Item #	Requirement	Category	Action item / Comments	Compliance Deadline	Status
	CUSTOMER SERVICE STANDARD				
1	Customer Service Policy	CSS		January 1, 2012	Compliant
2	Allow Service Animals and Support Persons	CSS		January 1, 2012	Compliant
3	Notice of Temporary Disruptions	CSS		January 1, 2012	Compliant
4	Training	CSS		January 1, 2012	Compliant
5	Establish Feedback process	CSS		January 1, 2012	Compliant
6	Notice of availability of documents	CSS		January 1, 2012	Compliant
	INTEGRATED ACCESSIBILITY STANDARDS				
	General				
7	Statement of commitment	IAS/GEN		January 1, 2012	Compliant
8	Integrated Standards Policy	IAS/GEN		January 1, 2012	Compliant
9	Multi-year accessibility plan	IAS/GEN		January 1, 2012	Compliant
10	Training: Job specific for IAS	IAS/GEN	Develop and issue job specific training of IAS & associated policies	January 1, 2012	Compliant
11	Accessible procurement	IAS/GEN		January 1, 2012	Compliant
12	Training: Diversity, Equity & Inclusion Power of Differences	IAS/GEN		January 1, 2021	Compliant
13	Training: Diversity, Equity & Inclusion Conscious Inclusion	IAS/GEN		December 31, 2022	
	EMPLOYMENT STANDARD				
14	Workplace Emergency Response Plan	IAS/ES/REC		January 1, 2012	Compliant
15	Accommodation policy & process	IAS/ES/REC		January 1, 2012	Compliant

16	Accessible recruitment: and selection policy and process	IAS/ES/REC	Policy and process updated and implemented	January 1, 2016	Compliant
17	Accessible recruitment: Sourcing	IAS/ES/REC	All positions are forwarded to a local agency to support an inclusive approach to sourcing	January 1, 2016	Compliant
18	Accessible recruitment: Posting positions	IAS/ES/PER	A pre-screening questionnaire has been developed and integrated into the Recruitment process	January 1, 2016	Compliant
19	Accessible recruitment: Interview location	IAS/ES/PER		January 1, 2016	Compliant
20	Accessible recruitment: Interview process / Minimizing the bias in the interview process	IAS/ES/PER		January 1, 2016	Compliant
21	Accessible recruitment: Offer letter	IAS/ES/PER	Offer letter modified for all new hires as of July 8, 2014	January 1, 2016	Compliant
22	Return to Work: Review current processes that manage the return-to-work process and modify if required	IAS/ES/PER		January 1, 2016	Compliant
23	Performance Management	IAS/ES/PER	All employees set S.M.A.R.T. objectives at the beginning of the calendar year	January 1, 2016	Compliant
24	Career Development	IAS/ES/PER	All employees can voice their career aspirations online or face-to face as KPLP encourages internal career development	January 1, 2016	Compliant
25	Redeployment	IAS/ES/PER		January 1, 2016	Compliant
26	Employee Accommodation Plans: Develop written process	IAS/ES/PER		January 1, 2017	Compliant
272	Employee Accommodation Plans: Review current process in place to accommodate employees returning from sickness or workplace accidents	IAS/ES/PER		January 1, 2017	Compliant
28	Employee Accommodation Plans: Communication Plan	IAS/ES/PER	Policies included in onboarding binder and reviewed with new employees	January 1, 2017	Compliant

29	Employee Accommodation Plans: Accessible formats and communication supports for employees	IAS/ES/PER		January 1, 2017	Compliant
30	Return to Work: Develop and implement Return to work process	IAS/ES/PER		January 1, 2017	Compliant
31	Disconnecting from Work Policy	IAS/ES/PER	Policy and process updated and implemented	June 1, 2022	Compliant
32	Electronic Monitoring Policy	IAS/ES/PER	Policy and process updated and implemented	November 11, 2022	Compliant
	INFORMATION AND COMMUNICATION				
32	New Internet websites and web content to conform with WCAG 2.0, Level A	INFORMATION AND COMMUNICATION	Review requirements of standard with web designer & prepare action plan	January 1, 2014	Compliant
33	New Internet websites and web content to conform with WCAG 2.0, Level A	INFORMATION AND COMMUNICATION	Meet WCAG 2.0, Level A requirements	January 1, 2014	Compliant
34	Accessible formats and communication support upon request	INFORMATION AND COMMUNICATION	Include in IAS policy and advise Consumer Response team	January 1, 2015	Compliant
35	Establish Accessible Feedback Processes	INFORMATION AND COMMUNICATION	Include in new "accessibility" tabs on KP Tissue and KPLP websites	January 1, 2015	Compliant
36	New Internet websites and web content to conform with WCAG 2.0, Level AA	INFORMATION AND COMMUNICATION	Develop detailed action plan (with costing and timelines) to meet requirements by deadline	January 1, 2021	Compliant
37	New Internet websites and web content to conform with WCAG 2.0, Level AA	INFORMATION AND COMMUNICATION	Meet WCAG 2.0, Level AA requirements	January 1, 2021	Compliant