

NORTH ANDOVER HOUSING AUTHORITY LANGUAGE ACCESS PLAN

I. INTRODUCTION

The **North Andover** Housing Authority (“NAHA”) is committed to ensuring equal access to its programs and services by all residents, regardless of primary language spoken.

Pursuant to [760 CMR 4.02\(1\)\(e\)](#), Massachusetts Local Housing Authorities must adopt and enforce a Language Access Plan (“LAP”) regardless of whether they receive federal funds. DHCD has provided “DHCD LAP Guidance to Program Administering Entities” as an appendix to its Language Access Plan, most recently in 2017.¹

[Title VI of the Civil Rights Act of 1964](#) (“Title VI”) also requires recipients of federal financial assistance to take reasonable steps to ensure meaningful access to their programs and services by individuals with Limited English Proficiency (“LEP”). Persons who do not speak English as their primary language and who have a limited ability to read, write, or understand English may be considered LEP individuals. Such reasonable steps to ensure meaningful access include language access planning.

On January 22, 2007, the U.S. Department of Housing and Urban Development (“HUD”) issued Final Guidance to recipients of HUD funding concerning compliance with the Title VI prohibition against national origin discrimination affecting LEP individuals, including detailed guidance for language access planning.²

Furthermore, HUD’s Final Guidance defines a four-factor self-assessment method which assists agencies receiving HUD funds in determining the extent of their obligations to provide LEP services. DHCD, in its “DHCD LAP Guidance to Program Administering Entities,” has encouraged NAHAs to utilize this four-factor self-assessment method regardless of whether they receive HUD funds. Based on the DHCD and HUD guidance, the NAHA has completed an LEP four-factor self-assessment (“Attachment A”).

Using the LEP self-assessment as a guide, the NAHA has prepared this LAP, which defines the actions to be taken by the NAHA to ensure NAHA compliance with Title VI and/or DHCD requirements with respect to LEP individuals. The NAHA will periodically review and update this LAP in order to ensure continued responsiveness to community needs and compliance with 760 CMR 4.02(1)(e), as well as Title VI and related HUD guidance as applicable.

¹ <https://www.mass.gov/files/documents/2017/10/25/lapdhcd2017.docx>

² <https://www.federalregister.gov/documents/2007/01/22/07-217/final-guidance-to-federal-financial-assistance-recipients-regarding-title-vi-prohibition-against>; see also <https://www.federalregister.gov/documents/2007/03/16/E7-4794/final-guidance-to-federal-financial-assistance-recipients-regarding-title-vi-prohibition-against> (Update of Web Site Reference)

II. GOALS OF THE LANGUAGE ACCESS PLAN

The goals of the NAHA's LAP include:

- To ensure meaningful access to the NAHA's housing programs by all eligible individuals regardless of primary language spoken.
- To ensure that all LEP individuals are made aware that the NAHA will provide free oral interpretation services to facilitate their contacts with and participation in programs administered by the NAHA.
- To provide written translations of vital documents to LEP individuals speaking priority languages.
- To ensure that NAHA staff are aware of available language access services and how these services need to be used when serving LEP individuals.
- To provide for periodic review and updating of this LAP and services in accordance with community needs.

III. LEP INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE

See "Attachment A" for data analysis of LEP populations.

IV. TYPES OF ASSISTANCE NEEDED BY LEP INDIVIDUALS

Most contacts between the NAHA and LEP individuals involve meetings, written communications and phone calls where information is exchanged. Examples include interactions by applicants with NAHA staff during the application process leading up to and including placement in housing, as well as periodic contact between residents and NAHA staff related to management, maintenance and lease compliance issues. Oral language assistance services may be needed for these contacts. Oral language assistance service may come in the form of "in-language" communication (a demonstrably qualified bilingual staff member communicating directly in an LEP person's language) or interpretation services. These services may also be necessary to communicate with LEP individuals when written materials are insufficient.

