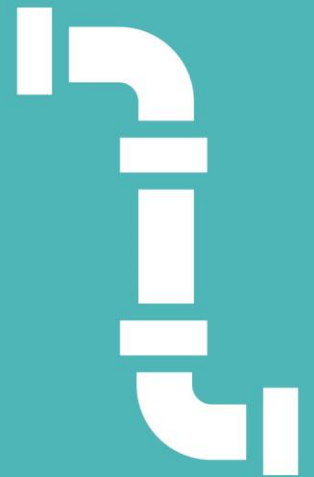


External policy



# Welsh language policy



Version 2  
July 2015

### **WALES & WEST UTILITIES WELSH LANGUAGE POLICY**

**The Welsh Language Act 1993 encourages the private sector to offer Welsh language services wherever possible, although no legal mandate is imposed.**

We have voluntarily adopted the following principles in promoting and supporting the Welsh language:

#### **Communication**

We will respond in Welsh to any communication received in Welsh. People and organisations writing to us or sending in emails in Welsh can expect us to respond to them in Welsh in our initial communication, unless asked to do otherwise.

We will make Welsh-only versions of correspondence and letters available on request.

#### **Information leaflets & promotion materials**

Where materials are aimed directly at customers, for example advance warning of works, road closures and street works, we will provide Welsh language versions, as far as possible, when requested.

#### **Telephone contact**

For people wishing to speak with us in Welsh, Welsh speaking colleagues will be available, wherever practical.

#### **Company website**

Our website [www.wwutilities.co.uk](http://www.wwutilities.co.uk) has a Welsh version, which contains a majority of Welsh content. Content, both in English and Welsh, is continually reviewed and updated.

#### **Internal support for bilingualism**

Our HR Business Partners are the main point of contact for colleagues who want to discuss any issues relating to the use of Welsh in their work environment. Any suggestions from colleagues on the further use of the Welsh language in the workplace will be discussed by the Executive, as appropriate.

