



CYCA  
Welsh Policy  
Policy and Procedures

CYCA are committed to the Welsh Language Act (1993) and the culture of Wales and strives to treat Welsh and English based on equality, so far as we are reasonably able to do so. Our ambition is to treat Welsh and English equally in every situation without exception.

Our Welsh Language Policy sets out our general guiding principles in relation to providing Welsh language services. It is supported by our Board of Directors and recognises our achievements to date and will be updated as new policies, services and initiatives are introduced.

### **Signage**

We will strive to ensure that the signs at our offices are bilingual.

### **Advertising & Marketing**

- In respect to corporate identity, we will endeavour to ensure that our stationary, such as business cards, compliment slips and fax cover sheets are available in Welsh. Where possible, we will try to have our brochures available in both Welsh and English.

### **Communication**

- If feasible we will record the language choice of our business contacts when developing or updating our customer relationship management systems.
- We encourage our staff to use the Welsh language and welcome to use of Welsh when receiving calls by our staff who are able to do so.

We cannot guarantee to accept correspondence in Welsh but we welcome it when there is an appropriate member of staff who can understand Welsh. We cannot guarantee to reply in Welsh, but we encourage the use of Welsh by our staff who are able to do so.

## **Recruitment**

- Where applicable, we will consider the ability to speak Welsh desirable when assessing people for roles. When externally advertising for positions, we will issue a bilingual advert.

## **Staff and the workplace**

- We will keep a record of all Welsh speakers within the company.
- We will support staff members who wish to improve their Welsh language skills.
- We welcome Welsh language contributions in internal meetings, but we insist that staff contribute in English under certain circumstances, explaining clearly why we are doing so.
- Where possible, we will use our best endeavours to ensure there is a Welsh version of our internal publications available to staff e.g policies, internal training material etc.

## **Implementation & Monitoring**

- This policy will be made available to all our staff and members of the public.
- CYCA will regularly review the implementation of our bilingual policy with a view to making improvements where we can.