Other contacts involve the exchange and review of printed materials, some of which may be considered "vital documents." HUD's Final Guidance defines vital documents as, "any document that is critical for ensuring meaningful access to the recipients' major activities and programs by beneficiaries generally and LEP individuals specifically." The NAHA will strive to provide translation services as necessary and as resources permit for any document considered vital for an applicant's, tenant's, or participant's meaningful program access as provided in section V.B below ("Written Translation").

V. LANGUAGE ASSISTANCE TO BE PROVIDED

To promote equal access to NAHA programs and services by LEP individuals, the NAHA will implement the following array of Language Access services:

A. Identification of LEP Individuals and Notices

Use of “I Speak... Language Identification Flashcards”: To help identify LEP individuals and determine the appropriate Language Access, the NAHA will post and make available “I Speak... Language Identification Flashcards” in common areas, on its website, and by request. Applicants and residents can use these guides to indicate their primary language. During the tenant selection screening process, NAHA staff will make appropriate arrangements for interpretation services generally; using either a bilingual staff person or a telephone interpretation service.³

Notices of Oral Interpretation Services: Subject to budget constraints and in consideration of the four-factor self-assessment described on Attachment A, the NAHA will provide free access to language assistance for staff contact with LEP individuals. The NAHA will prominently post multi-language notices in common areas and on its website which indicate that free language assistance is available upon request (see “Attachment B”). The NAHA will also gather data on requests for language assistance by language to inform its four-factor self-assessment.

B. Language Access Measures

Oral Interpretation - Staff: When feasible, bilingual NAHA staff will be utilized to communicate with LEP individuals in their native languages and to assist them in reviewing NAHA materials, answering questions about NAHA programs, and responding to NAHA forms and information requests. Currently, NAHA employs staff members who speak Spanish.

Oral Interpretation - Telephone Support: Subject to budget constraints and in consideration of the four-factor self-assessment described on Attachment A, if qualified bilingual NAHA staff are unavailable to communicate with an LEP individual who is requesting assistance, the NAHA will use the services of a professional telephone interpretation service, including when an LEP individual uses an “I Speak... Language Identification Flashcard” to signify that they speak a non-English language. When these contacts involve review of NAHA forms and procedures, the NAHA will schedule the call so that the telephonic interpreter can first review the relevant form or procedure. The NAHA will only utilize

³ “I Speak...” Language Identification Flashcards are available in numerous languages from the U.S. Census Bureau: <https://www.lep.gov/sites/lep/files/media/document/2020-02/crci-i-speak-booklet.pdf>

interpretation services which demonstrate a high degree of training and professionalization among the interpreter staff. The NAHA will utilize a service which provides trained and certified interpreters and coverage for a multitude of languages. NAHA staff will be trained in how to access this service, which will be available as needed for LEP applicants and residents. Use of other desktop/phone/tablet apps should be limited to emergency situations when the above services are not available.

Oral Interpretation - In Person Assistance: Subject to budget constraints and in consideration of the four-factor self-assessment described on Attachment A , in limited instances where telephone interpretation services or the use of bilingual NAHA staff are determined insufficient to ensure meaningful access, the NAHA may provide qualified in-person interpretation services at no cost to the LEP individual through the use of community resources and/or outside organizations or vendors who employ or contract with qualified and trained interpreters. Examples of contacts where in person assistance may be requested includes termination hearings and evictions. Due to the considerable expense often involved in providing in person assistance, unless in-person interpretation is available at low cost through community resources, the NAHA will generally strive to use telephonic assistance, as resources permit. If the LEP individual does not wish to use the free interpretation services offered by the NAHA, the LEP individual may provide their own qualified interpreters at their own expense.

Oral Interpretation - Use of Other Interpreters not provided by the NAHA: As noted above, LEP individuals will be informed that the NAHA will provide them with free access to oral interpretation services via bilingual NAHA staff or qualified, trained contractors as needed. If the LEP individual requests their own qualified, trained interpreter this will be allowed at the individual's own expense. Use of family members and friends as interpreters is allowed. Staff will be advised to be alert to the potential for any conflict of interest or competency issue that may arise from the involvement of family or friends.

