group by the Chief Officer of the Language Initiative or another appointed officer who will be responsible for:
 - promoting the Welsh language corporately in a cross-cutting manner and across all the Company's projects and its Projects;
 - supervising the implementation of this Policy and compliance with it;
 - establishing effective monitoring arrangements;
 - submitting monitoring reports every 6 months to the Language Working Group, the Board of Directors
 - submitting an annual report to the Board of Directors and, for information, to Anglesey County Council and the Welsh Language Commissioner.

1.9.2 Community – Language Forum

1.9.2.1 A partnership Language Forum exists at county level in order to give a strategic focus to the Welsh Language on the Island. The Forum is responsible for identifying priorities and drawing up a county Welsh Language Strategy for the next 5 years where focus is placed on increasing and promoting the use of the Welsh language.

1.10 Responsibility for Implementing the Policy

1.10.1 All the Company's staff will contribute to the implementation of this policy.

1.10.2 The Senior Management Team is responsible for coordinating the language policy measures strategically and corporately and is accountable in the first place to the Managing Director and the Language Champion. The Chief Officer of the Language Initiative or another appointed officer will promote the implementation of this policy and look for opportunities to advise and encourage projects and departments to mainstream the Welsh language into new policies and projects.

1.10.3 The Project Managers and Directors will be responsible for ensuring that their services and project work operate in accordance with the requirements of this policy.

2. Policy Statement

2.1 Menter Môn has adopted the principles that the Welsh language should not be treated less favourably than English in Wales and that persons in Wales should be able to live their lives through the medium of Welsh if they wish to do so. Welsh and English will be the official languages of the Company and they will have the same status and validity in the administration and work of the Company. Safeguarding and promoting the Welsh language and developing its use within and outside the Company is one of its basic objectives.

- 2.2 The Company's administration and projects will be based on the two principles set out in the Welsh Language (Wales) Measure 2011, namely:
- The Welsh language should not be treated less favourably than English in Wales
 - Persons in Wales should be able to live their lives through the medium of Welsh if they wish to do so

3. Bilingual Services Planning

3.1 Consider the effects of policy decisions on the Welsh language.

- 3.1.1 It is ensured that any plans, initiatives or policies adopted by the Company comply with the requirements of this policy.
- 3.1.2 Reference will be made to this policy in any projects, plans, initiatives or policies owned by the Company where relevant.
- 3.1.3 The Company will not implement any measures that could undermine this policy and its objectives.
- 3.1.4 An assessment is made of the likely or actual linguistic impact of any project work, policy or work practice that the Company will provide or implement. All such assessments will consider their impact on opportunities for people to use the Welsh language, and on ensuring that the Welsh language is not treated less favourably than English. Consideration will be given to the following:
- (a) what effects, if any (whether positive or negative) the policy decision would have;
 - (b) how the activity could be planned (or how an existing activity could be changed) so that it would have positive effects, or more positive effects;
 - (c) how the activity could be designed (or how an existing activity could be changed) so that it would not have adverse effects, or so that it would have less adverse effects.
- 3.1.5 The equality impact assessment template developed by the Council and adopted by the Company includes the Welsh language as one of the elements that needs to be considered when carrying out such an assessment. Also, the draft guidelines that accompany the template include advice on the type of issues that should be considered in terms of the language.
- 3.1.6 When the Company publishes a consultation document relating to a project or policy decision, that document will consider and seek an opinion regarding the impact on opportunities for people to use the Welsh language, and not to

treat the Welsh language less favourably. than English. Consideration will be given to the following:

- (a) what effects (whether positive or negative) the policy decision under consideration would have;
- (b) how the policy in question could be drawn up or modified so that it would have positive effects, or more positive effects;
- (c) how the policy in question could be drawn up or modified so that it would not have adverse effects, or so that it would have less adverse effects.

3.1.7 When the Company commissions or carries out research intended to assist it in making a policy decision, it will ensure that the research considers the effects on opportunities for people to use the Welsh language, and not treat the Welsh language less favourable than English. Consideration will be given to the following:

- (a) what effects, if any (and whether they are positive or adverse), the policy decision in question would have;
- (b) how the policy decision in question could be made so that it would have positive effects, or more positive effects;
- (c) how the policy decision in question could be made so that it would not have adverse effects, or so that it would have less adverse effects.

3.2 Using the Welsh language within the Company's internal administration

3.2.1 The Company will use and refer to this policy when formulating and amending policies, plans and other measures in each service, so that the Welsh aspects of the Company's service are integrated into all areas within its normal administrative processes. In addition, awareness-raising exercises about the principles of the policy are carried out among staff.

3.2.2 The Board of Directors of Menter Môn, its Managing Director, its Team of Project Managers, its Senior Officers and all employed officers of Menter Môn will be supportive of all the measures of this policy and jointly responsible for its implementation.

3.2.3 The Senior Management Team will be responsible for circulating information, instructions and guidance about the policy to each service, and each Project Manager and Directors will then be responsible for circulating it within their project/service. It is important that all members of staff are aware of the requirements of the policy in order for it to work effectively.

3.2.4 The Company's aim is to ensure that Welsh will be the main language of its internal administration, both verbally and in writing. In order to achieve this, the Company will monitor progress annually by publishing a report on it to be

presented to the Board of Directors at the same time as the annual report on the implementation of the Welsh Language Policy. One appointed officer will be responsible for ensuring that the appropriate arrangements are in place to collect and report on the data for this report.

- 3.2.5 In view of the Company's above policy, the Project Managers and Directors will be responsible for encouraging their officers to use the Welsh language when working and for internal communication, verbally and in writing.
- 3.2.6 In recognition of the statutory requirement not to treat the Welsh language less favourably than English and in view of the Company's wish to promote the use of the Welsh language, targets will be set and a timetable will be determined on for improving the bilingual skills (oral and written) of staff.
- 3.2.7 Staff are encouraged to use Welsh when communicating with each other verbally and in writing. The computer software package 'CySill/CysGair' is provided to staff in order to encourage and facilitate the use of the Welsh language.
- 3.2.8 Nevertheless, the Company's staff members will have the right to work through the medium of Welsh or English as long as that is consistent with the provisions of this policy and does not significantly impair the effectiveness of internal communication.
- 3.2.9 A translation service is provided at the time from Welsh to English in meetings of officers' working groups and staff training courses as needed.
- 3.2.10 All internal written correspondence with general circulation will be bilingual, whether it is on paper or in e-mail form. Staff will be encouraged to send correspondence to Welsh readers in Welsh.
- 3.2.11 In order to ensure uniformity and to avoid confusion, one alphabet will be used when designating paragraphs and sections etc. in texts, and that will be the Welsh alphabet.
- 3.2.12 With any bilingual correspondence, the correspondence will either appear with the Welsh above the English or in parallel form, with the Welsh on the left and the English on the right. Both languages will be equal in terms of form, size, clarity, prominence and quality.
- 3.2.13 The Company's computer intranet has been set up to disseminate corporate information to its staff. The information provided through this medium will be bilingual. Also, any internal circular for the staff will be published bilingually.
- 3.2.14 If an officer corresponds with a member of the public after speaking to him/her face to face in Welsh or after speaking to him/her over the telephone in Welsh, that correspondence will be in Welsh unless the member of the public wish to receive correspondence in English.
- 3.2.15 When a non-Welsh speaking officer, or an officer unsure of his Welsh, deals with Welsh correspondence he will secure the assistance of a colleague or

the Company's language unit in order to respond in Welsh to the correspondence. If the service of the translators is not used, a colleague who has written Welsh of a high standard will be used.

