

TABLE OF CONTENTS

	<u>Page No.</u>
PREFACE	1
I. INTRODUCTION	2
II. REVISED OFFICIAL LANGUAGES POLICIES	4
Policy I.1: Service to the Public	6
Policy I.2: Locations in which English and French are the Languages of Work	9
Policy I.3.1: Availability of "Personal" Services in both Official Languages	10
Policy I.3.2: Availability of "Central" Services in both Official Languages	11
Policy I.4: Supervision	13
Policy I.6: Language Use in Meetings	15
Policy I.10: Availability of Work Instruments in both Official Languages	16
Policy I.12: Language Use in Presenting Grievances	17
Policy II.1: Participation of both Official Language Communities in the Public Service of Canada	18
Policy II.2: Increasing Opportunities for Working in French	19
Policy II.3: Developing French as a Language of Work	20