

# **Specific Directive on the Use of a Language Other than the Official Language**

Adopted July 15, 2025

VILLE DE  
MONT-ROYAL



TOWN OF  
MOUNT ROYAL

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# Overview

As provided for in section 29.15 of the Charter of the French Language (hereinafter “the Charter”), an agency of the civil administration to which the language policy of the State applies shall make a directive specifying the nature of the situations in which it intends to use a language other than French in the cases where such use is allowed by the provisions of the Charter.

Although the Town of Mount Royal (hereinafter TMR) adheres to the provisions of sections 23 to 26 of the Charter, which govern the use of a language other than French by bodies and institutions recognized under section 29.1, it also uses a language other than French in certain situations not covered by that section. Those situations are set out in this specific language directive, in accordance with the Charter and its regulations.

This directive is a reference tool designed to guide TMR staff and others on the use of French. The directive is based on the legal framework established by the Charter, and describes its application in cases where a language other than French may be used by TMR.

***In summary, the objectives of the directive are to:***

- 1.** *define and contextualize situations in which TMR may use a language other than French where permitted by law; and*
- 2.** *inform municipal staff of the rules to follow before preparing or disseminating content in another language to ensure compliance with current language obligations.*

## THEME 1 – WRITTEN AND ORAL COMMUNICATIONS WITH LEGAL PERSONS AND ENTERPRISES ESTABLISHED IN QUEBEC

### 1.1 | **Legal person – head office or establishment outside Quebec – CLF16 RLA 2(1)**

An agency of the civil administration may use another language in addition to the official language where the communication is addressed only to the head office or an establishment of the legal person, where the head office or establishment is outside Québec.

- a) *In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?***

TMR may use another language in addition to the official language where the written communication is addressed only to the head office or an establishment of a legal person, where the head office or establishment is outside Quebec.

- b) *What measures or instructions put in place by the organization must be complied with before a language other than French can be used?***

TMR must ensure that the written communication is addressed only to the head office or an establishment of a legal person located outside Quebec. It must also verify whether the use of another language, in addition to the official language, is necessary in the context of that communication.

### 1.2 | **Natural person who operates a sole proprietorship – CFL 16 RLCA 3**

In a written communication with a natural person operating a sole proprietorship, an agency of the civil administration may use another language in addition to the official language if it has the option to communicate with the person in another language when the person is not acting as part of the operation of the enterprise.

*N. B The ability to communicate in another language with that person when they are not acting as part of the operation of their enterprise is determined in accordance with the exceptions relating to communications with natural persons listed in theme 3 of this directive.*

- a) *In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?***

TMR may use another language in addition to the official language when the physical person operating a sole proprietorship explicitly requests it and where that person is not acting as part of the operation of their enterprise. This includes exchanges of a personal or non-official nature.

- b) *Which of the organization's established measures or instructions must be observed before a language other than French may be used?***

TMR must systematically favour the use of French and ensure that the use of English or another language has been formally requested by the person operating a sole proprietorship.

### **1.3 | Inspection or investigation – Legal entities – CLF 16 RLA 2 (6)**

In written communication with a legal entity based in Quebec, TMR may use another language in addition to the official language when the communication is transmitted by an administrative body performing an inspection function or an equivalent or investigative role.

**a) In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?**

TMR may use another language, in addition to French, in the following cases:

- When communicating with a legal entity based in Quebec;
- Within the scope of performing an inspection, investigation, or any other equivalent function (e.g., verification, control, regulatory oversight);
- When the use of another language facilitates understanding of facts, collaboration from the inspected or investigated entity, or efficiency of the administrative intervention.

Intended purposes:

- To obtain accurate and complete information;
- To ensure the proper conduct of an inspection or investigation;
- To enable clear communication when the representative of the legal entity has limited proficiency in French.

