

**Life Sciences Hub Wales**  
**Document Control**

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| <b>POLICY</b>               | <i>Welsh Language Policy</i>   |                    |  |
| <b>ISSUE DATE</b>           | <i>03 February 2022</i>  | <b>REVIEW DATE</b> | <i>January 2023</i>                              |
| <b>VERSION</b>              | <i>2.00</i>  | <b>OWNED BY</b>    | <i>Head of Governance, Risk &amp; Compliance</i> |
| <b>SCOPE</b>                | <i>Statutory requirements and LSHW's mission, vision, strategy and principles to facilitate and promote the use of Welsh in the conduct of its business.</i> |                    |  |
| <b>ASSOCIATED DOCUMENTS</b> | <i>Welsh Language Complaints Policy</i>  |                    |  |

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| <b>APPROVED BY</b>                                      | <i>ARAC</i>   | <b>DATE</b> | <i>13 June 2017</i> |
| <b>RESPONSIBILITY FOR IMPLEMENTATION &amp; TRAINING</b> | <i>CEO<br/>Operations Director<br/>Line Managers</i>  |             |                     |
| <b>REVIEW &amp; CONSULTATION PROCESS</b>                | <i>Annually, or if changes are made to the Welsh Language Act</i>   |             |                     |
| <b>DISTRIBUTION</b>                                     | <i>Email, SharePoint, Online HR System (People HR)</i>  |             |                     |
| <b>DISTRIBUTION</b>                                     | <i>A Welsh language version of the policy is available <a href="#">here</a> (hyper link to be added).</i> |             |                     |

**Revisions**

| <b>Date:</b>  | <b>Author:</b>                     | <b>Description:</b>   |
|---------------|------------------------------------|---|
| November 2021 | Ian Bevan,<br>Compliance Manager   | Review of Policy undertaken by Welsh Language Consultant. Minor amendments made (links etc). Re-issued. |
| Feb 2017      | Gemma Bafico<br>Operations Manager | Creation of initial document  |



## WELSH LANGUAGE POLICY

### 1. *Purpose*

This document sets out the Welsh Language Policy for Life Sciences Hub Wales Ltd (LSHW).

### 2. *Scope*

This Policy document covers the background to the Policy, the statutory requirements, and LSHW's mission, vision, strategy and principles to facilitate and promote the use of Welsh in the conduct of its business.

This Policy also contains an outline of the services that our stakeholders can expect to be available in Welsh.

Our Policy commitment is to ensure the best quality services in Welsh, and that services in Welsh are no less favourable than those available in English.

The Policy also outlines areas of responsibility, relevant related policies and procedures, monitoring and reporting procedures, and operational matters that support this Policy.

### 3. *Introduction*

LSHW recognises that the Welsh language has official status in Wales and should be treated no less favourably than the English language.<sup>1</sup> People in Wales should be able to live their lives through the medium of Welsh.<sup>2</sup>

We embrace the fact that Welsh speakers have rights to use Welsh, and we are committed to play our part as a leading public body in Wales to facilitate and encourage the use of Welsh.

LSHW provides its services in Welsh, and we promote and support the use of the Welsh language in all our work and actively encourage all Welsh speakers to engage with us in their preferred language.

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<sup>1</sup> Welsh Language (Wales) Measure 2011, Crown.

<sup>2</sup> Welsh Government (2012) A Living Language: A Language for Living, Crown Copyright.



We are an organisation that supports and encourages accessibility to our services, and this includes providing a consistent and high-quality service to our Welsh-speaking partners and stakeholders in their language of choice.

Our corporate image and branding is bilingual and we will promote Wales, and specifically the Life Sciences, internationally. We will continue to champion the Life Sciences in Wales and programme work in the language of choice of our partners.

We see this policy as forming part of a progressive and forward-looking commitment within the Life Sciences community to facilitate and promote the use of Welsh in a bilingual Wales.

This Policy seeks to:

- Celebrate the bilingual nature of Wales;
- Outline the statutory context and requirements and ensure that LSHW complies with these requirements and aims for best practice;
- Facilitate and promote the use of Welsh in Wales;
- Provide principles within which we operate to ensure that LSHW offers a quality service in Welsh;
- Raise our profile and corporate reputation and be recognised by Welsh speakers and non-Welsh speakers alike (including internationally) as a good example of a public organisation in Wales;
- Ensure accessibility and wider access and strengthen our appeal both within and outside Wales; and
- Strengthen our ability to meet the requirements of our partners and work closely with Welsh Government and the Welsh Language Commissioner.

#### **4. *Welsh Language Statutory and National Policy Context***

The Welsh Language (Wales) Measure 2011:

- Gives the Welsh language official status in Wales;
- Establishes the principle that the Welsh language should be treated no less favourably than the English language; and
- Makes provision for promoting and facilitating the use of the Welsh language, and developing standards relating to the Welsh language.

The Welsh Language Service Standards placed on Welsh Ministers in their Compliance Notice are applicable to LSHW. The appropriate section can be found within the Compliance Notice on the Welsh Language Commissioner's website at:

[Compliance Notice – Section 44 Welsh Language \(Wales\) Measure 2011](#)

Please see Annex A for a list of the Service Standards with which the LSHW are required to comply.

In addition to the statutory requirements, LSHW embraces the Welsh Government's national strategy for the Welsh language, *A Living Language: A Language for Living*. It states the vision of a bilingual Wales, where the Welsh language is a vibrant and living language. LSHW will play its part, as an eminent public body in Wales, in promoting and supporting the use of Welsh and providing opportunities for people to use Welsh in everyday life, as partners, visitors and employees.

## **5. LSHW Policy Statement and Underlying Principles**

LSHW respects the Welsh language and the language choice of its partners. This section outlines LSHW's Welsh Language Policy Statement, and the underlying key principles which shape and inform how we conduct our work:

LSHW has adopted the principle that, in the conduct of its business in Wales, it will treat the Welsh language no less favourably than English so as is both appropriate in the circumstances and reasonably practical.

- LSHW acknowledges that the Welsh Language has official status under the Welsh Language (Wales) Measure 2011;
- Welsh speakers have rights to use the Welsh language, and we are committed to facilitate and promote the use of Welsh;
- LSHW is committed to providing quality services in Welsh, and these should be treated no less favourably than the English language;
- LSHW is committed to providing opportunities that encourage and facilitate the use of Welsh;
- LSHW aims to proactively offer services in the preferred language of the customer, including members, partners and the public;
- LSHW requires every contractor or third party that delivers services on its behalf to comply with this Policy;

- We have a duty, as a public body in Wales and sponsored by Welsh Government, to comply with the Service Standards in the Compliance Notice placed on Welsh Ministers by the Welsh Language Commissioner;
- Wales is a bilingual country and the Welsh language is a central part of its rich culture and heritage. Embracing and promoting the linguistic character of Wales is very much part of the package and USP celebrated in our ambassadorial role in promoting Wales to the world; and
- The Welsh language is a living language in Wales, and we acknowledge that 20% of the population speaks Welsh and that some of our partners and employees wish to use Welsh within LSHW.

## 6. Services

LSHW provides a wide range of high-quality services in Welsh. The following is an outline of the services a person external to the organisation can expect:

- All Welsh services are offered with equal quality to those provided in English in terms of content, format, timing, outcomes etc;
- Persons will not be disadvantaged in any way by using Welsh in their dealings with LSHW;
- LSHW welcomes and encourages the use of Welsh, and therefore all stakeholders should be reassured to engage with LSHW in Welsh. All Welsh communications and language preferences will be treated no less favourably than English; and
- LSHW will maintain a language preference database and refer to this when assessing the language in which to deliver services to partners.

### 6.1 Correspondence

When LSHW receives a letter in Welsh, the reply will also be in Welsh and will not take any longer than an English reply would take.

When initiating correspondence, LSHW will issue a Welsh and English letter unless the language preference is already known. For standard correspondence sent to many recipients and for wider circulation, LSHW will issue the letter in Welsh and English. Persons can also receive correspondence in Welsh and English if this is their preference.

Attachments and supporting documents enclosed with correspondence will usually be issued in the language of the correspondence; however, this needs to be read in conjunction with the documents section of the Compliance Notice (e.g. 40).

All correspondence templates and materials will comply with the requirements; correspondence such as email auto signatures, letter-headed paper and out-of-office messages will be in both Welsh and English, and all will contain a message encouraging the use of Welsh.

## 6.2 Telephone

When a telephone call is received to the main telephone line or any direct telephone line, the caller will receive a bilingual greeting. Callers wishing to receive a Welsh service will be transferred to a Welsh speaker able to take the call in Welsh. If a Welsh speaker is not immediately available, the employee will explain to the caller when a Welsh service will be available (as per Standard 17 of the Compliance Notice).

When LSHW initiates a phone call, employees will refer to the language preference database before calling to see if a language preference is recorded. If the language preference is not known in advance, LSHW will ascertain the language preference when initiating the first call.

All answer machine and automated recordings will be in Welsh and English.

## 6.3 Meetings

When inviting one person to attend a meeting, LSHW will ascertain the preferred language of the attendee in advance. When a meeting conducted in Welsh is preferred, LSHW will facilitate this by either staffing the meeting in Welsh or arranging simultaneous translation from Welsh to English.

