

# **BILL 96**

## **DIGITAL COMPLIANCE AUDIT**

### Master Audit Checklist

Version 1.0  
December 2025

#### **IMPORTANT DISCLAIMER**

This checklist constitutes a compliance assessment tool based on Bill 96 and published OQLF guidelines. It does not constitute legal advice. For legal interpretation regarding specific provisions, trademark exceptions, or contract validity, consult a member of the Barreau du Québec.

## How to Use This Checklist

This Master Audit Checklist is your primary operational tool for conducting Bill 96 digital compliance audits. It systematically covers all digital touchpoints subject to Quebec's French language requirements.

### Audit Process Overview

1. Complete the Audit Metadata section with client information and scope
2. Work through each section systematically, marking Pass/Fail/N/A for each item
3. Collect evidence (screenshots, recordings) as indicated in the Evidence column
4. Note specific findings in the Notes column of your working document
5. Complete the Summary Scoring Matrix to calculate overall compliance status
6. Transfer findings to the Client Audit Report template

### Severity Tier Framework

Each checklist item is assigned a severity tier based on likely OQLF enforcement priority and business risk:

Tier	Risk Level	OQLF Response	Examples
<b>T1</b>	<b>CRITICAL</b>	Enforcement action likely within 30 days. Immediate remediation required.	No French website, English-only ToS, checkout fails in French, blocking French service
<b>T2</b>	<b>MAJOR</b>	Enforcement probable within 60 days. Priority remediation recommended.	Incomplete French version, English-only support, English job postings
<b>T3</b>	<b>MODERATE</b>	Warning letter likely. Scheduled remediation acceptable.	Minor content gaps, unreviewed MT, hard-to-find language toggle
<b>T4</b>	<b>MINOR</b>	Low OQLF priority. Best practice improvement.	Grammar errors, outdated terminology, missing alt-text

### Legal Basis Reference

- S.52 — Charter Section 52: Commercial publications (websites, social media) must be in French with equal accessibility, visibility, and prominence
- S.55 — Charter Section 55: Consumer contracts (ToS, Privacy Policy) must be in French; French version must be presented FIRST
- S.58.1 — Charter Section 58.1: Public signs and advertising must have French "markedly predominant" (2x size rule)
- OQLF — OQLF published guidance documents and enforcement interpretations

## Audit Metadata

Complete this section before beginning the audit.

<b>Client Name</b>	
<b>Primary Website URL</b>	
<b>Industry/Sector</b>	
<b>Quebec Employee Count</b>	
<b>Service Tier</b>	<input type="checkbox"/> Basic Audit <input type="checkbox"/> Full Roadmap <input type="checkbox"/> Audit + Remediation <input type="checkbox"/> Retainer
<b>Audit Date</b>	
<b>Auditor</b>	

## Scope Definition

Channels In Scope	Channels Out of Scope
<input type="checkbox"/> Website (main) <input type="checkbox"/> E-commerce flow <input type="checkbox"/> Mobile app <input type="checkbox"/> Legal pages (ToS, Privacy) <input type="checkbox"/> Transactional emails <input type="checkbox"/> Social media <input type="checkbox"/> Customer support (chat/FAQ) <input type="checkbox"/> Job postings/careers <input type="checkbox"/> SaaS/software interface <input type="checkbox"/> Other: _____	

## Section A: Website Core Structure

### A.1 Language Toggle & Access

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
A.1.1	Language toggle exists and is functional	Toggle switches entire site to French	T1	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
A.1.2	Language toggle is prominently visible	Toggle in header, visible without scrolling	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
A.1.3	Toggle labeled correctly	"Français" or "FR" (not flag icon alone)	T3	OQLF	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
A.1.4	Toggle persists across all pages	Toggle accessible on every page	T2	S.52	Screenshot x3	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
A.1.5	Quebec users directed to French by default	GeoIP or browser detection serves FR first	T3	OQLF	Test result	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
A.1.6	Language preference remembered	Return visits maintain language choice	T4	OQLF	Test result	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

