



Welsh Language Policy

Sanctuary Trust is committed to the Welsh Language Act (1993) and the culture of Wales and strives to treat Welsh and English on the basis of 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 in Wales. It is supported by our Board of Trustees and recognises our achievements to date and will be updated as new policies, services and initiatives are introduced.

1. Signage

1.1 We will strive to ensure the signage at our Wales office will be bilingual.

2. Advertising & Marketing

2.1 In respect to corporate identity, we will endeavour to ensure that our stationary, such as business cards, compliment slips and other items, are available in Welsh.

3. Communication

3.1 We encourage our staff to use Welsh language and welcome the use of Welsh when receiving calls by our staff who can do so.

3.2 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.

4. Recruitment

4.1 Where applicable, we'll consider the ability to speak Welsh desirable when assessing people for roles in Wales. When externally advertising for positions for our Wales office, we'll consider issuing a bilingual advert.

5. Staff & the Workplace

5.1 We plan to assess and record the Welsh language skills required for new posts created at our Wales office and intend to keep a record of Welsh speakers within the company.

5.2 We will also support staff members who wish to improve their Welsh language skills and enable them to receive training independently.

5.3 We welcome Welsh language contributions in internal meetings, but we insist that staff contribute in English in certain circumstances, explaining clearly why we are doing so.

5.4 Where possible, we will use our best endeavours to ensure there is a Welsh version of our internal publications available to our staff in Wales i.e., policies, internal training material, etc.



6. *Community*

- 6.1. This policy will be made available to all our staff, stakeholders, and service users.
- 6.2. We also encourage our contractors or third party that deliver services on our behalf to comply with this policy.
- 6.3. Sanctuary Trust will regularly review the implementation of our bilingual policy with a view to making improvements where we can.
- 6.4. If a service user wishes to take formal keyworks in Welsh, we'll endeavour to meet this need, although we would remind service users that this may not always be possible depending on the staff members Welsh levels.