Written Translation: The NAHA will strive to translate documents that are vital to meaningful program access as resources permit and in consideration of the four-factor-self-assessment referenced in Attachment A and applicable HUD guidance.⁴ Priority languages for translation are identified in Attachment A. Vital documents are those that are critical for ensuring meaningful access to the NAHA's major activities and programs by beneficiaries generally and LEP persons specifically. Meaningful program access generally requires awareness of, and ability to participate in, procedures for applying to the program, for meeting the requirements of the program, and for enjoying important benefits of the

⁴ HUD guidance indicates that written translation of vital documents for each eligible LEP language group that constitute more than 5% (if > 50) of the eligible population in the market area or among current beneficiaries, or 1,000 of such persons, whichever is less, will constitute strong evidence that reasonable steps have been taken to address written translation needs.

program. Meaningful program access also requires awareness of rights and services; otherwise, LEP persons may effectively be denied such access.

Written or “vital documents” include:

- Application-related documents
 - Lease-related documents
 - Rent-redetermination related documents
 - Consent and complaint forms
 - Written standard notices of rights, denial, loss, or decreases in benefits or services, and other notices relating to hearings/conferences/grievances
 - Notice to quit and eviction-related documents
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- *Non-Vital or Non-translated Written documents:* For documents not considered “vital documents” or not immediately translated, a notice must be placed on the document which states in the most frequently encountered languages identified under the administering entity’s LAP, “This is an important document. Please contact North Andover Housing Authority at 978-682-3932 for free language assistance” (see “Attachment C”).
 - *Legal documents:* In the case of legally binding documents such as a lease, although a translated copy of the document should be provided, the English version of the document is the one that is legally binding and considered the official document. The translated document is to be used as a reference tool only. A brief statement will be included on these documents in the language which the document has been translated into which states “This document is for informational purposes only. The English version of this document is considered the legally binding document” (see “Attachment D”).
 - *Translation of written documents:* For NAHA program documents, including those that are highly individualized (such as ineligibility, termination or appeal notices), the NAHA will, to the extent feasible within administrative and fiscal limits, translate these documents based on an assessment utilizing the four-factors discussed above.
 - *Note on timing-related rights:* A person with LEP will not be penalized or denied meaningful and effective access because of an administering entity’s inability to provide timely translation or interpretation services. This would include allowing additional time for translation and/or interpretation without impacting an applicant’s position on the NAHA waitlist.
 - *Review and updating:* The NAHA will periodically review and update the list of vital documents to reflect those documents which are considered vital to applicants and/or residents and will also track existing translated documents that need to be updated for consistency with updated English-language documents.

C. Staff Training and Coordination

The NAHA will provide training on LEP awareness and required assistance actions under the Language Access Plan for employees. This will include:

Training: The NAHA will make reasonable efforts to avail its staff and employees of any available trainings on Language Access. NAHA employees and staff who regularly interact with NAHA clients will be encouraged to complete periodic refresher trainings on Language Access.

LEP Coordinator: The NAHA has designated the Executive Director as the LEP Coordinator, responsible for ongoing updating of LEP analysis, addressing staff and public questions and issue related to LEP matters, and providing ongoing LEP training.

D. Providing Notice to LEP Individuals

To ensure that LEP individuals are aware of the language services available to them, the NAHA will post LEP notices in multiple languages in the NAHA's common areas, on the NAHA's website, and will make LEP notices available upon request.

E. Monitoring and updating the Language Access Plan

The LAP will be reviewed and updated periodically as needed. The review will assess:

- Whether there have been any significant changes in the composition or language needs of the LEP-population in Essex County and/or based on NAHA data;
- A review to determine if additional vital documents require translation;
- A review of any issues or problems related to serving LEP individuals which may have emerged; and
- Identification of any recommended actions to provide more responsive and effective language services.