When LSHW arranges meetings for more than one person, the language preference of each person will be determined in advance. If at least 10% of the attendees wish to use Welsh, LSHW will facilitate the use of Welsh by either staffing/chairing the meeting accordingly, or by arranging simultaneous translation. The papers for the meeting will be available in Welsh.

For meetings outside Wales, the Welsh language preference is not applicable. However, LSHW recognises and will use Welsh internationally when opportunities arise.

For LSHW events (invitees only), the language preference will be ascertained in advance and used to assess whether simultaneous translation will be provided at the event.

Invitations to LSHW meetings and events will be in Welsh and English. All PowerPoint materials created by the Hub will be in Welsh and English. In addition, all marketing materials, including the agenda,

notepads and pens, etc and the signage displayed will be in Welsh and English. All guest speakers will be asked in advance for their language preference to speak/answer questions in Welsh.

For regular meetings at LSHW, e.g. Board meetings and Audit Committee, the language preference of the members will be determined annually and when new members and terms of reference are reviewed.

All LSHW partners will be asked which services they wish to receive in Welsh, and this will be recorded on the Welsh Language Preference Database and reviewed regularly.

For open meetings, where the identity of attendees is not known in advance, all materials advertising the event will be in Welsh and English and will state that attendees will be welcome to use Welsh. LSHW will facilitate the use of Welsh at the open meeting.

#### **6.4 Marketing and Communications**

The corporate identity and branding of the LSHW will be in Welsh and English. All logos displayed will comply with the standards. All business cards and marketing materials issued will be in Welsh and English.

The use of Welsh will be considered from the outset, as marketing and publicity campaigns are developed, to ensure that any branding, strap lines and core messages work well in Welsh.

We will ensure that suitably qualified Welsh-speaking employees will attend shows, exhibitions, and similar events whenever appropriate, reasonable and proportionate. (There are clauses in the Compliance Notice regarding work outside Wales.).

All information and materials displayed publicly will be in Welsh and English. Welsh will be treated no less favourably than English, e.g. format, size, quality and correctness. The Welsh language will be displayed so that it is read first.

Any advertisements placed in English language newspapers (or similar material) distributed mainly or wholly in Wales will be bilingual or will appear as separate Welsh and English versions (with both versions appearing simultaneously and being equal with regard to size, prominence and quality).

In Welsh language publications, advertisements will be in Welsh only. Television, cinema, internet and radio advertising will be conducted in Welsh and English. Television campaigns which appear on S4C will be in Welsh. Radio campaigns broadcast on commercial radio stations will be in Welsh and English, and in Welsh during Welsh language

programmes. Using Welsh language subtitles, or dubbing adverts into Welsh, will be avoided (excepting voiceovers).

## **6.5 Written Materials**

All written materials for use by the public, as listed in the Compliance Notice (Standard 40-) will be in Welsh. For LSHW, these include materials such as the Annual Report and Accounts, invitations for meetings and events, certificates, marketing materials, research briefs, surveys and press releases.

All press releases will be issued in Welsh, and at the same time as English versions.

All forms for completion by the public will be in Welsh. If separate forms are issued in Welsh and English, the English form will state that a Welsh form is available and that LSHW encourages persons to complete the form in Welsh. Those completing the form in Welsh will be treated no less favourably than those completing the form in English.

All standard templates for use by the public will be produced in Welsh, i.e. invoice templates.

Every effort will be made to produce materials bilingually i.e. in Welsh and English in one version and in accordance with best practice guidance on bilingual design. Where versions have to be published separately, both versions will be equal regarding size, prominence and quality. Both versions will be available simultaneously and will be equally accessible, and the English version will state that a Welsh version is available.

## **6.6 Website, Social Media and Digital Media**

The Welsh content will be no less favourable than the English content on the LSHW website. The text on each page of the website will be in Welsh, and every Welsh language page will be fully functional. A Welsh button is available on each of the English pages of the website to denote that a Welsh site is available and page level navigation is available for ease of use. All social media sites are available in Welsh e.g. Facebook and Twitter.

All material created by the Hub will be produced in Welsh for the website and social media and the Hub will actively encourage the use of Welsh by partners and contributors to ensure the parity of experience in both languages.

A language choice will be offered at the beginning of digital materials that LSHW produces, such as apps, online content and DVDs.



## 6.7 Signage

When displaying signage (whether temporary or permanent) in LSHW office space and at events arranged by LSHW, the signage will be in Welsh and English, and displayed to read in Welsh first. Signage must not treat the Welsh language less favourably than English e.g. in terms of prominence, clarity, size and font and must be accurate.

Reception will display a sign stating that Welsh language services are available. Employees with the relevant level of Welsh language skills, and able to provide services in Welsh, will wear the Welsh badge to display that services are available in Welsh.

LSHWs commitments are limited to activities in Wales.

## 7. Action Plan

LSHW is committed to delivering the best quality services in Welsh and to complying with the Welsh Language Standards (Service Standards). This Policy sets out LSHW's commitment and principles and therefore it is a visionary document and a statement of ambition.

LSHW conducted an audit of its current services in 2016-17 and, in light of that project, acknowledges that it has some work to do to improve its current level of performance.

There is a comprehensive Action Plan in place to support the Hub to realise its ambition. The action plan is being implemented across the Hub in order to improve performance, and to enable LSHW to be the organisation it aspires to be in terms of the Welsh language.

## 8. Operation

In addition to the Action Plan discussed above, there are key operational matters that will support the implementation of the Welsh Language Policy.

Support, guidance and training for employees will be provided on Welsh language matters.

### 8.1 Training and Guidance

Training will be provided for all new employees to ensure they are informed about the legal requirements and are aware of the Welsh Language Policy.

All employees will be trained in Policy and legal requirements and additional guidance notes will be available to support key topics (e.g. out of office, language preference, greeting on the telephone, conducting meetings).

Language training will also be available for employees during office hours, the cost for which will be incurred by LSHW. Provision will be determined in accordance with LSHW's Language Skills Strategy.

## 8.2 Resources

LSHW will provide suitable resources to support employees working in Welsh, including information technology facilities, central services and human resources:

### 8.2.1 Information Technology

- In order to help employees, work through the medium of Welsh, online dictionaries such as <https://geiriadur.uwtsd.ac.uk/> are readily available and Cysill spellchecker will be made available, in addition to the Microsoft applications in Welsh (e.g. Word, Outlook, etc);
- When planning or redeveloping websites or any other Information Technology service, LSHW will consider the Welsh Language Commissioner's guidelines: *Technology, Websites and Software: Welsh Language Considerations*; and
- .

### 8.2.2 Human Resources

- An audit of the Welsh Language skills of current employees will be periodically undertaken to establish a baseline from which to set a Bilingual Skills Strategy;
- Processes will be developed to ascertain which posts require Welsh language skills and these assessments will be implemented appropriately for recruitment and training purposes;

- When new posts are created or posts become vacant and are advertised, they will be reviewed to establish whether there is a business need for the post to have Welsh language skills. LSHW will refer to the Language Commissioner's Guidance on such assessments and recruitment; and
- LSHW will continue to endeavour to recruit sufficient numbers of employees who are competent in Welsh, especially for those areas where regular contact with members of the public can be expected.

### **8.2.3 Translation**

- LSHW contracts written translation services on a needs based approach in line with LSHW's Procurement Policy, Interim Framework Agreement and Public Contract Regulations 2015; and
- LSHW aims to procure a service for simultaneous translation when there is a need to do so (eg.online and face to face conferences).

## **9. Responsibilities**

All employees have a responsibility to ensure that they are fully aware of the Welsh Language Policy and the legal requirements applicable to LSHW and their roles.

All managers responsible for new employees and conducting inductions must ensure that they inform employees of their duties pertinent to this policy and the Standards.

All departmental heads and line managers are responsible for ensuring that this policy is implemented effectively within their area(s) of responsibility.

Policy and strategy will ensure that the needs of Welsh speakers are considered in all aspects of policy decisions. All new processes and policies will be subject to the Welsh Language Impact Assessment and will therefore need to take account of Welsh Language requirements.

Overall responsibility for corporate compliance with the legal requirements lies with the Chair of the Audit and Risk Assurance Committee. For day-to-day operation, the Operations Director is responsible.

## **10. Monitoring, Reporting, Evaluation and Learning**

- A clear plan is in place for implementing the Policy.
- The Policy and action plan will be monitored regularly by the Operations Director who will report regularly to the Board on performance.
- An annual report will be prepared on implementation and presented to the Board.
- Data will be collected throughout the year to monitor ongoing progress and to feed into continuous quality improvement and corporate learning. Such data collection will include the number of complaints received and investigated, the number and percentage of posts advertised with Welsh language skills requirements, the number and percentage of employees with Welsh language skills, the percentage of press releases released simultaneously in Welsh and English, and the percentage of members completing Welsh language forms and recording Welsh language preference on the database.
- All monitoring and reporting will inform continuous improvement and the improvement of services provided to persons by the Hub.

## **11. Complaints**

LSHW has a Welsh Language Complaints Policy. Its complaints procedure is committed to dealing with complaints positively and swiftly in order to resolve any issues and improve services overall.

All complaints are reported to the LSHW Board and those applicable to the Standards will be reported to Welsh Government. Action will be taken in line with LSHW's Complaints Policy.

