complaints of discrimination; it involves investigation, conciliation and the establishment of tribunals to hear and determine disputes that cannot be otherwise resolved.

In the course of this report we explore several human rights concepts that are helpful in analyzing federal laws from the perspective of section 15. They include reasonable accommodation, bona fide occupational requirement and bona fide justification. Reasonable accommodation describes the obligation to take reasonable measures to account for the special needs of those individuals in protected groups, such as disabled people, who require different treatment. The obligation is a positive one—to make special arrangements for a class of individuals and not simply to refrain from showing preference to others.

The terms bona fide occupational requirement and bona fide justification describe the standard defences to complaints of discrimination in employment and in the provision of goods and services. They too recognize limits to the prohibition of discrimination. However, they do not protect all action that is well-intentioned and in good faith. That action must also be reasonable and demonstrably justifiable in the circumstances, a qualification that also finds expression in section 1 of the *Charter*.

In summary, we have taken a very broad view of section 15 and the meaning of equality. It would be fair to say that we have been guided by the letter and the spirit of the new equality provision of Canada's *Charter of Rights and Freedoms*.