Attachment A: NAHA's Four Factor Self-Assessment Analysis Regarding LEP Individuals

Attachment B: Language Assistance Protocols

Attachment C: Important Document Notice

Attachment D: Legal Notice Translation

-Adopted by the Board of Commissioners, 5/26/2022

Attachment A: NAHA’s Four-Factor Self-Assessment Analysis Regarding Limited English Proficiency (LEP) Individuals

1. Assessing the number and proportion of LEP individuals served or encountered in the eligible service population.

Data estimates are based on the following data sources:

(a). Census data at the County level (for estimating potential LEP applicants encountered by the NAHA):

See data graph (attached) compiled by **the U.S. Census Bureau** of citizens of Essex County, MA aged 5 years and over for which English is spoken “less than very well.”

Languages spoken by 5% or more of this population were as follows:

- Spanish: 6.57%

(b). Municipal Data [*For use only where the % of LEP population speaking the language in the City/Town is greater than the percentage for the County*]:

See data graph (attached) compiled by **the U.S. Census Bureau (2014-2019)** of citizens of **North Andover, MA** aged 5 years and over for which English is spoken “less than very well.”

Languages where the percentage of LEP population speaking the language in North Andover is greater than the percentage for Essex County:

- Arabic: 0.51%
- Russian: 0.49%
- Chinese: 0.41%
- Vietnamese: 0.31%
- Gujarati: 0.30%
- Italian: 0.24%
- Korean: 0.18%
- German: 0.04%
- Armenian: 0.03%

(c). Applicant data (e.g., data on CHAMP application languages for estimating applicant LEP population served):

- Spanish – 5% of application languages

No other languages spoken by at least 1% of applicants

(d). Tenant data (e.g., data on primary languages and communication preferences by language for estimating tenant LEP population served):

- Spanish: 8%
- Chinese: 1%
- Albanian: .5%

Based on the above data sources, the following languages are priority languages for translation, in descending order of priority for translation [*Spanish must be included*]:

- Spanish
- Chinese
- Albanian

2. Assessing the frequency with which LEP individuals come into contact with the program, activity, or service.

Most interactions revolve around application/eligibility, income determination, work order requests and program compliance issues. The average household has five (5) such interactions annually.

3. Assessing the nature and importance of the program, activity, or service provided by the program.

Eligibility, continued eligibility, program compliance and work order requests are the areas of greatest importance.

4. Assessing the resources (e.g., translation services, bilingual staff, community resources, etc.) available to the NAHA and costs.

Bilingual staff are only available in Spanish and have limited availability. Availability of community resources is also limited. The NAHA utilizes HUD and DHCD's translated documents when available. Many residents and applicants choose to rely on family or friends for interpretation. Translation and interpretation services that are most readily available through a contracted service Telephonic interpretation are the most cost-effective for the NAHA.

Attachment B: Language Assistance Protocols

Cross Central Communication Systems (CCCS)

227 Garfield Ave., B, Woburn, MA 01801

Telephone Number: 781-729-3736

Email Address: info@embracingculture.com

Website: www.embracingculture.com

Identifying Need for Language Assistance:

Persons with LEP will often be able to convey, including through third parties, their need for language assistance, although in some instances one or more of the following steps may be necessary to identify the language and the nature of the assistance sought.

- 1) Utilize “*I-Speak cards*” where walk-ins occur to identify what language the person reads or speaks. I-Speak cards are available at the following website: <https://www.lep.gov/sites/lep/files/media/document/2020-02/crci-i-speak-booklet.pdf>.
- 2) Consult available NAHA staff who can provide initial support in identifying languages and assistance needed by persons with LEP that come into direct contact with the NAHA in person, by telephone, or in writing.
- 3) Utilize NAHA’s over-the-phone telephonic services account CCHS. Reception staff and others are trained on how to access our telephone interpretation services to provide services to LEP who appear at the NAHA office needing language assistance.
- 4) Other Consult with partner agencies assisting the person.

Note: Persons with LEP must not be turned away or told that they must secure their own interpreter or translator. Language assistance through interpreter or translator services as appropriate must be sought as soon as possible and timing-related rights must be preserved while such services are being sought.