## **12. Policy Procedures**

### **12.1 Contact Details**

All enquiries regarding this Policy should be sent to [hello@lifescienceshubwales.com](mailto:hello@lifescienceshubwales.com) in the first instance.

### **12.2 Review of Policy**

This Policy and its implementation will be reviewed at Board level on an annual basis and improvements made as appropriate.



### **12.3 Complaints and Suggestions for Improvement**

LSHW welcomes suggestions from the public and employees for improving its Welsh Language Policy and Welsh language service and these will be considered fully and in the spirit of wishing to continuously improve.

Complaints related to this Policy or suggestions for improvement should be directed to: The Director/Chief Executive.

### **12.4 Operational Compliance**

The Policy is the responsibility of the Chair and operational compliance is the responsibility of the Chief Executive, with day to day delegation to the Operations Director.

**ATODIAD A: Safonau'r Gymraeg – Hwb Gwyddorau Bywyd Cymru**  
**APPENDIX A: Welsh Language Standards – Life Sciences Hub Wales**

| Rhif Safon | Dosbarth o Safon      | Safon   | Class of Standard | Standard   |
|------------|-----------------------|---|-------------------|--|
| 1          | Cyflenwi Gwasanaethau | Os byddwch yn cael unrhyw ohebiaeth yn Gymraeg oddi wrth berson, rhaid ichi ateb yn Gymraeg (os oes angen ateb), oni bai bod y person wedi dweud nad oes angen ateb yn Gymraeg.   | 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.  |
| 2          | Cyflenwi Gwasanaethau | <p>Pan fyddwch yn gohebu ag unigolyn ('A') am y tro cyntaf, rhaid ichi ofyn i A a yw'n dymuno cael gohebiaeth oddi wrthyh yn Gymraeg, ac os yw A yn ymateb i ddweud ei fod yn dymuno hynny rhaid ichi -</p> <p>(a) cadw cofnod o ddymuniad A,<br/> (b) gohebu yn Gymraeg ag A wrth ohebu ag A o hynny ymlaen, ac<br/> (c) anfon unrhyw ffurflenni y byddwch yn eu hanfon at A o hynny ymlaen yn Gymraeg.</p> <p><b>Rhaid cydymffurfio â safon 2 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ pan fo unigolyn ('A') wedi ei leoli tu allan i Gymru.</li> </ul> | Service Delivery  | <p>When you correspond with an individual ('A') for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must -</p> <p>(a) keep a record of A's wish,<br/> (b) correspond with A in Welsh when corresponding with A from then onwards, and<br/> (c) send any forms you send to A from then onwards in Welsh.</p> <p><b>You must comply with standard 2 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ where the individual ('A') is located outside Wales.</li> </ul> |

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| 3 | Cyflenwi Gwasanaethau | <p>Pan fyddwch yn anfon gohebiaeth a gyfeirir at ddau unigolyn sy'n aelodau o'r un aelwyd (er enghraifft, rhieni plentyn) am y tro cyntaf, rhaid ichi ofyn i'r unigolion hynny a ydynt yn dymuno cael gohebiaeth oddi wrthy ch yn Gymraeg, ac os -</p> <p>(a) yw'r ddau unigolyn yn ymateb i ddweud eu bod yn dymuno hynny, rhaid ichi gadw cofnod o'u dymuniad, a gohebu yn Gymraeg o hynny ymlaen pan fyddwch yn anfon gohebiaeth a gyfeirir at y ddau unigolyn hynny;</p> <p>(b) yw un o'r unigolion (ond nid y ddau) yn ymateb i ddweud ei fod yn dymuno hynny, rhaid ichi gadw cofnod o'i ddymuniad, a darparu fersiwn Gymraeg o ohebiaeth o hynny ymlaen pan fyddwch yn anfon gohebiaeth a gyfeirir at y ddau unigolyn hynny.</p> <p><b>Rhaid cydymffurfio â safon 3 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ pan fo'r unigolion wedi eu lleoli tu allan i Gymru.</li> </ul> | Service Delivery | <p>When you send correspondence addressed to two individuals who are members of the same household (for example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if -</p> <p>(a) both individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to both of those individuals;</p> <p>(b) one (but not both) of the individuals responds to say that he or she wishes to receive correspondence in Welsh, you must keep a record of that wish and provide a Welsh language version of correspondence from then onwards when sending correspondence addressed to both of those individuals.</p> <p><b>You must comply with standard 3 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ where the individuals are located outside Wales.</li> </ul> |
| 4 | Cyflenwi Gwasanaethau | <p>Pan fyddwch yn anfon yr un ohebiaeth at nifer o bersonau, rhaid ichi anfon fersiwn Gymraeg o'r ohebiaeth ar yr un pryd ag y byddwch yn anfon unrhyw fersiwn Saesneg ohoni.</p>  | Service Delivery | <p>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.</p>   |

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|   |                       | <p><b>Rhaid cydymffurfio â safon 4 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ pan fo'r personau wedi eu lleoli tu allan i Gymru yn unig.</li> </ul>   |                  | <p><b>You must comply with standard 4 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ where those persons are located outside Wales only.</li> </ul>  |
| 5 | Cyflenwi Gwasanaethau | <p>Os nad ydych yn gwybod a yw person yn dymuno cael gohebiaeth oddi wrthyich yn Gymraeg rhaid ichi ddarparu fersiwn Gymraeg o'r ohebiaeth pan fyddwch yn gohebu â'r person hwnnw.</p> <p><b>Rhaid cydymffurfio â safon 5 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ pan fo'r person wedi ei leoli tu allan i Gymru yn unig.</li> </ul> | Service Delivery | <p>If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.</p> <p><b>You must comply with standard 5 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ where that person is located outside Wales only.</li> </ul> |
| 6 | Cyflenwi Gwasanaethau | <p>Os byddwch yn llunio fersiwn Gymraeg a fersiwn Saesneg gyfatebol o ohebiaeth, rhaid ichi beidio â thrin y fersiwn Gymraeg yn llai ffafriol na'r fersiwn Saesneg (er enghraifft, os yw'r fersiwn Saesneg wedi ei llofnodi, neu os oes manylion cyswllt wedi eu darparu ar y fersiwn Saesneg, rhaid i'r fersiwn Gymraeg gael ei thrin yn yr un modd).</p>                  | Service Delivery | <p>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).</p>    |
| 7 | Cyflenwi Gwasanaethau | <p>Rhaid ichi ddatgan -</p> <ul style="list-style-type: none"> <li>(a) mewn gohebiaeth, a</li> <li>(b) mewn cyhoeddiadau a hysbysiadau swyddogol sy'n gwahodd personau i anfon ymateb neu i anfon gohebiaeth atoch,</li> </ul>  | Service Delivery | <p>You must state -</p> <ul style="list-style-type: none"> <li>(a) in correspondence, and</li> <li>(b) in publications and official notices that invite persons to respond to you or to correspond with you,</li> </ul>   |



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|    |                       | <p>eich bod yn croesawu cael gohebiaeth yn Gymraeg, y byddwch yn ateb gohebiaeth yn Gymraeg, ac na fydd gohebu yn Gymraeg yn arwain at oedi.</p> <p><b>Rhaid cydymffurfio â safon 7 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ <b>pan fo'r ohebiaeth, cyhoeddiad neu hysbysiad swyddogol yn cael ei anfon tu allan i Gymru yn unig.</b></li> </ul> |                  | <p>that you welcome receiving correspondence in Welsh, that you will respond to any correspondence in Welsh, and that corresponding in Welsh will not lead to delay.</p> <p><b>You must comply with standard 7 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ <b>where the correspondence, publication or official notice is sent outside Wales only.</b></li> </ul> |
| 8  | Cyflenwi Gwasanaethau | <p>Pan fydd person yn cysylltu â chi ar eich prif rif ffôn (neu ar un o'ch prif rifau ffôn), neu ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi gyfarch y person yn Gymraeg.</p>   | 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>  |
| 9  | Cyflenwi Gwasanaethau | <p>Pan fydd person yn cysylltu â chi ar eich prif rif ffôn (neu ar un o'ch prif rifau ffôn), neu ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi roi gwybod i'r person bod gwasanaeth Cymraeg ar gael.</p>  | 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 inform the person that a Welsh language service is available.</p>   |
| 10 | Cyflenwi Gwasanaethau | <p>Pan fo person yn cysylltu â chi ar eich prif rif ffôn (neu ar un o'ch prif rifau ffôn), neu ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi ddelio â'r alwad yn Gymraeg yn ei chyfanrwydd os yw'r person yn dymuno hynny (gan</p>  | 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 deal with the call in Welsh in its entirety if that is the person's wish (where necessary by transferring the call to a</p>   |