3.2.16 The Company's Project Managers and Directors will be responsible for ensuring that all staff in their services are aware of these arrangements and for informing non-Welsh speaking officers of the provision available in order to report in Welsh i.e. if they cannot draft a letter in Welsh themselves, they should make arrangements to translate it into Welsh within the department or, if necessary, ask an appropriate officer to proof-read the Welsh letter before sending it.

3.2.17 A CysGair package will be available for all officers and the Company will promote the use of Welsh and bilingual software packages corporately.

3.2.18 Wording or a logo is provided to be included with staff email signatures to indicate whether they speak Welsh fluently or are learning the language.

4. Introducing Bilingual Services

4.1 General principles

4.1.1 The Company will provide a complete service to the public in Welsh and/or English across all its services, according to which language is used by the service user. The service provided by the Company to its users will be equal in both languages in terms of quality, promptness and effectiveness.

4.1.2 The aim will be to provide a quality service in every aspect of the Company's work - in every project and every service, internally and externally, and in writing and verbally, in accordance with the commitments of this policy.

4.1.3 The quality of this service will be subject to constant inspection by the Chief Officer of Menter Iaith Môn or another appointed officer, under the supervision of the Managing Director and the Board of Directors' Language Champion, with the aim of continuously improving the standard. Various methods are used to monitor such as evaluating the Customer Care elements and producing an Annual Report.

4.1.4 All members of the Company's staff will also be responsible for keeping track of the bilingual service and the correspondence received from other public organizations in Wales with which the Company will be involved, with the aim of encouraging, facilitating, and supporting the organizations this to provide a complete bilingual service to the public.

4.2 Award of Contracts

- 4.2.1 Any *invitations to tender* for a contract issued by the Company or a Project of the Company will be issued bilingually, and a Welsh version of any invitation will not be treated less favourably than an English version of it.
- 4.2.2 When the Company or one of its Projects publishes *invitations to tender* for a contract, it will state in the invitation that tenders are permitted to be submitted in Welsh, and that a tender submitted in Welsh will not be treated less favourably than tender submitted in English.
- 4.2.3 The *specification* of each tender, which is the document that describes and details all the requirements of the contract, will be presented to the tenderer in English or Welsh.
- 4.2.4 The Company or its Projects will not treat a tender submitted in Welsh less favourably than a tender submitted in English (including, among other things, in relation to the closing date for receipt of tenders, and in relation to the timing of notification tenderers for decisions).
- 4.2.5 If the Company or one of its Projects receives a tender in Welsh, and it is necessary to interview a tenderer as part of the assessment of the tender, the Company or the Project will offer to conduct that interview in Welsh and, if the tenderer so wishes, the interview will be conducted in Welsh (without the help of a translation service at the time or a subsequent translation service).
- 4.2.6 When the Company or one of its Projects informs a tenderer what the decision is in relation to a tender, it will do so in Welsh if the tender was submitted in Welsh.

4.3 Services on behalf of the Company or one of its Projects by other parties

- 4.3.1 Any agreement or arrangement made with a third party, which relates to the provision of services to the public in Wales, will be consistent with the terms of this policy. This will include (without limitation) services that are contracted out.
- 4.3.2 Regarding any service that is provided by a third party, the Project Manager or Directors will be responsible for ensuring that full details of the specific requirements of the Language Policy that apply to the outsourced service are submitted to a potential provider. The Project Manager or Senior Officer will also be responsible for monitoring this compliance with the policy.
- 4.3.3 The Project Manager or Directors will also be responsible for ensuring that any prospective providers are aware that they are required to satisfy the Company that they can provide a bilingual service, in accordance with the relevant aspects of the language policy, in the service/area under attention.

- 4.3.4 In view of the implications of Performance Management, and the Company's reliance on agencies, companies, professional consultants, voluntary organizations and external individuals to carry out some of its duties, it is important that the Company, through its arrangements, set an agreement for organizations and such individuals, ensure that they implement any relevant elements of this policy when dealing with the public in the Company's area(s) of operation.
- 4.3.5 This policy is as relevant to any external agency or company that provides a service on behalf of the Company and its Projects as it is to the Company itself when dealing with the public.
- 4.3.6 When setting up any agreement, the relevant Project Manager will be responsible for ensuring that the agency or Company undertaking work related to providing a service to the public on behalf of the Company or Project(s) of the Company, comply with those parts of this policy which apply to the service in question. That is done by including relevant details about the requirements of the policy in the tender documents sent to the relevant agency or Company.
- 4.3.7 When a third party is expected to provide written material or make presentations to public meetings of the Company or project(s) of the Company, the Project Manager, Directors or relevant officer will be responsible for ensuring that provision is bilingual by including specific conditions within the agreement with the third party concerned.

4.4 Award of Grants

- 4.4.1 The Company and its projects will consider the effects of the following issues on opportunities for people to use the Welsh language, and on not treating the Welsh language less favourably than the English language, when it makes decisions about awarding a grant -
- (a) what effects, if any (either positive or adverse), would awarding a grant have;
 - (b) how a decision could be made or implemented (for example, by setting grant conditions) so that it would have positive effects, or more positive effects;
 - (c) how a decision could be made or implemented (for example, by setting grant conditions) so that it would not have adverse effects, or so that it would have less adverse effects;
 - (d) whether it is necessary to ask the applicant for a grant for any additional information in order to assist the Company in assessing the impact of awarding a grant.
- 4.4.2 Any documents that the Company publishes relating to grant applications will be published bilingually, and the Company will not treat a Welsh version of those documents less favourably than an English version of them.

