

## Welsh language statement

### Policy statement

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The Jon Egging Trust ('JET') is committed to the communities we operate in and we use the Welsh language along with English within Wales.

The scope of our commitments in this policy should be interpreted reasonably – they are limited to activities delivered in Wales, and also limited to activities and services which we are able to control or influence. Our size and resources may limit our ability to adopt bilingualism in all aspects of our work. However, we will always seek to overcome these constraints wherever possible.

We regularly review the implementation of our bilingual policy with a view to making improvements where we can.

### Signage and literature

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Not all our documents and publications are available in Welsh, however our banners and leaflets for use in Wales are bilingual.

We review the availability of bilingual publications and materials regularly.

### Welsh-speaking staff

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Please ask if you would like to communicate with a Welsh-speaking member of staff and we will be happy to help.

### Recruitment

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We will consider what level of Welsh language skills are required to perform roles in Wales and will advertise and recruit accordingly.

### Correspondence (paper and electronic)

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We generally write to people in English. We acknowledge our users' freedom to correspond with us in Welsh and we will respond in their preferred language wherever it is practically possible.

We handle complaints received in Welsh in line with our normal complaint handling process.

## Translation service

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We always use an organisation or company approved by the Welsh Language Commissioner to provide our translation services.

## Leadership

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We will ensure that this policy is supported at the highest level in our organisation.

## Awareness

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This policy will be available on our website for the public to read. Every member of staff will be directed to read the policy.

Implemented	Author	Reviewed	Issue
09/05/2019	Laura Mears Operations Manager	08/03/2023	2