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|    |                       | drosglwyddo'r alwad i aelod o staff sy'n gallu delio â'r alwad yn Gymraeg os yw hynny'n angenrheidiol).  |                  | member of staff who is able to deal with the call in Welsh).  |
| 12 | Cyflenwi Gwasanaethau | Pan fyddwch yn hysbysebu rhifau ffôn, llinellau cymorth neu wasanaethau canolfannau galwadau, rhaid ichi beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.   | 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.  |
| 13 | Cyflenwi Gwasanaethau | Os byddwch yn cynnig gwasanaeth Cymraeg ar eich prif rif ffôn (neu ar un o'ch prif rifau ffôn), ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid i rif ffôn y gwasanaeth Cymraeg fod yr un peth â rhif ffôn y gwasanaeth Saesneg cyfatebol. | Service Delivery | If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service. |
| 14 | Cyflenwi Gwasanaethau | Pan fyddwch yn cyhoeddi eich prif rif ffôn, neu unrhyw rifau sydd gennych ar gyfer llinellau cymorth neu wasanaethau canolfannau galwadau, rhaid ichi nodi (yn Gymraeg) eich bod yn croesawu galwadau yn Gymraeg.  | 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.   |
| 15 | Cyflenwi Gwasanaethau | Os oes gennych ddangosyddion perfformiad ar gyfer delio â galwadau ffôn, rhaid ichi sicrhau nad yw'r dangosyddion perfformiad hynny yn trin galwadau ffôn a wneir yn Gymraeg yn llai ffafriol na galwadau a wneir yn Saesneg.                                | Service Delivery | 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.   |

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| 16 | Cyflenwi Gwasanaethau | Rhaid i'ch prif wasanaeth (neu wasanaethau) ateb galwadau ffôn roi gwybod i bersonau sy'n galw, yn Gymraeg, fod modd gadael neges yn Gymraeg.  | Service Delivery | Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.   |
| 17 | Cyflenwi Gwasanaethau | Pan na fo gwasanaeth Cymraeg ar gael ar eich prif rif ffôn (neu ar un o'ch prif rifau ffôn), ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi roi gwybod i'r personau sy'n galw (pa un ai drwy gyfrwng neges wedi ei hawtomeiddio neu fel arall) pryd y bydd gwasanaeth Cymraeg ar gael.   | Service Delivery | When there is no Welsh language service available on your main telephone number (or numbers), or any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.   |
| 18 | Cyflenwi Gwasanaethau | Os bydd person yn cysylltu ag un o'ch adrannau ar rif ffôn llinell uniongyrchol (gan gynnwys ar rifau llinell uniongyrchol aelodau staff), a bod y person hwnnw'n dymuno cael gwasanaeth Cymraeg, rhaid ichi ddarparu'r gwasanaeth hwnnw yn Gymraeg yn ei gyfanrwydd (os yw'n angenrheidiol drwy drosglwyddo'r alwad i aelod o staff sy'n gallu delio â'r alwad yn Gymraeg). | Service Delivery | 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 provide that service in Welsh in its entirety (if necessary by transferring the call to a member of staff who is able to deal with the call in Welsh). |
| 20 | Cyflenwi Gwasanaethau | Pan fydd person yn cysylltu â chi ar rif llinell uniongyrchol (pa un ai ar rif llinell uniongyrchol adran neu ar rif llinell uniongyrchol aelod o staff), rhaid ichi sicrhau nad yw'r Gymraeg yn cael ei thrin   | Service Delivery | 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 member of staff), you must ensure that, when greeting the  |

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|     |                       | yn llai ffafriol na'r Saesneg wrth gyfarch y person.  |                  | person, the Welsh language is not treated less favourably than the English language.  |
| 21  | Cyflenwi Gwasanaethau | Pan fyddwch yn ffonio unigolyn ('A') am y tro cyntaf, rhaid ichi ofyn i A a yw'n dymuno cael galwadau ffôn oddi wrthyh yn Gymraeg; ac os yw A yn ymateb i ddweud ei fod yn dymuno hynny, rhaid ichi gadw cofnod o'i ddymuniad, a chynnal galwadau ffôn a wneir i A o hynny ymlaen yn Gymraeg. | Service Delivery | 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. |
| 22  | Cyflenwi Gwasanaethau | Rhaid i unrhyw system ffôn wedi ei hawtomeiddio sydd gennych ddarparu'r gwasanaeth cyfan wedi ei awtomeiddio yn Gymraeg.  | Service Delivery | Any automated telephone systems that you have must provide the complete automated service in Welsh.   |
| 24  | Cyflenwi Gwasanaethau | Os byddwch yn gwahodd un person ('P') yn unig i gyfarfod, rhaid ichi ofyn i P a fyddai'n dymuno defnyddio'r Gymraeg yn y cyfarfod, a hysbysu P y byddwch, os oes angen, yn darparu gwasanaeth cyfieithu o'r Gymraeg i'r Saesneg at y diben hwynnw.  | Service Delivery | 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.  |
| 24A | Cyflenwi Gwasanaethau | Os byddwch wedi gwahodd un person ('P') yn unig i gyfarfod, a bod P wedi eich hysbysu ei fod yn dymuno defnyddio'r Gymraeg yn y cyfarfod, rhaid ichi drefnu bod gwasanaeth cyfieithu ar y pryd o'r Gymraeg i'r Saesneg ar gael yn y cyfarfod  | Service Delivery | 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 from Welsh to English to be available at the meeting  |

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|     |                       | <p>(os nad ydych yn cynnal y cyfarfod yn Gymraeg heb gymorth gwasanaeth cyfieithu).</p> <p><b>Rhaid cydymffurfio â safon 24A ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ pan fo person gwahoddedig P a'r cyfarfod wedi eu lleoli tu allan i Gymru.</li> </ul>   |                  | <p>(unless you conduct the meeting in Welsh without the assistance of a translation service).</p> <p><b>You must comply with standard 24A in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ where that invited person is located outside Wales.</li> </ul>  |
| 26  | Cyflenwi Gwasanaethau | <p>Os byddwch yn gwahodd unigolyn ('A') i gyfarfod, a bod y cyfarfod yn ymwneud â llesiant A, rhaid ichi ofyn i A a yw'n dymuno defnyddio'r Gymraeg yn y cyfarfod, a hysbysu A y byddwch, os oes angen, yn darparu gwasanaeth cyfieithu o'r Gymraeg i'r Saesneg ac o'r Saesneg i'r Gymraeg at y diben hwnnw.</p> <p><b>Rhaid cydymffurfio â safon 26 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ pan fo unigolyn ('A') a'r cyfarfod wedi eu lleoli tu allan i Gymru.</li> </ul> | Service Delivery | <p>If you invite an individual ('A') to a meeting, and the meeting relates to the wellbeing of A, you must ask A whether A wishes to use the Welsh language at the meeting, and inform A that you will, if necessary, provide a translation service from Welsh to English and from English to Welsh for that purpose.</p> <p><b>You must comply with standard 26 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ where the individual ('A') and the meeting are located outside Wales.</li> </ul> |
| 26A | Cyflenwi Gwasanaethau | <p>Rhaid ichi drefnu bod gwasanaeth cyfieithu ar y pryd o'r Gymraeg i'r Saesneg ac o'r Saesneg i'r Gymraeg ar gael mewn cyfarfod-</p> <p>(a) os yw'r cyfarfod yn ymwneud â llesiant unigolyn ('A') a wahoddwyd, a</p> <p>(b) os yw A wedi eich hysbysu ei fod yn</p>   | Service Delivery | <p>You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting -</p> <p>(a) if the meeting relates to the wellbeing of an invited individual ('A'), and</p> <p>(b) if A has informed you that A wishes to use the Welsh language at the meeting; unless you conduct</p>  |

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|     |                       | <p>dymuno defnyddio'r Gymraeg yn y cyfarfod; os nad ydych yn cynnal y cyfarfod yn Gymraeg heb gymorth gwasanaeth cyfieithu.</p> <p><b>Rhaid cydymffurfio â safon 26A ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ pan fo unigolyn ('A') a'r cyfarfod wedi eu lleoli tu allan i Gymru.</li> </ul>   |                  | <p>the meeting in Welsh without the assistance of a translation service.</p> <p><b>You must comply with standard 26A in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ where the individual ('A') and the meeting is located outside Wales.</li> </ul>   |
| 27  | Cyflenwi Gwasanaethau | <p>Os byddwch yn gwahodd mwy nag un person i gyfarfod (nad yw'n ymwneud â llesiant un neu ragor o'r unigolion a wahoddir), rhaid ichi ofyn i bob person a yw'n dymuno defnyddio'r Gymraeg yn y cyfarfod.</p> <p><b>Rhaid cydymffurfio â safon 27 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ pan fo'r personau gwahoddedig a'r cyfarfod wedi eu lleoli tu allan i Gymru.</li> </ul> | Service Delivery | <p>If you invite more than one person to a meeting (which does not relate to the wellbeing of one or more of the individuals invited), you must ask each person whether they wish to use the Welsh language at the meeting.</p> <p><b>You must comply with standard 27 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ where those invited persons and the meeting are located outside Wales.</li> </ul> |
| 27A | Cyflenwi Gwasanaethau | <p>Os byddwch wedi gwahodd mwy nag un person i gyfarfod (nad yw'n ymwneud â llesiant un neu ragor o'r unigolion a wahoddir), a bod o leiaf 10% (ond llai na 100%) o'r gwahoddedigion wedi eich hysbysu eu bod yn dymuno defnyddio'r Gymraeg yn y cyfarfod, rhaid ichi drefnu</p>   | Service Delivery | <p>If you have invited more than one person to a meeting (which does not relate to the wellbeing of one or more of the individuals invited), 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</p>  |

