

LANGUAGE POLICY





INTRODUCTION

The main objectives of LANDETA BURDIN LANAK BERRIA SL's language policy are as follows:

Define the use of languages, regulating the guidelines to be followed and recognize its official status in order to guarantee the progress made in the field of standardization of Basque, thus avoiding any setbacks.

Define how we should act at work in the area of languages and have help for our daily work.

Reinforce and complete LANDETA BURDIN LANAK BERRIA SL's language standardization project.

The policies contained in this document will strengthen current practices regarding linguistic criteria. They will also serve to address new situations that may arise in the future in this area.

AREAS TO REGULATE

The Standard Reference Framework (SRF) has been used to define and classify the different areas:

SERVICE LANGUAGE		WORKING LANGUAGE			
1	2	3	4	5	6
Corporate image	Customer relations (natural person) and individuals	Internal relations	Staff management	External relations	Language Management
1.1 Signage and audiovisual media 1.2 Marketing, advertising and public events 1.3 Digital environment	2.1 Written relationship with customers (natural person) and individuals 2.2 Verbal relations with customers (natural persons) and individuals	3.1 Linguistic landscape referring to work 3.2 Vertical and horizontal written communication 3.3 Vertical and horizontal verbal communication 3.4 Computer resources	4.1 Staff Management 4.2 Job training	5.1 Administration 5.2 Private entities: customers (legal entities). 5.3 Suppliers: financial institutions, product and service providers. 5.4 Other relationships: allies, group companies, collaborating entities, etc.	Language policy Human resources Material resources Frequency Contracting

1- CORPORATE IMAGE

1.1. Signage and audiovisual media

The **signage** of the LANDETA BURDIN LANAK BERRIA SL offices will be exclusively in **Basque**. The signage of the workshop will be in two languages (board). Working clothes and vehicle signage will also be in Basque. The automatic gateway message (entry) will be exclusively in Basque. As well as the certificates of recognition, they will be displayed exclusively in Basque.

1.2. Marketing, advertising and public events

LANDETA BURDIN LANAK BERRIA SL will use both official languages when making announcements and publications in the press, and as far as possible, they will be exclusively in Basque.

With regard to promotional materials, catalogues, etc., both official languages will be used, giving priority to the use of Basque.

As for the corporate image, the logo and the name of the company will be used in Basque.

Business cards, headings, envelopes, stamps, etc. will use both official languages, giving priority to the use of Basque.

Although we do not currently do so, if a public event is held, depending on the audience, Basque or two languages will be used.

1.3 Digital environment

The pages that make up the website, as well as its contents, will be available in 3 languages. The company's language policy will also be available to publicise our commitment to the use of the Basque language.

If in the future it is decided to use social networks, both official languages will be used, but priority will be given to Basque.

2- RELATIONS WITH CUSTOMERS (NATURAL PERSONS) AND INDIVIDUALS

Despite being a non-regular customer, at LANDETA BURDIN LANAK BERRIA SL we are committed to **guaranteeing linguistic rights**.

2.1 Written relationship with customers (natural persons) and individuals

Written material will be delivered to them in Basque unless they state otherwise (delivery note, invoice, other written documents, etc.) and orders in Basque will be dealt with in Basque.

2.2 Verbal relations with customers (natural persons) and individuals

LANDETA BURDIN LANAK BERRIA SL employees will initially address each other in Basque and will then continue in the language of the interlocutor (face-to-face or telephone service).

3- INTERNAL RELATIONS

3.1 Linguistic landscape referring to work

The labelling of folders, files etc. will be exclusively in Basque. Likewise, the network folders will also be labelled in Basque.

3.2 Vertical and horizontal written communication

The contents of the information and communication notice board at the workplace shall be bilingual. Those that are easy to understand, in Basque only. The entity's internal relations documents (e-mails, notifications, letters, work orders, work reports, plans, etc.) shall be created and used in Basque. Although the deeds were registered in Spanish, as they have been translated into Basque, the following will be used when submitting them with the projects.

3.3 Vertical and horizontal verbal communication

Office staff meetings shall be conducted orally and in writing in Basque (minutes and general documents used for work). When they are carried out with the workshop staff, depending on the participants, in Basque or bilingual.

