

### **RESPONDENT CONFIDENTIALITY**

Special measures have been taken to protect the confidentiality of your responses and to ensure that your identity is protected throughout the survey and thereafter:

- DFAIT has hired Coopers & Lybrand Consulting (C&L) to compile the data and report on aggregate results. Coopers & Lybrand have extensive experience in the area, and have conducted many employee surveys in the public and private sectors. Coopers & Lybrand Consulting and its staff are members of the Professional Marketing Research Society, and adhere to the code of ethics of the Canadian Association of Market Research Organisations. Both these associations ensure that the anonymity of individual respondents is protected at all times, and member firms are subject to severe sanctions should they breach these codes of ethics.
- The completed questionnaires will be retained by C&L and destroyed following completion of the analysis. Nobody outside C&L will ever see the completed questionnaires.
- You are asked not to sign your name on the questionnaire.
- Results will be reported by different groupings as defined in Section 9 of the questionnaire. Please note, however, that **no results will be generated for combinations of these groups of less than ten (10) people** except for the results of Section 1 on Workload. The questions in that section aim specifically at obtaining information on the distribution of the services and activities of the Commercial Program for our clients at Posts and at Headquarters. To be meaningful, the results will be analysed at the Post/Division level irrespective of the number of people in the grouping. All results will be screened by C&L to ensure that personal characteristics do not identify survey participants in any way.
- The information you provide remains confidential under the Privacy Act and the Access to Information Act.

### **HOW TO RETURN YOUR QUESTIONNAIRE**

Please complete the questionnaire by **June 26, 1998**, seal it in the self-addressed envelope and give it to your Post's survey coordinator for transmission to Coopers & Lybrand's Ottawa office.

**For Headquarters staff:** Please return your completed questionnaire directly to Coopers & Lybrand, using the self-addressed envelope provided.