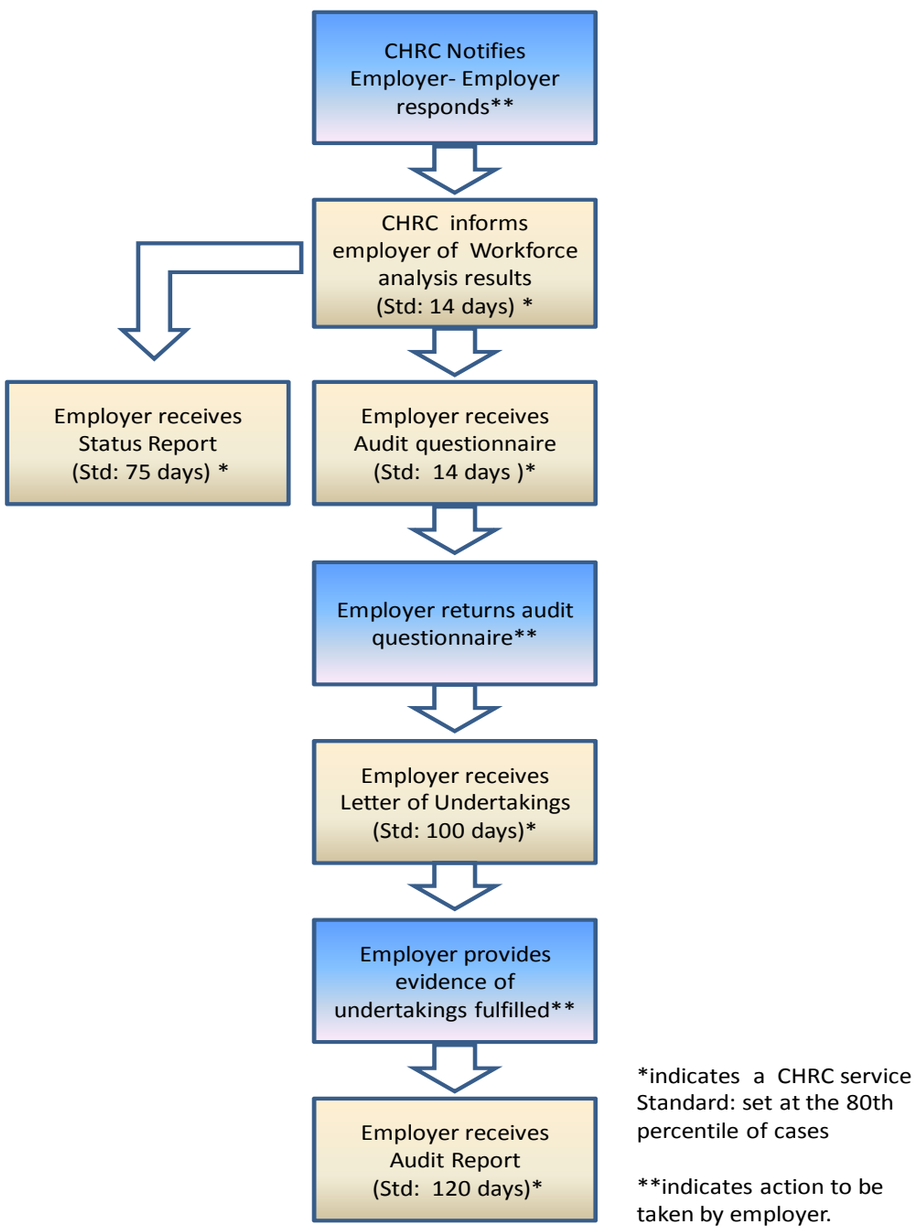
Service Standards for
Employment Equity Compliance Audit

As part of its commitment to quality client service, the Commission has developed new service standards for its compliance audit program.

1. Employment Equity Program Stages

The stages where employers receive services are identified in Figure 1 below with a single asterisk (*).

Figure 1: Employment Equity Process



2. Employment Equity Performance Reporting

Employment Equity Compliance Audits Performance reporting					
Standard*	**Target**	**Average 2011-2014**	**2014/15**	**2015/16**	**2016/17**
1. CHRC informs employers of workforce analysis results Within **14 days**	80%	34%	75%		
2. Employer with a more successful overall EE result in comparison to its sector receives a Status Report Within **75 days**	80%	75%	94%		
3. Employer with a less successful overall EE result receives an audit questionnaire requesting additional information to assess compliance with the Act Within **14 days**	80%	81%	91%		
4. If found in non compliance, the employer receives a letter of undertakings Within **100 days**	80%	71%	77%		
5. When found in compliance with the Act, the employer receives an Audit Report Within **120 days**	80%	59%	83%		

* Refers to calendar days