3.4 Computer resources

When installing the computer applications to be used by LANDETA BURDIN LANAK BERRIA SL's staff, it will be LANDETA BURDIN LANAK BERRIA SL's function to analyse the existence of versions in Basque, and if so will opt for those of Basque.

4- STAFF MANAGEMENT

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4.2 Job training

As for courses, conferences, written material, digital files, training through the Internet and other acitons, communication supports and/or materials aimed at the training of LANDETA BURDIN LANAK BERRIA SL staff, the use of Basque will be prioritized.

LANDETA BURDIN LANAK BERRIA SL will be in charge of offering the necessary means so that the training is in Basque. In case there is the possibility of teaching the courses in Basque, they will be taught in this language.

5- EXTERNAL RELATIONS

5.1 Administration

In the Administration of the territories where Basque is official, the LANDETA BURDIN LANAK BERRIA SL employee, both in person and by telephone, will address the interlocutor in Basque. Likewise, LANDETA BURDIN LANAK BERRIA SL will inform the entities of the existence of a linguistic normalization plan to promote the use of Basque. That in the future, it has decided to give priority to Basque both in external and internal relations. Therefore, when institutions allow the use of Basque, written communications will be entirely in Basque.

5.2 Clients: legal entity

5.2.1 Verbal relationship: In the territories where Basque is official, LANDETA BURDIN LANAK BERRIA SL employees, both in person and by telephone, will initially address themselves in Basque and will later continue in the language of the interlocutor.

5.2.2. Written relationship: In the territories where Basque is official, LANDETA BURDIN LANAK BERRIA SL will inform customers (legal entity) of the existence of a linguistic normalization plan to promote the use of Basque. Whereas it has henceforth decided to give priority to Basque in both external and internal relations. Therefore, when institutions allow the use of Basque, written communications will be entirely in Basque.

5.3 Suppliers: Financial institutions, suppliers of products and services.

5.3.1. Verbal relation: In territories where Basque is official, LANDETA BURDIN LANAK BERRIA SL employees will address, both in person and by telephone, suppliers initially in Basque and subsequently continue in the language of the interlocutor.

5.3.2. Written relation: In territories where Basque is official, suppliers will be informed of the existence of a linguistic normalization plan to promote the use of Basque. LANDETA BURDIN LANAK BERRIA SL will request that the written documentation be sent in Basque.

5.4 Other relationships: allies, group companies, collaborating entities, etc.

Although it does not exist at present, LANDETA BURDIN LANAK BERRIA SL, to maintain consistency, will apply orally and in writing the criteria set out in the previous points.

6- LANGUAGE MANAGEMENT

Language management will be promoted and driven by the Board of Directors. It will be managed in the same way as the rest of the processes.

Language Policy

LANDETA BURDIN LANAK BERRIA SL includes in this document the linguistic criteria: its objective is to make it an effective instrument for promoting the use of Basque. The contents will be made known to all LANDETA BURDIN LANAK BERRIA SL staff and different stakeholders, developing the appropriate communication plan.

In order to guarantee the language policy, it will be systematically monitored, using the necessary personal and material resources:

Human resources

- **Monitoring Committee:**
 - Composition: a member with decision-making capacity (member of the company's management) and technician.
 - Tasks to be performed:
 - Identification of deviations.
 - Agreement on corrective measures to be taken.

- Implementation of corrective measures.
- Monitoring of language policy objectives.
- Communication of results.

Material resources

- Measurement of indicators.
- Elegune service.

Frequency

The Monitoring Committee will evaluate the deviations detected twice a year. The measurement of the indicators will be carried out annually, specifically at the end of the year.

The language policy of LANDETA BURDIN LANAK BERRIA SL is a set of criteria for the use of languages. It is, therefore, a manual of all and for all. It is the responsibility of all the people who make up LANDETA BURDIN LANAK BERRIA SL to assume this process and publicize those deviations detected. Only in this way will we be able to ensure that Basque achieves the necessary impetus for its normalization and obtains the official recognition that corresponds to it.

Contracting

Regarding the hiring of new workers, the level of knowledge of Basque will be assessed and depending on the work to be done, priority will be given to hiring workers who possess the following levels of knowledge:

Direct labor: priority will be given to workers who have the ability to communicate in Basque. (2 competences: auditive/oral).

Indirect labour: EGA or equivalent level.