

The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on public organisations to comply with one or more standards of conduct on the Welsh Language. From 25 January 2017 Natural Resources Wales are subject to Welsh Language Standards under Section 47 of the Measure and replaces our Welsh Language Scheme.

This Welsh Language Standards Policy describes how Natural Resources Wales will:-

- Treat the Welsh language no less favourably than the English language
- Provide greater clarity to Welsh speakers about the services they can expect to receive from us in Welsh
- State how we intend to comply with each required Standard imposed in the Compliance Notice

The Standards we are required to comply with are divided into 4 categories:-

- Service Delivery
- Policy Making
- Operational
- Record Keeping

In this policy reference to language preference relates to either Welsh or English.

Our vision for the Welsh language

- Work towards establishing ourselves as a naturally bilingual organisation in all our workplaces, when providing services to the public, when working with partners and in our internal administration.
- Encourage our workforce to take pride in the Welsh language and our commitment to establishing Natural Resources Wales as a bilingual organisation.
- Steadily increase the proportion of staff at all levels who have the ability and confidence to speak and write Welsh to fulfil the measures of the Standards.
- Foster more Welsh speaking specialists in the environmental and scientific areas relating to our work, and thus seek to increase the use of Welsh in specialist areas.
- Seek opportunities to promote and develop the use of Welsh proactively by working with partners and individuals across the environment sector and beyond, and encouraging good bilingual practice.

Standard Number	Class of Standard	Standard	How NRW intend to comply with Standard	Imposition Date
1	Service Delivery Written Correspondence (Electronic and Paper)	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.	We welcome letters and electronic correspondence in both Welsh and English. We will respond in Welsh to correspondence received in Welsh if a reply is required. Our target time for replying will be the same as for English correspondence.	25.1.17
2		When you correspond with an individual (“A”) for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must— (a) keep a record of A’s wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms you send to A from then onwards in Welsh.	When initiating correspondence with an individual for the first time the correspondence including all enclosures will be sent bilingually asking the recipient their preferred language of corresponding with us. When the language preference is known this will be recorded. Correspondence from then onwards will be sent to the recipient in their preferred language.	25.1.17
3		When you send correspondence addressed to two individuals who are members of the same household (for	When initiating correspondence with two individuals of the same household for the first time the correspondence	25.1.17

		<p>example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if —</p> <p>(a) both individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to both of those individuals;</p> <p>(b) one (but not both) of the individuals responds to say that he or she wishes to receive correspondence in Welsh, you must keep a record of that wish and provide a Welsh language version of correspondence from then onwards when sending correspondence addressed to both of those individuals.</p>	<p>will be sent bilingually asking the recipient(s) their preferred language of corresponding with us. When the language preference is known this will be recorded. Correspondence from then onwards will be sent to each individual in their preferred language.</p>	
4		<p>When you send the same correspondence to several people, you must send a Welsh language version of the correspondence at the same time as you send any English language version.</p>	<p>Correspondence sent to several people will be sent bilingually unless the language preference of each recipient is known.</p> <p>Standard letters and circulars intended for the Welsh public will be bilingual, our normal practice will be to ensure that both versions are available at the same time.</p>	25.1.17

5		If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.	When unsure of the language preference of an individual we will correspond bilingually.	25.1.17
6		If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).	Both Welsh and English versions of correspondence will be signed. Our stationery, including titles, addresses and logos are bilingual. Maps and other inserts that are borrowed or used under licence will be provided in the language in which they were originally published.	25.1.17
7		You must state — (a) in correspondence, and (b) in publications and notices that invite people to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.	Official written correspondence that we issue will include the by-line below:- Correspondence welcomed in both Welsh and English	25.1.17
		Staff Guidance will be published on the Welsh language page on the intranet to help and support staff in dealing with Welsh correspondence.		
8	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre	We welcome telephone enquiries in both Welsh and English. All our incoming calls will be answered with a	25.1.17

	Telephone Communication	numbers, you must greet the person in Welsh.	bilingual greeting given first in Welsh and then in English.	
9		When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.	Our main telephone number operates an automated bilingual service which guides persons through a set procedure with a recorded message in place, with the Welsh message preceding the English.	25.1.17
10		When a person contacts you on your main telephone number (or numbers), or on any Helpline numbers or call centre numbers, you must deal with the call in Welsh in its entirety if that is the person's wish (where necessary by transferring the call to a member of staff who is able to deal with the call in Welsh)	Callers will be dealt with in their preferred language. If the caller speaks in Welsh, our staff will reply in Welsh, or if unable to do so, will transfer the call to a Welsh speaker without delay. Our internal People Finder staff directory lists our Welsh speakers, their role, what team and which office they are located in. Help-lines or similar facilities, giving information, services or support to the public, will provide a bilingual service.	25.1.17
12		When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.	Any helpline numbers and call centre services giving information, services or support to the public will be bilingual and advertised in both Welsh and English.	25.1.17
13		If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service	Natural Resources Wales operates one main telephone number which offers a bilingual service to the caller.	25.1.17

		must be the same as for the corresponding English language service.	The UK wide Flood-line telephone warning service which offers advice on when and where flooding is likely to occur. Flood-line UK offers a Welsh language service to the user by choosing option 5.	
14		When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.	When we publish any telephone number advertising our services we will do so bilingually stating that calls are welcomed in both Welsh and English.	25.1.17
15		If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.	The performance indicators for Welsh and English calls are the same.	25.1.17
16		Your main telephone call answering service (or services) must inform people calling, in Welsh, that they can leave a message in Welsh.	Our main telephone number operates a bilingual recorded answering service with the Welsh message preceding the English where by callers are able to leave a message in their preferred language.	25.1.17
17		When there is no Welsh language service available on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform people calling in Welsh (by way of an automated message or other), when a Welsh language service will be available.	All our telephone numbers which offer a service to the public will offer a bilingual service.	25.1.17