**b) Which of the organization's established measures or instructions must be observed before a language other than French may be used?**

Before using a language other than French, TMR must:

- Ensure that the communication pertains to an inspection, investigation, or equivalent function;
- Verify that the targeted legal entity is based in Quebec;
- Confirm that the use of another language is necessary for the proper conduct of the intervention;

## **THEME 2 –**

### **DOCUMENTS SENT TO TMR BY LEGAL ENTITIES AND ENTERPRISES TO OBTAIN A PERMIT, AUTHORIZATION, GRANT OR OTHER FORM OF FINANCIAL ASSISTANCE**

#### **2.1 | Head office or establishment outside Quebec – CFL 21.9 RLCA 6(3)**

A written document may be drawn up in a language other than French where it originates from the head office or establishment of a legal person or an enterprise established in Québec, where the head office or establishment is outside Québec

**a) In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?**

TMR agrees to have documents drawn up in a language other than French when they come from the head office or an establishment outside Quebec. For example, this exception could apply to the receipt of technical or legal documents issued by multinational enterprises in connection with applications for permits or grants.

**b) Which of the organization's established measures or instructions must be observed before a language other than French may be used?**

TMR must first verify that the document comes from a legal person or an enterprise and that it originates from the head office or an establishment outside Quebec, and that it is intended to obtain a permit, another authorization of the same nature, a subsidy or another form of financial assistance. Inasmuch as possible, TMR requests that the documents be translated into French by the applicant. If not, the use of a language other than French is permitted.

## **2.2 | Sole proprietorship – CFL 21.9 RLCA 6(4)**

A written document may be drawn up in a language other than French where it is sent by a natural person operating a sole proprietorship and the agency of the civil administration has the option of using another language in addition to the official language in its communications with that person where the person does not act as part of the operation of the enterprise.

**a) In which cases, circumstances and situations and for which purposes does TMR intend to use a language other than French?**

TMR may use a language other than French when a document in English is sent to it by a natural person operating a sole proprietorship who expressly requests that communications take place in that language, provided that person is acting in a personal capacity and not as part of the operation of their enterprise.

**b) Which of the organization's established measures or instructions must be observed before a language other than French may be used?**

TMR must favour the use of French. However, if a natural person operating a sole proprietorship explicitly requests that communications take place in English, TMR may agree to that request. It must ensure that communications that take place in English are in a personal capacity and not as part of the operation of the natural person's enterprise.

## **2.3 | Legal person or enterprise with which the body has the option to use another language in addition to french – CFL 21.9 RLCA 6(5)**

A written document may be drawn up in a language other than French when it is sent by a legal person or by an enterprise with which the agency of the civil administration has the option of using another language in addition to the official language in its communications with the legal person or enterprise.

**a) In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?**

TMR may use a language other than French when it is sent to it by a legal person or an enterprise established outside Quebec, or whose head office is located in an area where English or another language is commonly used. This exception may also apply in the context of international partnerships or technical projects where expertise is provided by an enterprise whose language of work is not French.

- b) Which of the organization's established measures or instructions must be observed before a language other than French may be used?**

Before using a language other than French, TMR must ensure that communication in French has been considered. An express request must be made by the enterprise or legal entity for TMR to use a language other than French.

## **2.4 | Third person outside Quebec – CFL 21 RLCA 6(2)**

A document may be written in a language other than French where it is sent to both an agency of the civil administration and a third person outside Québec.

- a) In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?**

TMR may use a language other than French when written communications involve both a legal person established in Quebec and a third person located outside Quebec.

In this case, the document may be written in whole or in part in another language where this is necessary to facilitate exchanges with the foreign third party. This exception applies when the communication is intended simultaneously for TMR and the third party concerned.

- b) Which of the organization's established measures or instructions must be observed before a language other than French may be used?**

Before accepting a communication written in a language other than French, TMR must verify that this communication is intended for both TMR and a third party located outside Quebec. TMR must also ensure that French is used at the earliest possible opportunity.

## **THEME 3 – WRITTEN AND ORAL COMMUNICATIONS WITH NATURAL PERSONS AND OTHER COMMUNICATIONS**

### **3.1 | Dissemination of any financial information – RRD 1(3)**

An agency of the civil administration may use another language in addition to the official language when it communicates for the purposes of disseminating any financial information it deems necessary for the management of the Consolidated Revenue Fund and the public debt, and for the management of the issue of municipal debt securities.

- a) In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?**

TMR disseminates communications in French and English when it publishes financial information relating to the management of the Consolidated Revenue Fund, the public debt, or the issuance of municipal debt securities. The objective is to make this information accessible not only to residents but also to financial institutions or investors located outside Quebec.

