

Urban poles	100-rated reference value on 1 September 2010	100-rated reference value on September 2011	100-rated reference value on September 2012
Ville de Rivière-du-Loup	\$8,300	\$10,900	\$13,600
Ville de Rivière-Rouge	\$9,000	\$11,500	\$14,000
Ville de Roberval	\$5,300	\$6,200	\$7,200
Ville de Rouyn-Noranda	\$6,100	\$7,600	\$9,000
Ville de Saguenay (sector Chicoutimi)	\$5,900	\$6,900	\$8,000
Ville de Saguenay (sector La Baie)	\$5,700	\$6,900	\$8,000
Ville de Saint-Félicien	\$5,100	\$6,200	\$7,200
Ville de Saint-Georges	\$7,300	\$8,100	\$9,000
Ville de Saint-Raymond	\$8,100	\$10,100	\$12,000
Ville de Senneterre	\$5,900	\$7,700	\$9,600
Ville de Sept-Îles	\$1,900	\$2,100	\$2,400
Ville de Saint-Côme	\$7,300	\$9,700	\$12,000
Ville de Saint-Donat	\$14,300	\$17,500	\$20,800
Ville de Sainte-Anne-des-Monts	\$2,500	\$2,800	\$3,000
Ville de Saint-Jovite	\$13,300	\$15,700	\$18,000
Ville de Témiscaming	\$5,500	\$6,800	\$8,000
Ville de Val-d'Or	\$7,100	\$9,500	\$12,000
Ville de Ville-Marie	\$4,900	\$5,700	\$6,400

”.

**49.** For the purposes of applying the conservation plan of a biodiversity reserve or aquatic reserve, proposed or having permanent protection status, approved in accordance with the Natural Heritage Conservation Act (R.S.Q., c. C-61.01) before 1 September 2010, the new provisions introduced by section 16 of this Regulation are not amendments to the conditions of a lease entered into for the construction of a rough shelter in the forest renewed as of that date.

**50.** This Regulation comes into force on 1 September 2010.

9784

### Draft Regulation

Private Security Act  
(R.S.Q., c. S-3.5)

#### Standards of conduct of agent licence holders carrying on a private security activity

Notice is hereby given, in accordance with sections 10 and 11 of the Regulations Act (R.S.Q., c. R-18.1), that the Regulation respecting standards of conduct of agent licence holders carrying on a private security activity, made by the Bureau de la sécurité privée and appearing below, may be approved by the Government, with or without amendment, on the expiry of 45 days following this publication.

The draft Regulation determines the standards of conduct to be followed by agent licence holders in the exercise of their functions.

To date, study of the matter has shown no impact on the public and on enterprises, including small and medium-sized businesses.

Further information on the draft Regulation may be obtained by contacting Serge Roberge, Director General, Bureau de la sécurité privée, 35, rue de Port-Royal Est, 2<sup>e</sup> étage, bureau 2.00, Montréal (Québec) H3L 3T1; telephone: 514 873-5210; fax: 514 873-5223.

Any person wishing to comment on the draft Regulation is requested to submit written comments within the 45-day period to the Chair of the board of directors of the Bureau de la sécurité privée, Pierre Ricard, 35, rue de Port-Royal Est, 2<sup>e</sup> étage, bureau 2.00, Montréal (Québec) H3L 3T1; telephone: 514 873-5210; fax: 514 873-5223.

JACQUES P. DUPUIS,  
*Minister of Public Security*

## **Regulation respecting standards of conduct of agent licence holders carrying on a private security activity**

Private Security Act  
(R.S.Q., c. S-3.5, s. 107, par. 6)

**1.** Agent licence holders must conduct themselves so as to preserve the trust required by the exercise of their functions

In the exercise of their functions, they may not

- (1) use obscene, blasphemous or offensive language;
- (2) commit injurious acts or use injurious language based on race, colour, sex, pregnancy, sexual orientation, civil status, age, religion, political convictions, language, ethnic or national origin, social condition, a handicap or the use of any means to palliate a handicap;
- (3) be disrespectful or impolite toward a person; or
- (4) use or be under the influence of alcoholic beverages, hallucinogens, anaesthetics, narcotics, drugs or any other substance causing reduced or disturbed faculties or intoxication.

**2.** Agent licence holders must present their licence when requested to identify themselves and bear any identification mark prescribed by a regulation made under subparagraph 2 of the first paragraph of section 111 of the Private Security Act (R.S.Q., c. S-3.5).