18		If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh in its entirety (if necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).	Callers will be dealt with in their preferred language. If they speak in Welsh, our staff will reply in Welsh or, if a staff member is unable to deal with the call in Welsh, they will explain to the caller and will transfer the call to a Welsh speaker without delay. In the event that no Welsh speaker is immediately available, contact details will be taken and the caller called back as soon as a Welsh speaker is available.	25.1.17
20		When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.	All our incoming calls will be answered with a bilingual greeting given first in Welsh and then in English.	25.1.17
21		When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.	When contacting an individual by telephone for the first time, the individual will be asked what language they would like to receive calls from us, once the language preference of the individual is known this will be recorded. Calls from then onwards will be in the individual's preferred language.	25.1.17
22		Any automated telephone systems that you have must provide the complete automated service in Welsh.	All our automated telephone systems will have a bilingual automated service.	25.1.17

		Staff Guidance will be published on the Welsh language page on the intranet to help and support staff in dealing with telephone calls.		
23	Service Delivery Meetings	If you invite one person only (“P”) to a meeting, you must offer to conduct the meeting in Welsh; and if P informs you that P wishes for the meeting to be conducted in Welsh, you must conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).	When we arrange meetings with a member of the public, we will proactively offer the choice of meeting in Welsh or English. We will ensure that a fluent Welsh speaker will attend meetings with those who prefer to conduct the meeting in Welsh.	25.1.17
25		If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting.	All invitations to meetings will be sent bilingually asking each person to inform us if they would wish to use the Welsh language at the meeting.	25.1.17
25A		If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.	We will ensure that a simultaneous translation service from Welsh to English is available at meetings where at least 10% of those persons invited have informed us that they wish to use the Welsh language at the meeting.	25.1.17
25CH		If you have invited more than one person to a meeting, and all of the people invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh (without the	At any meeting where all invited have informed us that they wish to use the Welsh language, we will ensure that all our staff who attend the meeting are fluent Welsh speakers and conduct the meeting in Welsh, without the	25.1.17

		assistance of a simultaneous or consecutive translation service).	assistance of a simultaneous translator.	
26		If you arrange a meeting that is open to the public you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.	When arranging meetings that are open to the public, all advertisements and invitations will be bilingual, stating that the use of Welsh and English is welcomed at the meeting. We shall ensure sufficient numbers of fluent Welsh speaking staff attend, to address or contribute at the meeting. Simultaneous translation service from Welsh to English will be available at all open public meeting.	25.1.17
27		When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.	All invitations to meetings which are open to the public will be sent bilingually.	25.1.17
28		If you invite people to speak at a meeting that you arrange, which is open to the public, you must — (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those people) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).	When inviting people to speak at a meeting we are arranging which is open to the public, we will ask each speaker which language they would prefer to use at the meeting. If a speaker informs us that they wish to use the Welsh language at the meeting, we will ensure that a simultaneous translation service from Welsh to English will be in place at the meeting,(unless all attending have informed us of their wish to use the Welsh language)	25.1.17

29		<p>If you arrange a meeting that is open to the public, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh —</p> <p>(a) that they are welcome to use the Welsh language, and</p> <p>(b) that a simultaneous translation service is available.</p>	<p>At all our open public meetings and events that are open to the public, the Chair will open proceedings with a bilingual greeting, informing those present that they are welcome to use the Welsh language at the meeting and drawing attention to the availability of the translation service from Welsh to English. We shall ensure sufficient number of Welsh speaking staff attend, to address or contribute at the meeting.</p>	25.1.17
30		<p>If you display any written material at a meeting that you arrange which is open to the public, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.</p>	<p>All our written/exhibition materials displayed at meetings will be bilingual with the Welsh appearing above or to the left of the English.</p>	25.1.17
31		<p>If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).</p>	<p>When working in partnership with others to organise a public event we will seek to promote and share good bilingual practice. Our input in the partnership will comply with the requirements of the Standards as outlined in our Compliance Notice.</p>	25.1.17
32		<p>If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in</p>	<p>When working in partnership with others to organise public events, we will ensure that our input complies with the requirements of the Standards as outlined in our Compliance Notice for any services provided to the public in Wales.</p>	25.1.17

		relation to signs displayed at the event and in relation to audio announcements made at the event).		
33		Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.	All our publicity and advertising material will be produced bilingually, Welsh will appear to the left or above the English or be equally prominent. If versions have to be published separately for practical reasons, both versions will be of equal size and quality. Each version will contain a message stating that the publication is also available in the other language.	25.1.17
34		Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.	All material that we display in public will be bilingual, with the Welsh appearing to the left or above the English or be equally prominent (e.g. “tilt and turn”). If versions have to be published separately for practical reasons, both versions will be of equal size and quality. Each version will contain a message stating that the publication is also available in the other language.	25.1.17
		Staff guidance will be published on the Welsh language page on the intranet to support staff when arranging meetings and events. Guidance is also available to staff from our Communications team.		

36	Translation	<p>Any documents that you produce for public use must be produced in Welsh except:</p> <ul style="list-style-type: none"> when the document produced is scientific or technical 	<p>Documents produced for public use will be published bilingually with the exception of scientific or technical documents. A bilingual summary will be provided for our more public facing scientific or technical documents.</p>	25.1.17
43		<p>If you produce a document which is available to the public, and no other standard has required you to produce the document in Welsh, you must produce it in Welsh –</p> <p>(a) if the subject matter of the document suggests that it should be produced in Welsh, or</p> <p>(b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh</p>	<p>All documents produced which will be made available to the public will be subject to an assessment of the need for a bilingual publication. The assessment will take into account the subject matter, expectations of the audience and the subject being dealt with.</p>	25.1.17
		<p>Staff Guidance will be published on the Translation page on the intranet to support staff with translation requirements, the guidance will include a check list to assess the need for translation.</p>		
44	Publications	<p>If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh</p>	<p>If document versions have to be published separately for practical reasons, both versions will be of equal size and quality.</p>	25.1.17

		language version less favourably than you treat the English language version.		
45		If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.	Welsh and English documents produced separately will state that the document is available in the other language on both Welsh and English version.	25.1.17
46	Forms	Any form that you make available to the public must be produced in Welsh.	Forms and associated explanatory material for use by the public in Wales will be bilingual.	25.1.17
46A		If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh	If for practical reasons forms have to be published separately, both versions will be of equal size and quality, be available at the same time and equally accessible. Each will note a message that the form is also available in the other language.	25.1.17
46B		If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).	All forms for use by the public will normally be bilingual. Deadline for submitting forms will be the same in both languages.	25.1.17