- b) Which of the organization's established measures or instructions must be observed before a language other than French may be used?**

TMR ensures that its communication is in both French and English.

### **3.2 | News media that disseminate information in another language – CLF 22.5**

An agency of the civil administration may use a language other than French in communications intended for news media that disseminate information in a language other than French and the publicity they carry.

**a) *In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?***

TMR may use a language other than French in its communications and publicity when directed at news media that disseminate exclusively in that language. This may occur as part of targeted communications or publicity campaigns targeting specific language communities, whether inside or outside Quebec, with the aim of optimizing the impact and reach of municipal messages.

**b) *What effort can TMR make to fulfill the spirit of its duty of exemplarity when exercising this option?***

TMR ensures that an equivalent version of the communication is available in French-language media, except when the communication targets a specific audience that does not understand French.

### **3.3 | Holder of an elective public office – CFL 22.5**

An agency of the civil administration has the option to use a language other than French in communications of the holder of an elective public office within an agency of the civil administration, other than those intended for such an agency or the members of its personnel.

**a) *In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?***

Communications made by a member of the municipal council – for example, a letter to residents – may be made in a language other than French provided they are not intended for TMR or members of its personnel. Members of the municipal council speak in either English or French depending on the audience and context.

**b) *What effort can TMR make to fulfill the spirit of its duty of exemplarity when exercising this option?***

TMR encourages members of the municipal council to promote the importance of the French language and reminds them to use French when speaking to the municipal administration or to municipal employees.

### **3.4 | When the principals of natural justice require it – RLCA 2 (9)**

The organization may use a language other than the official language in its communications when the principles of natural justice require it.

**a) *In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?***

TMR intends to use a language other than French, in addition to the official language, in specific cases where the principles of natural justice require it. This notably includes situations where a person concerned by a decision or procedure does not understand French sufficiently to assert their rights fairly. In such circumstances, using another language is aimed at ensuring adequate comprehension of the transmitted information.



For example, TMR might use another language:

- When communicating with a non-French-speaking person as part of a decision-making process that directly concerns them.
- During the transmission of essential documents to a person who does not master French.
- When the nature of the file or the vulnerability of the person requires complete and immediate understanding to avoid any injustice.

**b) *What effort can TMR make to fulfill the spirit of its duty of exemplarity when exercising this option?***

In order to reconcile the obligation to respect natural justice with the duty of exemplary conduct in linguistic matters, the staff must ensure that the use of a language other than French is strictly necessary to enable their interlocutor to understand the information and fully participate in the process. Before resorting to another language, it is their responsibility to verify that the person concerned does not sufficiently understand French to guarantee clear, fair, and respectful communication of their fundamental rights.

### **3.5 | *Inspection or investigation – Individuals – RRD 1 (15)***

TMR may use, in addition to French, another language when writing to perform an inspection-related function or equivalent, or during an investigation.

**a) *In which cases, circumstances and situations and for which purposes does TMR intend to use a language other than French?***

TMR may use another language when necessary to communicate with a non-French-speaking individual to ensure the efficiency and thoroughness of the inspection or investigation.

**b) *What effort can TMR make to fulfill the spirit of its duty of exemplarity when exercising this option?***

TMR ensures that the use of another language is strictly limited to what is necessary and informs the parties of their right to receive official communications in French.

### **3.6 | *Judicialized or potentially judicial files – Individuals – RRD 1 (16)***

TMR may use, in addition to French, another language when writing to communicate with a person whose personal participation is necessary for the progress of a judicialized file or one that is likely to become judicialized, especially when this person is, as applicable, a party to the file or would be if the file becomes judicialized, such as a witness.

**a) *In which cases, circumstances and situations and for which purposes does TMR intend to use a language other than French?***

TMR may use, in addition to French, another language in the following situations:

- Cases of communication with a person whose personal participation is necessary for the progress of a judicialized or potentially judicialized file

Purposes:

- Ensure that the person clearly understands the issues of the file and can participate adequately;
- Collect accurate and relevant information for processing the file;
- Prepare or advance the file in accordance with justice requirements, while respecting the linguistic rights of the person involved.

