

services" in the official language of choice of the employee requesting these.

At all other Regional Passport Offices

You have the right to obtain "personal services" in the official language used by the majority of the population in the province in which the office is located, and you are required to be able to provide these services in the official language used by the majority population.

4. Central Services

Central services are those services that you require to carry out your duties, such as accounting, legal services, and security (for fuller definition see glossary).

At Headquarters and at Regional Passport Offices in Montreal, Fredericton and Ottawa

"Central services" are to be provided to you in the official language of your choice and you are to provide "central services" in the official language of choice of the employee.

At all other Regional Passport Offices

You have the right to receive "central services" in the official language used by the majority of the population of the province in which the office is located, and you are required to be able to provide these services in the official language used by the majority population.

5. Supervision

Supervision is involved in assigning tasks, controlling quantity and quality of work and evaluating performance.