

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
7	Notice of availability of documents	CSS		January 1 2012	Compliant
INTEGRATED ACCESSIBILITY STANDARDS					
GENERAL					
8	Statement of commitment	IAS/GEN		January 1 2014	Compliant
9	Integrated Standards Policy	IAS/GEN		January 1 2014	Compliant
10	Multi-year accessibility plan	IAS/GEN		January 1 2014	Compliant
11	Training: Human Rights Code	IAS/GEN		January 1 2014	Compliant
12	Training: Job specific for IAS	IAS/GEN	Develop and issue job specific training of IAS & associated policies	January 1 2014	Compliant
13	Accessible procurement	IAS/GEN		January 1 2014	Compliant
EMPLOYMENT STANDARD					
14	Workplace Emergency Response Plan	IAS/ES/SAF		January 1 2012	Compliant
15	Accommodation policy & process	IAS/ES/SAF		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

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18	Accessible recruitment: Posting positions	IAS/ES/REC	New text added to all new postings as of July 8 2014	January 1 2016	Compliant
19	Accessible recruitment: Pre-screening questionnaires	IAS/ES/REC	A pre-screening questionnaire has been developed and integrated into the Recruitment process	January 1 2016	Compliant
20	Accessible recruitment: Interview location	IAS/ES/REC		January 1 2016	Compliant
21	Accessible recruitment: Interview process / Minimizing the bias in the interview process	IAS/ES/REC		January 1 2016	Compliant
22	Accessible recruitment: Offer letter	IAS/ES/REC	Offer letter modified for all new hires as of July 8 2014	January 1 2016	Compliant
23	Employee Accommodation Plans: Develop written process	IAS/ES/ACC		January 1 2017	Compliant
24	Employee Accommodation Plans: Review current process in place to accommodate employees returning from sickness or workplace accidents	IAS/ES/ACC		January 1 2017	Compliant
25	Employee Accommodation Plans: Communication Plan	IAS/ES/ACC	Policies included in onboarding binder and reviewed with new employees	January 1 2017	Compliant
26	Employee Accommodation Plans: Accessible formats and communication supports for employees	IAS/ES/ACC		January 1 2017	Compliant
27	Return to Work: Develop and implement Return to work process	IAS/ES/RTW		January 1 2017	Compliant
28	Return to Work: Review current processes that manage the return to work process and modify if required	IAS/ES/RTW		January 1 2016	Compliant
29	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

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30	Career Development:	IAS/ES/PER	All employees can voice their career aspirations on line or face-to-face as KPLP encourages internal career development	January 1 2016	Compliant
31	Redeployment	IAS/ES/RED		January 1 2016	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	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	
35	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	
36	Accessible formats and communication supports upon request	INFORMATION AND COMMUNICATION	Include in IAS policy and advise Consumer Response team	January 1 2015	Compliant
37	Establish Accessible Feedback Processes	INFORMATION AND COMMUNICATION	Include in new "accessibility" tabs on KP Tissue and KPLP websites	January 1 2015	Compliant