47		If you pre-enter information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh.	Pre-entered information on forms will be entered in both Welsh and English. Our normal practice will be to issue forms in the language preference of the customer.	25.1.17
		Staff Guidance will be published on the Welsh language page on intranet to support staff who produce publications and forms and notices. Guidance is also available to staff from our Communications team regarding Branding.		
48	Website	You must ensure that — (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.	Each page on our website is available in both Welsh and English.	25.1.17
51		If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.	Each page on our website gives the user a language option providing a direct link to the corresponding Welsh/English page.	25.1.17

52		You must provide the interface and menus on every page of your website in Welsh.	The interface and menus on each page of our website is available in either Welsh or English.	25.1.17
53	Apps	All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.	All apps published by Natural Resources Wales will be available and fully functional in both Welsh and English.	25.1.17
54	Social Media	When you use social media you must not treat the Welsh language less favourably than the English language.	All our corporate social media accounts (Twitter and Facebook) will be bilingual at all times, with the Welsh message tweeted so that it appears and is read first. Staff who operate individual twitter accounts will do so in their preferred language with some of our staff operating Welsh only accounts.	25.1.17
55		If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	Our normal practice is to respond in the language of receipt or bilingually.	25.1.17
		Guidance for staff is available from the Communications team on publishing on our website, apps and social media.		
56	Self Service Machines	You must ensure that any self-service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.	All our self-service machines will be fully functional in both Welsh and English	25.1.17
57	Signage (Permanent and Temporary)	When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be	All of our permanent and temporary signage, and electronic or computerised signage that gives	25.1.17

		displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	information to the public will be bilingual with Welsh and English text treated equally for size, legibility and prominence.	
58		When you erect a new sign or renew a sign (including temporary signs) which conveys the same information in Welsh and in English, the Welsh-language text must be positioned so that it is likely to be read first.	On all our signage the Welsh text will appear to the left or above the English text so that the Welsh is likely to be read first.	25.1.17
59		You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.	Text on signs will be checked by our internal translators for accuracy in terms of meaning and expression.	25.1.17
		Staff guidance on signage is available on the Branding page on the intranet		
60	Reception Desks	Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service.	At all our public reception desks we will welcome enquiries in both Welsh and English. If a Welsh speaker is not immediately available to deal with a Welsh speaking member of the public a Welsh speaking colleague will be called upon to deal with the enquiry without delay.	25.1.17
63		You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.	A sign is displayed at all our public reception desks welcoming the use of Welsh.	25.1.17

64		You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.	Our Welsh speaking staff will wear lanyards or language badges to identify themselves as Welsh speakers.	25.1.17
65	Notices	Any notice that you publish or display must be published or displayed in Welsh, and you must not treat any Welsh language version of a notice less favourably than an English language version.	All our notices which are published or displayed will be bilingual with the Welsh appearing above or to the left of the English. If for practical reasons they are published separately they will be of equal size and prominence and available at the same time.	25.1.17
66		When you publish or display a notice that contains Welsh language text as well as English language text, the Welsh language text must be positioned so that it is likely to be read first.	When we publish or display a notice, the Welsh language text will appear to the left or above the English text so that the Welsh is likely to be read first.	25.1.17
		Guidance is available to staff from our Communications team regarding branding and producing publications.		
67	Grants	Any documents that you publish which relate to applications for a grant must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version.	All associated materials published which relate to applications for a grant for use by the public will be published bilingually, or if produced separately for practical reasons they will be of equal size and prominence and available at the same time.	25.1.17
68		When you invite applications for a grant, you must state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English.	All invitations, documents and forms will state that applications are welcomed in both Welsh and English, applications received in Welsh will be treated no less favourably than those received in English.	25.1.17

68A		You must not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the time-scale for informing applicants of decisions).	Closing dates and target time for receiving and replying to applicants will be the same for both Welsh and English applications.	25.1.17
69		If you receive an application for a grant in Welsh and it is necessary to interview an applicant as part of your assessment of the application, you must offer to conduct that interview in Welsh and, if the applicant so wishes, you must conduct the interview in Welsh (without the assistance of a simultaneous or consecutive translation service).	Applications received in Welsh will be dealt with in Welsh if the applicant wishes in terms of all written correspondence, telephone communication and if there will be a need to conduct an interview it will be carried out through the medium of Welsh. A suitable fluent Welsh speaker will be available to deal with the applicant and interview process.	25.1.17
71		When you inform an applicant of your decision in relation to an application for a grant, you must do so in Welsh if the application was submitted in Welsh.	All written correspondence received in Welsh will be replied to in that same language.	25.1.17
72	Contracts Awarded to Third Parties	Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.	Contract Notices which fall outside the Official Journal of European Union (OJEU) Procurement Regulations will be published in both Welsh and English. Tender specifications which include technical or scientific information will be assessed using our translation	25.1.17

			<p>checklist to assess the need for translation.</p> <p>Welsh language considerations will be incorporated as appropriate into contract specifications which will include language requirements relating to any specific aspects of public service that they deliver on our behalf.</p>	
73		When you publish invitations to tender for a contract, you must state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.	Each Contract Notice to tender for a contract will state that tenders are welcomed in either Welsh or English and the deadline for submitting the forms will be the same for both languages.	25.1.17
73A		You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions).	Time-scale for dealing with applications will be the same for those received in both Welsh and English.	25.1.17
74		If you receive a tender in Welsh and it is necessary to interview a tenderer as part of your assessment of the tender, you must offer to conduct that interview in Welsh and, if the tenderer so wishes, you must conduct the interview in Welsh (without the assistance of a simultaneous or consecutive translation service).	Tenders received in Welsh will be dealt with in Welsh including if necessary the need to interview the tenderer. A suitable fluent Welsh speaking member of staff will conduct the interview without a simultaneous or consecutive translation service.	25.1.17

