



Language Policy for the City of Reykjavík

1. Icelandic is at the forefront in the City of Reykjavík.
2. All communication involves friendliness and respect.
3. Icelandic is the main language of communication in the City of Reykjavík. Staff use Icelandic in their work and administration, except when circumstances require them to use other languages. Staff who are in direct contact with the City's residents have basic skills in Icelandic.
4. All information is accessible and easy to understand. High-quality and plain language, whether written or spoken, is a key element in all services and administration of the City. Staff write simple, plain, and objective text.
5. All content of the City of Reykjavík is in Icelandic. In addition, people are guaranteed access to information, for example through interpretation, translations, or text in an easy-to-read language. When a translation is available, Icelandic, and foreign text are always published in parallel.
6. The City of Reykjavík creates conditions for staff and encourages them to improve their Icelandic language skills through continuous education and support. The City of Reykjavík considers language skills and the diversity of human life as a resource.
7. Information dissemination to people with special needs and disabilities is in accordance with international standards. The City of Reykjavík ensures that information is provided using speech synthesizers, in Braille and Icelandic sign language where appropriate.

8. The language policy takes into account other policies and applies to all workplaces of the City of Reykjavík and to companies and institutions that provide services on behalf of the City.

