



## WELSH LANGUAGE POLICY

### Introduction

- We are committed to treating Welsh and English on the basis of equality, so far as we are reasonably able to do so. Our aim is to treat Welsh and English equally in every situation, without exception.
- We will ensure that we make constant progress towards achieving this aim, and this Welsh Language Policy sets out our current commitments in relation to using Welsh.
- The scope of our commitment in this policy should be interpreted reasonably – they are limited to activities and services in Wales or which are delivered to people living in Wales, and also limited to activities and services which we are unable to control or influence.

### Communication

#### Face to Face Communication

- We cannot guarantee a Welsh language service *at all times* but we welcome the use of Welsh by staff who are able to do so.

#### Telephone Communication

- We have one telephone number for enquiries in Welsh and English
- Every member of staff is able to transfer an enquiry to a colleague who is able to speak Welsh when required
- We welcome the use of Welsh when receiving calls by staff able to do so

### Correspondence


- We accept correspondence in Welsh or English
- We will give positive consideration to bilingualism when sending and receiving correspondence, based on the nature and purpose of the correspondence
- We always reply in Welsh on request and when we are replying to correspondence received in Welsh

### Developing Language Skills

- We will support and facilitate the use of Welsh and English language skills
- We support staff who want to improve their Welsh language skills, and enable them to receive training independently

### Recruitment

- Our recruitment advertising is bilingual whenever Welsh language skills are desirable or essential for the advertised post

DOCUMENT NO.	AUTHORISED BY	PAGE	DATE	ISSUE
GEWSMS-13		1 of 2	10/01/2022	5



# Gwynedd Environmental Waste Services Limited

## Awareness

- We will ensure that this policy is supported at the highest level in our organisation
- Every member of staff will receive a copy of this policy and direction on its requirements
- We encourage every contractor or third party that delivers services on our behalf to comply with this policy

## Public Image and Branding

- We will use more Welsh in our printed publications wherever it is reasonable to do so
- We will use more Welsh on permanent and temporary signs wherever it is reasonable to do so
- We will ensure that any new business cards and stationery for staff able to speak Welsh are fully bilingual
- We will use more Welsh in our exhibition materials wherever it is reasonable to do so

## Website

- We will use more Welsh on our Website wherever it is reasonably possible to do so

SIGNED: Gwil Thomas

POSITION: Director of Compliance, Regulation, Health & Safety

DATE: 10 January 2022

DOCUMENT NO.	AUTHORISED BY	PAGE	DATE	ISSUE
GEWSMS-13		2 of 2	10/01/2022	5