

The Wilderness Trust Welsh Language Policies (February 2021)

THE WILDERNESS TRUST:

ACKNOWLEDGE the fact that under the Welsh Language (Wales) Measure 2011 the Welsh language has official status and should be treated no less favourably than the English language.

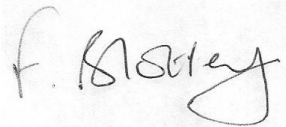
BELIEVE that it is good business practise to provide services in the language of choice of our customers. We also believe that it shows respect to all our team members (staff and volunteers) to encourage and facilitate the use of their chosen language in all our activities.

ENSURE that we make constant progress towards achieving this ambition, and this Welsh Language Policy sets out our current commitments in relation to using Welsh and also, where appropriate, sets targets to help us develop our use of Welsh.

Policy statement

We are committed to treating the Welsh and English languages on the basis of equality. We will conduct our affairs bilingually wherever it is practical and appropriate to do so. Our plan of action in response to this commitment is set out below.

AREA OF ACTIVITY	IMPLEMENTATION	BY WHOM	TIMESCALE
Correspondance	At the moment, we generally write to people in English. We acknowledge the freedom to correspond with us in Welsh and we will respond in welsh wherever it is practically possible.	Whoever deals	From now
Face to face communications	In order to ensure that those who wish to have face-to-face contact with a Welsh-speaker will be able to do so we will encourage recruitment of welsh speaker staff and volunteers. We will promote our Welsh medium face to face services by using the Working Welsh badge scheme.	Whoever deals	From now
Telephone Communication	Ensure that every member of staff is able to recognise and handle a Welsh language call with courtesy. We will develop our bilingual telephone services to ensure that all staff are able to handle, or refer, Welsh medium calls in a professional, appropriate and courteous manner.	Chair and senior manager	December 2021
Correspondence	At the moment, we generally write to people in English. We acknowledge the freedom to correspond with us in Welsh and we will respond in welsh wherever it is practically possible.	Whoever deals	From now

Public meetings and events	Make sure we have a Welsh speaker available to speak at events when required.	Events organiser	From now
Publicity and promotional material	<p>Ensure that our corporate identity is bilingual, including the organization's name, address and logo on correspondence, displays, promotional literature and publications. Ensure that all our new or revised exhibition and marketing materials are bilingual.</p> <p>Although we will endeavour to provide all printed materials bilingually, we will consider environmental impact and may make judgements on whether to provide material in whichever language is appropriate. In this case, people will be asked to specify in which language they would prefer to receive material.</p>	Chair and Senior manager	December 2021
Staff's Language Skills	All vacancies will be advertised bilingually. We keep a record of the Welsh language skills of every employee and volunteers. We share information within the charity, so that we can direct Welsh language enquiries to the appropriate person. We will assess and record the Welsh language skills of every new employee and volunteers as they join our organisation.	Chair and Senior manager	From now
Internal Communication	We recognise that each member of staff and volunteers has the freedom to use the Welsh with each other, as enshrined in the Welsh Language (Wales) Measure 2011 and we expect staff and volunteers to respect linguistic preferences. We will support and facilitate the use of Welsh and English in the workplace by creating opportunities for staff and volunteers to use Welsh regularly.	Chair and Senior manager	From now
Website	Develop the website's bilingual content over time and prioritise the most popular and static pages first.	Webmaster	December 2021
The media	Ensure that any information submitted to the press is in the language of their choosing. Where appropriate a Welsh speaker will be made available for interviews if required.	Whoever is responsible	From now
Implementation and Awareness	<p>Ensure that all our members and volunteers are aware of our commitments to the Welsh language and seek their compliance.</p> <p>This policy will be conveniently available for the public to read. Every member of staff and volunteers will receive a copy of this policy and direction on its requirements.</p>	Chair and Senior manager	From now
Monitoring and review	Undertake an annual review our compliance with these commitments	Chair	Annually
 Signed:		Date 14th February 2021	