



## COMPLIANCE NOTICE – SECTION 44 WELSH LANGUAGE (WALES) MEASURE 2011

### The British Broadcasting Corporation – Issue Date: 30/09/2016

Section 67 of the Welsh Language (Wales) Measure 2011 provides that the Commissioner is not authorised to require a body to comply with a standard if, and to the extent that, the standard relates to broadcasting. However, broadcasting does not include any activity that is carried out in connection with broadcasting.

As a result of implications under section 67 of the Welsh Language (Wales) Measure, 'Exception for broadcasting', it is considered that the service delivery standards in this compliance notice are relevant to:

- **Audience Services** – which means the provision of customer services by the BBC in response to feedback and queries received on its platforms from its audiences;
- **Corporate Services** – which means the provision of information, publicity and other services to the public as part of BBC Wales' consultation, policy, strategy, HR, property and finance functions that do not directly relate to programmes;
- **TV Licensing** – which means the administration and enforcement of the television licence fee by the BBC and its agents.

Standard Number	Class of Standard	Standard	Imposition Day
1	Service Delivery	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.	30/03/2017
4	Service Delivery	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.	30/03/2017
5	Service Delivery	If you don't know whether a person wishes to receive	30/03/2017

		correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.	
6	Service Delivery	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).	30/03/2017
7	Service Delivery	<p>You must state —</p> <p>(a) in correspondence, and</p> <p>(b) in publications and notices that invite persons to respond to you or to correspond with you,</p> <p>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.</p> <p><b>You must comply with standard 7 in relation to the following by 30 March 2017:</b></p> <ul style="list-style-type: none"> <li>○ <b>BBC Cymru Wales</b></li> </ul> <p><b>You must comply with standard 7 in all other circumstances by 30 September 2017.</b></p>	30/03/2017
8	Service Delivery	<p>When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.</p> <p><b>You must comply with standard 8 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ <b>any main telephone number (or numbers), or on any</b></li> </ul>	30/03/2017

		<p><b>helpline numbers or call centre numbers located in Wales;</b></p> <ul style="list-style-type: none"> <li>○ <b>TV Licensing’s Welsh language helpline</b></li> </ul>	
9	Service Delivery	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.	30/03/2017
10	Service Delivery	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).	30/03/2017
12	Service Delivery	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.	30/03/2017
14	Service Delivery	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.	30/03/2017
15	Service Delivery	<p>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.</p> <p><b>You must comply with standard 15 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ <b>TV Licensing</b></li> </ul>	30/03/2017
16	Service Delivery	<p>Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.</p> <p><b>You must comply with standard 16 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ <b>Main telephone call answering service (or services)</b></li> </ul>	30/03/2017

		<p><b>located in Wales</b></p> <ul style="list-style-type: none"> <li>○ <b>TV Licensing Welsh language helpline</b></li> </ul>	
17	Service Delivery	<p>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 persons calling in Welsh (by way of an automated message or other), when a Welsh language service will be available.</p> <p><b>You must comply with standard 17 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ <b>any main telephone number (or numbers), or on any helpline numbers or call centre numbers located in Wales;</b></li> <li>○ <b>TV Licensing Welsh language helpline</b></li> </ul>	30/03/2017
19	Service Delivery	<p>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 until such point as —</p> <p>(a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and</p> <p>(b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.</p> <p><b>You must comply with standard 19 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ <b>any of your departments' direct line telephone numbers (including staff members' direct line numbers) located in Wales.</b></li> </ul>	30/03/2017
20	Service Delivery	<p>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</p>	30/03/2017

		<p>member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.</p> <p><b>You must comply with standard 20 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ any direct line number (whether on a department's direct line number or on the direct line number of a member of staff) located in Wales.</li> </ul>	
21	Service Delivery	<p>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.</p> <p><b>You must comply with standard 21 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ BBC Cymru Wales</li> </ul>	30/09/2017
22	Service Delivery	<p>Any automated telephone systems that you have must provide the complete automated service in Welsh.</p> <p><b>You must comply with standard 22 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ BBC Cymru Wales</li> </ul>	30/03/2017
24	Service Delivery	<p>If you invite one person only ("P") to a meeting you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.</p>	30/03/2017
24A	Service Delivery	<p>If you have invited one person only ("P") to a meeting and P has informed you that P wishes to use the Welsh language at the meeting, you must arrange for a simultaneous translation service</p>	30/03/2017