### A.2 Content Parity

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
A.2.1	French homepage exists with equivalent content	All sections match English version	T1	S.52	Screenshot comparison	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
A.2.2	All navigation menu items translated	100% of menu items in French	T1	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
A.2.3	About/Company pages translated	Complete FR version exists	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
A.2.4	Product/Service pages translated	All product pages have FR equivalents	T1	S.52	Page count audit	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
A.2.5	Blog/News section translated (if commercial)	Key articles have FR versions	T3	S.52	Sample check	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
A.2.6	Contact page translated	All contact info accessible in FR	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
A.2.7	Footer content translated	All footer links/text in French	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
A.2.8	No "coming soon" or placeholder FR pages	No incomplete FR sections	T2	S.52	Site scan	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

### A.3 Functional Parity

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
A.3.1	Search function works in French	FR search terms return FR results	T2	S.52	Test result	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
A.3.2	Forms function in French	All form labels/buttons translated	T1	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
A.3.3	Form validation messages in French	Error messages display in FR	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
A.3.4	Filters and sorting work in French	Filter options translated	T3	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
A.3.5	Interactive features work in French	Calculators, configurators function in FR	T2	S.52	Test result	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
A.3.6	Downloads/PDFs available in French	FR versions of downloadable content	T2	S.52	File check	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

#### A.4 Aesthetic Parity

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
A.4.1	French version not visually degraded	Same design quality as English	T2	S.52	Visual comparison	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
A.4.2	Images with text have French versions	Banners, graphics translated	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
A.4.3	Same imagery/media on FR pages	No missing images/videos	T3	S.52	Visual comparison	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
A.4.4	Layout accommodates French text length	No truncated text, broken layouts	T3	S.52	Visual scan	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

## Section B: E-Commerce Flow

### B.1 Product Catalog

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
B.1.1	Product titles translated	All product names in French	T1	S.52	Sample screenshots	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
B.1.2	Product descriptions translated	Full descriptions, not abbreviated	T1	S.52	Sample screenshots	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
B.1.3	Product specifications translated	All specs/features in French	T2	S.52	Sample screenshots	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
B.1.4	Category names translated	All category/subcategory labels in FR	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
B.1.5	Size/variant options translated	Dropdown options in French	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
B.1.6	Product images show FR packaging (if applicable)	Digital representation matches FR requirements	T3	S.52	Sample check	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

### B.2 Shopping Cart

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
B.2.1	"Add to Cart" button translated	"Ajouter au panier" or equivalent	T1	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
B.2.2	Cart page fully translated	All labels, buttons, messages in FR	T1	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
B.2.3	Quantity controls translated	"Quantity", "Remove", etc. in French	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
B.2.4	Pricing format correct for Quebec	Uses comma for decimals (10,00 \$)	T3	OQLF	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
B.2.5	Promo code field translated	Label and button in French	T3	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

### B.3 Checkout Process

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
B.3.1	All checkout steps available in French	Complete FR checkout flow exists	T1	S.52	Full flow screenshots	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
B.3.2	Address fields translated	All field labels in French	T1	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
B.3.3	Shipping options translated	Delivery method descriptions in FR	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
B.3.4	Payment method labels translated	Credit card, PayPal, etc. labels in FR	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
B.3.5	Payment gateway supports French	Third-party payment UI in French	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
B.3.6	Order review page translated	Summary labels, totals in French	T1	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
B.3.7	Terms checkbox text translated	Agreement text in French	T1	S.55	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
B.3.8	Error messages during checkout in French	Validation errors display in FR	T2	S.52	Test screenshots	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

## B.4 Post-Purchase

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
B.4.1	Order confirmation page translated	Confirmation message in French	T1	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
B.4.2	Order confirmation email in French	FR email sent to FR purchasers	T1	S.52	Email capture	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
B.4.3	Shipping notification emails in French	Tracking info sent in French	T2	S.52	Email capture	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
B.4.4	Invoice/receipt in French	All invoice text in French	T2	S.52	Document capture	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
B.4.5	Account order history in French	Order status labels in French	T3	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