**3.** Agent licence holders must avoid any form of abuse of authority in their relations with any person.

In their relations, they must not:

- (1) use greater force than is necessary to accomplish what is required or permitted;
- (2) make threats, intimidate or harass;
- (3) knowingly make a false accusation against a person; or
- (4) detain any person who is not under arrest or that they are not authorized to detain.

**4.** Agent licence holders must provide all reasonable assistance to the Bureau de la sécurité privée and to a peace officer and cooperate with them so they can exercise their functions.

To that end, they must not

- (1) prevent or contribute to preventing justice from taking its course; or
- (2) conceal or fail to pass on evidence or information in order to benefit or harm any person.

**5.** Agent licence holders may not carry on a private security activity with or for a person or group of persons who operates an enterprise offering a private security activity, unless that person or group of persons holds an agency licence of the class relevant to the activity offered.

**6.** Agent licence holders must act with competence and professionalism. They must carry on the private security activities that are assigned to them and exercise all related functions by showing the highest degree of integrity, competence, vigilance, diligence and care that one is reasonably entitled to expect from an agent licence holder.

In the exercise of their functions, they must not

- (1) be negligent or careless;
- (2) present themselves as having the authority, status or powers of a peace officer;
- (3) suggest that they have the capacity, level of training, skills or experience they have not; or
- (4) carry on a private security activity for which they do not hold a licence of the corresponding class.

**7.** Agent licence holders must exercise their functions with dignity and loyalty and avoid any situation of conflict of interest.

To that end, they must not

(1) resort to or take part in fraudulent or illegal practises;

(2) accept money or another consideration in the exercise of their functions, other than what is allocated to them for that purpose; or

(3) grant, solicit or accept an undue favour or advantage for themselves or another person.

**8.** Agent licence holders are bound by discretion regarding matters of which they have knowledge in the exercise of their functions and must, at all times, respect the confidential nature of the information thus received. They may not use that information for their own benefit or the benefit of a third party.

**9.** Agent licence holders authorized to carry a firearm in the exercise of their functions under the Firearms Act (S.C. 1995, c. 39) must use it with caution and judgment.

To that end, they must not

(1) show, manipulate or point his or her firearm without justification; or

(2) neglect to take the measures necessary to prevent that his or her firearm be used by any other person.

**10.** This Regulation comes into force on the fifteenth day following the date of its publication in the *Gazette officielle du Québec*.

9785

## Draft Regulation

Travel Agents Act  
(R.S.Q., c. A-10)

### Travel agents — Amendments

Notice is hereby given, in accordance with sections 10 and 11 of the Regulations Act (R.S.Q., c. R-18.1), that the Regulation to amend the Regulation respecting travel agents, appearing below, may be made by the Government on the expiry of 25 days following this publication.

The urgency of the situation requires a shorter period than the period provided for in section 11 of the Regulations Act, as permitted under section 12 of that Act, because the draft Regulation, which contains a number of measures necessary for the application of the new legislative provisions provided for in the Act to amend the Act respecting the Consumer Protection Act and other legislative provisions (S.Q., 2009, c. 51), must come into force on the same date as that Act, that is not later than 30 June 2010.

The draft Regulation completes the legislative provisions recently passed with respect to the elimination of the distinction between retail travel agents and wholesale travel agents, the possibility for travel counsellors to perform travel agent operations without holding licences and the use of part of the income from the Fonds d'indemnisation des clients des agents de voyages for information and education of travel agents' customers. It also updates the regulation with respect to new developments in the travel industry.

The draft Regulation provides for the creation of two new classes of licences, namely the general licence for travel agents and the restricted licence for adventure travel organizers, outfitters and regional tourist associations. It prescribes terms and conditions for issuing and renewing the general licence and the restricted licence, and revises the rules relating to security to be provided. The draft Regulation also sets out the conditions for issuing and renewing the travel counsellor certificate. It provides certain exceptions to the application of the Act.

The draft Regulation proposes to allow the operation of an establishment from home under certain conditions. It provides rules relating to advertisement on travel agents' websites. It also proposes a framework for unilaterally changing the price of tourist services in contracts already signed.

The rules relating to the contribution to the Fonds d'indemnisation des clients des agents de voyages and to the compensation of customers are amended.

Technical adjustments for concordance with the recent amendments to the Act and transitional measures are also proposed.

Certain measures relating in particular to the issue of travel counsellor certificates and restricted licences add to the burden of travel agents and travel counsellors as well as outfitters and adventure travel organizers. On the other hand, measures relating to the indemnity fund have a positive impact on customers of travel agents.