		from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	
25	Service Delivery	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.	30/03/2017
25A	Service Delivery	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.	30/03/2017
25D	Service Delivery	If you have invited more than one person to a meeting, and all 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 (unless you conduct the meeting in Welsh without the assistance of a translation service).	30/03/2017
26	Service Delivery	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.	30/03/2017
27	Service Delivery	When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.	30/03/2017
28	Service Delivery	If you invite persons 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 persons) 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	30/03/2017

		that purpose (unless you conduct the meeting in Welsh without a translation service).	
29	Service Delivery	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 — (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available.	30/03/2017
30	Service Delivery	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.	30/03/2017
31	Service Delivery	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).	30/03/2017
32	Service Delivery	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 relation to signs displayed at the event and in relation to audio announcements made at the event).	30/03/2017
33	Service Delivery	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.	30/03/2017
34	Service Delivery	Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material	30/03/2017

		less favourably than the English language version.	
37	Service Delivery	<p>If you produce the following documents you must produce them in Welsh—</p> <p>(a) agendas, minutes and other papers that are available to the public, which relate to Board or Council meetings;</p> <p>(b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public.</p> <p><b>You must comply with standard 37 in relation to documents produced by the following:</b></p> <ul style="list-style-type: none"> <li>○ BBC Cymru Wales</li> <li>○ TV Licensing</li> </ul> <p><b>(See standard 43)</b></p>	30/03/2017
38	Service Delivery	<p>Any licence, permit or certificate you produce must be produced in Welsh.</p> <p><b>You must comply with standard 38 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ TV Licensing</li> </ul> <p><b>(See standard 43)</b></p>	30/03/2017
39	Service Delivery	<p>Any brochure, leaflet, pamphlet or card that you produce in order to provide information to the public must be produced in Welsh.</p>	30/03/2017
40	Service Delivery	<p>If you produce the following documents, and they are available to the public, you must produce them in Welsh —</p> <p>(a) policies, strategies, annual reports and corporate plans;</p> <p>(b) guidelines and codes of practice;</p> <p>(c) consultation papers.</p>	30/03/2017



		<p><b>You must comply with standard 40 in relation to documents produced by the following:</b></p> <ul style="list-style-type: none"> <li>○ BBC Cymru Wales</li> <li>○ TV Licensing</li> </ul> <p><b>(See standard 43)</b></p>	
41	Service Delivery	<p>Any rules that you publish that apply to the public must be published in Welsh.</p> <p><b>You must comply with standard 41 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ TV Licensing</li> </ul> <p><b>(See standard 43)</b></p>	30/03/2017
42	Service Delivery	<p>When you issue any statement to the press you must issue it in Welsh and, if there is a Welsh language version and an English language version of a statement, you must issue both versions at the same time.</p> <p><b>You must comply with standard 42 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ Statements to the press that are relevant to Wales only.</li> </ul> <p><b>(See standard 43)</b></p>	30/03/2017
43	Service Delivery	<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>	30/03/2017

44	Service Delivery	If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.	30/03/2017
45	Service Delivery	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.	30/03/2017
46	Service Delivery	Any form that you make available to the public must be produced in Welsh.	30/03/2017
46A	Service Delivery	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.	30/03/2017
46B	Service Delivery	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).	30/03/2017
47	Service Delivery	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.	30/03/2017
48	Service Delivery	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	30/03/2017