## Section C: Legal Documents & Contracts

**⚠ CRITICAL SECTION: Section 55 of the Charter requires consumer contracts be available in French and presented FIRST. Non-compliant contracts may be voidable.**

### C.1 Terms of Service

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
C.1.1	French Terms of Service exists	Complete FR ToS document available	T1	S.55	Document	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
C.1.2	French ToS presented FIRST or equally	FR version shown before/with EN	T1	S.55	Flow screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
C.1.3	ToS link in French footer	"Conditions d'utilisation" link present	T2	S.55	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
C.1.4	ToS acceptance checkbox in French	"J'accepte" or equivalent	T1	S.55	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
C.1.5	FR and EN ToS versions synchronized	Same effective date, same terms	T2	S.55	Document comparison	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

### C.2 Privacy Policy

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
C.2.1	French Privacy Policy exists	Complete FR policy available	T1	S.55	Document	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
C.2.2	Privacy Policy link accessible in French	"Politique de confidentialité" visible	T2	S.55	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
C.2.3	Policy covers same data practices in FR	No content missing vs EN version	T2	S.55	Document comparison	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

### C.3 Cookie Consent & Banners

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
C.3.1	Cookie banner displayed in French	Banner text fully in French	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
C.3.2	Cookie accept/decline buttons translated	"Accepter" / "Refuser" or equivalent	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
C.3.3	Cookie settings/preferences in French	Detailed options translated	T3	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
C.3.4	Cookie policy link leads to FR document	Link goes to French policy	T2	S.55	Click test	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

## C.4 Other Legal Documents

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
C.4.1	Return/Refund policy in French	Complete FR policy exists	T2	S.52	Document	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
C.4.2	Shipping policy in French	Delivery terms in French	T2	S.52	Document	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
C.4.3	Warranty information in French	Warranty terms translated	T2	S.52	Document	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
C.4.4	Accessibility statement in French (if present)	FR version if EN version exists	T4	S.52	Document	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
C.4.5	Contest/sweepstakes rules in French	All promotional terms in FR	T2	S.55	Document	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

## Section D: Customer Communications

### D.1 Transactional Emails

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
D.1.1	Welcome/registration email in French	FR email sent to FR registrants	T2	S.52	Email capture	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
D.1.2	Password reset email in French	Reset flow entirely in French	T2	S.52	Email capture	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
D.1.3	Account update notifications in French	Account change emails in FR	T3	S.52	Email capture	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
D.1.4	Email templates detect language preference	System sends FR to FR users	T2	S.52	Test result	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
D.1.5	Email footers/unsubscribe in French	All email chrome translated	T3	S.52	Email capture	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

### D.2 Marketing Communications

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
D.2.1	Newsletter available in French	FR newsletter option exists	T2	S.52	Subscription flow	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
D.2.2	Promotional emails in French	Marketing emails sent in FR to QC	T2	S.52	Email capture	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
D.2.3	Abandoned cart emails in French	Recovery emails in French	T2	S.52	Email capture	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
D.2.4	Re-engagement emails in French	Win-back campaigns in French	T3	S.52	Email capture	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

### D.3 SMS & Push Notifications

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
D.3.1	SMS notifications in French	Text messages sent in French	T2	S.52	Message capture	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
D.3.2	Push notifications in French	App/web push in French	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
D.3.3	Order status SMS in French	Delivery updates in French	T2	S.52	Message capture	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

## Section E: Social Media & Advertising

### E.1 Social Media Presence

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
E.1.1	Social media posts include French	French content posted regularly	T2	S.52	Account review	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
E.1.2	French at least equal prominence in posts	FR text first or equally visible	T2	S.52/58.1	Post screenshots	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
E.1.3	Profile/bio information in French	Company description in French	T3	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
E.1.4	Responses to French comments in French	FR questions get FR answers	T2	S.52	Sample review	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
E.1.5	Link in bio goes to French page	Social links lead to FR content	T3	S.52	Click test	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