**b) *What effort can TMR make to fulfill the spirit of its duty of exemplarity when exercising this option?***

Before using another language, TMR must:

- Verify that the file is judicialized or likely to be;
- Confirm that the person does not sufficiently understand French to adequately participate;
- Ensure that the use of the other language is necessary and limited to this communication;

## **THEME 4 – SIGNS AND POSTERS**

The exceptions related to signs and posters allow an organization recognized under section 29.1 of the Charter of the French Language (CLF), such as the Town of Mount Royal, to use another language, notably English, in addition to French. As a result, the Town is not required to justify the specific circumstances in which it chooses to apply these exceptions, as this ability stems directly from its status as a recognized organization under section 29.1 of the CLF.

## **THEME 5 – CONTRACTS AND AGREEMENTS**

### **5.1 | *Public contract – CFL 21 RLCA 4(1)***

An agency of the civil administration may attach a version in a language other than French to a contract and related texts where it is expedient to create the interest of legal persons or enterprises that do not have an establishment in Québec as part of a process for the award of a public contract.

**a) *In which cases, circumstances and situations and for which purposes does TMR intend to use a language other than French?***

To open up markets in order to obtain the best possible price for a product or service, TMR may use a language other than French, particularly when seeking to attract the interest of enterprises that do not have an establishment in Quebec as part of a process for the award of a public contract.

**b) *Which of the organization's established measures or instructions must be observed before a language other than French may be used?***

Staff must first conduct a market assessment to determine whether the product or service sought is available from enterprises with an establishment in Quebec. Only if the assessment demonstrates insufficient local availability can TMR justify the use of another language in the process of awarding contracts.

## **5.2 | Documents of a financial, technical, industrial or scientific nature– CLF 21 RLA 4(2)**

An agency of the civil administration may attach a version in a language other than French to a contract and its related documents where a bidder or contractor must, with respect to a contract, send written documents that:

- do not exist in French;
- are produced by a third person; and
- are related to the field of insurance or are of a financial, technical, industrial or scientific nature.

### **a) *In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?***

In cases where the translation is found to be inaccurate or to result in a loss of meaning, such as due to the complexity or technicality of the content, documents may be forwarded to TMR in another language, provided that the documents:

- do not exist in French;
- are produced by a third person; and
- are related to the field of insurance or are of a financial, technical, industrial or scientific nature.

### **b) *Which of the organization's established measures or instructions must be observed before a language other than French may be used?***

TMR employees invite the tenderer or contractor to provide the documents in French, if possible.

## **5.3 | Head office or establishment outside Quebec – CFL 21 RLCA 4(6)**

An agency of the civil administration may attach a version in a language other than French to a contract and related documents where the agency enters into a contract in Québec with a legal person established in Québec and the exchanges necessary for entering into the contract take place with the head office or an establishment of the legal person, where the head office or the establishment is outside Québec.

### **a) *In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?***

TMR contracts with a legal person established in Quebec, but the exchanges necessary for entering into the contract take place internationally, often because the head offices or subsidiaries are located abroad. In those cases, the contractual documents may be drafted in a language other than French.

### **b) *Which of the organization's established measures or instructions must be observed before a language other than French may be used?***

TMR always ensures that, as far as possible, contracts are drafted only in French.

#### **5.4 | Adhesion contract – Head office outside Quebec – CLF 21 RLA 4(7)**

An agency of the civil administration may attach a version in a language other than French to a contract and its related documents where it adheres to a contract submitted by the head office or the parent company of a legal person established in Québec or by the entity controlling a legal person established in Québec, where the head office, company or entity is outside Québec.

- a) *In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?***

When TMR enters into an adhesion contract and that contract is submitted by the head office or parent company of a legal person located outside Quebec or the entity located outside Quebec that controls a legal person established in Quebec. In other words, when TMR does not have the initiative of the contract, but must comply with it as is to adhere to it, the contract may be in a language other than French.

- b) *Which of the organization's established measures or instructions must be observed before a language other than French may be used?***

TMR asks the contractor for a copy of the adhesion contract in French or, where possible, a translation.

#### **5.5 | Impossibility of obtaining a product or service in due time and at a reasonable cost – CFL 21 RLCA 4(14)**

An agency of the civil administration may attach a version in a language other than French to a contract and its related documents where it is impossible for it to obtain in due time and at a reasonable cost the product or service sought or another equivalent product or service.