- 4.4.3 When the Company invites applications for a grant, it will state in the invitation that applications are allowed to be submitted in Welsh and that any application submitted in Welsh will not be treated less favourably than an application submitted in English.
- 4.4.4 The Company will not treat grant applications submitted in Welsh less favourably than applications submitted in English (including, among other things, in relation to the closing date for receiving applications, and in relation to the timing of notifying applicants of decisions).
- 4.4.5 If the Company receives an application for a grant in Welsh, and an applicant needs to be interviewed as part of its assessment of the application, the Company will offer to conduct the interview in Welsh and, if the applicant so wishes, the interview will be conducted in Welsh (without the help of a translation service at the time or a subsequent translation service).
- 4.4.6 When the Company informs an applicant what the decision is in relation to a grant application, it will do so in Welsh if the application was submitted in Welsh.
- 4.4.7 The Company will encourage organisations, bodies or individuals, who do not represent public bodies but who receive financial support from the Company to provide their services to the public bilingually or in Welsh.
- 4.4.8 Likewise, in the case of organisations, bodies or individuals, who do not represent public bodies, with whom the Company will collaborate, or in the case of any partnership between the Company and other organisations, bodies or individuals, projects or partnerships of such as to provide their services to the public bilingually.
- 4.4.9 In the case of any sponsorship that is offered to organisations, bodies or individuals, the Project Manager and Directors will be responsible for encouraging the recipient of the sponsorship to use a portion of that sponsorship to promote the use of the Welsh language in their activities. It will be a requirement for funding recipients to report back on the steps taken to promote the use of the Welsh language with the funding received. Relevant information is presented in the monitoring reports.

4.5 Performance of Statutory Functions – Regulation

- 4.5.1 The Company, when implementing a regulatory function, will encourage any organisation, body or individual, which does not represent a public body, to use the Welsh language in its activities. As required, the Company will provide advice on good practice.
- 4.5.2 The Company, when purchasing services from a third party on behalf of the public, in circumstances not already referred to, will encourage the third party to use the Welsh language when providing services to the public in Wales.
- 4.5.3 The Project Manager, Director or relevant staff will be required to encourage the person regulated by him/her to promote the Welsh language in his/her

activities e.g., producing leaflets, signs, publications, bilingual advertisements. The Project Manager, director or staff will also be responsible for monitoring how the Welsh language has been subsequently promoted.

4.6 Partnership (formal and informal)

- 4.6.1 When the Company leads a partnership, strategically and financially, it will ensure that the public provision complies with the requirements of this Language Policy.
- 4.6.2 When the Company joins a partnership led by another body, the Company's input to the partnership will comply with the requirements of this Language Policy and the Company will encourage the other parties to comply.
- 4.6.3 When the Company operates as part of consortia, it will encourage the consortia to adopt a language policy. When acting publicly on behalf of the Consortia the Company will act in accordance with the requirements of this Language Policy.
- 4.6.4 When the Company joins or forms a partnership, it will ask the prospective partners about their language policies or how they intend to operate bilingually. As part of every partnership, the Company will offer advice and support to the other parties involved in the partnership.

4.7 Co-provision of Services

- 4.7.1 Arrangements for joint provision and joint financing of services are key to the future and an area that the Company will be required to develop more and more. When developing structures and agreements with others, the Company will protect and ensure the expectations of the residents of its operating areas in terms of bilingual services.
- 4.7.2 When drafting and reviewing joint provision and co-financing agreements, the Company will ensure compliance with the requirements of this Policy in order to ensure that the arrangements do not lead to any deterioration in bilingual provision for the public. We will Monitor the agreements to ensure compliance.
- 4.7.3 The Company will take advantage of every opportunity to raise awareness of the profile and importance of the Welsh language with our fellow providers within its areas of operation and to work together towards better bilingual provision across services.
- 4.7.4 The Company will press for opportunities to enable its staff members to continue working through the medium of Welsh while co-providing.

4.8 Courses offered to the public

- 4.8.1 If the Company offers an education course that is open to the public, it will offer it in Welsh. The Company will do this in all circumstances, except when an assessment carried out in accordance with part 4.8.2 below shows that there is no need for that course to be offered in Welsh.
- 4.8.2 If the Company develops an education course to be offered to the public, it will assess the need for that course to be offered in Welsh; and it is ensured that the assessment has been published on Menter Môn's website.

5. Dealing with the public

5.1 Dealing face to face with the public

- 5.1.1 People will be welcome to speak in Welsh or English when dealing with the Company's staff. No person who wants to have a Welsh reception service will be treated less favourably than a person who wants to have an English reception service. The Company's staffing arrangements will ensure that its frontline staff, who serve the public on a day-to-day basis, e.g., dealing with enquiries, answering phone calls, speaking Welsh. All departments within the Company are usually able to provide a bilingual service.
- 5.1.2 If the person calling at one of the Company's offices speaks Welsh and the officer who serves them cannot speak Welsh, the officer should explain that they cannot speak Welsh and that they will get a bilingual officer to serve the customer. (In a situation where the serving officer is a learner, the officer is encouraged to use and practice their Welsh).
- 5.1.3 In this way, the Company's aim is to inform the public who come into contact with it about the policy and its objectives, as well as what they can expect from the Company in relation to a complete bilingual service.
- 5.1.4 The Company will ensure and promote a visual bilingual environment in its offices and sites that are open to the public. A sign will be displayed stating (bilingually) that visitors are welcome to use Welsh in the reception, and staff in the reception who can provide a Welsh reception service will wear a badge that conveys this.
- 5.1.5 In exhibition spaces, the material displayed will be bilingual.

5.2 Correspondence

- 5.2.1 Anyone will be welcome to correspond in writing with the Company in Welsh or English, according to his/her wish. The correspondence will be answered by the Company in the language of the original correspondence and every letter sent by the Company, whether in Welsh or English, will be signed. Letters, in whatever language they are, will be answered in accordance with the targets for answering corporate letters (within 15 working days after receiving the original letter or within other agreed targets).

- 5.2.2 When the Company initiates correspondence, it is done in the recipient's language choice if that is known and, if not, the correspondence will be bilingual.
- 5.2.3 When an officer initiates correspondence with another public body, the officer is encouraged to respond in Welsh.
- 5.2.4 Correspondence with a public body outside Wales can however be carried out in one language, namely in the language of the country where the body in question is located. Some public bodies and their bases in England also serve Wales. In such cases, the Company's officers are encouraged to correspond in Welsh with such bodies.
- 5.2.5 Any newspaper, circulars or standard letters sent to the public will be bilingual.
- 5.2.6 If an officer corresponds with a member of the public after speaking to him/her face to face in Welsh or after speaking to him/her over the telephone in Welsh, that correspondence will be in Welsh unless the member of the public wish to receive correspondence in English.
- 5.2.7 The Company will declare –
(a) in correspondence, and
(b) in official publications and notices which invite people to send a response or send correspondence to it,
that it welcomes receiving correspondence in Welsh, and that it will answer Welsh correspondence in Welsh, and that correspondence in Welsh will not lead to delays.
- 5.2.8 Wording is provided for the Company's officers which will enable them to include a Welsh version of their contact details in e-mail messages, and to provide a Welsh version of any message that informs other people that they are not available to answer e-mails.
- 5.2.9 When the Company uses a direct mail service, the texts sent will be bilingual, with the Welsh on the left or above the English, whichever format suits best. In addition, both languages will be equal in terms of form, size, clarity, prominence and quality.
- 5.2.10 When a non-Welsh speaking officer, or an officer whose Welsh is uncertain, deals with Welsh correspondence he will ensure the help of a colleague or a relevant officer in order to respond in Welsh to the correspondence. If the service of a translator is not used, the help of a colleague who has written Welsh of a high standard will be requested.
- 5.2.11 Project Managers will be responsible for ensuring that all staff in their services are aware of these arrangements and for informing non-Welsh speaking officers of the provision available to enable them to report in Welsh i.e. if they cannot draft a letter in Welsh themselves, they should make arrangements to translate it into Welsh within their office or their Project Team or, if necessary, ask a relevant officer to proof-read the Welsh letter before sending it.