		<p>(c) the Welsh language is not treated less favourably than the English language on your website.</p> <p><b>You must comply with standard 48 in relation to the following by 30 March 2017:</b></p> <ul style="list-style-type: none"><li>○ <b>BBC Cymru Wales</b></li></ul> <p><b>TV Licensing must comply with standard 48 in relation to the following by 30 March 2017:</b></p> <ul style="list-style-type: none"><li>○ <b>Pages that are relevant to Wales only;</b></li><li>○ <b>Pages that were available in Welsh before 30 March 2017.</b></li></ul> <p><b>TV Licensing must also comply with standard 48 in relation to the following pages relating to online payment services by 30 September 2018:</b></p> <ul style="list-style-type: none"><li>○ <b>Pages relating to the payment of a new TV licence fee by debit or credit card, or via direct debit.</b></li></ul> <p><b>TV Licensing must also comply with standard 48 in relation to the following pages relating to online payment services by 30 November 2018:</b></p> <ul style="list-style-type: none"><li>○ <b>Pages relating to the renewal of TV licence fee by credit or debit card, or via direct debit; and</b></li></ul> <p><b>TV Licensing must also comply with standard 48 in relation to the following pages relating to online payment services by 31 January 2019:</b></p> <ul style="list-style-type: none"><li>○ <b>Pages relating to the application of a temporary licence for people over 74, or</b></li></ul>	
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		<ul style="list-style-type: none"> <li>○ Pages relating to the application or the renewal of a free TV licence, for people over 75.</li> </ul>	
51	Service Delivery	<p>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.</p> <p><b>You must comply with standard 51 in relation to the following by 30 March 2017:</b></p> <ul style="list-style-type: none"> <li>○ BBC Cymru Wales</li> </ul> <p><b>TV Licensing must comply with standard 51 in relation to the following by 30 March 2017:</b></p> <ul style="list-style-type: none"> <li>○ Pages that are relevant to Wales only;</li> <li>○ Pages that were available in Welsh before 30 March 2017.</li> </ul> <p><b>TV Licensing must also comply with standard 51 in relation to the following pages relating to online payment services by 30 September 2018:</b></p> <ul style="list-style-type: none"> <li>○ Pages relating to the payment of a new TV licence fee by debit or credit card, or via direct debit.</li> </ul> <p><b>TV Licensing must also comply with standard 51 in relation to the following pages relating to online payment services by 30 November 2018:</b></p> <ul style="list-style-type: none"> <li>○ Pages relating to the renewal of TV licence fee by credit or debit card, or via direct debit; and</li> </ul>	30/03/2017

		<p><b>TV Licensing must also comply with standard 51 in relation to the following pages relating to online payment services by 31 January 2019:</b></p> <ul style="list-style-type: none"> <li>○ Pages relating to the application of a temporary licence for people over 74, or</li> <li>○ Pages relating to the application or the renewal of a free TV licence, for people over 75.</li> </ul>	
52	Service Delivery	<p>You must provide the interface and menus on every page of your website in Welsh.</p> <p><b>You must comply with standard 52 in relation to the following by 30 March 2017:</b></p> <ul style="list-style-type: none"> <li>○ BBC Cymru Wales</li> </ul> <p><b>TV Licensing must comply with standard 52 in relation to the following by 30 March 2017:</b></p> <ul style="list-style-type: none"> <li>○ Pages that are relevant to Wales only;</li> <li>○ Pages that were available in Welsh before 30 March 2017.</li> </ul> <p><b>TV Licensing must also comply with standard 52 in relation to the following pages relating to online payment services by 30 September 2018:</b></p> <ul style="list-style-type: none"> <li>○ Pages relating to the payment of a new TV licence fee by debit or credit card, or via direct debit.</li> </ul> <p><b>TV Licensing must also comply with standard 52 in relation to the following pages relating to online payment services by 30 November 2018:</b></p>	30/03/2017

		<ul style="list-style-type: none"> <li>○ Pages relating to the renewal of TV licence fee by credit or debit card, or via direct debit; and</li> </ul> <p>TV Licensing must also comply with standard 52 in relation to the following pages relating to online payment services by 31 January 2019:</p> <ul style="list-style-type: none"> <li>○ Pages relating to the application of a temporary licence for people over 74, or</li> <li>○ Pages relating to the application or the renewal of a free TV licence, for people over 75.</li> </ul>	
54	Service Delivery	<p>When you use social media you must not treat the Welsh language less favourably than the English language.</p> <p><b>You must comply with standard 54 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ BBC Cymru Wales</li> <li>○ TV Licensing where use of social media is relevant to Wales only.</li> </ul>	30/03/2017
55	Service Delivery	<p>If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).</p>	30/03/2017
57	Service Delivery	<p>When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be 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.</p>	30/03/2017
58	Service Delivery	<p>When you erect a new sign or renew a sign (including temporary signs) which conveys the same information in Welsh and in English,</p>	30/03/2017

		the Welsh-language text must be positioned so that it is likely to be read first.	
59	Service Delivery	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.	30/03/2017
60	Service Delivery	<p>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.</p> <p><b>You must comply with standard 60 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ Main broadcasting centre in Cardiff</li> <li>○ BBC Bangor</li> <li>○ Roath Lock Studios</li> <li>○ performances and/or productions held in Hoddinott Hall</li> </ul>	30/03/2017
61	Service Delivery	<p>If you arrange a visit or appointment in advance for a person (“P”) which will mean that P will come to your reception, you must ask P whether P wishes to receive a Welsh language reception service (unless you already know whether P wishes to receive that service in Welsh).</p> <p><b>You must comply with standard 61 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ Main broadcasting centre in Cardiff</li> <li>○ BBC Bangor</li> <li>○ Roath Lock Studios</li> <li>○ performances and/or productions held in Hoddinott Hall</li> </ul>	30/03/2017
61A	Service Delivery	You must provide a face to face Welsh language reception service for a person (“P”) at your reception if you have arranged a visit or	30/03/2017

