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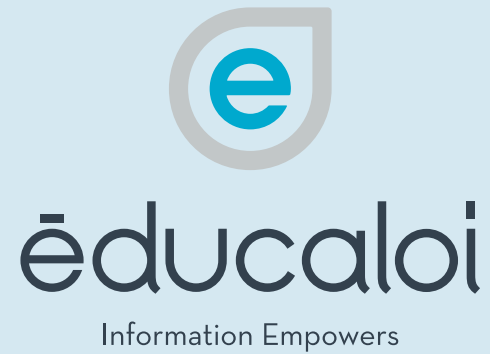
- **LANGUAGE LAWS AND DOING BUSINESS IN QUEBEC**
- **LANGUAGE USED IN THE WORKPLACE IN QUEBEC**
- **FRANCIZATION RULES FOR EMPLOYERS**
- **AND MUCH MORE ...**

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This pamphlet is up to date to May 2024.

It has general information only. If you need legal advice on a specific situation, consult a lawyer or notary.



Éducaloï is a non-profit organization whose mission is to explain the law to the population of Quebec in everyday language and develop their legal skills.

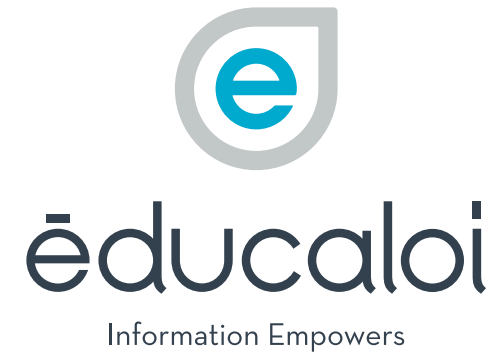
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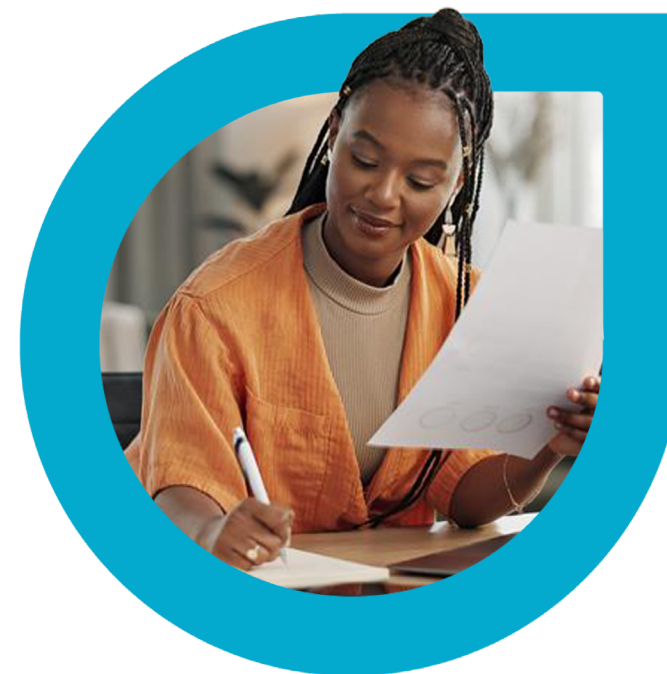


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LANGUAGE IN THE WORKPLACE IN QUEBEC

The Charter of the French Language and communications at work



Bill 96 has changed some of Quebec's language laws. This pamphlet is up to date and reflects the current rules.



All employers in Quebec, whether they're a business, a non-profit, a government institution or other, must respect the rules on language in the workplace. The *Office québécois de la langue française* has the power to inspect workplaces at any time to ensure compliance with the law.

Important!

In all cases, employers must ensure that the workplace is **free from discrimination or harassment** related to an employee's proficiency in a language other than French, or their preference to communicate in French.

Official workplace documents

Negotiated employment contracts can be in any language if both the employer and employee agree.

Some official workplace documents must be available in French:

- Documents relating to conditions of employment (anti-harassment policy, employee handbook, etc.),
- Training documents produced for employees,
- Collective agreements and agreements with other groups that apply to all employees,
- Offers of employment, transfer or promotion,
- Job application forms.

Versions of these documents in other languages are allowed as long as the French version of the text is of a similar quality and equally accessible.



Written communications between employer and employees

As a general rule, **written communications between employers and their employees must be in French.**

Communications of a public nature that are meant for multiple employees must be in French. For example, a notice posted in the employee break room or an email sent to more than one employee would need to be in French, even if all the employees prefer English over French. It is possible to have translations of these communications in other languages.

In the case of **communications of a private nature** between the employer and one employee, communications must be in French unless the employee has requested that communications be in another language. If the employee has made such a request, whether verbally or in writing, the employer can use that language alone.

These rules apply to communications after employment as well.

These rules **do not apply** to communications with volunteers, freelancers, contractors or other individuals who are not employees. These communications can therefore be in any language.

Written communications between employees

For smaller enterprises that are not subject to francization rules, employees can communicate in any language in writing.

Larger enterprises are subject to francization rules. If the OQLF deems that the use of French is not generalized at all levels of the enterprise, a francization program must be implemented. The program can include rules to generalize the use of French in written communications between employees.

Verbal communications in the workplace

For smaller enterprises that are not subject to francization rules, verbal communications can be in any language. This is the case no matter the people involved in the discussion: employees, directors, volunteers...

Larger enterprises are subject to francization rules. If the OQLF deems that the use of French is not generalized at all levels of the enterprise, a francization program must be implemented. The program can include rules to generalize the use of French in written communications between employees.

Francization rules currently apply to enterprises with 50 or more employees. As of June 1st, 2025, these rules will apply to enterprises with 25 or more employees.



Serving the public

Enterprises in Quebec with at least 5 employees that sell or offer services and products to customers must be able to serve them in French. This means that a sufficient number of employees on shift must have adequate knowledge of French to communicate with customers.

However, employees can continue to serve customers in another language if the customer prefers.