### E.2 Digital Advertising

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
E.2.1	Quebec-targeted ads in French	Geo-targeted ads use French	T2	S.58.1	Ad screenshots	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
E.2.2	Ad landing pages in French	Ads link to FR pages	T1	S.52	Click test	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
E.2.3	Retargeting ads in French	Remarketing uses FR content	T2	S.52	Ad review	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
E.2.4	Video ads have French audio/subtitles	Video content accessible in FR	T2	S.52	Video review	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
E.2.5	Banner ad text in French	Display ads use French copy	T2	S.58.1	Ad screenshots	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

## Section F: Customer Support Channels

### F.1 Live Chat & Chatbots

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
F.1.1	Chat widget greeting in French	Initial message in French	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
F.1.2	Chatbot can respond in French	Bot handles FR queries	T2	S.52	Test conversation	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
F.1.3	Live agents available in French	FR support staff accessible	T2	S.52	Test result	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
F.1.4	Chat interface labels in French	"Send", "End chat" translated	T3	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
F.1.5	Chat transcript email in French	Transcript sent in French	T3	S.52	Email capture	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

### F.2 Help Center & FAQ

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
F.2.1	Help center/FAQ available in French	FR help section exists	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
F.2.2	FAQ content translated	Key FAQs have FR versions	T2	S.52	Content audit	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
F.2.3	Help search works in French	FR search returns FR results	T3	S.52	Test result	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
F.2.4	Knowledge base categories in French	Navigation in French	T3	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

### F.3 Contact & Support Forms

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
F.3.1	Contact form available in French	All fields/labels translated	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
F.3.2	Support ticket system in French	Ticket portal translated	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
F.3.3	Ticket confirmation email in French	Auto-response in French	T3	S.52	Email capture	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
F.3.4	Support response in French when requested	FR queries get FR responses	T2	S.52	Test result	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

## Section G: HR & Career Pages

### G.1 Job Postings

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
G.1.1	Job postings available in French	All Quebec jobs posted in FR	T1	S.52/OQLF	Posting screenshots	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
G.1.2	Job titles translated	Position names in French	T1	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
G.1.3	Job descriptions translated	Full descriptions in French	T1	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
G.1.4	Requirements/qualifications in French	All requirements listed in FR	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
G.1.5	English requirement justified (if listed)	Language requirement explained	T2	OQLF	Posting review	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
G.1.6	Benefits/compensation in French	Salary, benefits info in FR	T3	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

### G.2 Application Process

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
G.2.1	Application form in French	All form fields translated	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
G.2.2	Apply button translated	"Postuler" or equivalent	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
G.2.3	Application confirmation in French	Confirmation email in FR	T3	S.52	Email capture	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
G.2.4	Careers page navigation in French	Career site sections in FR	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

## Section H: Technical & Quality Elements

### H.1 SEO & Metadata

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
H.1.1	Page titles in French	Browser tab shows FR titles	T3	S.52	Source check	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
H.1.2	Meta descriptions in French	Search snippets show French	T3	S.52	Source check	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
H.1.3	URL structure reflects French content	/fr/ subdirectory or FR slugs	T4	OQLF	URL review	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
H.1.4	Hreflang tags properly configured	Language alternates specified	T4	OQLF	Source check	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
H.1.5	Image alt text in French	Alt attributes translated	T4	S.52	Source check	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

### H.2 Translation Quality

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
H.2.1	No obvious machine translation errors	Text reads naturally in FR	T3	OQLF	Content review	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
H.2.2	Quebec French terminology used	GDT-approved terms preferred	T4	OQLF	Terminology audit	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
H.2.3	No untranslated English terms (except trademarks)	All generic terms in French	T3	S.52	Content review	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
H.2.4	Consistent terminology throughout	Same terms used consistently	T4	OQLF	Terminology audit	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
H.2.5	No spelling/grammar errors	Professional quality French	T4	OQLF	Content review	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
H.2.6	Currency format correct for Quebec	10,00 \$ format used	T4	OQLF	Format check	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
H.2.7	Date format correct for Quebec	DD-MM-YYYY or spelled out	T4	OQLF	Format check	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

