



Official Languages

Mandate

The mandate of Canada Lands Company Limited (CLCL), a non-agent federal Crown corporation is to ensure the commercially oriented, orderly disposition of surplus strategic real properties, optimizing financial and community value, and the holding of certain properties. It accomplishes this by purchasing strategic surplus properties from federal departments and agencies at fair market value, then improving, managing or selling them in order to produce the optimal benefit for the company's shareholder, the Government of Canada, and local communities.

Application

This policy applies to CLCL and the subsidiary company Canada Lands Company CLC Limited (CLC), 'the Corporation'.

Policy

Canada's *Official Languages Act* recognizes that our country has two official languages - French and English.

CLCL and CLC are committed to respecting this law and offer bilingual services where required by the Act. This policy may be applied in a number of ways that may differ depending on need.

Complaints

CLCL is committed to responding to any complaint which may occur from time to time on the application of this Policy, either complaints directly from its employees, from the public or from the office of the Commissioner of Official Languages. These matters will be directed to the Vice President, Public and Government Affairs for action.

Communications

The Corporation will fully communicate the policy in electronic format on its Intranet site, which is accessible to all employees, and on its Internet site, which is accessible to the general public.

General

All communications must be in the official language that an individual or group chooses, whether it is verbal, written, or visual. When the language of choice is not known, communications such as corporate advertisements, announcements and signage will be in both languages or noted on the bottom or back of the material that it is available in the other official language.



All written materials produced in only one language will have the following advice on the back or bottom of the document to notify the reader that the document is available in the other language:

“Ce document est aussi disponible en français”. (on English documents)

“This document is also available in English”. (on French documents)

CLCL will periodically conduct a “needs requirement” survey on official languages in cities where it conducts business and where there may be a greater requirement to offer services in the minority official language.

Public Consultations

All public consultation sessions in Montréal, Ottawa and Moncton will be conducted in both languages as well as providing bilingual handouts. Elsewhere in Canada, public consultation meetings are held in the predominant language.

In the event that an individual attending the meeting requests minority language service, a bilingual person will contact them directly to answer their questions. Meeting documentation will be provided in both languages upon request.

Special Events

Montréal, Ottawa, Moncton

Written materials in CLCL’s information packets during special events will be made available in both languages as well as a bilingual verbal component.

Elsewhere in Canada

Special events are primarily conducted in the predominant language. Anyone requesting minority language materials will receive it in a timely manner, or if they have any questions, a bilingual staff member will contact them.

Media Releases

All media releases distributed by CLCL are sent in both official languages regardless of geographic location.



Signage

All corporate signage, both indoor and outdoor, will be bilingual.

Advertising

Montréal, Ottawa, Moncton, Toronto, Corporate departments

All advertisements whether they are corporate or operational in nature will be placed in both English and French media.

Elsewhere in Canada

Operational advertisements such as tenders, home/builder sales will be placed in the predominant language media. Corporate advertisements such as announcements, special events will be placed in both French and English media.

Human Resources

CLCL will make every attempt to recruit bilingual personnel where appropriate.

Web Sites

All information on CLCL hosted web sites is posted in both official languages at the same time and in comparable quality.

Training

Appropriate language training is 100% reimbursable to the employee with the prior approval of their manager.

Original Board Approval Date: March 27, 1997

Revisions: 9 June 2005