



Gníomhaireacht Bainistíochta an Chisteáin Náisiúnta
National Treasury Management Agency

National Treasury Management Agency

Language Scheme 2021 - 2024

under Section 15 of the Official Languages Act 2003

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1. Introduction

This is the second Language Scheme (the “Scheme”) prepared by the National Treasury Management Agency (the “NTMA”) under Section 11 of the Official Languages Act 2003 (the “Act”). Section 11 of the Act provides for the preparation by public bodies of a language scheme which outlines the services that the public body proposes to provide:

- exclusively through the medium of Irish
- exclusively through the medium of English
- through the medium of Irish and English

and the measures to be adopted to ensure that any services not provided by the NTMA at present through the medium of Irish will be provided within an agreed timeframe.

1.1 Preparation of the Scheme

The NTMA was requested by the Minister for Tourism, Culture, Arts, Gaeltacht, Sport and Media to review and prepare a new draft scheme under Section 15 of the Act and to submit it to the Minister’s office.

This Scheme has been prepared in accordance with Guidelines issued by the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media.

1.2 Objectives of Scheme

The aim of the Scheme is to further develop the use of the Irish language throughout the NTMA and, where required, in its areas of communication with the public. The NTMA will enhance the awareness created as a result of the first draft Irish language scheme and continue to monitor the demand for Irish language services throughout the course of the Scheme.

1.3 Commencement of Scheme

This Scheme has been confirmed by the Minister for Tourism, Culture, Arts, Gaeltacht, Sport and Media. The Scheme will commence with effect from 01 June 2021 and shall remain in force for a period of 3 years from this date or until a new scheme has been confirmed by the Minister pursuant to Section 15 of the Act.

2. Overview of NTMA

2.1 Mission and Goals

The NTMA was established under legislation in 1990. In December 2014, its governance structure was simplified with the introduction of a new over-arching board known as the Agency. One of the purposes of the new, simplified governance structure is to facilitate a more integrated approach to the execution of the NTMA's statutory mandates. The unifying purpose across the NTMA's varied mandates is to manage public assets and liabilities commercially and prudently.

The NTMA has developed a Corporate Strategy 2019 – 2023 to support its business units in the fulfilment of their mandates. Our overarching goal is to deliver Long-Term Value to the State and its citizens through the deployment across all our mandates of our core competency of significant financial, investment and legal expertise in asset and liability management. A further feature of the NTMA has been its ability to rapidly establish or refocus business units in meeting the mandates assigned by Government. This requires the NTMA to continually maintain and develop its core competency ensuring continued Long-Term Value to the State.

2.2 What We Do

The NTMA is a State body which operates with a commercial remit to provide asset and liability management services to Government. Businesses managed by the NTMA include borrowing for the Exchequer and management of the National Debt, the Ireland Strategic Investment Fund (ISIF), the National Development Finance Agency (NDFA), NewERA and the State Claims Agency (SCA).

Funding and Debt Management

The NTMA is responsible for borrowing on behalf of the Government and managing the National Debt in order to ensure liquidity for the Exchequer and to optimise the interest burden over the medium term.

Ireland Strategic Investment Fund

The NTMA controls and manages the Ireland Strategic Investment Fund, which was established in December 2014 with a statutory mandate to invest on a commercial basis in a manner designed to support economic activity and employment in the State. The ISIF is the

successor to the National Pensions Reserve Fund.

National Development Finance Agency

Acting as the National Development Finance Agency, the NTMA is the statutory financial advisor to State authorities in respect of those public investment projects which are referred to it, with a capital value over €75 million. It also has responsibility for the procurement and delivery of Public Private Partnership (PPP) projects in sectors other than transport and local authorities and for the traditional procurement and construction of schools as instructed by the Department of Education and Skills.