### H.3 Third-Party Integrations

ID	Check Item	Pass Criteria	Tier	Legal Basis	Evidence	Status
H.3.1	Third-party widgets support French	Embedded tools display FR	T3	S.52	Visual check	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
H.3.2	Payment processor supports French	Stripe/PayPal in French	T2	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
H.3.3	Review widgets in French	Trustpilot, etc. show French	T3	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
H.3.4	Map/location widgets in French	Google Maps, etc. in French	T4	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A
H.3.5	Social share buttons translated	Share labels in French	T4	S.52	Screenshot	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A

## Summary Scoring Matrix

Complete this matrix after auditing all sections to calculate overall compliance status.

Section	T1 Critical	T2 Major	T3 Moderate	T4 Minor	Section Score
A: Website Core	___ / ___	___ / ___	___ / ___	___ / ___	___ %
B: E-Commerce	___ / ___	___ / ___	___ / ___	___ / ___	___ %
C: Legal Docs	___ / ___	___ / ___	___ / ___	___ / ___	___ %
D: Communications	___ / ___	___ / ___	___ / ___	___ / ___	___ %
E: Social/Ads	___ / ___	___ / ___	___ / ___	___ / ___	___ %
F: Support	___ / ___	___ / ___	___ / ___	___ / ___	___ %
G: HR/Careers	___ / ___	___ / ___	___ / ___	___ / ___	___ %
H: Technical	___ / ___	___ / ___	___ / ___	___ / ___	___ %
<b>TOTALS</b>	___ / ___	___ / ___	___ / ___	___ / ___	___ %

## Compliance Status Thresholds

<b>HIGH RISK</b>	Any T1 Critical failures = Immediate remediation required. OQLF action likely.
<b>ELEVATED RISK</b>	No T1 failures, but multiple T2 Major gaps = Priority remediation within 30 days.
<b>MODERATE RISK</b>	No T1/T2 failures, some T3 gaps = Scheduled remediation within 60-90 days.
<b>LOW RISK</b>	Only T4 minor items = Best practice improvements. Continuous improvement.

## Evidence Collection Guide

For each finding, collect appropriate evidence to support the audit report and demonstrate due diligence.

Evidence Type	When to Use	Best Practices
<b>Screenshots</b>	Static page content, UI elements, error messages, navigation	Include URL in screenshot, timestamp, full page capture where relevant, annotate findings
<b>Video Recording</b>	Multi-step flows (checkout, registration), interactive elements, chatbot testing	Use screen recording with system audio off, narrate actions if helpful, keep under 2 minutes per flow
<b>Email Capture</b>	Transactional emails, marketing communications, support responses	Save as PDF or forward to audit email, include headers showing sender/date, test with FR preference set
<b>Document Capture</b>	ToS, Privacy Policy, downloadable PDFs, contracts	Download and save dated copies, note version/effective date, compare FR/EN versions for parity
<b>Source Code Check</b>	Meta tags, alt text, hreflang, hidden content	Use browser DevTools, search for lang/hreflang attributes, document specific line numbers
<b>Test Results</b>	Search functionality, form validation, geo-detection, chatbot responses	Document test case, input used, expected vs actual result, screenshot of outcome

## File Naming Convention

Use consistent naming for audit evidence files:

- **[ClientCode]\_[Section]\_[ItemID]\_[Date].[ext]**
- Example: ACME\_A\_A.1.1\_2025-12-21.png
- Example: ACME\_B\_B.3.1-B.3.8\_checkout-flow\_2025-12-21.mp4

### END OF MASTER AUDIT CHECKLIST

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