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|     |                       | <p>bod gwasanaeth cyfieithu ar y pryd o'r Gymraeg i'r Saesneg ar gael yn y cyfarfod.</p> <p><b>Rhaid cydymffurfio â safon 27A ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ pan fo'r personau gwahoddedig a'r cyfarfod wedi eu lleoli tu allan i Gymru.</li> </ul>   |                  | <p>simultaneous translation service from Welsh to English to be available at the meeting.</p> <p><b>You must comply with standard 27A in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ where those invited persons and the meeting are located outside Wales.</li> </ul>  |
| 27D | Cyflenwi Gwasanaethau | <p>Os byddwch wedi gwahodd mwy nag un person i gyfarfod (nad yw'n ymwneud â llesiant un neu ragor o'r unigolion a wahoddir), a bod pawb a gafodd wahoddiad wedi eich hysbysu eu bod yn dymuno defnyddio'r Gymraeg yn y cyfarfod, rhaid ichi drefnu bod gwasanaeth cyfieithu ar y pryd o'r Gymraeg i'r Saesneg ar gael yn y cyfarfod (os nad ydych yn cynnal y cyfarfod yn Gymraeg heb gymorth gwasanaeth cyfieithu).</p> <p><b>Rhaid cydymffurfio â safon 27D ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ pan fo'r personau gwahoddedig a'r cyfarfod wedi eu lleoli tu allan i Gymru.</li> </ul> | Service Delivery | <p>If you have invited more than one person to a meeting (which does not relate to the wellbeing of one or more of the individuals invited), 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).</p> <p><b>You must comply with standard 27D in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ where those invited persons and the meeting are located outside Wales.</li> </ul> |
| 29  | Cyflenwi Gwasanaethau | <p>Os byddwch yn gwahodd mwy nag un person i gyfarfod, a bod y cyfarfod hwnnw yn ymwneud â llesiant un neu ragor o'r unigolion a wahoddwyd, rhaid ichi -</p>  | Service Delivery | <p>If you invite more than one person to a meeting, and that meeting relates to the wellbeing of one or more of the individuals invited, you must -</p> <p>(a) ask that individual or each of those individuals</p>  |

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|     |                       | <p>(a) gofyn i'r unigolyn hwnnw neu i bob un o'r unigolion hynny a yw'n dymuno defnyddio'r Gymraeg yn y cyfarfod, a</p> <p>(b) hysbysu'r unigolyn (neu'r unigolion hynny) y byddwch, os oes angen, yn darparu gwasanaeth cyfieithu o'r Gymraeg i'r Saesneg ac o'r Saesneg i'r Gymraeg at y diben hwnnw.</p> <p><b>Rhaid cydymffurfio â safon 29 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ <b>pan fo'r personau gwahoddedig a'r cyfarfod wedi eu leoli tu allan i Gymru.</b></li> </ul> |                  | <p>whether he or she wishes to use the Welsh language at the meeting, and</p> <p>(b) inform that individual (or those individuals) that, if necessary, you will provide a translation service from Welsh to English and from English to Welsh for that purpose.</p> <p><b>You must comply with standard 29 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ <b>where those invited persons and the meeting are located outside Wales.</b></li> </ul>                                       |
| 29A | Cyflenwi Gwasanaethau | <p>Rhaid ichi ddarparu gwasanaeth cyfieithu ar y pryd o'r Gymraeg i'r Saesneg ac o'r Saesneg i'r Gymraeg mewn cyfarfod -</p> <p>(a) os ydych wedi gwahodd mwy nag un person i'r cyfarfod,</p> <p>(b) os yw'r cyfarfod yn ymwneud â llesiant un neu ragor o'r unigolion a wahoddwyd, ac</p> <p>(c) os oes o leiaf un o'r unigolion hynny wedi eich hysbysu ei fod yn dymuno defnyddio'r Gymraeg yn y cyfarfod; os nad ydych yn cynnal y cyfarfod yn Gymraeg heb gymorth gwasanaeth cyfieithu.</p>                            | Service Delivery | <p>You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting -</p> <p>(a) if you have invited more than one person to the meeting,</p> <p>(b) if the meeting relates to the wellbeing of one or more of the individuals invited, and</p> <p>(c) if at least one of those individuals has informed you that he or she wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.</p> |



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|    |                       | <p><b>Rhaid cydymffurfio â safon 29A ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ pan fo'r personau gwahoddedig a'r cyfarfod wedi eu lleoli tu allan i Gymru.</li> </ul>   |                  | <p><b>You must comply with standard 29A in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ where those invited persons and the meeting are located outside Wales.</li> </ul>   |
| 30 | Cyflenwi Gwasanaethau | <p>Os byddwch yn trefnu cyfarfod sy'n agored i'r cyhoedd rhaid ichi ddatgan ar unrhyw ddeunydd sy'n ei hysbysebu, ac ar unrhyw wahoddiad iddo, fod croeso i unrhyw un sy'n bresennol ddefnyddio'r Gymraeg yn y cyfarfod.</p> <p><b>Rhaid cydymffurfio â safon 30 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ pan fo'r cyfarfod a'r gynulleidfa a ragwelir wedi eu lleoli tu allan i Gymru.</li> </ul> | Service Delivery | <p>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.</p> <p><b>You must comply with standard 30 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ where the meeting and the anticipated audience are located outside Wales.</li> </ul> |
| 31 | Cyflenwi Gwasanaethau | <p>Pan fyddwch yn anfon gwahoddiadau i gyfarfod yr ydych yn ei drefnu sy'n agored i'r cyhoedd rhaid ichi eu hanfon yn Gymraeg.</p> <p><b>Rhaid cydymffurfio â safon 31 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ pan fo'r cyfarfod a'r sawl a wahoddir wedi eu lleoli tu allan i Gymru.</li> </ul>  | Service Delivery | <p>When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.</p> <p><b>You must comply with standard 31 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ where the meeting and those invited are located outside Wales.</li> </ul>  |

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| 32 | Cyflenwi Gwasanaethau | <p>Os byddwch yn gwahodd personau i siarad mewn cyfarfod yr ydych yn ei drefnu sy'n agored i'r cyhoedd rhaid ichi -</p> <p>(a) gofyn i bob person a wahoddir i siarad a yw'n dymuno defnyddio'r Gymraeg, a</p> <p>(b) os yw'r person hwnnw (neu o leiaf un o'r personau hynny) yn eich hysbysu ei fod yn dymuno defnyddio'r Gymraeg, darparu gwasanaeth cyfieithu ar y pryd o'r Gymraeg i'r Saesneg at y diben hwnnw (os nad ydych yn cynnal y cyfarfod yn Gymraeg heb wasanaeth cyfieithu).</p> <p><b>Rhaid cydymffurfio â safon 32 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ <b>pan fo'r personau gwahoddedig a'r cyfarfod wedi eu lleoli tu allan i Gymru.</b></li> </ul> | Service Delivery | <p>If you invite persons to speak at a meeting that you arrange which is open to the public you must -</p> <p>(a) ask each person invited to speak whether he or she wishes to use the Welsh language, and</p> <p>(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 that purpose (unless you conduct the meeting in Welsh without a translation service).</p> <p><b>You must comply with standard 32 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ <b>where those invited persons and the meeting are located outside Wales.</b></li> </ul> |
| 33 | Cyflenwi Gwasanaethau | <p>Os byddwch yn trefnu cyfarfod sy'n agored i'r cyhoedd, rhaid ichi sicrhau bod gwasanaeth cyfieithu ar y pryd o'r Gymraeg i'r Saesneg ar gael yn y cyfarfod, a rhaid ichi hysbysu'r rheini sy'n bresennol ar lafar yn Gymraeg -</p> <p>(a) bod croeso iddynt ddefnyddio'r Gymraeg, a</p> <p>(b) bod gwasanaeth cyfieithu ar y pryd ar gael.</p>   | Service Delivery | <p>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 -</p> <p>(a) that they are welcome to use the Welsh language, and</p> <p>(b) that a simultaneous translation service is available.</p>   |

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|    |                       | <p><b>Rhaid cydymffurfio â safon 33 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ <b>pan fo'r cyfarfod a'r gynulleidfa a ragwelir wedi eu lleoli tu allan i Gymru.</b></li> </ul>  |                  | <p><b>You must comply with standard 33 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ <b>where the meeting and the anticipated audience are located outside Wales.</b></li> </ul>  |
| 34 | Cyflenwi Gwasanaethau | <p>Os byddwch yn arddangos unrhyw ddeunydd ysgrifenedig mewn cyfarfod yr ydych yn ei drefnu sy'n agored i'r cyhoedd, rhaid ichi sicrhau bod y deunydd hwnnw'n cael ei arddangos yn Gymraeg, a rhaid ichi beidio â thrin unrhyw destun Cymraeg yn llai ffafriol na'r testun Saesneg.</p> <p><b>Rhaid cydymffurfio â safon 34 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ <b>pan fo'r cyfarfod a drefnir sy'n agored i'r cyhoedd wedi ei lleoli tu allan i Gymru.</b></li> </ul> | Service Delivery | <p>If you display any written material at a meeting that you arrange which is open to the public, you must ensure that that material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.</p> <p><b>You must comply with standard 34 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ <b>where the meeting arranged that is open to the public is located outside Wales.</b></li> </ul> |
| 35 | Cyflenwi Gwasanaethau | <p>Os byddwch yn trefnu digwyddiad cyhoeddus, neu'n ariannu o leiaf 50% o ddigwyddiad cyhoeddus, rhaid ichi sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg wrth hybu'r digwyddiad (er enghraifft, o ran y ffordd y mae'r digwyddiad yn cael ei hysbysebu neu y rhoddir cyhoeddusrwydd i'r digwyddiad).</p>   | Service Delivery | <p>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).</p> <p><b>You must comply with standard 35 in every circumstance, except:</b></p>  |