		<p>appointment for P in advance and —</p> <p>(a) P has informed you in advance that P wishes to receive the service in Welsh, or</p> <p>(b) you are already aware that P wishes to receive the service in Welsh.</p> <p><b>You must comply with standard 61A in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ Main broadcasting centre in Cardiff</li> <li>○ BBC Bangor</li> <li>○ Roath Lock Studios</li> <li>○ performances and/or productions held in Hoddinott Hall</li> </ul>	
63	Service Delivery	<p>You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.</p> <p><b>You must comply with standard 63 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ Main broadcasting centre in Cardiff</li> <li>○ BBC Bangor</li> <li>○ Roath Lock Studios</li> <li>○ performances and/or productions held in Hoddinott Hall</li> </ul>	30/03/2017
64	Service Delivery	<p>You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.</p> <p><b>You must comply with standard 64 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ Main broadcasting centre in Cardiff</li> <li>○ BBC Bangor</li> <li>○ Roath Lock Studios</li> <li>○ Performances and/or productions held in Hoddinott Hall</li> </ul>	27/09/2017



65	Service Delivery	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.	30/03/2017
66	Service Delivery	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.	30/03/2017
67	Service Delivery	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.  <b>You must comply with standard 67 in relation to the following:</b>  <ul style="list-style-type: none"> <li>○ BBC Cymru Wales</li> </ul>	30/03/2017
68	Service Delivery	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.  <b>You must comply with standard 68 in relation to the following:</b>  <ul style="list-style-type: none"> <li>○ BBC Cymru Wales</li> </ul>	30/03/2017
68A	Service Delivery	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).  <b>You must comply with standard 69 in relation to the following:</b>  <ul style="list-style-type: none"> <li>○ BBC Cymru Wales</li> </ul>	30/03/2017
70	Service Delivery	If you receive an application for a grant in Welsh and it is necessary	30/03/2017

		<p>to interview the applicant as part of your assessment of the application you must —</p> <p>(a) offer to provide a translation service from Welsh to English to enable the applicant to use the Welsh language at the interview, and</p> <p>(b) if the applicant wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).</p> <p><b>You must comply with standard 70 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ <b>BBC Cymru Wales</b></li> </ul>	
71	Service Delivery	<p>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.</p> <p><b>You must comply with standard 71 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ <b>BBC Cymru Wales</b></li> </ul>	30/03/2017
72	Service Delivery	<p>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.</p> <p><b>You must comply with standard 72 in the following circumstances:</b></p> <p><b>(a) If the subject matter of the tender for a contract suggests that it should be produced in Welsh; or</b></p> <p><b>(b) If the anticipated audience, and their expectations, suggests that the invitation should be produced in Welsh</b></p>	30/03/2017
73	Service Delivery	<p>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</p>	30/03/2017

		tender submitted in English.	
73A	Service Delivery	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).	30/03/2017
75	Service Delivery	If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender you must — (a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and (b) if the tenderer wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).	30/03/2017
76	Service Delivery	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.	30/03/2017
77	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	30/03/2017
78	Service Delivery	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.	30/03/2017
79	Service Delivery	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	30/03/2017
83	Service Delivery	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 English, the announcement must be made in Welsh first.	30/03/2017

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.	30/03/2017
85	Policy Making	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.	30/03/2017
86	Policy Making	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.	30/03/2017
87	Policy Making	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) treating the Welsh language no less favourably than the English language.	30/03/2017

88	Policy Making	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 — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2017
89	Policy Making	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 Welsh language no less favourably than the English language.	30/03/2017
90	Policy Making	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	30/03/2017