5.3 Call

- 5.3.1 People are welcome to speak in Welsh or English when calling the Company.
- 5.3.2 Calls received to any main telephone number of the Company and its projects will be answered bilingually with Welsh first. By starting the greeting in Welsh, the Company will inform the caller that a Welsh language service is available. Welsh will not be treated less favourably than English when greeting the caller.
- 5.3.3 If the caller speaks Welsh and the officer who answers is unable to carry on the conversation in Welsh after making the greeting, the officer should explain that he cannot speak Welsh and explain that he will transfer the call to a Welsh speaker who can deal with the matter, or, if no one is available, inform the caller that a Welsh speaker will call them back as soon as possible. In a situation where the officer answering a call is a learner, the officer is encouraged to use and practice his/her Welsh.
- 5.3.4 Messages on all the Company's answering machines will be bilingual, with the Welsh message first, and inform the caller that it is possible to leave a message in Welsh.
- 5.3.5 Any automated telephone system that the Company has will provide the entire automated service bilingually.
- 5.3.6 When the Company advertises telephone numbers, helplines or Project contact numbers, it will not treat the Welsh language less favourably than the English language.
- 5.3.7 If the Company offers a Welsh service on its main telephone number (or on one of its main telephone numbers), on any Project contact numbers, the Welsh service telephone number will be the same as the corresponding English service telephone number.
- 5.3.8 When the Company publishes the main telephone number of the Company and its projects, it will state (in Welsh) that it welcomes calls in Welsh.
- 5.3.9 If the Company has performance indicators for dealing with telephone calls, it will ensure that those performance indicators do not treat telephone calls made in Welsh less favourably than calls made in English.
- 5.3.10 When the Company calls an individual for the first time, it will find out what the individual's preferred language is at the outset.

5.4 Meetings that are not open to the general public

5.4.1 If the Company invites only one person to a meeting (or to a meeting to discuss a matter relating to the person's business, application, interests or well-being), the Company will:

- (a) ask the individual if he wishes the meeting to be held in Welsh, and
- (b) if the individual informs the Company that he wishes to do so, hold the meeting in Welsh (without the help of a translation service at the time or a subsequent translation service).

5.4.2 If the Company invites more than one person to a meeting (which does not relate to the well-being or interests of one or more of the individuals invited):

- (a) the Company will ask each person if they wish to use the Welsh language at the meeting; and,
- (b) if at least 10% (but less than 100%) of the invitees have informed the Company that they wish to use Welsh at the meeting, it will arrange for a simultaneous translation service from Welsh for English to be available at the meeting;
- (c) if everyone who was invited has informed the Company that they wish to use Welsh in the meeting, the meeting will be held in Welsh (without the help of a simultaneous translation service or a subsequent translation service).

5.4.3 If the Company invites more than one person to a meeting, and that meeting relates to the business, application, well-being or interests of one or more of the invited individuals, the Company will:

- (a) ask the contact person or each of those individuals if he/she wishes the meeting to be held in Welsh, and
- (b) if that individual, or if each of those individuals, informs the Company that he/she wishes the meeting to be held in Welsh, to hold that meeting in Welsh (without the help of a simultaneous translation service or a consecutive translation service).

5.5 Meetings open to the public (including presentations and consultations)

5.5.1 Invitations to meetings will be sent bilingually and the Company's staff and the public will be welcome, in public meetings organized by the Company, to speak Welsh or English as they wish as the Company will hold the meetings bilingually, arranging that translation tools and translator available. When answering a question from a member of the public at such a meeting, the response will be in the language in which the question was asked.

5.5.2 The public is informed at such meetings that translation tools are available and that they will be welcome to use their preferred language. However, the

aim will be to make bilingual meetings the norm so that such announcements will not be necessary.

- 5.5.3 In public meetings every effort is made to ensure that officers representing the Company will be bilingual officers. If this cannot be arranged, mobile translation equipment is used to ensure that those present can speak in their chosen language. Every effort is made to ensure that the image and administration of the meetings are bilingual.
- 5.5.4 In such meetings, the person responsible for organizing the meeting will also be responsible for ensuring that a message is conveyed on every programme, invitation or advertisement about the meeting, to indicate that there will be a translation service for the non-Welsh in the meeting. It will be the responsibility of the Chairman of the meeting to provide guidance on the use of language at the start of the meeting. This will take the pressure off the officers in such meetings to refer to the translation service and make the procedure of holding bilingual meetings a natural one.
- 5.5.5 If the Company displays any written material at an organized meeting which is open to the public, it will ensure that that material is displayed bilingually, and no Welsh text will be treated less favourably than the English text.

5.6 Public events organized or funded by the Company

- 5.6.1 If the Company organizes a public event, or funds at least 50% of the cost of holding a public event, it will ensure that the Welsh language is not treated less favourably than English:
- when promoting the event (for example, in terms of the way in which the event is advertised or publicized);
 - at the event itself (for example, in relation to services offered to those present at the event - for example, signs displayed at the event, and audio announcements made at it).

5.7 Other meetings

- 5.7.1 The Company will always try to ensure that staff who come into contact with the public, whether in the office, on external sites etc., will be bilingual.
- 5.7.2 If this is not possible in the office or on site, the non-Welsh speaking officer should explain to the member of the public in question that he cannot speak Welsh and ask if he wishes to speak to a Welsh speaker. If the member of the public wishes to speak Welsh a bilingual officer should be brought in to deal with the matter. (In a situation where the officer is a learner, the officer is encouraged to use and practice his/her Welsh).
- 5.7.3 For meetings outside the Company's premises e.g., meetings on Project sites or in the field, arrangements are made to ensure that a bilingual officer will attend the meeting. If the Company is aware in advance of the preferred

language of the person who will be present, the language ability of the officer will reflect that.