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|    |                       | <p><b>Rhaid cydymffurfio â safon 35 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ <b>pan fo'r digwyddiad cyhoeddus a'r gynulleidfa a ragwelir wedi eu lleoli tu allan i Gymru.</b></li> </ul>  |                  | <ul style="list-style-type: none"> <li>○ <b>where the public event and the anticipated audience are located outside Wales.</b></li> </ul>  |
| 36 | Cyflenwi Gwasanaethau | <p>Os byddwch yn trefnu digwyddiad cyhoeddus, neu'n ariannu o leiaf 50% o ddigwyddiad cyhoeddus, rhaid ichi sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg yn y digwyddiad (er enghraifft, mewn perthynas â gwasanaethau a gynigir i bersonau sy'n bresennol yn y digwyddiad, mewn perthynas ag arwyddion a arddangosir yn y digwyddiad, ac mewn perthynas â chyhoeddiadau sain a wneir ynddo).</p> <p><b>Rhaid cydymffurfio â safon 36 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ <b>pan fo'r digwyddiad cyhoeddus a'r gynulleidfa a ragwelir wedi eu lleoli tu allan i Gymru.</b></li> </ul> | Service Delivery | <p>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).</p> <p><b>You must comply with standard 36 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ <b>where the public event and the anticipated audience are located outside Wales.</b></li> </ul> |
| 37 | Cyflenwi Gwasanaethau | <p>Rhaid i unrhyw ddeunydd cyhoeddusrwydd neu ddeunydd hysbysebu yr ydych yn ei lunio gael ei lunio yn Gymraeg, ac os byddwch yn llunio'r deunydd hysbysebu yn Gymraeg ac yn Saesneg, rhaid ichi beidio â thrin y</p>   | Service Delivery | <p>Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the advertising material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.</p>   |

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|    |                       | <p>fersiwn Gymraeg yn llai ffafriol na'r fersiwn Saesneg.</p> <p><b>Rhaid cydymffurfio â safon 37 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ pan fo'r deunydd cyhoedduswydd neu ddeunydd hysbysebu wedi eu llunio ar gyfer cynulleidfaoedd tu allan i Gymru yn unig.</li> </ul>   |                  | <p><b>You must comply with standard 37 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ where the publicity or advertising material are produced for audiences located outside Wales only.</li> </ul>  |
| 38 | Cyflenwi Gwasanaethau | <p>Rhaid i unrhyw ddeunydd yr ydych yn ei arddangos yn gyhoeddus gael ei arddangos yn Gymraeg, a rhaid ichi beidio â thrin unrhyw fersiwn Gymraeg o'r deunydd yn llai ffafriol na'r fersiwn Saesneg.</p>  | Service Delivery | <p>Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.</p>   |
| 40 | Cyflenwi Gwasanaethau | <p>Rhaid i unrhyw ddogfennau at ddefnydd y cyhoedd yr ydych yn eu llunio gael eu llunio yn Gymraeg.</p> <p><b>Rhaid cydymffurfio â safon 40 mewn perthynas â'r canlynol:</b></p> <ul style="list-style-type: none"> <li>○ Agendâu, cofnodion, cyflwyniadau a phapurau eraill ar gyfer cyfarfodydd, digwyddiadau a chynadleddau sy'n agored i'r cyhoedd</li> </ul> | Service Delivery | <p>Any documents that you produce for public use must be produced in Welsh.</p> <p><b>You must comply with standard 40 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ Agendas, minutes and other papers for meetings, events and conferences that are open to the public</li> <li>○ Agendas, minutes and other papers that are available to the public, which relate to management board or cabinet meetings</li> <li>○ Cabinet written statements</li> </ul> |

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|  |  | <ul style="list-style-type: none"> <li>○ Agendâu, cofnodion a phapurau eraill sydd ar gael i'r cyhoedd, sy'n ymwneud â phwyllgorau neu gyfarfod Cabinet</li> <li>○ Datganiadau ysgrifenedig Cabinet</li> <li>○ Polisiau, strategaethau, adroddiadau blynyddol a chynlluniau corfforaethol</li> <li>○ Datganiadau o fwriad polisi (SoPI)</li> <li>○ Llyfrynnau, Taflenni, pamffledi a chardiau</li> <li>○ Papurau Pwyllgor</li> <li>○ Papurau ymgynghori a chrynodeb o ymatebion</li> <li>○ Dogfennau Adrodd ar Benderfyniadau</li> <li>○ Pecynnau addysgol i ysgolion</li> <li>○ Gwybodaeth esboniadol i'r cyhoedd</li> <li>○ Papurau ymchwil a lunnir gan Weinidogion Cymru</li> <li>○ Aseidiadau Effaith y Gymraeg</li> </ul> |  | <ul style="list-style-type: none"> <li>○ Policies, strategies, annual reports and corporate plans</li> <li>○ Statements of Policy Intentions (SoPI)</li> <li>○ Brochures, leaflets, pamphlets or cards</li> <li>○ Committee papers</li> <li>○ Consultation papers and summary of responses</li> <li>○ Decision papers</li> <li>○ Educational packages for schools</li> <li>○ Explanatory information for the public</li> <li>○ Research papers produced by Welsh Ministers</li> <li>○ Welsh language Impact Assessments</li> <li>○ Licences and certificates</li> <li>○ Rules that apply to the public</li> <li>○ Statements to the press</li> <li>○ Maps</li> <li>○ Ministerial Evidence presented to Assembly Committees that aren't laid in accordance with the Standing Orders of the Assembly</li> <li>○ Ministerial Speeches published by Welsh Ministers</li> </ul> |
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|  |  | <ul style="list-style-type: none"> <li>○ Trwyddedau a Thystysgrifau</li> <li>○ Rheolau sy'n gymwys i'r cyhoedd</li> <li>○ Datganiadau'r Wasg</li> <li>○ Mapiau</li> <li>○ Tystiolaeth Gweinidogol i Bwyllgorau'r Cynulliad na osodir yn unol â Rheolau Sefydlog Cynulliad Cenedlaethol Cymru</li> <li>○ Areithiau Gweinidogol a gyhoeddir gan Weinidogion Cymru</li> <li>○ Newyddlenni</li> <li>○ Llwon a chadarnhadau</li> <li>○ Holiaduron ac arolygon i'r cyhoedd</li> <li>○ Codau Ymarfer, Canllawiau, Cyfarwyddiadau a Gorchmynion a Chynlluniau a dogfennau eraill a lunnir gan Weinidogion Cymru nad ydynt yn is-ddeddfwriaeth ond a lunnir o dan Ddeddfiad</li> <li>○ Ymatebion Llywodraeth Cymru i Adroddiadau Pwyllgorau Cynulliad Cenedlaethol Cymru</li> </ul> |  | <ul style="list-style-type: none"> <li>○ News-sheets</li> <li>○ Oaths and Pledges</li> <li>○ Questionnaires and Surveys to the public</li> <li>○ Codes of Practice, Guidelines, Guidance, Orders, Plans and other documents produced by Welsh Ministers that are not subordinate legislation, but are produced under an Enactment.</li> </ul> |
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|    |                       | <b>○ Ymatebion Llywodraeth Cymru i ymgynghoriadau ac adroddiadau a gyhoeddwyd yn Gymraeg.</b>  |                  |   |
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| 47 | Cyflenwi Gwasanaethau | Os byddwch yn llunio dogfen at ddefnydd y cyhoedd, a phan nad oes safon arall wedi ei gwneud yn ofynnol ichi ei llunio yn Gymraeg, rhaid ichi ei llunio yn Gymraeg - (a) os yw pwnc y ddogfen yn awgrymu y dylid ei llunio yn Gymraeg, neu (b) os yw'r gynulleidfa a ragwelir, a'u disgwyliadau, yn awgrymu y dylid llunio'r ddogfen yn Gymraeg. | Service Delivery | If you produce a document for public use, and no other standard has required you to produce the document in Welsh, you must produce it in Welsh - (a) if the subject matter of the document suggests that it should be produced in Welsh, or (b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh. |
| 48 | Cyflenwi Gwasanaethau | Os byddwch yn llunio dogfen yn Gymraeg ac yn Saesneg (pa un ai ydynt yn fersiynau ar wahân ai peidio), rhaid ichi beidio â thrin unrhyw fersiwn Gymraeg yn llai ffafriol na'r fersiwn Saesneg.   | 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.  |
| 49 | Cyflenwi Gwasanaethau | Os byddwch yn llunio fersiwn Gymraeg a fersiwn Saesneg o ddogfen ar wahân, rhaid ichi sicrhau bod y fersiwn Saesneg yn datgan yn glir bod y ddogfen hefyd ar gael yn Gymraeg.  | 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.   |
| 50 | Cyflenwi Gwasanaethau | Rhaid i unrhyw ffurflen yr ydych yn ei llunio at ddefnydd y cyhoedd gael ei llunio yn Gymraeg.   | Service Delivery | Any form that you produce for public use must be produced in Welsh.   |