Protocols and Procedures for Providing Oral Language Assistance (Interpretation):

Select appropriate method for providing interpretation on a case-by-case basis depending on the nature and importance of the communication, including whether in-person interpretation is necessary for providing meaningful access to programs and services. The following are interpreter resources for consideration:

- a. *NAHA STAFF:*

The North Andover Housing Authority currently employs a bilingual Spanish-speaking staff member. The bilingual staff member may be utilized by contacting the Front Desk.

- b. *Community/other resources* (e.g., non-profit assistance or inter-agency partnerships)

Merrimack Valley Immigrant & Education Center
493 S. Union Street
Building 2, Basement
Lawrence, MA 01843
978-683-7316
info@mviiec.org

- c. Currently, CCCS is to be used for over-the-phone interpretation. Useful tips for using interpreter services and further protocols for telephonic interpretation are provided below.
- d. *In-Person Assistance*: In limited instances where in-person assistance is necessary to ensure meaningful access and use of bilingual NAHA staff is determined to be insufficient or inappropriate (e.g., due to a conflict of interest), the NAHA may provide qualified in-person interpretation services at no cost to the LEP individual either through local community organizations CCCS. In-person assistance may be utilized by contacting the Executive Director at 978-682-3932 x102.

NAHA staff should utilize the process for identifying need for language assistance detailed above and contact the NAHA's Executive Director to determine if an in-person language assistance accommodation is required.

Protocols for Using Over-the-Phone Interpretation:

Additional Protocols for Administrative Staff

- 1) Utilize staff resources or the service to:
 - a. Determine the LEP caller's question or issue.
 - b. Obtain the LEP caller's name, contact information, and best times when he or she can be reached.
 - c. Inform the LEP caller that the appropriate staff person will contact the caller.
- 2) After the call ends, let the appropriate staff person that would handle the caller's type of question/issue know that the caller requires follow-up with language interpretation and specify for the staff person the information

corresponding to paragraph (1) (a)-(c) above as well as whether the issue appears to be time sensitive.

- 3) Assist the staff person to utilize staff resources or over-the-phone interpretation to follow-up with the LEP caller.

Note: the following are useful tips for utilizing over-the-phone interpreter services:

- Explain to the interpreter the purpose of the communication (i.e., assistance filling out a housing application). It is also helpful, particularly for more complex situations, to give the interpreter a brief overview and description of the information to be conveyed.
- Provide brief explanations of technical terms of art that may come up during the communication, such as eligibility, income limits, recertification, lease violation, etc.
- Speak as if talking directly with the person with LEP and not with the interpreter. It may be helpful to check in with the interpreter to make sure he/she is understanding what you are saying. If in person, face the person with LEP and look at him/her and not the interpreter.
- Speak in short sentences and enunciate words.
- Express one idea at a time and allow the information to be interpreted prior to continuing.
- Avoid using acronyms, such as HUD, DHCD, etc.
- Inform the interpreter when you are no longer in need of his/her services.

Protocols and Procedures for Providing Written Language Assistance (Translation):

1) Translation of vital documents:

a. *NAHA staff*

The NAHA currently employs staff that can provide some written language assistance in Spanish. Such staff may be utilized by contacting the NAHA's Executive Director or their designee.

b. *Community/other resources* (e.g., non-profit assistance or inter-agency partnerships)

The NAHA will utilize DHCD and HUD resources to provide important documents to LEP in their preferred language.

c. Currently, **CCCS** or other approved vendor as noted above is to be used for written translation. Requests for written translation services should be submitted to the Executive Director.