5.8 Websites, online services and the use of social media

- 5.8.1 Any contacts with the public will be through computer media e.g., the Company's website, online services, e-mail, touch screens, public sound systems, video conferencing equipment, social networks (such as Facebook, Twitter etc.) comply with the requirements of the section on 'Correspondence' above.
- 5.8.2 Any material or information placed on the Company's website will be fully bilingual, with a choice of language on the opening page, and the Welsh language will not be treated less favourably than English on the Company's website.
- 5.8.3 Where there is a Welsh page that corresponds to an English page on the Company's website, it is clearly stated on the English page that the page is also available in Welsh, and a direct link to the Welsh page is provided on the corresponding English page.
- 5.8.4 Every app that the Company publishes will operate fully bilingually, and the Welsh language will not be treated less favourably than English in relation to that app.

6. The public face of the Company

6.1 Corporate Identity

- 6.1.1 The Company's corporate name will be in Welsh, and apart from that the Company's public face and corporate identity will be fully bilingual and the Welsh language will not be treated less favourably than English.
- 6.1.2 The names of some projects will be monolingual in Welsh (e.g. Morlais) and some will be bilingual (e.g. Hwb Menter/Enterprise Hub) but their services and all their relevant addresses, their letterhead, publications and all their public written material will be in the form a report, sign, form, notice, warning or writing on a building, vehicle or machine owned by the Company bilingually. Logos and slogans will be in Welsh or bilingual.
- 6.1.3 In the case of slogans such as "Môn Mam Cymru", they will not be translated.

6.2 Raise awareness about Welsh language services provided by the Company

- 6.2.1 The Company will promote any Welsh service it provides and advertise that service bilingually.

6.2.2 Any publicity or document that the Company draws up, or its website that refers to the English service will state that an equivalent service is available in Welsh.

6.3 Signs

6.3.1 All the Company's internal and external signs (including road signs/markings) will be fully bilingual.

6.3.2 The Welsh text on signs will be correct in terms of meaning and expression.

6.3.3 When Welsh and English appear together on signs they will be equal in terms of form, size, clarity, prominence and quality, and the Welsh will either be above the English, or to the left if both languages side by side. If they have to be provided separately, they will be equal in terms of form, size, clarity, visibility and quality and the Welsh sign will either be above the English one or on the left if the two languages are side by side.

6.3.4 When the Company installs a new sign or renews a sign in its workplace (including temporary signs), any text displayed on the sign will be displayed in Welsh (whether on the same sign that displays the corresponding English text or on a separate sign), and the Welsh text will not be treated less favourably than the English text.

6.3.5 When the Company installs a new sign or renews a sign in its workplace (including temporary signs), and that sign conveys the same information in Welsh and in English, the Welsh text is given in position so that it is likely to be read first.

6.3.7 The Company will ensure that the Welsh text on signs displayed in its workplace is correct in terms of meaning and expression.

6.4 Names of places

6.4.1 The Company will adopt the Welsh version only of the names of places, rivers, mountains etc. with the exception of those names of which Menter Môn has recognized an official English version.

6.4.2 Where an official English version is recognized it should be used in an English context only.

6.5 Public address systems and audio messages

6.5.1 When the Company announces a message over a public address system, that announcement is made bilingually with an announcement in Welsh first.

6.5.2 When the Company makes announcements over audio equipment in its workplace, that announcement will be made in Welsh.

6.6 Publishing, printing and displaying public material

- 6.6.1 Any public material or advertising material published by the Company will be fully bilingual. This will include reports, forms, relevant public policies etc. This will also include material from other bodies and companies which will from time to time be displayed in the Company's premises.
- 6.6.2 Move towards keeping all the records of the Company's internal meetings in Welsh, with the exception of those records which will have to be shared with other bodies that do not operate through the medium of Welsh. Progress in this connection is measured and relevant information is presented on it in the monitoring reports.
- 6.6.3 Printed material will be published bilingually on the same sheet or in the same document (as appropriate), and parallel, with the Welsh on the left and the English on the right.
- 6.6.4 Where it is not possible or practical to publish printed material in both languages on the same sheet or in the same document, Welsh and English versions will be published separately and the two languages will be equal in terms of form, size, clarity, visibility and quality, and are published at the same time, and it will be just as easy to get a copy of the text in either language. The English version will clearly state that the document is also available in Welsh as well as a statement in the Welsh version to the contrary.
- 6.6.5 Display texts in exhibitions, conferences and seminars will always be bilingual with the Welsh on the left or above the English, whichever format is most suitable. In addition, both languages will be equal in terms of form, size, clarity, prominence and quality.

6.7 Leaflets, booklets, forms and explanatory material

- 6.7.1 Any leaflets, booklets, forms and explanatory material produced for public use will be fully bilingual.
- 6.7.2 Such printed material will be published bilingually on the same sheet or in the same document (as appropriate), parallel, with Welsh on the left and English on the right.
- 6.7.3 When the Company draws up a document or form in Welsh and English (whether they are separate versions or not), both languages will be equal in terms of form, size, clarity, prominence and quality, and are published at the same time and it will be just as easy to get a copy of the text in either language.
- 6.7.4 Where it is not possible or practical to publish leaflets, booklets, forms and explanatory material in both languages on the same sheet or in the same document, the English version will clearly state that the document is also

available in Welsh as well as a statement in the Welsh version to the contrary.

6.7.5 If the Company draws up a form in Welsh and in English (whether they are separate versions or not), it will not differentiate between them in terms of any requirements that apply to the form (for example in relation to any closing date for submission of the form or in relation to the time allowed for responding to the content of the form).

6.7.6 If the Company inserts additional information on a Welsh version of a form (for example, before sending it to a member of the public for him to check the content or for him to fill in the rest of the form), it is ensured that the information which is inserted is inserted in Welsh in accordance with the language of the form.

6.8 Press and media releases

6.8.1 All statements by the Company to the press or the media will be fully bilingual.

6.8.2 All communications with the press or the media will be in Welsh or English, depending on the language of the relevant reporter. If an officer does not know about the linguistic ability of reporters they should contact through bilingual correspondence.

6.9 Advertising and Publicity

6.9.1 The Company's advertising and publicity campaigns will be completely bilingual in whatever form it takes e.g., statements, leaflets, posters, warnings etc.

6.9.2 The Welsh version will be above the English version, or where the text is parallel, the Welsh version will be on the left, and they will be equal in terms of form, size, clarity, prominence and quality, whether in the press, on billboards or otherwise.

6.10 Public Notices and Official Notices

6.10.1 The Company's official public notices will be completely bilingual in a parallel format with the Welsh text on the left. Where this is not practical, one text will be above the other with the Welsh above the English. In all cases however, the texts will be equal in terms of form, size, clarity, visibility and quality, whether in the press, on billboards or otherwise.

6.11 Electronic visual and audio material

6.11.1 Electronic visual and audio material related to serving the public will either be bilingual with Welsh first, or in Welsh and English separately (whichever is

appropriate). Either language will always be available regardless of the audience's language. When the audience is bilingual, both languages should be used using Welsh first.