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|     |                       | <p><b>Rhaid cydymffurfio â safon 50 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ pan fo'r ffurflenni wedi eu llunio at ddefnydd y cyhoedd tu allan i Gymru yn unig.</li> </ul>  |                  | <p><b>You must comply with standard 50 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ where the forms have been produced for public use outside Wales only.</li> </ul>  |
| 50A | Cyflenwi Gwasanaethau | <p>Os byddwch yn llunio fersiwn Gymraeg a fersiwn Saesneg o ffurflen ar wahân, rhaid ichi sicrhau bod y fersiwn Saesneg yn datgan yn glir bod y ffurflen hefyd ar gael yn Gymraeg.</p> <p><b>Rhaid cydymffurfio â safon 50A ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ pan fo'r ffurflenni wedi eu llunio at ddefnydd y cyhoedd tu allan i Gymru yn unig.</li> </ul>  | Service Delivery | <p>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.</p> <p><b>You must comply with standard 50A in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ where the forms have been produced for public use outside Wales only.</li> </ul>  |
| 50B | Cyflenwi Gwasanaethau | <p>Os byddwch yn llunio ffurflen yn Gymraeg ac yn Saesneg (pa un ai ydynt yn fersiynau ar wahân ai peidio), rhaid ichi sicrhau nad yw'r fersiwn Gymraeg yn cael ei thrin yn llai ffafriol na'r fersiwn Saesneg, a rhaid ichi beidio â gwahaniaethu rhyngddynt o ran unrhyw ofynion sy'n berthnasol i'r ffurflen (er enghraifft mewn perthynas ag unrhyw ddyddiad cau ar gyfer cyflwyno'r ffurflen neu mewn perthynas â'r amser a ganiateir ar gyfer ymateb i gynnwys y ffurflen).</p> | Service Delivery | <p>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).</p> |

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|    |                       | <p><b>Rhaid cydymffurfio â safon 50B ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ pan fo'r ffurflenni wedi eu llunio at ddefnydd y cyhoedd tu allan i Gymru yn unig.</li> </ul>   |                  | <p><b>You must comply with standard 50B in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ where the forms have been produced for public use outside Wales only.</li> </ul>  |
| 51 | Cyflenwi Gwasanaethau | <p>Os byddwch yn mewnosod gwybodaeth ar fersiwn Gymraeg o ffurflen (er enghraifft, cyn ei hanfon at aelod o'r cyhoedd er mwyn iddo wirio'r cynnwys neu er mwyn iddo lenwi gweddill y ffurflen), rhaid ichi sicrhau bod yr wybodaeth yr ydych yn ei mewnosod yn cael ei mewnosod yn Gymraeg.</p>   | Service Delivery | <p>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.</p>   |
| 52 | Cyflenwi Gwasanaethau | <p>Rhaid ichi sicrhau -</p> <p>(a) bod testun pob tudalen ar eich gwefan ar gael yn Gymraeg,</p> <p>(b) bod pob tudalen Gymraeg ar eich gwefan yn gweithredu'n llawn, ac</p> <p>(c) nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg ar eich gwefan.</p> <p><b>Rhaid cydymffurfio â safon 52 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ gwefannau sydd wedi eu cyhoeddi ar gyfer cynulleidfaoedd a ragwelir sydd wedi eu lleoli tu allan i Gymru.</li> </ul> | Service Delivery | <p>You must ensure that -</p> <p>(a) the text of each page of your website is available in Welsh,</p> <p>(b) every Welsh language page on your website is fully functional, and</p> <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 52 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ websites that have been published for anticipated audiences that are located outside Wales.</li> </ul> |

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| 55 | Cyflenwi Gwasanaethau | <p>Os oes gennych dudalen Gymraeg ar eich gwefan sy'n cyfateb i dudalen Saesneg, rhaid ichi nodi'n glir ar y dudalen Saesneg bod y dudalen hefyd ar gael yn Gymraeg, a darparu dolen uniongyrchol at y dudalen Gymraeg ar y dudalen Saesneg gyfatebol.</p> <p><b>Rhaid cydymffurfio â safon 55 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ gwefannau sydd wedi eu cyhoeddi ar gyfer cynulleidfaoedd a ragwelir sydd wedi eu lleoli tu allan i Gymru.</li> </ul> | 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 55 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ websites that have been published for anticipated audiences that are located outside Wales.</li> </ul> |
| 56 | Cyflenwi Gwasanaethau | <p>Rhaid ichi ddarparu'r rhyngwyneb a'r dewislenni ar bob tudalen ar eich gwefan yn Gymraeg.</p> <p><b>Rhaid cydymffurfio â safon 56 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ gwefannau sydd wedi eu cyhoeddi ar gyfer cynulleidfaoedd a ragwelir sydd wedi eu lleoli tu allan i Gymru.</li> </ul>   | 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 56 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ websites that have been published for anticipated audiences that are located outside Wales.</li> </ul>  |
| 57 | Cyflenwi Gwasanaethau | <p>Rhaid i bob ap yr ydych yn ei gyhoeddi weithredu'n llawn yn Gymraeg, a rhaid ichi beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg o ran yr ap hwnnw.</p>   | Service Delivery | <p>All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.</p>  |

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| 58 | Cyflenwi Gwasanaethau | <p>Pan fyddwch yn defnyddio'r cyfryngau cymdeithasol, rhaid ichi beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.</p> <p><b>Rhaid cydymffurfio â safon 58 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ <b>Cyfryngau cymdeithasol a ddefnyddir ar gyfer cynulleidfaoedd a ragwelir sydd wedi eu lleoli tu allan i Gymru.</b></li> </ul>      | 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 58 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ <b>Social media that is used for anticipated audiences that are located outside Wales.</b></li> </ul> |
| 59 | Cyflenwi Gwasanaethau | <p>Os bydd person yn cysylltu â chi drwy'r cyfryngau cymdeithasol yn Gymraeg, rhaid ichi ateb yn Gymraeg (os oes angen ateb).</p> <p><b>Rhaid cydymffurfio â safon 59 ymhob amgylchiad, ac eithrio:</b></p> <ul style="list-style-type: none"> <li>○ <b>Cyfryngau cymdeithasol a ddefnyddir ar gyfer cynulleidfaoedd a ragwelir sydd wedi eu lleoli tu allan i Gymru.</b></li> </ul> | Service Delivery | <p>If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).</p> <p><b>You must comply with standard 59 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ <b>Social media that is used for anticipated audiences that are located outside Wales.</b></li> </ul>      |
| 60 | Cyflenwi Gwasanaethau | <p>Rhaid ichi sicrhau bod unrhyw beiriannau hunanwasanaeth sydd gennych yn gweithio'n llawn yn Gymraeg, a rhaid peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg mewn perthynas â'r peiriant hwnnw.</p>  | Service Delivery | <p>You must ensure that any self-service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.</p>   |
| 61 | Cyflenwi Gwasanaethau | <p>Pan fyddwch yn gosod arwydd newydd neu'n adnewyddu arwydd (gan gynnwys</p>  | Service Delivery | <p>When you erect a new sign or renew a sign (including temporary signs), any text displayed on</p>   |

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|    |                       | arwyddion dros dro) rhaid i unrhyw destun sy'n cael ei arddangos ar yr arwydd gael ei arddangos yn Gymraeg (pa un ai ar yr un arwydd sy'n arddangos y testun cyfatebol yn Saesneg neu ar arwydd ar wahân); ac os yw'r un testun yn cael ei arddangos yn Gymraeg ac yn Saesneg, rhaid ichi beidio â thrin y testun Cymraeg yn llai ffafriol na'r testun Saesneg. |                  | 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. |
| 62 | Cyflenwi Gwasanaethau | Pan fyddwch yn gosod arwydd newydd neu'n adnewyddu arwydd (gan gynnwys arwyddion dros dro), a bod yr arwydd hwnnw'n cyfleu yr un wybodaeth yn y Gymraeg a'r Saesneg, rhaid i'r testun Cymraeg gael ei roi mewn safle fel mai hwnnw sy'n debygol o gael ei ddarllen yn gyntaf.   | Service Delivery | When you erect a new sign or renew a sign (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.  |
| 63 | Cyflenwi Gwasanaethau | Rhaid ichi sicrhau bod y testun Cymraeg ar arwyddion yn gywir o ran ystyr a mynegiant.  | Service Delivery | You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.  |
| 64 | Cyflenwi Gwasanaethau | Rhaid i unrhyw wasanaeth derbynfa yr ydych yn ei roi ar gael yn Saesneg hefyd fod ar gael yn Gymraeg, a rhaid i unrhyw berson sydd am gael gwasanaeth derbynfa Cymraeg beidio â chael ei drin yn llai ffafriol na pherson sydd am gael gwasanaeth derbynfa Saesneg.   | Service Delivery | 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.                                      |