76		When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.	Tenders received in Welsh will be dealt with in Welsh including any decision made in relation to the tender.	25.1.17
		Guidance is available to staff from our Procurement team.		
77	Advertising and Promotion	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	All advertisements promoting our services will be done so bilingually.	25.1.17
78		If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.	All publicity or documents that we produce advertising services we provide will be done so bilingually and published on our website.	25.1.17
79	Corporate Identity	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	We have a bilingual corporate identity and public image. Our name, contact details, logo, slogans and other standard information will appear in Welsh and English on all materials which display our corporate identity.	25.1.17
80	Training Course	If you offer an education course that is open to the public, you must offer it in Welsh.	Any education course that we would offer to the public would invite the audience to let us know their language preference for participating at the course.	25.1.17
83	Public Announcement	When you announce a message over a public address system, you must make that announcement in Welsh and, if the announcement is made in Welsh and in	Any announcement that is made over a public address system will be made bilingually with the Welsh message preceding the English.	25.1.17

		English, the announcement must be made in Welsh first.		
84	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language	When formulating a new or amend existing policy decisions we will do so in accordance with the requirements of the Welsh Language Standards. We will use an Equality Impact Assessment, to assess the positive or adverse effects it would have on opportunities to use the Welsh language. This will consider how the decision can: <ul style="list-style-type: none"> • Have positive effects on opportunities to use Welsh • Have no adverse effects on opportunities to use Welsh • Ensure that the Welsh language is treated no less favourably than the English language 	25.1.17
85		When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	When formulating a new or amending existing policy decisions we will do so in accordance with the requirements of the Welsh Language Standards. We will use an Equality Impact Assessment, to assess how the policy decision would have positive or increased positive effect on opportunities to use the Welsh language. This will consider how the decision can:	25.1.17

			<ul style="list-style-type: none"> • Have positive or increased positive effects on opportunities to use Welsh • Ensure that the Welsh language is treated no less favourably than the English language 	
86		<p>When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.</p>	<p>When formulating a new or amend existing policy decisions we will do so in accordance with the requirements of the Welsh Language Standards. We will use an Equality Impact Assessment which includes Welsh language considerations, to assess how the policy decision would not have adverse effects, or decreased adverse effects on opportunities to use the Welsh language. This will consider how the decision can:</p> <ul style="list-style-type: none"> • Have no adverse or decreased adverse effects on opportunities to use Welsh • Ensure that the Welsh language is treated no less favourably than the English language 	25.1.17
87		<p>When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on — (a) opportunities for persons to use the Welsh language, and (b)</p>	<p>When we publish consultation documents which relates to a policy decision, the document will seek views on the positive or adverse effects that the policy decision under consideration would have on opportunities to use the Welsh language. This will consider how the decision can:</p>	25.1.17

		treating the Welsh language no less favourably than the English language.	<ul style="list-style-type: none"> • Have no adverse or decreased adverse effects on opportunities to use Welsh • Ensure that the Welsh language is treated no less favourably than the English language 	
88		<p>When you publish a consultation document, which relates to a policy decision, the document must consider and seek views on how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on —</p> <p>(a) opportunities for people to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	<p>When we publish consultation documents which relates to a policy decision, the document will seek views on the positive effects or increased positive effects that the policy decision under consideration would have on opportunities to use the Welsh language. This will consider how the decision can:</p> <ul style="list-style-type: none"> • Have positive or increased positive effects on opportunities to use Welsh • Ensure that the Welsh language is treated no less favourably than the English language 	25.1.17
89		<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the</p>	<p>When we publish consultation documents which relates to a policy decision, the document will seek views on how the policy decision would not have adverse effects or decreased adverse effects on opportunities to use the Welsh language. This will consider how the decision can:</p> <ul style="list-style-type: none"> • Have no adverse or decreased adverse effects on opportunities to use Welsh 	25.1.17

		Welsh language no less favourably than the English language.	<ul style="list-style-type: none"> • Ensure that the Welsh language is treated no less favourably than the English language 	
90		<p>You must produce and publish a policy on awarding grants (or, where appropriate, amend an existing policy) which requires you to take the following matters into account when you make decisions in relation to the awarding of a grant — (a) what effects, if any (and whether positive or negative), the awarding of a grant would have on— (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; (b) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would have positive effects, or increased positive effects, on— (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; (c) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would not have adverse effects, or so that it would have decreased adverse effects on— (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than</p>	<p>When we publish a new or amend an existing policy on awarding grants for activities to be undertaken in Wales, we will do so in accordance with the requirements of the Welsh Language Standards, including application, assessment, offer, payment monitoring and reporting elements.</p> <p>When we produce, publish or amend a policy on awarding grants, we will take into account how the policy decision in relation to awarding the grant can:</p> <ul style="list-style-type: none"> • Have positive or increased positive effects on opportunities to use Welsh • Have no adverse or decreased adverse effects on opportunities to use Welsh • Ensure that the Welsh language is treated no less favourably than the English language <p>Those overseeing the programme or project that we support with a grant will monitor compliance with the Welsh Language Standards.</p>	25.1.17

		the English language; (ch) whether you need to ask the applicant for any additional information in order to assist you in assessing the effects of awarding a grant on— (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language.		
91		When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	Any research that we would commission to assist in making a policy decision will do so in accordance in accordance with the Welsh Language Standards and consider how the decision can: <ul style="list-style-type: none"> • Have positive effects on opportunities to use Welsh • Have no detrimental effects on opportunities to use Welsh • Ensure that the Welsh language is treated no less favourably than the English language. 	25.1.17
92		When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have a positive effects, or so that it would have increased positive effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the	Any research that we would commission to assist in making a policy decision will do so in accordance in accordance with the Welsh Language Standards and consider how the decision can: <ul style="list-style-type: none"> • Have positive or increased positive effects on opportunities to use Welsh 	

