

## F O R E W O R D

I am pleased to present the 1980-81 Report on Official Languages prepared in accordance with directives issued by Treasury Board.

The analysis presented in the report shows that our efforts have indeed borne fruit and that the Department is continuing to make progress in the three main areas of concern: service to the public, equitable representation of the two principal language communities and language of work. Particular mention should be made of the measures taken to improve the bilingual capacity of the posts and regional passport offices. In addition, the Department has set up an audit system which will ensure ongoing control of the implementation of official languages guidelines and administrative procedures.

The Department does indeed intend to pursue its present course. It plans, among other things, to devote its attention primarily to the quality of the services offered in both official languages, while aiming at improved performance in the ongoing activities.

Aware of its responsibility to give evidence of Canada's linguistic duality, the Department of External Affairs is pursuing its objectives steadfastly and is mobilizing all resources at its disposal to ensure that equality of status of the two official languages is respected in all circumstances.



Under-Secretary of State  
for External Affairs