- a) *In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?***

If a required product or service is not available in French in due time at a reasonable cost and another equivalent and compliant product or service is not available.

- b) *Which of the organization's established measures or instructions must be observed before a language other than French may be used?***

TMR ensures that a compliant product or service is available in French in due time. If, after verification, TMR is unable to obtain the product or service in French, it may attach a version of the documents in English to the file.

#### **5.6 | Information technology – Unavailability – CTF 21 RLCA 4(15)**

An agency of the civil administration may attach a version in a language other than French to a contract and related documents where it enters into a contract in the field of information technologies with respect to licences that do not exist in French.

- a) *In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?***

If computer licenses, for example, are not available in French.

**b) Which of the organization's established measures or instructions must be observed before a language other than French may be used?**

IT must prioritize the purchase of products available in French. If no French version of this licence exists, TMR may attach a version of the contract or related documents in a language other than the official language.

## **5.7 | Instant contract – CLF 21 RLA 4(18)**

An agency of the civil administration may attach a version in a language other than French to a contract and its related documents where it enters into a contract of instantaneous performance with a natural person and for which:

- no file opening or registration process is necessary;
- the contract is signed in the presence of the parties; and
- the natural person has asked that TMR use another language.

**a) In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?**

If the natural person explicitly requests the use of English in the context of an instantaneous performance contract that does not require any registration or file creation. For example, when a resident buys a municipal pool pass. The receipt may be written, in addition to French, in English, if requested by the resident..

**b) Which of the organization's established measures or instructions must be observed before a language other than French may be used?**

TMR encourages employees to use French first and suggests waiting for the request to come from the natural person..

## **5.8 | Natural person not residing in Quebec – CLF 21.4(1)a)**

An agency of the civil administration may attach a version in a language other than French to a contract and related documents where it contracts in Quebec with a natural person not residing in Quebec.

**a) In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?**

When a natural person offers a product or service and that person does not reside in Quebec.

**b) Which of the organization's established measures or instructions must be observed before a language other than French may be used?**

Staff must first confirm that the natural person does not reside in Quebec. This verification can be done, for example, based on information in the email signature, an address provided or other relevant documents. Staff can also check with the natural person whether written communications can only be in French. If not, TMR may attach an English version of any document written in French to facilitate understanding and execution.

## **5.9 | Legal person outside Quebec– CLF 21.4(1)b)**

An agency of the civil administration may attach a version in a language other than French to a contract and related documents where it contracts in Quebec with a legal person or an enterprise not required to be registered under the Act respecting the legal publicity of enterprises and whose head office is located in a State where French is not an official language.

**a) *In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?***

If the legal person expressly requests it and comes from a non-French-speaking country and has no legal obligation to register in Quebec, a version in a language other than the official language may be attached to the contract.

**b) *Which of the organization's established measures or instructions must be observed before a language other than French may be used?***

The contract must first be available in French. Before attaching an English version to the contract, staff must ensure that the enterprise is not subject to the obligation to register with the Quebec register of companies and that its head office is located in a State where French is not an official language.

## **5.10 | Supply contract – Product inscription – Non-availability in french – CFL 21.12**

An agency of the civil administration shall see that every inscription relating to a product it obtains under a supply contract entered into with a legal person or an enterprise is, in accordance with that section, drawn up in French. The only exception is where it is impossible for the agency to obtain in due time the product sought or another equivalent compliant product.

**a) *In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?***

When it is impossible to obtain a product under an equivalent supply contract and/or that is compliant in due time, TMR may accept that any inscription on a product shall be in a language other than French.

**b) *Which of the organization's established measures or instructions must be observed before a language other than French may be used?***

Staff make every effort to obtain a product with an inscription written in French in due time. This includes, for example: labels, instructions, user manuals, etc.

## **5.11 | Service received from a legal person or enterprise – Non-availability in french – CFL 21.12**

Where an agency of the civil administration obtains services from a legal person or an enterprise, it shall require that the services be rendered in French. The only exception is where services, other than those intended for the public, cannot be rendered in French.

**a) *In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?***

When TMR obtains a service from an enterprise or a legal person it must ensure that the service is provided in French. That applies to every type of service contract. Exceptions are permitted when the service sought is not available in French and is intended not for the public but for internal use.