		Welsh language no less favourably than the English language.	<ul style="list-style-type: none"> Ensure that the Welsh language is treated no less favourably than the English language. 	
93		When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	<p>Any research that we would commission to assist in making a policy decision will do so in accordance in accordance with the Welsh Language Standards and consider how the decision can:</p> <ul style="list-style-type: none"> Have no detrimental effects on opportunities to use Welsh Ensure that the Welsh language is treated no less favourably than the English language. 	25.1.17
94	Operational	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.	We will operate an internal language policy to encourage the use of Welsh internally increasing the opportunity for our staff to work bilingually. The policy forms part of Annex 1 of this Welsh Language Standards Policy	25.1.17
95		When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.	All our recruitment information is available bilingually, all applicants are asked their language preference. Correspondence will be sent in Welsh to those who have stipulated that their language preference is Welsh.	25.1.17
96		You must — (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his	All existing staff have been asked their language preference for receiving correspondence relating to their	25.1.17

		or her employment, and which is addressed to him or her personally, in Welsh, and (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.	employment, all new staff will be asked upon appointment. Once known, their language choice will be noted for future reference and from there on correspondence addressed to him or her personally relating to their employment will be sent in the language choice of the individual.	
97		You must ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	All policies, procedures and accompanying documentation on training needs or requirements (performance and development plans) are available to staff in both Welsh and English and published on our intranet.	25.1.17
98		You must ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	All policies, procedures and accompanying documentation outlining performance objectives (performance and development plans) are available to staff in both Welsh and English and published on our intranet.	25.1.17
99		You must ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	All historical employee records will remain in their original language, future documents in relation to an individual's career plan will be available in their language preference.	25.1.17
100		You must ask each employee whether he or she wishes to receive any forms that record and authorise — (a) annual	The interface of our internal HR system MyNRW is available in Welsh or English upon request of our ICT	25.1.17

		leave, (b) absences from work, and (c) flexible working hours, in Welsh; and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.	department. All existing staff have been asked and new staff will be asked their language preference in receiving correspondence addressed to them personally. Future upgrades within the MyNRW system will include bilingual capability.	
101		If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	Our policies and procedures relating to behaviour in the workplace are available in both Welsh and English on the intranet.	25.1.17
102		If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	Our policies and procedures relating to health and well-being at work are available in both Welsh and English on the intranet.	25.1.17
103		If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	Our policies and procedures relating to salaries or workplace benefits are available in both Welsh and English on the intranet.	25.1.17
104		If you publish a policy relating to performance management, you must publish it in Welsh.	Our policy and procedures relating to performance management are available in both Welsh and English on the intranet.	25.1.17
105		If you publish a policy about absence from work, you must publish it in Welsh.	Our policy and procedures about absence from work are available in both Welsh and English on the intranet.	25.1.17
106		If you publish a policy relating to working conditions, you must publish it in Welsh.	Our policies and procedures relating to working conditions are available in both Welsh and English on the intranet.	25.1.17

107		If you publish a policy regarding work patterns, you must publish it in Welsh.	Our policies and procedures relating to work patterns, are available in both Welsh and English on the intranet.	25.1.17
108		You must allow each member of staff — (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or about her.	Our staff complaints policy and procedures state that staff are welcome to make complaints in their preferred language, we will respond in that same language. Any meeting held will be conducted in that same language without the assistance of a simultaneous translator. We will ensure a suitable fluent Welsh speaker conducts the meeting. Policy and procedures relating to complaints are published on the intranet and available to all staff.	25.1.17
108A		You must state in any document that you have that sets out your procedures for making complaints that each member of staff may — (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.	Our complaints policy states that staff are able to make a complaint in their preferred language, complaints received in Welsh will be responded to in Welsh.	25.1.17
109		If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must — (a) offer to conduct the meeting in Welsh, and (b) if the member of staff wishes for the meeting to be conducted	Staff will be offered the choice of conducting meetings regarding complaints in their preferred language. For staff whose language preference is Welsh, we will ensure a suitable fluent Welsh speaker conducts the meeting without the assistance of a	25.1.17

		in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).	simultaneous or consecutive translation service.	
111		When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff— (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about him or about her, (c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint.	When a member of staff makes a complaint in Welsh, we will respond in Welsh and ensure that all subsequent correspondence and meetings will be conducted in Welsh if they so wish.	25.1.17
112		You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	Staff are able to respond to allegations made against them in internal disciplinary process in their preferred language.	25.1.17
112A		You must — (a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.	Our disciplinary policy states that staff are welcome to respond to allegations made against them in their preferred language.	25.1.17
113		If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her	Staff will be offered a language choice at any meeting regarding disciplinary matters relating to his or her conduct.	25.1.17

		conduct you must — (a) offer to conduct the meeting in Welsh; and (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).	At meetings where staff wish for the meeting to be conducted in Welsh, we will ensure that a suitable Welsh speaker conducts the meeting without the assistance of a simultaneous or consecutive translation service.	
115		When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff— (a) responded to allegations made against him or her in Welsh, (b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary process.	Staff will be informed of any decision following a disciplinary process in their preferred language,	25.1.17
116		You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).	All staff have the choice of a Welsh or English interface on their computers, <i>Cysgliad/Cysill</i> Welsh spellcheck, grammar check and dictionary software is available to all staff upon request from our ICT department.	25.1.17
117		You must ensure that — (a) the text of each page of your intranet is available in Welsh, (b) every Welsh language page on your intranet is fully functional, and (c) the Welsh language is treated no	Our intranet pages are bilingual giving our staff a language choice on each page. Technical and scientific reports and guidance will be in English as outlined in Standards 36 and 43.	25.1.17

		less favourably than the English language on your intranet.		
120		If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.	Our intranet provides a direct language choice of either Welsh or English on each page.	25.1.17
121		You must designate and maintain a page (or pages) on your intranet which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language.	Our intranet provides two pages dedicated to the Welsh language, where staff can access the policy, staff guidance and Welsh language training information.	25.1.17
122		You must provide the interface and menus on your intranet pages in Welsh.	The interface and menus on our intranet pages are available in both Welsh and English.	25.1.17
123		You must assess the Welsh language skills of your employees.	All staff are asked to self-assess their Welsh language skills and input into our central HR system MyNRW.	25.1.17
124		You must provide training in Welsh in the following areas, if you provide such training in English — (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety.	Training will be offered in Welsh to staff on (a) recruitment and interviewing (b) performance management (c) complaints and disciplinary procedures (ch)induction (d) dealing with the public (dd) health and safety	25.7.17

