

- D. Is the mission recovering the costs of personal telephone calls and personal Fax charges from employees?
- E. Are submissions being made on a regular basis for the refund of taxes paid on local purchases [e.g. Value added tax, gasoline tax etc]?
- F. Have I reported immediately to the Department any loss or misappropriation of funds, as required under Sections 14.5 and 23.14 of the Financial Management Manual, even if recovery of such losses was subsequently effected?
- G. Is the bulk supply of unused official receipt books and cheque books effectively controlled and are they held in a secure cabinet?

12 OFFICIAL LANGUAGES

- A. Have I designated an Official Languages Co-ordinator and does this employee utilize the Official Languages Information Kit?
- B. Can the mission provide all of its services to the public [e.g. reception, after hours telephone, consular etc] in both official languages? If not, have arrangements been made to provide bilingual service by other means?
- C. Are employees, both Canada-based and LES, who are liable to have contact with the public, sufficiently bilingual?
- D. Does the mission reflect the bilingual nature of the country by having its signage, posters, hand-outs, publicity, display material, rubber stamps etc. in both official languages?
- E. Can Canada-based staff exercise their language of work rights? Are work instruments, internal communications and meetings bilingual?