6.12 Marketing work

6.12.1 Any marketing campaigns carried out by, or on behalf of, the Company will be fully bilingual (with the exception of some campaigns carried out outside Wales to attract inward investment or interest).

6.12.2 This means that any advertising, publication, research work will be completely bilingual, and in the case of research surveys, the Company will ensure that there will be staff who will come into contact with the public, they will be directly employed by the Company, or by an external company/body by agreement, be bilingual, and including a fully bilingual service to the public e.g. when completing questionnaires. In addition, the choice of conducting any interview in Welsh or English is offered. Some surveys may also seek the opinion of Welsh speakers specifically, in order to get a picture of the quality and range of the Welsh service.

6.13 Job Advertisements

6.13.1 Advertisements for jobs will be fully bilingual, together with the supplementary material specified below. Advertisements will include a statement that applications are allowed to be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English. Welsh versions of the documents specified below will not be treated less favourably than any English versions. (This includes advertisements in the English press in Wales and in magazines or newspapers in England):

- (a) job application forms;
- (b) explanatory material regarding the process for applying for jobs;
- (c) information about the interview process, or about any other assessment methods when applying for jobs;
- (d) job descriptions.

6.13.2 In such printed advertisements the two languages will be parallel with the Welsh on the left. Where this is not practical, one text will be above the other with the Welsh above the English. In all cases however, the texts will be equal in terms of form, size, clarity, visibility and quality, whether in the press, on billboards or otherwise.

6.13.3 Advertisements in Welsh-language papers/magazines will be published in Welsh only.

7. Implementation of the Policy

7.1 Staffing

7.1.1 When the Company offers a new job to an individual, it will ask that individual if they wish the employment contract or contract for services to be provided in Welsh; and if the individual so wishes, he will provide the contract in Welsh.

7.1.2 The Company will –

(a) ask each employee if they would like to receive any paper correspondence relating to their employment, which has been addressed to them personally, in Welsh, and

(b) if an employee so wishes, provide any such correspondence to him/her in Welsh.

7.1.3 The Company will ask all employees if they would like to have any documents that outline the needs or requirements of their training in Welsh; and if she so wishes she will provide him/her with any such documents in Welsh.

7.1.4 The Company will ask all employees if they would like any documents outlining their performance objectives in Welsh; and if she so wishes she will provide him/her with any such documents in Welsh.

7.1.5 The Company will ask all employees who would like to have any documents that outline or record their career plan in Welsh; and if she so wishes she will provide him/her with any such documents in Welsh.

7.1.6 The Company will ask all employees who would like to have any forms that record and authorize holidays, absences from work, and flexible working hours, in Welsh; and if she so wishes she will provide him/her with any such forms in Welsh.

7.1.7 If the Company publishes any policies, including policies on the issues below, they will be published bilingually:

- Behaviour in the workplace
- Health and well-being in the workplace
- Wages or benefits in the workplace
- Performance management
- Absence from work
- Working conditions
- Work patterns

7.2 Complaints made by a member of the Company's staff

7.2.1 The Company will allow each member of its staff to make a complaint(s) in Welsh, and respond in Welsh to any complaint made about him/her.

- 7.2.2 The Company will state in any document it has that sets out its procedures for making complaints that each member of staff may make a complaint to it in Welsh, and respond in Welsh to any complaint made about him or her; and will inform all members of staff of that right.
- 7.2.3 If the Company receives a complaint from a member of staff or receives a complaint about a member of staff, and there is a need to meet with that member of staff, it will offer to hold the meeting in Welsh and, if the a member of staff wishes the meeting to be held in Welsh, the meeting will be held in Welsh (without the help of a translation service at the time or a subsequent translation service).
- 7.2.4 When the Company informs a member of staff what the decision is in relation to a complaint made by that member, or in relation to a complaint made about him or her, it will do so in Welsh if that member of staff –
- (a) has made the complaint in Welsh,
 - (b) has responded in Welsh to a complaint about him or her,
 - (c) has requested that a meeting regarding the complaint be held in Welsh,
 - or
 - (d) has asked to be allowed to use the Welsh language in a meeting regarding the complaint.

7.3 Discipline staff

- 7.3.1 The Company will allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.
- 7.3.2 The Company will state in any document it has that sets out the Company's arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against them and, if they start a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.
- 7.3.3 If the Company arranges a meeting with a member of staff regarding a disciplinary case in relation to his behaviour, it will offer to hold the meeting in Welsh and, if the member of staff wishes the meeting to be held in Welsh, conducts the meeting in Welsh (without the help of a translation service at the time or a subsequent translation service).
- 7.3.4 When the Company informs a member of staff what the decision is following a disciplinary process, it will do so in Welsh if that member of staff has responded to allegations against him in Welsh, asked that a meeting regarding the disciplinary process is held in Welsh, or have asked to use the Welsh language in a meeting regarding the disciplinary process.

7.4 Information technology and support materials provided by the Company, and the intranet

- 7.4.1 The Company will provide computer software for checking Welsh spelling and grammar to our staff and provide Welsh interfaces for software (when an interface is available).
- 7.4.2 The Company will ensure –
- (a) that the text of every page on its intranet is available in Welsh
 - (b) that all Welsh pages on its intranet are fully operational, and
 - (c) that the Welsh language is not treated less favourably than English on its intranet.
- 7.4.3 Where the Company has a Welsh page on our intranet which corresponds to an English page, it will clearly state on the English page that the page is also available in Welsh and will provide a direct link to the page Welsh on the corresponding English page.
- 7.4.4 The Company will set aside and maintain a page (or pages) on its intranet that provides services and support material to promote the Welsh language and to assist its staff to use the Welsh language.
- 7.4.5 The Company will provide the interface and menus on its intranet pages bilingually.

7.5 Foster skills in the Welsh language through workforce planning and training

- 7.5.1 In order to be able to ensure that we do not treat the Welsh language less favourably than English, the Company will adopt a Linguistic Skills Strategy to ensure that those workplaces within the Company that have contact with the public will include a sufficient number of bilingual officers (including learners who can communicate in Welsh and English up to a level that is acceptable to the requirements of the job), so that a service is available in Welsh or in English. This will ensure that those officers who are reasonably expected to deal with the public are able to do so in the public's preferred language.
- 7.5.2 The Performance Review process will provide an annual assessment of each member of staff's ability in the Welsh language and identify any development needs.
- 7.5.3 There will be some positions whose holders will not come into contact with the public. Nevertheless, due to the nature of some of these positions, the holders will be required to have bilingual skills which will vary from position to position. For some other positions, which will not come into contact with the public and the ability to speak Welsh will not be an essential skill for them, those officers will be encouraged to learn Welsh in order to facilitate collaboration with staff within their projects / services, and between services in general.