125		You must provide training (in Welsh) on using Welsh effectively in — (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	Training will be offered in Welsh to staff on (a) meetings (b) interviews (c) complaints and disciplinary procedures	25.7.17
126		You must provide opportunities during working hours — (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.	We have a Welsh Language Training programme in place which gives all our staff the opportunity to learn Welsh for work purposes in work time. All new and existing staff with no Welsh language skills are required to attend a one day “Cyfarch” course to be able to pronounce place names, personal names and basic greetings in Welsh. All staff are encouraged to develop their Welsh language skills for work purposes. Staff who as a condition of employment are required to learn Welsh will follow an agreed language training programme.	25.1.17
127		You must provide opportunities for employees who have completed basic Welsh language training to receive further training, free of charge, to develop their language skills.	Our Welsh Language Training programme gives all staff the opportunity to develop their Welsh language skills in work time.	25.1.17

128		You must providing training courses so that your employees can develop — (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture); (b) an understanding of the duty to operate in accordance with the Welsh language standards; (c) an understanding of how the Welsh language can be used in the workplace.	All new staff and existing staff with no Welsh language skills will be asked to attend a one day “Cyfarch” course which includes awareness of Welsh history and culture. Any induction courses that we run will include training on the Welsh Language Standards and internal language policy.	25.1.17
129		When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.	Our induction process includes a checklist to remind Line Managers to discuss the requirements of the Welsh Language Standards, any Welsh language training requirements and asking the new employee to self assess and record their Welsh language skills in the central MyNRW system.	25.1.17
130		You must provide wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.	Our Welsh speakers will either use the laith Gwaith logo or will insert Siaradwr Cymraeg/Dysgwr Cymraeg to indicate that they either speak or are learning to speak Welsh.	25.1.17
131		You must provide wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.	All staff e-mail signatures including job titles and contact details will be bilingual. All staff out of office messages will be bilingual.	25.1.17

132		<p>When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply — (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.</p>	<p>The Welsh language skills for each new or vacant post within the organisation will be assessed initially by the Recruiting Manager and then agreed with the Welsh Language Policy Advisor using our Staffing and Recruitment guidance, bearing in mind the requirements of the vacancy in question and the capacity of Welsh speakers within the team.</p> <p>The Welsh language skills level and linguistic requirement will be clearly indicated in the contribution statement for each new or vacant post. Each Welsh language skill identified will be advertised as essential for each vacancy.</p> <p>For all posts within the organisation the ability to pronounce Welsh place names and personal names, and the ability to understand and use basic phrases of Welsh is an essential requirement to ensure staff are able to exercise basic linguistic courtesy.</p> <p>For some new or vacant posts advertised it may be possible for post-holders to develop the necessary skills to attain the required standard for the post over a period time following an agreed training plan with full support from NRW.</p>	25.1.17
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132A		If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must — (a) specify that when advertising the post, and (b) advertise the post in Welsh.	Welsh language skill of all new or vacant posts will be advertised as essential or need to be learnt within an agreed timescale, giving a clear description of the language level and the linguistic requirement for the post. All posts will be advertised in both Welsh and English.	25.1.17
133		When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.	Advertisements and application forms to do with recruitment are available in both Welsh and English. We welcome candidates to apply in their preferred language, applications received in Welsh and English will be dealt with within the same timescale.	25.1.17
133A		If you publish — (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; (ch) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.	All our policies, procedures, advertisements and application forms to do with recruitment are available in both Welsh and English	25.1.17
133B		You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in	Applications received in Welsh and English will be dealt with within the same timescale.	25.1.17

		relation to the closing date you set for receiving applications and in relation to any timescale for informing individuals of decisions).		
134		You must ensure that your application forms for posts provide a space for individuals to indicate that they wish an interview or other method of assessment in Welsh and if an individual so wishes, you must conduct any interview or other method of assessment in Welsh (without the assistance of a simultaneous or consecutive translation service).	Application forms provide a space for individuals to indicate their language preference for interview or other method of assessment.	25.1.17
136		When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.	We will correspond with applicants in their preferred language.	25.1.17
		Guidance are in place for Managers on recruitment.		
137	Signage	When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	All of our permanent and temporary signage, and electronic or computerised signage, that gives information to the public will be bilingual with Welsh and English text treated equally for size, legibility and prominence. Signage in the field will be bilingual, including legal notices, and material displayed on notice boards and information and interpretation boards, as well as identifying signs on buildings	25.1.17

			<p>and at entrances to reserves, directional signage and warning notices.</p> <p>Within buildings, all our official notices placed on walls and notice boards will be bilingual.</p> <p>In all those buildings and premises where we are a tenant or lessee, we will request bilingual signage.</p>	
138		When you erect a new sign or renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	All of our permanent and temporary signage, and electronic or computerised signage, that gives information to the public will be bilingual. The Welsh language text will be to the left of or above the English text.	25.1.17
139		You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	All text on signs displayed within our workplaces will be subject to proof reading by our Translation Team or a fluent Welsh speaker to ensure accuracy in terms of meaning and expression.	25.1.17
140		When you make announcements in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	Any audio announcements that would be made at our own offices will be bilingual with the Welsh message preceding the English. An exception to this would be in the event of a real life threatening emergency when messages will be in English only.	25.1.17

141	Record Keeping	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.	A record of all complaints relating to the Welsh language received is kept by the organisation for each financial year. The record includes the nature of the complaint and what action/s we take in response.	25.1.17
142		You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply.	Records and copies of written complaints received that relate to the Welsh Language Standards are kept centrally by our Secretariat Team.	25.1.17
143		You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards with which you are under a duty to comply).	All written complaints we receive that relate to the Welsh language are kept centrally by our Secretariat Team.	25.1.17
144		You must keep a record of the steps that you have taken in order to ensure compliance with the policy making standards with which you are under a duty to comply.	<p>In making policy decisions, we will use an Equality Impact Assessment, to assess the positive or adverse effects it would have on opportunities to use the Welsh language. This will consider how the decision can:</p> <ul style="list-style-type: none"> • Have positive effects on opportunities to use Welsh • Have no detrimental effects on opportunities to use Welsh • Ensure that the Welsh language is treated no less favourably than the English language. 	25.1.17
145		You must keep a record (following assessments of your employees' Welsh	All staff are asked to self assess their Welsh language skills and record in	25.1.17