- 2) *To the extent important documents have yet to be translated, free language assistance terminology translated in other languages must be inserted with the document (see “Attachment C”).*
- 3) *For legally binding documents, such as a lease, the translation must be accompanied by a statement in the language of the translated document indicating that the translated document is for informational purposes only and that the English version is considered the legally binding document (see “Attachment D”).*

Attachment C: Important Document Notice

[This is an important document. Please contact the North Andover Housing Authority at 978-682-3932 for free language assistance.](#)

Este documento es muy importante. Favor de comunicarse con el Autoridad de Vivienda de North Andover en 978-682-3932 para ayuda gratis con el idioma. (Spanish)

Este é um documento importante. Entre em contato com o Autoridade de Habitação North Andover no número 978-682-3932 para obter assistência gratuita com o idioma. (Portuguese)

Dokiman sila a enpòtan. Tanpri kontakte Otorite Lojman la nan 978-682-3932 pou asistans gratis nan lang. (Haitian Creole)

此文件為重要文件。如果您需要免費的語言翻譯幫助，請聯絡 北安多弗房屋委員會 聯絡方式：978-682-3932。 (Chinese, Traditional)

此文件为重要文件。如果您需要免费的语言翻译帮助，请联络 北安多弗房屋委员会 联络方式：978-682-3932。 (Chinese, Simplified)

Это весьма важный документ. Свяжитесь с сотрудником Жилищное управление Северного Андовера на предмет оказания бесплатной помощи по переводу на иностранный язык 978-682-3932. (Russian)

នេះគឺជាឯកសារសំខាន់។ សូមទំនាក់ទំនង អាជ្ញាធរលំនៅដ្ឋានខាងជើង Andover តាមរយៈ: 978-682-3932 ដើម្បីទទួលបានជំនួយ ផ្នែកភាសាដោយឥតគិតថ្លៃ។ [Mon-Khmer, Cambodian]

Đây là một tài liệu quan trọng. Vui lòng liên hệ Cơ quan Quản lý Nhà ở North Andover tại 978-682-3932 để được hỗ trợ ngôn ngữ miễn phí. (Vietnamese)

Kani waa dukumentiyu muhiim ah. Fadlan North Andover Housing Authoity kala soo xiriir 978-682-3932 si aad u hesho gargaar xagga luqadda oo bilaash ah. (Somali)

هذه وثيقة مهمة. يرجى الاتصال هيئة إسكان شمال أندوف 2393-286-978 للمساعدة اللغوية المجانية. (Arabic)

Ce document est très important. Veuillez contacter le Office du logement de North Andover au 978-682-3932 afin d'obtenir une assistance linguistique gratuite. (French)

Il presente è un documento importante. Si prega di contattare il North Andover Housing Authority al 978-682-3932 per avere assistenza gratuita per la traduzione. (Italian)

This is an important document. Please contact NORTH ANDOVER HOUSING AUTHORITY at 978-682-3932 for free language assistance.

Το παρόν έγγραφο είναι σημαντικό. Παρακαλώ επικοινωνήστε με την Αρχή Στέγασης North Andover στο τηλέφωνο 978-682-3932 για δωρεάν γλωσσική βοήθεια. (Greek)

Jest to ważny dokument. Proszę skontaktować się z Urząd Mieszkaniowy North Andover pod numerem 978-682-3932 aby uzyskać bezpłatną pomoc językową. (Polish)

이것은 중요 문서입니다. 무료 언어 지원을 위해서는_노스 앤도버 주택 당국978-682-3932 에 연락하십시오.
(Korean)

これは重要な文書です。無料の言語サービスについては、ノースアンドーバー住宅公社 の978-682-3932 までご連絡ください。
(Japanese)

Սա կարևոր փաստաթուղթ է: Խնդրում ենք կապվել Հյուսիսային Անդովերի բնակարանային վարչություն 978-682-3932 եզվախոսին ձեր օգնության համար:
(Armenian)

ນີ້ແມ່ນເອກະສານທີ່ສໍາຄັນອັນໜຶ່ງ. ກະລຸນາຕິດຕໍ່ກັບ ອໍານາດການປົກຄອງບ້ານເກີດເມືອງເໜືອ Andover ທີ່978-682-3932 ເພື່ອຂໍຄວາມຊ່ວຍເຫຼືອທາງດ້ານການແປພາສາໂດຍບໍ່ໄດ້ເສຍຄ່າ. (Lao)