**b) Which of the organization's established measures or instructions must be observed before a language other than French may be used?**

Staff make every effort to obtain a service in the official language in due time and ensure that the situation meets the criteria of section 21.12 of the Charter before agreeing to have the service rendered in a language other than French.

**5.12 | Loan contract – CFL 21 PARA. 2**

A loan contract to which and agency of the civil administration is a signatory may be drawn up both in French and in another language.

**a) In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?**

TMR may enter into a loan contract (i.e. a contract whose effects or performance are deferred to a future date) that is drafted both in French and in another language, provided that the French version is always present.

**b) Which of the organization's established measures or instructions must be observed before a language other than French may be used?**

TMR favours the use of French. Before allowing the use of another language in a loan contract, staff must:

- check whether the situation meets the definition of a loan contract;
- ensure that an English version (or another language) is actually required; and
- ensure that a full French version is written and available at all times.

**5.13 | Consumer contracts of successive performance – CLF 22.3**

A consumer contract of successive performance to which an agency of the civil administration is a signatory may be drawn up both in French and in another language in each of the following situations:

- where health, public safety or the principles of natural justice so require;
- to provide services in English to a person declared eligible to receive instruction in English;
- to provide services to bodies referred to in section 95 or to Aboriginal persons;
- to provide services to welcome immigrants within Québec society during the first six months following their arrival in Québec;
- to provide services and maintaining relations outside Québec; or
- to provide tourist services.

**a) In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?**

The consumer contract of successive performance is a contract entered into by TMR, whose obligations are performed over time. The contract may be drafted in French and in another language in the aforementioned cases.

**b) Which of the organization's established measures or instructions must be observed before a language other than French may be used?**

Staff must check whether the documents are written in French and, if not, validate that the consumer contract of successive performance corresponds to one of the situations expressly provided for in section 22.3 of the Charter.

**5.14 | Contract for an insurance policy – CLF 21.5**

A contract entered into by the agency of the civil administration for an insurance policy, if it has no French equivalent in Québec and it comes from outside Québec or its use is not widespread in Québec, may be drawn up, along with its related documents, only in a language other than French.

**a) In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?**

An insurance policy may be drawn up only in English when it has no French equivalent and comes from outside Quebec or its use is not widespread in Quebec.

**b) Which of the organization's established measures or instructions must be observed before a language other than French may be used?**

Staff ask the broker to check whether a French version of the insurance policy is available.

**5.15 | Drawn up in another language – CLF 21.6**

A written document relating to a contract drawn up exclusively in French may be drawn up only in a language other than French where the agency concerned of the civil administration so agrees and the document is authentic, semi-authentic or has a legal value that would prevail over that of any possible French version.

**a) In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?**

A written document relating to a contract drawn up exclusively in French may exceptionally be written only in language other than French if TMR expressly consents to it and the document in question is of a legal nature (authentic, semi-authentic or having legal value that prevails over any translation). This makes it possible to accept a document in a language other than the official language without requiring a translation that could alter it.

**b) Which of the organization's established measures or instructions must be observed before a language other than French may be used?**

TMR must first verify the status of the written document, particularly whether it is authentic, semi-authentic, or if the foreign language version has a legal value greater than that of a possible French version.

It must also obtain and provide the rationale for why the document cannot be written in French.

Following this evaluation, TMR could authorize the acceptance of a written document drawn up in a language other than French, in accordance with the exceptions set out in the Charter of the French Language.



### **5.16 | Contract outside Quebec – CLF 21.5**

A contract and its related documents may be drawn up only in a language other than French where the agency of the civil administration enters into a contract outside Québec.

- a) *In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?***

TMR may enter into a contract written only in a language other than French, along with its related documents if it contracts outside Quebec.

- b) *Which of the organization's established measures or instructions must be observed before a language other than French may be used?***

If possible, TMR provides for a translation clause in order to obtain a translation of the contract into the official language.

### **5.17 | Written document intended for use outside Quebec – CLF 21 RLA 4(4)**

A version in a language other than French may be attached to a written document sent to the agency of the civil administration under a contract where the written document sent to the agency is intended to be used outside Québec.