		language skills made in accordance with standard 123), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.	our central HR system MyNRW, which allows the organisation to run reports on the Welsh language skills of our workforce.	
146		You must keep a record, for each financial year of— (a) the number of members of staff who attended training courses provided in Welsh (in accordance with standard 124), and (b) if a Welsh version of a course was provided in accordance with standard 124, the percentage of the total number of staff attending the course who attended that version.	Records will be kept for each financial year on: (a) number of staff who attended training courses provided in Welsh (b) percentage of staff who attended courses provided in Welsh	25.7.17
147		You must keep a copy of every assessment that you carry out (in accordance with standard 132) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.	Records of all assessments carried out to identify a Welsh language level for all new and vacant posts is kept for each financial year including the language ability of the successful candidate.	25.1.17
148		You must keep a record, in relation to each financial year, of the number of new and vacant posts which were categorised (in accordance with standard 132) as posts where— (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch)	Record of the Welsh language skill level and linguistic requirement for each new or vacant post will be kept for each financial year.	25.1.17

		Welsh language skills are not necessary.		
149	Supplementary - Service Delivery	You must ensure that a document which records the service delivery standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available— (a) on your website, and (b) in each of your offices that are open to the public.	We have a Welsh Language Standard policy in place which outlines how NRW will comply with the Service Delivery Standards which we are under a duty to comply with. The policy is available on our website and in each of our offices open to the public upon request.	25.1.17
150		You must— (a) ensure that you have a complaints procedure that deals with the following matters— (i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	We welcome complaints and have a policy and procedure in place to deal with all complaints received by the organisation. All complaints received are dealt with in accordance with this policy which is published on our website and available at each of our offices open to the public upon request. Complaints received are dealt by an experienced team of officers within the organisation, including solicitors when required.	25.1.17
151		You must— (a) ensure that you have arrangements for— (i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply, (ii) promoting the services that you offer in accordance with those standards, and (iii) facilitating the use of those services, (b) publish a	We will take positive steps to promote the Welsh language more widely when dealing with others, as well as internally across our organisation. We will also seek to promote or facilitate the broader use of Welsh in the community.	25.1.17

		<p>document that records those arrangements on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	<p>We will monitor progress in implementing against targets in an Annual Action Plan.</p> <p>We have a Welsh Language Monitoring Group in place to oversee and monitor Standards implementation in each of our Directorates.</p> <p>Our Welsh Language Policy Advisor and Translation service will play an important part in helping to implement the Standards and provide necessary advice and support.</p> <p>Our Board and Executive Team will be presented with an annual report on the implementation of the Standards with a copy sent to the Welsh Language Commissioner and published on our website.</p> <p>We will maintain an up to date and adequate record of information relating to the Standards implementation, allowing us to monitor and report on the Standards.</p>	
152		<p>(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the</p>	<p>On an annual basis we will produce and present an Annual Report which will include how our organisation have</p>	25.1.17

		<p>way in which you have complied with the service delivery standards with which you were under a duty to comply during that year. (2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply. (3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates. (4) You must publicise the fact that you have published an annual report. (5) You must ensure that a current copy of your annual report is available— (a) on your website, and (b) in each of your offices that are open to the public.</p>	<p>complied with the Service Delivery Standards. The report will be published within the timescale required under the Welsh Language Standards and presented to the Welsh Language Commissioner. The report will be published on our website and will be available at each of our offices open to the public upon request.</p>	
153		<p>You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply.</p>	<p>Our Welsh Language Standards Policy will be published on our website and will specify how the organisation intends to comply with all the Standards including the Service Delivery Standards with which we are under a duty to comply in our Compliance Notice issued to us on 25.7.16.</p>	25.1.17
154		<p>You must provide any information requested by the Welsh Language Commissioner which relates to your</p>	<p>The organisation will provide information to the Welsh Language Commissioner relating to compliance</p>	25.1.17

		compliance with the service delivery standards with which you are under a duty to comply.	with the Service Delivery Standards which we are under a duty to comply in our Compliance Notice issued to us on 25.7.16 upon request.	
155	Supplementary - Policy Making	You must ensure that a document which records the policy making standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available— (a) on your website, and (b) in each of your offices that are open to the public.	Our Welsh Language Standards Policy will be published on our website and will specify how our organisation intends to comply with all the Standards including the Policy Making Standards which we are under a duty to comply. The policy is available on our website and at each of our offices that are open to the public upon request.	25.1.17
156		You must— (a) ensure that you have a complaints procedure that deals with the following matters— (i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	We have a complaints policy and procedure in place which is published on our website for all complaints received. A copy of the policy and procedure is available at each of our offices open to the public upon request.	25.1.17
157		You must— (a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are under a	In making policy decisions, we will use an Equality Impact Assessment, to assess the positive or adverse effects it would have on opportunities to use	25.1.17

		duty to comply, (b) publish a document that records those arrangements on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	the Welsh language. Our Equality and Diversity policy and procedures is published on our website and a copy available upon request from each of our offices open to the public upon request.	
158		(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were under a duty to comply during that year. (2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were under a duty to comply (3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates. (4) You must publicise the fact that you have published an annual report. (5) You must ensure that a current copy of your annual report is available – (a) on your website, and (b) in each of your offices that are open to the public.	On an annual basis we will produce and present an Annual Report which will include how our organisation have complied with the Policy Making Standards. The report will be published within the timescale required under the Welsh Language Standards and presented to the Welsh Language Commissioner. The report will be published on our website and will be available at each of our offices open to the public upon request.	25.1.17
159		You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.	We have a Welsh Language Standards Policy which explains how we intend to comply with all the Standards including the policy making standards.	25.1.17