NewERA

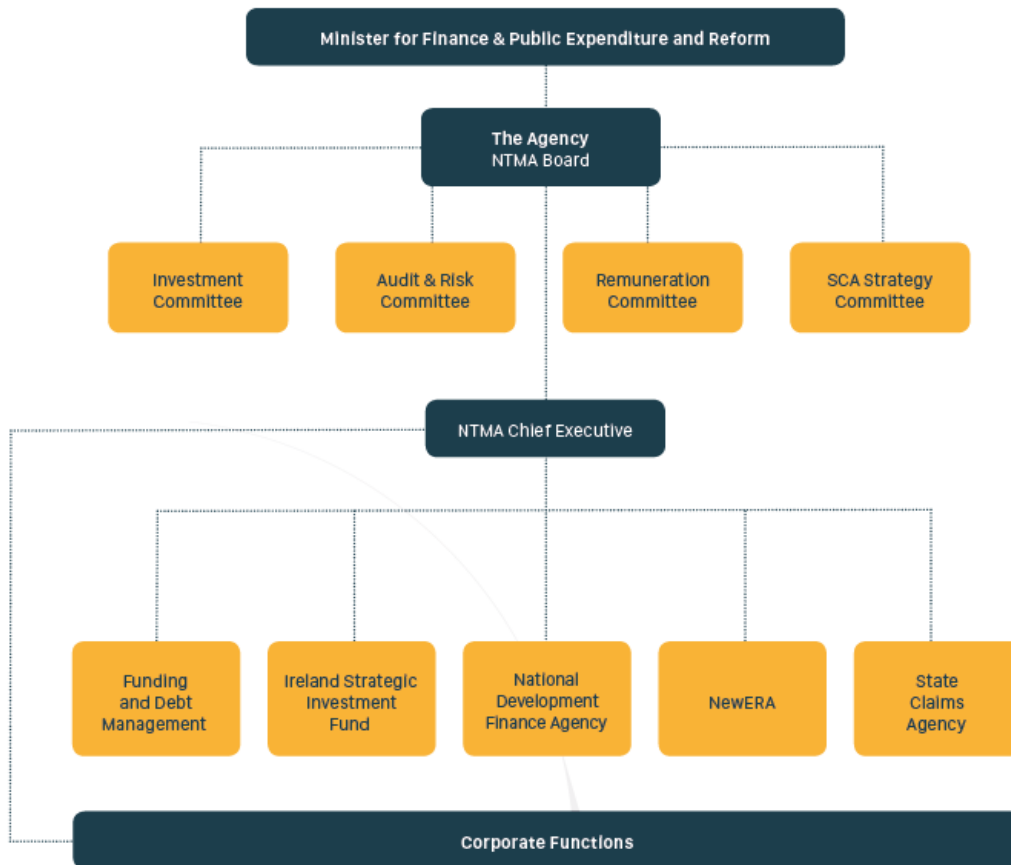
Acting as NewERA, the NTMA provides a dedicated centre of corporate finance expertise to Government, in particular in relation to commercial oversight of certain State bodies. It provides financial and commercial advisory services to Government Ministers including in relation to financial performance, corporate strategy, capital and investment plans, proposed acquisitions or disposals, restructuring and board appointments. In addition, NewERA may, in consultation with the relevant Minister, develop proposals for investment in the energy, water, telecommunications and forestry sectors to support economic activity and employment.

State Claims Agency

Acting as the State Claims Agency, the NTMA manages personal injury, property damage and clinical negligence claims brought against certain State authorities, including the State itself, Government Ministers, the Attorney General, the Health Service Executive, the voluntary healthcare sector, an Garda Síochána, the Irish Prison Service, the Defence Forces and community and comprehensive schools. It also has a risk management role, advising and assisting State authorities in minimising their claim exposures. In addition, it manages third-party costs arising from certain Tribunals of Inquiry and claims for legal costs by parties who have successfully sued the State in respect of personal injury and other non-personal injury related actions.

In addition to the above functions, the NTMA assigns staff to the National Asset Management Agency (NAMA), Home Building Finance Ireland (HBFI) and the Strategic Banking Corporation of Ireland (SBCI) and also provides them with business and support services and systems.