- 7.5.4 The Company will indicate which oral and written linguistic skills are required for each position. These requirements will be unique for each position and will set out the levels of proficiency required verbally and in writing for each position and this information will be included in any future job advertisement and will be recorded centrally as a basis for appointments.
- 7.5.5 Each Project Manager and Director will need to carefully consider the nature and duties of the individual positions that are within the scope of their responsibilities and determine which linguistic skills are required for each position and the overall linguistic balance of the team. That information should be submitted for consideration by and approval by the Managing Director.
- 7.5.6 It is recognized that bilingual workforce planning is important along with having a system of monitoring the number of Welsh speakers within the organisation. The Company will assess the Welsh language skill levels of all its employees.
- 7.5.7 The Company will provide training in Welsh in the following areas, if such training is provided in English –
- (a) recruitment and interviewing;
 - (b) performance management;
 - (c) complaints and disciplinary procedures;
 - (d) establishment;
 - (e) dealing with the public; and
 - (f) health and safety.
- 7.5.8 The Company will provide training (in Welsh) on using Welsh effectively in meetings; interviews; and complaints and disciplinary procedures.
- 7.5.9 Opportunities are provided during working hours for employees to have basic Welsh lessons as needed, and for employees who manage other people to receive training on using the Welsh language in their role as managers.
- 7.5.10 Opportunities are provided for employees who have completed basic Welsh training to receive further training free of charge in order to develop their skills in the language.
- 7.5.11 Training courses are provided for employees to develop –
- (a) awareness of the Welsh language (including awareness of the history of the language and its place in Welsh culture);
 - (b) understanding of the duty to act in accordance with the standards of the Welsh language;
 - (c) an understanding of how the Welsh language can be used in the workplace.
- 7.5.12 The Company's aim is to provide suitable courses at all levels to strengthen the linguistic skills of the staff in order to realize this policy. The Language Training Strategy is a key part of the Company's personal development system.

7.5.13 Strong encouragement is given to all officers within the Company to learn or improve their Welsh. The type of course offered will be a matter to be discussed with the officer in question. It can vary from courses for absolute beginners to written refresher courses for those who are fluent in oral/written Welsh.

7.5.14 Priority is given to those officers who are required to be proficient in the Welsh language in order to comply with their job description or condition of employment, and also to beginners who come into contact with the public.

7.5.15 Suitable courses are provided for staff together with support in the workplace.

7.5.16 Welsh language training is provided for learners and those who need refresher courses, in accordance with the Company's Welsh Language Training Strategy. The Strategy will enable:

- assess the needs of learners and those who need refresher courses, and set targets for them;
- monitor the attainment of learners and those who need refresher courses;
- enable staff to work in their chosen language orally or in writing;
- increasing the oral and written skills of bilingual staff;
- raising staff confidence in their Welsh skills.

7.5.17 The Corporate Director will be responsible for inspecting the Welsh learning provisions.

7.5.18 Specialist training is also provided in specific areas relevant to the Company's work.

7.5.19 It is ensured that officers who learn Welsh attend a certain number of hours of language training in a year.

7.5.20 When the Company provides information to new employees (for example, as part of an induction process), information is provided in order to raise their awareness of the Welsh language.

7.5.21 Wording or a logo is provided for staff email signatures that enable them to indicate whether they speak Welsh fluently or are learning the language.

7.6 Recruitment and Appointment

7.6.1 The Company will prepare and adopt a Language Skills Strategy to guide the recruitment, appointment and training of staff. The Strategy will be based on guidelines recommended by the Welsh Language Commissioner. In accordance with the Strategy, when the Company assesses the needs for a new or vacant position, it will assess the need for skills in the Welsh language, placing each position in one or more of the following categories:

- (a) skills in the Welsh language are essential at the time of appointment;
 - (b) Welsh language skills to be learned after the appointment, as a condition of appointment
 - (c) skills in the Welsh language are desirable
- 7.6.2 If the Company has categorized a job as one that requires skills in the Welsh language to be essential, desirable or need to be learned, it will specify this when advertising the job.
- 7.6.3 If a bilingual person cannot be appointed to a position for which Welsh language skills are essential, having advertised for such skills, that position will be re-advertised with the same linguistic condition(s).
- 7.6.4 However, when re-advertising certain such specific positions, it can be stated in the advertisement that candidates without Welsh language skills will be welcome to apply for these positions on the condition that they learn Welsh to the required level. With some other positions, it will be necessary to have a bilingual officer from the outset in order to meet the requirements of the service. If a non-Welsh speaking candidate is appointed to the post, he/she is asked to accept, as a condition of appointment, targets for developing Welsh language skills arising from the person specification for the post and agree on a specific time period to reach the acceptable level of fluency in relation to meet the requirements of the job. The Company will provide all support in terms of funding courses and setting aside time from work, to enable non-Welsh speaking officers to learn the language. The Company will also regularly monitor progress in order to assess how appropriate the course is for the individual.
- 7.6.5 For some specific positions, a clause will be included in such second advertisements to indicate that they are repeat advertisements and indicate that persons without Welsh language skills are welcome to apply for the position. In addition, in the information package about the job provided to candidates, information is given about the condition to gain linguistic skills as stated above.
- 7.6.6 The Company will not treat an application for a job made in Welsh less favourably than an application made in English (including, among other things, in terms of the closing date we set for receiving applications, and regarding the timing of informing individuals about decisions).
- 7.6.7 The Company's job application forms will give individuals the space to indicate whether they wish to have an interview or the other method of assessment in Welsh and, if an individual so wishes, any interview or other method of assessment will be conducted in Welsh (without the help of a simultaneous translation service or a subsequent translation service).
- 7.6.8 When the Company informs an individual of its decision in relation to a job application, it will be done in Welsh if the application was made in Welsh.

7.6.9 The Company's Language Working Group and the Board of Directors will receive regular reports on staff appointments as part of the implementation of the Company's Language Skills Strategy.

7.7 Training

7.7.1 When organizing training, officers will need to be informed about appropriate courses available through the medium of Welsh. The Company will provide training wherever appropriate to facilitate the implementation of this policy. It will achieve that by assessing the training needs of the Company's staff.

7.7.2 Officers will be encouraged to follow courses through the medium of Welsh when that is relevant.

7.7.3 In the case of courses provided in Wales through the medium of English, the Menter Iaith will be responsible for encouraging the relevant examination/assessment bodies to offer equal linguistic opportunity to students, so that they can take exams/submit work for assessment, in Welsh.

7.8 The Translation Service

7.8.1 The Company will appoint qualified translators through its procurement process in order to translate any written material that will be published, as well as the provision of simultaneous translation services at meetings and/or live events.

7.8.2 When a private organisation, private body or individual submits any documents, reports or letters to the Company in English only, and the need arises to present the text to a Committee or Panel, then the organization is encouraged private, private body or individual to present the information bilingually.

