

OFFICIAL - COMMERCIAL

## SCHEDULE 12

WELSH LANGUAGE

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#### **1 General**

- 1.1 This Schedule 12 sets out the Supplier's obligations which are applicable to the provision of the Services in Wales.
- 1.2 The Supplier acknowledges that in relation to the operation of its Services which are delivered in Wales, the Authority must at all times be seen to be actively promoting the equality of the English and Welsh languages, in accordance with the Welsh Language Act 1993.
- 1.3 In the performance of this Agreement, the Supplier shall ensure that it cooperates with the Authority wherever possible in satisfying this duty, by fully complying with the requirements of this Schedule 12.

#### **2 The Department for Work and Pensions Welsh Language Scheme**

- 2.1 The DWP Welsh Language Scheme can be found at:  
<https://www.gov.uk/government/organisations/department-for-work-pensions/about/welsh-language-scheme>
- 2.2 The Supplier shall, in the delivery of the Services, ensure that it complies with the Department for Work and Pensions Welsh Language Scheme and such instructions as the Authority may issue from time to time in respect of promoting the equality of the English and Welsh languages.

#### **3 Delivery of Services Through the Medium of Welsh**

- 3.1 The Supplier undertakes that those who have dealings with them are able to do so in English or Welsh.
- 3.2 The Supplier will ensure that:
  - (a) Those who want, or are required, to correspond with the Supplier will be able to do so in English or Welsh;
  - (b) Those who are known to prefer corresponding through the medium of Welsh will have correspondence initiated in Welsh;
  - (c) Any correspondence received in Welsh will be answered in Welsh within the same timescales and standards as those written in English;
  - (d) Staff who are in Wales will greet any telephone callers in English and Welsh until the caller's preferred language can be ascertained;
  - (e) Any answerphones in the Supplier's offices in Wales will have a pre-recorded bilingual message;

- (f) All people who participate in the Services are able to contribute through the medium of English or Welsh;
- (g) All material published and printed in Wales shall be available in English and Welsh. The standard of bilingual or Welsh material shall be of equal quality to those produced solely in English;
- (h) All forms and explanatory materials will be available in both English and Welsh; and
- (i) Any complaints or grievance procedures should be provided in both English and Welsh.