2.3 National Treasury Management Agency Organisation Structure:



2.4 Our Stakeholders

We engage with a broad range of stakeholders across all our business units and corporate functions including:

- The Minister for Finance, Minister for Public Expenditure and Reform, other Government Ministers and Departments, State Bodies, Commercial State Bodies and EU counterparties;
- Domestic, international and EU lending institutions, central banks and commercial banks;
- Domestic and international investor communities e.g. institutional investors, sovereign wealth funds, pension funds; and
- Domestic and international business communities and sectors e.g. entrepreneurs, start-ups, SMEs and business firms.
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3. Preparation of Scheme

3.1 Working Group

This Scheme is an updated version of the first Irish language scheme and has been prepared by the Corporate Information Services Unit (“CIS Unit”) with assistance sought from Business Units as required. Responsibility for monitoring and reviewing the Scheme remains with the CIS Unit.

3.2 Staff Survey

A questionnaire was issued to all employees of the NTMA to ascertain their interest in the Irish language. In particular, employees were asked to rate their spoken and written Irish. The results of the questionnaire are being used to gauge interest in those who would like to develop their Irish language skills further.

3.3 Consultation

The NTMA published a notice of intention on the website www.tuairisc.ie inviting representations in relation to the preparation of the Scheme from members of the public and also posted a notice on the NTMA Intranet. A dedicated email address was set up to receive submissions or to receive any queries in relation to the draft Scheme. No submissions were received upon conclusion of this process.

4. Services to be provided in Irish, English or Irish and English

The NTMA does not provide services directly to the public. However, there are three functions performed by the NTMA in which the public may have an interest, as follows:

- **Dormant Accounts:** the NTMA is the manager of the Dormant Accounts Fund, into which certain balances on dormant accounts are paid, together with the encashment value of certain life assurance policies.
- **Eligible Liabilities Guarantee (ELG) Scheme:** the Credit Institutions (Eligible Liabilities Guarantee) Scheme 2009 (the “ELG Scheme”), which provided for the guarantee of certain bank liabilities, came into effect on the 9 December 2009 and was discontinued on 20 March 2013. The NTMA acts as operator of the ELG Scheme.

- **State Savings:** is the brand name used by the National Treasury Management Agency to describe the range of Government savings products offered by the NTMA through its agents, An Post and the Prize Bond Company, to personal savers.

The NTMA communicates with the general public through:

- Publications (Annual Reports)
- Press Releases
- Websites
- Social Media
- Press Briefings
- Media Interviews

4.1 Existing Services provided in Irish

The working language of the NTMA is English. However, the NTMA provides information in Irish in compliance with its obligations under the Official Languages Act 2003. In addition, certain information relating to State Savings products is available in Irish. Further information in this regard is set out below:

In compliance with obligations in section 9 of the Act:

- official stationery is in both Irish and English language
- correspondence received in Irish is responded to in Irish
- signage in public areas is in Irish and English

In compliance with obligations in section 10 of the Act:

- the Corporate Strategy is published in Irish and English
- NTMA Annual Report is published in Irish and English
- The Carbon Fund Annual Report is published in Irish and English
- The National Pension Reserve Fund Annual Report is published in Irish and English

In respect of State Savings a significant proportion of the documentation relating to the products, including terms and conditions and product brochures, is available in Irish via the State Savings website. As already mentioned, An Post acts as an agent for the NTMA in respect of State Savings and it is in the process of agreeing a second Irish language scheme. An Post made the following commitment in terms of enhancing the services it provides to State Savings customers over the life of its first Irish language scheme, which runs from 2015 to 2018:

'All standard forms, which are available in English will be made available in digital form on the Internet in Irish during the lifetime of the Scheme as follows: 40% by end of year 1, 60% by end of Year 2, 100% by end of Year 3.'

4.2 Services Available only in English

There are some documents which will only be available in English.

These include documents of a specialist or technical nature produced by the NTMA. In addition speeches or statements will be made available in the language in which they are delivered.

4.3 Enhancement of Services to be provided bilingually under the NTMA Scheme

The objective of the Act is to ensure better availability and a higher standard of public services through Irish. The NTMA aims to increase the visibility and usage of the Irish language throughout all business units over the next three years. To this end, the NTMA is committed to achieving the following milestones over the course of this Scheme:

4.3.1 First point of contact

- The NTMA reception area is the first point of contact with the public. Employees working in the Reception area have access to a list of employees, located in the CIS Unit, who are available to communicate with callers through Irish. Should these employees be unavailable, there is a bilingual out of office voice message on the CIS Unit phone line on which members of the public may leave a message in the language of their choice.
- Training has been provided to reception staff so that they are able to give a basic greeting in Irish. Newly recruited reception staff will also be trained in providing a basic greeting in Irish by the end of year two of this Scheme.