		<p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(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—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(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—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language.</p> <p><b>You must comply with standard 90 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ <b>BBC Cymru Wales</b></li> </ul>	
91	Policy Making	<p>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 —</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	30/03/2017
92	Policy Making	<p>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</p>	30/03/2017

		have 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.	
93	Policy Making	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.	30/03/2017
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.	30/03/2017
95	Operational	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.	30/03/2017
96	Operational	You must — (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his 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.	30/03/2017
97	Operational	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	30/01/2018

		such documents to him or to her in Welsh.	
98	Operational	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.	30/01/2018
99	Operational	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.	30/01/2018
100	Operational	You must ask each employee whether he or she wishes to receive any forms that record and authorise — (a) annual 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.	30/03/2017
101	Operational	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	30/09/2017
102	Operational	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	30/09/2017
103	Operational	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	30/09/2017
104	Operational	If you publish a policy relating to performance management, you must publish it in Welsh.	30/09/2017
105	Operational	If you publish a policy about absence from work, you must publish it in Welsh.	30/09/2017



106	Operational	If you publish a policy relating to working conditions, you must publish it in Welsh.	30/09/2017
107	Operational	If you publish a policy regarding work patterns, you must publish it in Welsh.	30/09/2017
108	Operational	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.	30/03/2017
108A	Operational	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.	30/03/2017
110	Operational	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) ask the member of staff whether he or she wishes to use the Welsh language at the meeting; (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).	30/03/2017
111	Operational	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—	30/03/2017

		(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.	
112	Operational	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	30/03/2017
112A	Operational	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.	30/03/2017
114	Operational	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must — (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and (b) explain that you will provide a translation service for that purpose if it is required; and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).	30/03/2017
115	Operational	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—	30/03/2017

		(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.	
116	Operational	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).	30/03/2017
117	Operational	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 less favourably than the English language on your intranet.  <b>You must comply with standard 117 in relation to the following:</b>  ○ <b>BBC Cymru Wales' intranet</b>	30/09/2017
118	Operational	You must ensure that — (a) the text of the homepage of your intranet is available in Welsh, (b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet.  <b>You must comply with standard 118 in relation to the following:</b>  ○ <b>BBC Cymru Wales' intranet</b>	30/03/2017
119	Operational	You must ensure that each time you publish a new intranet page or	30/03/2017

		<p>amend a page —</p> <p>(a) the text of that page is available in Welsh,</p> <p>(b) any Welsh language version of that page is fully functional, and</p> <p>(c) the Welsh language is treated no less favourably than the English language in relation to the text of that page.</p> <p><b>You must comply with standard 119 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>o <b>BBC Cymru Wales' intranet</b></li> </ul>	
120	Operational	<p>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.</p> <p><b>You must comply with standard 120 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>o <b>BBC Cymru Wales' intranet</b></li> </ul>	30/03/2017
121	Operational	<p>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.</p> <p><b>You must comply with standard 121 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>o <b>BBC Cymru Wales' intranet</b></li> </ul>	30/03/2017
122	Operational	<p>You must provide the interface and menus on your intranet pages in Welsh.</p> <p><b>You must comply with standard 122 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>o <b>BBC Cymru Wales' intranet</b></li> </ul>	30/09/2017
123	Operational	<p>You must assess the Welsh language skills of your employees.</p>	30/01/2018

		<p><b>You must comply with standard 123 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ employees who are located in Wales</li> <li>○ employees who provide services to Wales directly.</li> </ul>	
124	Operational	<p>You must provide training in Welsh in the following areas, if you provide such training in English —</p> <ul style="list-style-type: none"> <li>(a) recruitment and interviewing;</li> <li>(b) performance management;</li> <li>(c) complaints and disciplinary procedures;</li> <li>(ch) induction;</li> <li>(d) dealing with the public; and</li> <li>(dd) health and safety.</li> </ul> <p><b>You must comply with standard 124 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ (ch) induction</li> </ul>	30/09/2017
125	Operational	<p>You must provide training (in Welsh) on using Welsh effectively in —</p> <ul style="list-style-type: none"> <li>(a) meetings;</li> <li>(b) interviews; and</li> <li>(c) complaints and disciplinary procedures.</li> </ul> <p><b>You must comply with standard 125 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ BBC Cymru Wales</li> </ul>	30/09/2017
126	Operational	<p>You must provide opportunities during working hours —</p> <ul style="list-style-type: none"> <li>(a) for your employees to receive basic Welsh language lessons, and</li> <li>(b) for employees who manage others to receive training on using the Welsh language in their role as managers.</li> </ul> <p><b>You must comply with standard 126 in relation to the following by 30 March 2017:</b></p>	30/03/2017