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| 67 | Cyflenwi Gwasanaethau | Rhaid ichi arddangos arwydd yn eich derbynfa sy'n datgan (yn Gymraeg) fod croeso i bersonau ddefnyddio'r Gymraeg yn y dderbynfa.  | Service Delivery | You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.   |
| 68 | Cyflenwi Gwasanaethau | Rhaid ichi sicrhau bod staff yn y dderbynfa sy'n gallu darparu gwasanaeth derbynfa Cymraeg yn gwisgo bathodyn sy'n cyfleu hynny.  | Service Delivery | You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.  |
| 69 | Cyflenwi Gwasanaethau | Rhaid i unrhyw hysbysiad swyddogol yr ydych yn ei gyhoeddi neu ei arddangos gael ei gyhoeddi neu ei arddangos yn Gymraeg, a rhaid ichi beidio â thrin unrhyw fersiwn Gymraeg o'r hysbysiad yn llai ffafriol na fersiwn Saesneg ohono. | Service Delivery | Any official 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.                 |
| 70 | Cyflenwi Gwasanaethau | Pan fyddwch yn cyhoeddi neu'n arddangos hysbysiad swyddogol sy'n cynnwys y testun Cymraeg yn ogystal â'r testun Saesneg, rhaid i'r testun Cymraeg gael ei roi mewn safle fel mai hwnnw sy'n debygol o gael ei ddarllen yn gyntaf.     | Service Delivery | When you publish or display an official 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.                     |
| 71 | Cyflenwi Gwasanaethau | Rhaid i unrhyw ddogfennau yr ydych yn eu cyhoeddi sy'n ymwneud â cheisiadau am grant gael eu cyhoeddi yn Gymraeg, a rhaid ichi beidio â thrin fersiwn Gymraeg o'r dogfennau hynny yn llai ffafriol na fersiwn Saesneg ohonynt.        | 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. |

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| 72  | Cyflenwi Gwasanaethau | Pan fyddwch yn gwahodd ceisiadau am grant, rhaid ichi ddatgan yn y gwahoddiad y caniateir i geisiadau gael eu cyflwyno yn Gymraeg ac na fydd unrhyw gais a gyflwynir yn Gymraeg yn cael ei drin yn llai ffafriol na chais a gyflwynir yn Saesneg.   | 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.  |
| 72A | Cyflenwi Gwasanaethau | Rhaid ichi beidio â thrin ceisiadau am grant a gyflwynir yn Gymraeg yn llai ffafriol na cheisiadau a gyflwynir yn Saesneg (gan gynnwys, ymysg pethau eraill, mewn perthynas â'r dyddiad cau ar gyfer cael ceisiadau, ac mewn perthynas ag amseriad rhoi gwybod i ymgeiswyr am benderfyniadau).  | 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).  |
| 74  | Cyflenwi Gwasanaethau | Os byddwch yn cael cais am grant yn Gymraeg, a bod angen cyf-weld ag ymgeisydd fel rhan o'ch asesiad o'r cais rhaid ichi -<br>(a) cynnig darparu gwasanaeth cyfieithu o'r Gymraeg i'r Saesneg er mwyn i'r ymgeisydd allu defnyddio'r Gymraeg yn y cyfweiliad, a<br>(b) os yw'r ymgeisydd yn dymuno defnyddio'r Gymraeg yn y cyfweiliad, darparu gwasanaeth cyfieithu ar y pryd at y diben hwnnw (os nad ydych yn cynnal y cyfweiliad yn Gymraeg heb wasanaeth cyfieithu). | Service Delivery | If you receive an application for a grant in Welsh and it is necessary to interview the applicant as part of your assessment of the application you must -<br>(a) offer to provide a translation service from Welsh to English to enable the applicant to use the Welsh language at the interview, and<br>(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). |

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| 75  | Cyflenwi Gwasanaethau | Pan fyddwch yn rhoi gwybod i ymgeisydd beth yw'ch penderfyniad mewn perthynas â chais am grant, rhaid ichi wneud hynny yn Gymraeg os cyflwynwyd y cais yn Gymraeg.   | Service Delivery | 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.   |
| 76  | Cyflenwi Gwasanaethau | Rhaid i unrhyw wahoddiadau i dendro am gontract yr ydych yn eu cyhoeddi gael eu cyhoeddi yn Gymraeg, a rhaid ichi beidio â thrin fersiwn Gymraeg o unrhyw wahoddiad yn llai ffafriol na fersiwn Saesneg ohono.<br><br><b>Rhaid cydymffurfio â safon 76 yn yr amgylchiadau isod:</b><br><b>(a) os yw pwnc y gwahoddiad i dendro am gontract yn awgrymu y dylid ei gyhoeddi yn Gymraeg, neu</b><br><b>(b) Os yw'r gynulleidfa a ragwelir, a'u disgwyliadau, yn awgrymu y dylid cyhoeddi'r gwahoddiad yn Gymraeg.</b> | Service Delivery | 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.<br><br><b>You must comply with standard 76 in the following circumstances:</b><br><b>(a) If the subject matter of the tender for a contract suggests that it should be produced in Welsh, or</b><br><b>(b) If the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.</b> |
| 77  | Cyflenwi Gwasanaethau | Pan fyddwch yn cyhoeddi gwahoddiadau i dendro am gontract, rhaid ichi ddatgan yn y gwahoddiad y caniateir i dendrau gael eu cyflwyno yn Gymraeg, ac na fydd tendr a gyflwynir yn Gymraeg yn cael ei drin yn llai ffafriol na thendr a gyflwynir yn Saesneg.  | Service Delivery | 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 tender submitted in English.   |
| 77A | Cyflenwi Gwasanaethau | Rhaid ichi beidio â thrin tendr a gyflwynir yn Gymraeg yn llai ffafriol na thendr a  | Service Delivery | You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in  |



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|    |                       | gyflwynir yn Saesneg (gan gynnwys, ymysg pethau eraill, mewn perthynas â'r dyddiad cau ar gyfer cael tendrau, ac mewn perthynas ag amseriad rhoi gwybod i dendrwr am benderfyniadau).   |                  | English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the timescale for informing tenderers of decisions).   |
| 79 | Cyflenwi Gwasanaethau | Os byddwch yn cael tendr yn Gymraeg, a bod angen cyf-weld â thendrwr fel rhan o'ch asesiad o'r tendr rhaid ichi -<br>(a) cynnig darparu gwasanaeth cyfieithu o'r Gymraeg i'r Saesneg fel bod modd i'r tendrwr ddefnyddio'r Gymraeg yn y cyfweiliad, a<br>(b) os yw'r tendrwr yn dymuno defnyddio'r Gymraeg yn y cyfweiliad, darparu gwasanaeth cyfieithu ar y pryd at y diben hwnnw (os nad ydych yn cynnal y cyfweiliad yn Gymraeg heb wasanaeth cyfieithu). | 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 -<br>(a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and<br>(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). |
| 80 | Cyflenwi Gwasanaethau | Pan fyddwch yn rhoi gwybod i dendrwr beth yw'ch penderfyniad mewn perthynas â thendr, rhaid ichi wneud hynny yn Gymraeg os cyflwynwyd y tendr yn Gymraeg.   | 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.  |
| 81 | Cyflenwi Gwasanaethau | Rhaid ichi hybu unrhyw wasanaeth Cymraeg a ddarperir gennych, a hysbysebu'r gwasanaeth hwnnw yn Gymraeg.  | Service Delivery | You must promote any Welsh language service that you provide and advertise that service in Welsh.   |

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| 82 | Cyflenwi Gwasanaethau | Os byddwch yn darparu gwasanaeth yn Gymraeg sy'n cyfateb i wasanaeth yr ydych yn ei ddarparu yn Saesneg, rhaid i unrhyw gyhoeddusrwydd neu ddogfen yr ydych yn ei llunio, neu wefan yr ydych yn ei chyhoeddi, sy'n cyfeirio at y gwasanaeth Saesneg nodi bod gwasanaeth cyfatebol ar gael yn Gymraeg. | 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. |
| 83 | Cyflenwi Gwasanaethau | Pan fyddwch yn llunio, yn diwygio neu'n cyflwyno eich hunaniaeth gorfforaethol, rhaid ichi beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.  | Service Delivery | When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.   |
| 84 | Cyflenwi Gwasanaethau | Os byddwch yn cynnig cwrs addysg sy'n agored i'r cyhoedd, rhaid ichi ei gynnig yn Gymraeg.  | Service Delivery | If you offer an education course that is open to the public, you must offer it in Welsh.   |
| 85 | Cyflenwi Gwasanaethau | Os byddwch yn cynnig cwrs addysg sy'n agored i'r cyhoedd, ac sydd wedi ei anelu'n benodol at bersonau sy'n 18 oed neu'n iau, rhaid ichi ei gynnig yn Gymraeg.   | Service Delivery | If you offer an education course that is open to the public, and which is aimed specifically at persons aged 18 or under, you must offer it in Welsh.  |
| 87 | Cyflenwi Gwasanaethau | Pan fyddwch yn cyhoeddi neges dros system annerch gyhoeddus, rhaid ichi wneud y cyhoeddiad hwnnw yn Gymraeg, ac os yw'r cyhoeddiad yn cael ei wneud yn Gymraeg ac yn Saesneg, rhaid i'r cyhoeddiad gael ei wneud yn Gymraeg yn gyntaf.  | 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.   |