4.3.2 Documents and Publications

- 20% of all press releases will be published in Irish as well as English. We will endeavour to publish these simultaneously by the end of this Scheme, however there will be certain circumstances where this will not be possible.
- The ISIF Investment Strategy, is available in Irish and English on the NTMA website.

4.3.3 Internal Communications

- Irish language training courses will be provided to employees during the course of this Scheme.
- The Induction course for employees has been updated to include a section on the NTMA's Irish Language Scheme and its other obligations under the Act.
- Promotion of the Irish language generally in the workplace will continue to be facilitated annually through social and other activities such as participation in Seachtain na Gaeilge and bi-annual Coffee mornings.

4.3.4 Website

NTMA Corporate Website (www.ntma.ie)

By the end of this Scheme, the content of the following pages will be available in Irish and English (excluding links, FAQs and/or PDF documents that feature on the page):

- ISIF Business Area page (<https://www.ntma.ie/business-areas/ireland-strategic-investment-fund>)
- Funding and Debt Management Business Area page (<https://www.ntma.ie/business-areas/funding-and-debt-management>)
- NDFA Business Area page <https://www.ntma.ie/business-areas/national-development-finance-agency>
- State Claims Agency Business Area page (<https://www.ntma.ie/business-areas/state-claims-agency>)
- NewERA Business Area page <https://www.ntma.ie/business-areas/newera>
- Information Access Home Page (<https://www.ntma.ie/information-pages>)

State Savings Website (www.statesavings.ie)

An Post will maintain the Irish language content on the State Savings website in accordance with the enhancements proposed in its Irish language scheme. In addition, the NTMA will liaise with An Post in respect of its prevailing Irish language scheme with a view to further enhancement of the services provided to State Savings customers in Irish.

4.3.5 Emails

- An Eolas@ntma.ie email address has been set up following the first draft language scheme in order to facilitate the submission of queries from the general public in the Irish language. This email address is advertised on the NTMA website and reception staff will provide details of the email address to members of the public who request it.
- The disclaimer on all outgoing emails is published bilingually.

4.4 Official Placenames of Gaeltacht Areas

- NTMA will use the official placenames of Gaeltacht areas for official business.

4.5 Improving Language Capability

A number of employees have expressed an interest in expanding their knowledge of the Irish language in order to be able to deal with queries from the public in Irish.

Arrangements are in train to provide those employees who wish to do so with access to Irish language courses at varying levels. A number of employees have already completed an advanced level course. In order to create a greater awareness of the Irish language and the NTMA's Irish Language Scheme, a specific section will be included in the Compliance Induction Training for new employees.

- The Human Resources Department (HR) will play an integral role in assisting employees with any Irish language requirements. Employees who express an interest in the Irish language are encouraged to approach the HR department to progress training options and courses that may be available.
- The NTMA Careers section of the website has been updated to inform any person seeking to apply to a recruitment advertisement or internal vacancy in Irish to email the eolas@ntma.ie email address where we will be in further contact with them to assist in this regard.

Specified Irish Language Posts

Having regard to Government policy for enhanced provision of services in Irish, the NTMA will review and identify, on an annual basis, any posts for which Irish language competency is an essential requirement. Every effort will be made to fulfil these requirements by the end of this Scheme having regard to recruitment, promotion and training policies, as appropriate. This will enable the NTMA to plan and prioritise the

incremental improvement of services in Irish in a more strategic manner.

5. Monitoring and Review of Scheme

There will be a continuous review of the Scheme and monitoring of the number of instances whereby a service through Irish is requested.

6. Publicising of Scheme

The contents of this Scheme along with the commitments contained therein will be publicised to staff and the general public by means of:

- Press Release
- Website and Intranet Site Notices
- A copy of the Scheme will be forwarded to Oifig an Choimisinéara Teanga.