- a) *In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?***

Written material sent to TMR under a contract and intended to be used outside Quebec may be drawn up in English.

- b) *Which of the organization's established measures or instructions must be observed before a language other than French may be used?***

TMR must verify, to the extent possible, that the written document is intended to be used outside Quebec. The employee responsible for the contract must document why an English (or other language) version is required.

Finally, it is essential to verify that a French version of the written document is also made available, ensuring that the French version remains the reference version.

### **5.18 | Contract with both a supplier or a service provider and other government – CLF 21 RLA 4(8)**

A version in a language other than French may be attached where an agency of the civil administration enters into a contract with both a supplier or a service provider and another government that does not have French as an official language.

- a) *In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?***

If TMR contracts simultaneously with a supplier or service provider and a foreign government that does not have French as an official language, it may use a language other than French in addition to French.

- b) *Which of the organization's established measures or instructions must be observed before a language other than French may be used?***

TMR must obtain confirmation that one of the parties is a government that does not have French as an official language and ensure that the supplier or service provider is bound by the contract.

## THEME 6 – RESEARCH

### 6.1 | **Survey or statistical survey – CLF 22.5 RDR 2(3)**

An agency of the civil administration may use a language other than French in material used for a survey or statistical survey, in particular a questionnaire or an interview form.

- a) *In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?***

TMR may use a language other than French in material used in a survey or statistical survey, including but not limited to a questionnaire, interview form and any other data collection tool.

- b) *What effort can TMR make to fulfill the spirit of its duty of exemplarity when exercising this option?***

Before using a language other than French, TMR ensures that this is necessary for the target audience's understanding. The objective is to encourage representative participation by the entire population.

In every case, a French version of the survey material is available and constitutes the reference version.

## THEME 7– INTERGOVERNMENTAL AND INTERNATIONAL AFFAIRS, COOPERATION, CONSULTATION AND RELATIONS WITH OUTSIDE QUEBEC

### 7.1 | **Services and relationships outside Quebec – CFL 22.3**

An agency of the civil administration may use another language, in addition to the official language, when communicating in writing in order to provide services and maintain relations outside Québec.

- a) *In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?***

TMR may communicate in writing in French and in another language when the objective is to provide services and maintain relations outside Quebec. The use of another language is intended to ensure understanding, efficiency and fluidity in exchanges.

- b) *Which of the organization's established measures or instructions must be observed before a language other than French may be used?***

TMR favours the sole use of French in its written communications, even when they are intended for use outside Quebec. However, in cases where the purpose of the communication is to provide services or maintain relations outside Quebec, it may use another language in addition to French. When required, TMR sends emails in French, with an English version, and confirms with the recipient whether future communications can be only in French.

## **7.2 | Communication with another government – CLF 16 RLA 1**

In a written communication with another government that does not have French as an official language, an agency of the civil administration may attach to the French version of the communication a version drawn up in another language.

- a) *In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?***

When communications written by TMR are directed to a government that does not have French as an official language.

- b) *Which of the organization's established measures or instructions must be observed before a language other than French may be used?***

TMR must validate the language used by the government concerned before adding a version other than that in the official language.

## **7.3 | Relations with persons outside quebec – Documents – CLF 22.5**

An organization may use a language other than French in documents used in relations with persons outside Québec, excluding the documents referred to in sections 16 and 16.1 (see theme 1 concerning communications with legal persons and enterprises established in Quebec) as well as the agreements referred to in sections 21.1 and 21.2 and the documents referred to in section 21.3 (see theme 5 concerning contracts and agreements).

- a) *In which cases, circumstances, situations and for which purposes does the organization intend to use a language other than French?***

TMR may use a language other than French in documents intended for persons outside Quebec, except under certain contracts referred to in sections 16, 16.1, 21.1, 21.2 and 21.3, which require those documents to be drafted in French. For example, the use of another language may be permitted where it is necessary for international cooperation. The use of French remains the rule, but an exception can be made in this specific context.

- b) *What effort can TMR make to fulfill the spirit of its duty of exemplarity when exercising this option?***

TMR favours communication in French.

## **EFFECTIVE DATE**

The directive takes effect on July 15, 2025, and this directive shall be revised every five years from the date of its adoption.