7.8.3 Public bodies are encouraged to submit all correspondence and reports bilingually or in Welsh. Organizations in the voluntary and private sectors are encouraged to submit correspondence bilingually, upholding the principle of not treating the Welsh language less favourably than the English language.

7.8.3 Everyone will have the right to speak Welsh or English as they wish at Menter Môn meetings and translation equipment will be provided at the time to translate from Welsh to English at all Menter Môn meetings when needed.

7.8.4 In circumstances where the equipment breaks down during a meeting, the translator/translators will translate personally for the person who needs a translation. If this is not practical, those who are present at the meeting and who are dependent on a translation service, are asked to move to a suitable person who will summarize the discussion at convenient times, under the control of the Chairman. In addition, at the end of each discussion the Chairman will arrange to summarize the discussion and the decision in English.

- 7.8.5 If there is no permanent translation equipment in a room used to hold meetings of the Company and its Projects then mobile equipment will be provided in it as required.
- 7.8.6 When a meeting is held in a building owned by another body, and the Company is part of the organizing work, then the mobile equipment is used as required.

7.9 Concerns and Complaints

- 7.9.1 The Company has adopted the same Concerns and Complaints Policy as Anglesey County Council, a policy established in 2013, which means that complaints are responded to in a way that seeks to learn from concerns expressed by customers. The policy is based on the Model Policy developed with the Public Ombudsman for Wales as a common system for public service providers in Wales to deal with complaints. Complaints relating to the Welsh language are included in this procedure (and each record of a complaint must indicate whether the complaint relates specifically to the language area).

8. Promote the Welsh language

- 8.1 The Company will draw up, and publish on its website, a 5-year strategy which explains how it intends to promote the Welsh language and to facilitate the wider use of the Welsh language in its operating area; and the strategy will include (among other things) –
- (a) a target (in terms of the percentage of Welsh speakers in her area) for increasing or maintaining the number of Welsh speakers in her area by the end of the 5-year period in question, and
- (b) a statement explaining how it intends to reach that target; and the strategy will be reviewed and a revised version of it will be published on its website within 5 years after the date of publication of the strategy (or the date of publication of a revised version of it).
- 8.2 Five years after publishing a strategy in accordance with 8.1 above the Company will -
- (a) assess the extent to which it has followed that strategy and reached the target it set, and
- (b) publish the assessment on its website, ensuring that it contains the following information –
- (i) the number of Welsh speakers in the area, and the age of those speakers;
- (ii) a list of the activities organized by the Company or financed by it during the previous 5 years in order to promote the use of the Welsh language.

9. Record Keeping

- 9.1 The Company will keep a record, for each financial year, of the number of complaints it receives relating to compliance with this Policy.
- 9.2 The Company will keep a copy of any written complaint it receives relating to compliance with the standards it has undertaken to comply with.
- 9.3 The Company will keep a copy of any written complaint it receives that relates to the Welsh language (whether the complaint relates to the standards it has undertaken to comply with or not).
- 9.4 The Company will keep a record of the steps it has taken to ensure compliance with the policy making standards that the Company has committed to comply with.
- 9.5 The Company will keep a record (following assessments of the Welsh language skills of its employees made by it in accordance with section 7.6 above), of the number of employees who have skills in the Welsh language at the end of each financial year and, when known, it will keep a record of the skill level of those employees.
- 9.6 The Company will keep a record, for each financial year, of –
- (a) the number of members of staff who attended training courses offered by it in Welsh (in accordance with section 7.7 above), and
 - (b) if a Welsh version of a course was offered by it in accordance with section 7.7 above, the percentage of the total number of staff who attended that version of the course.
- 9.7 The Company will keep a record of every assessment it carries out (in accordance with section 7.6 above) in connection with the Welsh language skills that may be required in relation to a new job or a vacancy.
- 9.8 The Company will keep a record, in relation to each financial year of the number of new posts and vacancies categorized (in accordance with section 7.6 above) as posts requiring -
- (a) skills in the Welsh language are essential;
 - (b) that it is necessary to learn skills in the Welsh language as soon as someone has been appointed to the position;
 - (c) skills in the Welsh language are desirable; or
 - (d) skills in the Welsh language were not necessary.

10. Supplementary Matters

10.1 Publicize this Language Policy

- 10.1.1 The Company will ensure that this policy document is available –

- (a) on its website
- (b) On the company's internal IT system and available to all staff
- (b) in each of its offices which are open to the public.

10.2 Publish a complaints procedure

10.2.1 The Company will –

- (a) ensure that it has a complaints procedure which deals with the following issues
 - (i) how it intends to deal with complaints about compliance with the commitments and standards described in this Policy;
 - (ii) how it will provide training to its staff on how to deal with those complaints;
- (b) publish a document recording that procedure on its website; and
- (c) ensure that a copy of that document is available in each of its offices which are open to the public.

10.3 Publish supervision arrangements, promotion etc

10.3.1 The Company will –

- (a) ensure that it has arrangements for:
 - (i) supervising the manner in which it complies with the service delivery standards specified in this policy;
 - (ii) promoting the services it offers in accordance with those standards; and
 - (iii) facilitating the use of those services;
- (b) publish a document recording those arrangements on its website; and
- (c) ensure that a copy of that document is available in each of its offices which are open to the public.

10.3.2 The Company will –

- (a) ensure that it has arrangements for supervising the manner in which it complies with the policy-making standards set out in this Policy;
- (b) publish a document recording those arrangements on our website; and
- (c) ensure that a copy of that document is available in each of its offices which are open to the public.

10.3.3 The Company will –

- (a) ensure that it has arrangements for:

- (i) supervising the manner in which it complies with the operating standards set out in this Policy;
- (ii) promoting the services it offers in accordance with those standards; and
- (iii) facilitating the use of those services; and

(b) publish a document recording those arrangements on its intranet.

10.4 Compile an annual report

10.4.1 The Company will compile and publish a report ("Annual Report on the Welsh Language Policy"), bilingually, in relation to each financial year, which deals with the manner in which it has complied with the requirements and commitments of this Policy during that year.

10.5 Publicize the manner in which compliance with this Language Policy is intended

10.5.1 The Company will publish this document on its website explaining how it intends to comply with the requirements and commitments of this Policy.

10.6 Provide information to the Welsh Language Commissioner

10.6.1 The Company will be very ready to provide any information that the Welsh Language Commissioner requests that relates to compliance with this Language Policy.

11. Improving the Service

11.1 The Company will be very pleased to receive comments and suggestions from its customers on how to improve the bilingual service provided to them.

11.2 Any comments should be directed to the Chief Officer of the Menter Iaith who will consider what is received before submitting comments to the Language Working Group on any matter which, in the opinion of that Chief Officer, will be an issue that should be considered with a view to change or amend the policy.