160		You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the policy making standards with which you are under a duty to comply.	The organisation will provide information to the Welsh Language Commissioner relating to compliance with the policy making standards which we are under a duty to comply in our Compliance Notice issued to us on 25.7.16 upon request.	25.1.17
161	Supplementary - Operational	You must ensure that a document which records the operational standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available— (a) on your website, and (b) in each of your offices that are open to the public.	Our Welsh Language Standards policy records how our organisation will comply with all the standards including the Operational Standards we are under duty to comply with. This policy is published on our website and available at all our offices open to the public upon request.	25.1.17
162		You must— (a) ensure that you have a complaints procedure that deals with the following matters— (i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, and (b) publish a document that records that procedure on your intranet.	We have a complaints policy and procedure in place which explains how all complaints received by the organisation are dealt with. The policy and procedures is published on our website and available at each of our offices open to the public upon request.	25.1.17
163		You must— (a) ensure that you have arrangements for— (i) overseeing the way you comply with the operational standards with which you are under a duty to comply, (ii) promoting the services that you offer in accordance	Our organisation will report annually on its compliance with the Language Standards to the Welsh Language Commissioner. The implementation of this policy will be reviewed annually	25.1.17

		with those standards, and (iii) facilitating the use of those services, and (b) publish a document that records that procedure on your intranet.	and adapted as required and published on our intranet.	
164		(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year. (2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to)— (a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 145); (b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 146); (c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 146); (ch)the number of new and vacant posts that you advertised during the year which	On an annual basis we will produce and present an Annual Report in Welsh and English on our compliance with the Welsh Language Standards which we are under a duty to comply and include the information requested as outlined in Standard 164. The implementation of this policy will be reviewed annually and adapted as required.	25.1.17

		were categorised as posts where— (i) Welsh language skills were essential, (ii) Welsh language skills needed to be learnt when appointed to the post, (iii) Welsh language skills were desirable, or (iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 148); (d) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply.		
165	Supplementary - Operational	You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.	Our Welsh Language Standards policy records how our organisation will comply with all the standards we are under duty to comply including the Operational Standards. This policy is published on our intranet.	25.1.17
166	Supplementary - Operational	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the operational standards with which you are under a duty to comply.	The organisation will provide information to the Welsh Language Commissioner relating to compliance with the operational standards which we are under a duty to comply in our Compliance Notice issued to us on 25.7.16 upon request.	25.1.17
167	Supplementary - Record Keeping	You must ensure that a document which records the record keeping standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available— (a) on your	Our Welsh Language Standards policy records how our organisation will comply with all the standards we are under duty to comply including the Record Keeping Standards. This policy is published on our website and	25.1.17

		website, and (b) in each of your offices that are open to the public.	available upon request at our offices open to the public.	
168	Supplementary - Record Keeping	You must provide any records you kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.	The organisation will provide information to the Welsh Language Commissioner relating to compliance with the record keeping standards which we are under a duty to comply in our Compliance Notice issued to us on 25.7.16 upon request.	25.1.17

NRW Internal Language Policy

Natural Resources Wales is required to operate a policy on using Welsh for communicating within the organisation. This policy applies to the following:

Staff should indicate to People Services if their language preference to receiving correspondence relating to their employment which is addressed to him or her personally is Welsh. This will then be recorded for future reference.

In the near future staff will be able to record their annual leave and absence from work including their Welsh language skills in Welsh within the MyNRW system.

Performance Management Policies and Procedures including Development Plans are available in both Welsh and English giving staff the opportunity to complete these in their preferred language.

Items sent to all staff or to large groups of staff

Bilingual, within the same document with Welsh above or to the left of the English. These items include:

All staff guidance

Newsletters

Notices (staff, office, vacancies, health and safety etc)

Policies

Forms

E-mail messages or instructions to all staff or large groups of staff. E-mail titles should be bilingual and kept short. Standard e-mail messages e.g. office closed, parcel for delivery, are available on the intranet.

Power Point Presentations

Staff guidance which relates to a specific subject, if scientific or technical and is intended for a limited number of staff, bearing in mind the expectations of the users will be subject to the translation checklist used to help assess the need for translation.

If it becomes necessary to create separate Welsh and English documents, they should be clearly titled and always sent out at the same time with a covering bilingual e-mail.

Items sent to small groups of staff

Bilingual, or according to the preferred language of all group members

Items sent to individuals

Welsh or English, depending on language preference/ability of recipient(s). Standard messages should be sent bilingually or in the language of choice.

Sending items bilingually internally

Welsh speakers and learners are encouraged to use their Welsh writing skills by sending items bilingually whenever appropriate.

Bing/Word Translate software is already available within word for use by fluent Welsh speakers and learners for sending work internally. Further guidance and information on how to use Bing/Word Translate can be found on the Translations page on the intranet, or contact the Translation Team for further guidance.

Non Welsh speakers sending e-mails to all staff or large groups of staff should send the work to the Translation Team, please ensure that you allow time for this work to be done.

Internal meetings

Wherever possible, staff should be offered a choice of language at internal meetings, in the same way as members of the public are offered choice of language at external meetings.

For large group meetings or all staff meetings, simultaneous translation service can be arranged. Please contact the translation service to arrange.

When translation facilities are not used, every meeting should be opened and closed bilingually. If Welsh language skills are available to provide informal translation, participants should be advised and encouraged that they are welcome to use their Welsh language skills. Power Point Presentations for attention of all staff or a large group of staff should be bilingual.

Health and Safety

AssessNET our accident and incident reporting portal is available for staff to use in Welsh or English for reporting incidents.

Training

Training in Welsh is available in the following areas:-

Recruitment and Interviewing

Complaints and Disciplinary Procedures

Induction

Dealing with the Public

Health and Safety

Using Welsh effectively in meetings, interviews and complaints and disciplinary procedures

Complaints

Staff who wish to complain are welcome to do so in Welsh or English, complaints received will be responded to in the preferred language of the complainant, any meeting conducted in relation to the complaint will be conducted in that same language. A fluent Welsh speaker will conduct the meeting where staff have expressed a wish for the meeting to be conducted in Welsh without the use of a simultaneous or consecutive translator.

www.naturalresourceswales.gov.uk

Disciplinary Procedures

Staff can respond in Welsh to allegations made against them in the internal disciplinary process. A language choice will be offered when arranging meetings to do with disciplinary processes, meetings in Welsh will be conducted without the use of a simultaneous or consecutive translation service.

For further information on the Welsh Language Standards Policy, please contact Lyn Williams, Welsh Language Policy Advisor.