		<ul style="list-style-type: none"> <li>○ (a) for your employees to receive basic Welsh language lessons</li> </ul> <p>You must comply with standard 126 in relation to the following by 30 September 2017:</p> <ul style="list-style-type: none"> <li>○ (b) for employees who manage others to receive training on using the Welsh language in their role as managers.</li> </ul>	
127	Operational	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.	30/03/2017
128	Operational	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.	30/03/2017
129	Operational	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.	30/03/2017
130	Operational	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.	30/03/2017
131	Operational	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	30/03/2017

		which informs others that they are unavailable to respond to e-mail messages.	
132	Operational	<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 —</p> <p>(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><b>You must comply with standard 132 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ posts that are located in Wales</li> <li>○ posts that provide services to Wales directly.</li> </ul>	30/03/2017
132A	Operational	<p>If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must —</p> <p>(a) specify that when advertising the post, and  (b) advertise the post in Welsh.</p> <p><b>You must comply with standard 132A in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ posts that are located in Wales</li> <li>○ posts that provide services to Wales directly.</li> </ul>	30/03/2017
133	Operational	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.	30/03/2017
133A	Operational	If you publish —	30/03/2017

		<p>(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.</p> <p><b>You must comply with standard 133A in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ <b>job descriptions when an assessment in relation to standard 132 concludes that Welsh language skills are not required for the post.</b></li> </ul>	
133B	Operational	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 relation to the closing date you set for receiving applications and in relation to any timescale for informing individuals of decisions).	30/03/2017
135	Operational	<p>You must ensure that your application forms for posts —</p> <p>(a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and</p> <p>(b) explain that you will provide a translation service from Welsh to English for that purpose if it is required;</p> <p>and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you</p>	30/03/2017



		conduct the interview or assessment in Welsh without that translation service).	
136	Operational	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.	30/03/2017
137	Operational	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.	30/03/2017
138	Operational	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.	30/03/2017
139	Operational	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	30/03/2017
140	Operational	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.	30/03/2017
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.	30/03/2017
142	Record Keeping	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.	30/03/2017

143	Record Keeping	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).	30/03/2017
144	Record Keeping	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.	30/03/2017
145	Record Keeping	You must keep a record (following assessments of your employees' Welsh 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.	30/03/2017
147	Record Keeping	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.	30/03/2017
148	Record Keeping	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) Welsh language skills are not necessary.	30/03/2017
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.	30/03/2017

150	Supplementary - Service Delivery	<p>You must—</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters—</p> <p>(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</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints,</p> <p>(b) publish a document that records that procedure on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	30/03/2017
151	Supplementary - Service Delivery	<p>You must—</p> <p>(a) ensure that you have arrangements for—</p> <p>(i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply,</p> <p>(ii) promoting the services that you offer in accordance with those standards, and</p> <p>(iii) facilitating the use of those services,</p> <p>(b) publish a document that records those arrangements on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	30/03/2017
152	Supplementary - Service Delivery	<p>(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 service delivery standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints that you</p>	30/03/2017

		<p>received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available—</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	
153	Supplementary - Service Delivery	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.	30/03/2017
154	Supplementary - Service Delivery	You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.	30/03/2017
155	Supplementary - Policy Making	<p>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—</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	30/03/2017
156	Supplementary - Policy Making	<p>You must—</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters—</p> <p>(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</p>	30/03/2017

		<p>comply, and</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints,</p> <p>(b) publish a document that records that procedure on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	
157	Supplementary - Policy Making	<p>You must—</p> <p>(a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are under a duty to comply,</p> <p>(b) publish a document that records those arrangements on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	30/03/2017
158	Supplementary - Policy Making	<p>(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.</p> <p>(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.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available—</p>	30/03/2017

		(a) on your website, and (b) in each of your offices that are open to the public.	
159	Supplementary - Policy Making	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.	30/03/2017
160	Supplementary - Policy Making	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.	30/03/2017
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.	30/03/2017
162	Supplementary - Operational	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.	30/03/2017
163	Supplementary - Operational	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 with those	30/03/2017

		standards, and (iii) facilitating the use of those services, and (b) publish a document that records that procedure on your intranet.	
164	Supplementary - Operational	(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 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	30/03/2017

		<p>you kept in accordance with standard 148);</p> <p>(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.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available—</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	
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.	30/03/2017
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.	30/03/2017
167	Supplementary - Record Keeping	<p>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—</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	30/03/2017
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	30/03/2017



		records.	
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*Meri Huws*

**Meri Huws**  
Welsh Language Commissioner

Date: 30/09/2016