INDICATORS	REPLY OPTIONS
1.1 Name of organisation as shown on letterhead	Does not apply : -1
1.2 Main signage of the organisation's head office	Everything or nearly everything in another language : 0
1.3 Opening hours or equivalent of the organisation	Everything or nearly everything in another language : 0
1.4 The first three interior signs, either formal or informal (a minimum of one informal sign is required)	Everything or nearly everything in another language : 0
1.5 The latest publicity messages broadcast by the organisation via any media, in the following order: - TV, press, radio, poster, booklet, prospectus.	Everything or nearly everything in another language : 0
1.6 Carrier bags, packaging, labelling, prospectus, envelope, business card, pen, sticker or equivalent.	Everything or nearly everything in another language : 0
2.1 Percentage of staff of Linguistic Profile 1 that have a level of linguistic knowledge which is adequate for their place of work	Nº of workers LP 1
2.2 Percentage of staff of Linguistic Profile 2 that have a level of linguistic knowledge which is adequate for their place of work	Nº of workers LP 2
2.3 Percentage of staff of Linguistic Profile 3 that have a level of linguistic knowledge which is adequate for their place of work	Nº of workers LP 3
2.4 Percentage of staff of Linguistic Profile 4 that have a level of linguistic knowledge which is adequate for their place of work	Nº of workers LP 4
3.1 Evaluation of Catalan of the two latest recruits	No evaluation : 0
3.2.a Percentage of staff with inadequate training undertaking Catalan language teaching	Percentage (0 - 100)
3.2.b Incentives or support for Catalan language teaching	No financial support or time (no incentives) : 0
3.3 Technical or professional training in Catalan	No training : -1
	Percentage (0-100)
3.4 Explicit criteria for the provision of information services in Catalan	No criteria : 0
3.5 Explicit criteria for the use of Catalan in written communications	No criteria : 0
3.6 Use of an internal or external assessment service	Neither : 0
3.7 Existence of three or more different elements of linguistic autonomy (IT tools, dictionaries, grammars, specific vocabulary etc.)	Do not exist : 0
4.1 Letterhead bearing the organisation's name	Everything or nearly everything in another language : 0
4.2 The organisation's identification stamps	Everything or nearly everything in another language : 0
4.3 Instruction or usage manuals	Everything or nearly everything in another language : 0
4.4 Invoice, receipt, till receipt	Everything or nearly everything in another language : 0
5.1 Language in which telephone conversations are initiated and in which spoken contact with the public is undertaken on 3 observed occasions	Never in Catalan: 0
5.2 Use of Catalan in regular external activities	Percentage (0 - 100)
5.3 Written communications with service institutions and businesses excluding clients and suppliers	Percentage (0 - 100)
5.4 Written communications with clients, users, members etc	Percentage (0 - 100)
5.5 Communications with suppliers	Percentage (0 - 100)
5.6 Publications	Percentage (0 - 100)
6.1 Last circular, directive or equivalent	Everything or nearly everything in another language : 0
6.2 The last two agendas, convening of meetings or minutes of meetings, at 2 different levels	Everything or nearly everything in another language : 0
6.3 Forms and internal documents	Everything or nearly everything in another language : 0
6.4 Initial language in which internal meetings are held, at 2 different levels	Everything or nearly everything in another language : 0
6.5 Two latest examples of statutes, reports, projects, balances, annual results or budgets	Everything or nearly everything in another language : 0
6.6 The most used computer programme or recording method	Everything or nearly everything in another language : 0