Ovo je važan dokumenat. Za besplatnu pomoć vezanu za jezik, molimo vas kontaktirajte Stambena uprava Sjevernog Andovera na 978-682-3932. (Serbo-Croatian)

یہ ایک اہم دستاویز ہے۔ زبان سے متعلق مفت مدد کیلئے براہ کرم نارٹھ اینڈور ہاؤسنگ اتھارٹی 978-682-3932 سے رابطہ کریں۔
(Urdu)

આ એક અગત્યની દસ્તાવેજ છે. કૃપા કરીને મફત ભાષાકીય સહાય માટે નોર્થ એન્ડોવર હાઉસિંગ ઓથોરિટી પર 978-682-3932 નો સંપર્ક કરો. [Gujarati]

เอกสารนี้มีความสำคัญ โปรดติดต่อ การเคหะนอร์ทแอนโดเวอร์ที่ 978-682-3932
บริการช่วยเหลือด้านภาษาได้ฟรี
(Thai)

این سند مهمی است. لطفا جهت دریافت خدمات رایگان زبان با _____ از طریق _____ تماس حاصل فرمایید.

978-682-3932 North Andover Housing Authority (Farsi)

Attachment D: Legal Notice Translation

This document is for informational purposes only. The English version of this document is considered the legally binding document.

Este documento es con el propósito de información solamente. La versión en Inglés de este documento es la que se considera válida legalmente. (Spanish)

Este documento é para fins informativos. Somente a versão em inglês deste documento é considerada um documento legalmente obrigatório. (Portuguese)

Dokiman sila a se pou enfòmasyon sèlman. Se vèsyon angle dokiman sila a nou konsidere antanke dokiman ki angaje devan lalwa. (Haitian Creole)

本檔僅供資訊瞭解之用。只有本檔的英文版本被看成具有法律效率的檔。(Chinese, Traditional)

本文件仅供信息了解之用。只有本文件的英文版本被看成具有法律效率的文件。(Chinese, Simplified)

Этот документ приведен только со справочно-информационными целями. Английский вариант этого документа является юридически обязательным к исполнению. (Russian)

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Tài liệu này chỉ nhằm mục đích thông tin. Phiên bản tiếng Anh của tài liệu này được xem là một tài liệu có tính ràng buộc về mặt pháp lý. (Vietnamese)

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Այս փաստաթուղթը տեղեկատվական նպատակներին համար է միայն: Այս փաստաթղթի անգլերեն տարբերակն է համարվում իրավաբանորեն պարտավորեցնող փաստաթուղթ: (Armenian)

ນີ້ແມ່ນເອກະສານໃຈເພື່ອໃຊ້ໃນຈຸດປະສົງຂອງການໃຫ້ຂໍ້ໃຈຂໍ້ມູນເທົ່ານັ້ນ. ເອກະສານນີ້ທີ່ໃຊ້ບັນສະບັບຖືກຕ້ອງຕາມກົດໝາຍຈະແມ່ນສະບັບພາສາອັງກິດເທົ່ານັ້ນ. (Lao)

Ovaj dokument služi samo u informativne svrhe. Verzija ovog dokumenta na engleskom jeziku se smatra zakonski obavezujućim dokumentom. (Serbo-Croatian)

یہ دستاویز صرف معلوماتی مقاصد کیلئے ہے۔ اس دستاویز کا انگریزی ورژن قانونی طور پر پابند کرنے والا دستاویز ہے۔

(Urdu)

આ દસ્તાવેજ માત્ર માહિતીના હેતુઓ માટે જ છે. આ દસ્તાવેજનું અંગ્રેજી સંસ્કરણ કાનૂની રીતે બાંધ્ય દસ્તાવેજ ગણવામાં આવશે. (Gujarati)

เอกสารนี้สำหรับใช้เป็นข้อมูลเท่านั้น

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(Thai)

این سند صرفاً جهت اطلاع می باشد. تنها نسخه انگلیسی آن از لحاظ قانونی یک سند تعهدآور است.

(Farsi)