RYAN
DESIGN INCORPORATED

Accessibility for Ontarians with Disibilities Act, 2005
"AODA" Client Service Policy

Ryan Design Inc. strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other clients.

Ryan Design Inc. is committed to excellence in serving all clients including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Assistive devices

We are committed to serving people who need assistive devices to obtain, use or benefit from our goods and services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.

Support persons

We are committed to welcoming people with disabilities who are accompanied by a support person. No person with a disability who is accompanied by a support person will be denied access to Ryan Design Inc.'s premises

At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities or services usually used by people with disabilities, Ryan-Design Inc. will notify any client who is scheduled to meet at Ryan-Design's premises prior to such a disruption. Ryan-Design Inc. will ensure that an alternate, accessible meeting place is arranged.

Hiring

We consult directly with job applicants regarding any accommodation needs during the recruitment and interview process. Applicants are advised that accommodation is available and are encouraged to communicate any accessibility requirements to the organization. This may be communicated during the initial interview invitation, whether the invitation is provided by email or telephone, and applicants may raise accommodation requests at any point during the recruitment process.

When an accommodation is requested, the manager discusses the applicant's needs directly with them via the method they communicated to the company to determine what support or adjustment would be appropriate. We then take an individualized and flexible approach and work with the applicant to identify a solution that allows them to participate fully in the recruitment process. Where appropriate, accommodations may include remote/virtual interviews, providing additional information about the workplace environment, arranging a pre-employment workplace tour, or making other reasonable adjustments requested by the applicant.

Ryan Design encourages applicants to identify their needs without requiring them to provide unnecessary personal information about their disability. The focus is on understanding what accommodation is required to support participation in the recruitment process.

Training

Ryan Design Inc. will provide training to employees who deal with the public or other organizations on behalf of Ryan Design Inc. and all those who are involved in the development and approval of client service policies, practices and procedures. This training will be provided to employees on their start date with Ryan Design Inc.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the client service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Ryan Design Inc.' services

Feedback process

The ultimate goal of Ryan Design Inc. is to meet and surpass client expectations while serving clients with disabilities. Comments regarding our services and how well those expectations are being met are welcome and appreciated.

Clients who wish to provide feedback regarding the way Ryan Design Inc. provides goods and services to people with disabilities can email Danielle Roy directly at leadership@ryan-design.com. Clients can expect to hear back within 48 hours. Complaints will be addressed according to our organization's regular complaint management procedures.

Ryan Design Inc. is committed to ensuring that our feedback process is accessible to all individuals. Upon request, feedback information and the feedback process can be provided in an accessible format or with appropriate communication supports. We will consult with the individual making the request to determine the most suitable format or support required and will make every effort to provide the requested accommodation in a timely manner.

Modifications to this or other policies

Any policy of Ryan Design Inc. that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities in accessing our good and services will be modified or removed.

Questions about this policy

This policy exists to achieve service excellence to clients with disabilities. If anyone has questions about this policy kindly contact Jim Nagata at 416-868-6500, or e-mail: leadership@ryan-design.com .

Accessibility Compliance Report

You can use one form to file an accessibility compliance report for up to 20 organizations. To do so, you need each organization's:

- legal name
- business number (BN9) or AODA identifier
- number of employees in Ontario
- address

Each organization must have the same:

- organization category
- number of employees range (e.g. 20-49, 50+)
- certifier
- answers to all of the accessibility compliance questions

If not, you will need to complete a separate form for each organization.

Note: While business and non-profit organizations with 1-19 employees are not required to submit an accessibility compliance report, they must still comply with the AODA.

Organization information

Table 1: Organization category, number of employee range and reporting year

Organization Category (required)	Number of employee range (required)	Reporting year (required)
Business or Non-profit	20-49 employees	2026 BNP

Business details

How to count your employees?

In your employee count, include all:

- full-time employees
- part-time employees
- seasonal employees
- contract workers

Do not count:

- employees outside Ontario
- volunteers
- independent contractors

How can I find my CRA business number or AODA Identifier?

You can find your BN9 number by:

- Logging into the CRA My Business Account
- Checking your GST/HST or Corporation Notice of Assessment under Notice Details
- Checking your GST/HST credit notice
- To learn more, visit Business number - Canada.ca (https://www.canada.ca/en/services/taxes/business-number.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_business-number ↗)

If you do not have a BN9, please contact aoda.assistance@ontario.ca to receive an AODA identifier.

How to find your industry?

You can search for North American Industry Classification (NAICS) codes using the Statistics Canada website (https://www23.statcan.gc.ca/imdb/p3VD.pl?Function=getVD&TVD=1369825 ↗).

Table 2: Organization business details (maximum up to 20)

Item Number	Organization legal name (required)	Number of employees in Ontario (required)	Business number (BN9) or AODA identifier (required)	Operating / business name	Organization Sector (required)	Subsector (required)	Industry Group (required)
Item # 1	G. Ryan Design Inc.	31	102217098	G. Ryan Design Inc.	54 - Professional, Scientific and Technical Services	541 - Professional, Scientific and Technical Services	5418 - Advertising, Public Relations, and Related Services

Business address

Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.

Table 3: Organization business address (maximum up to 20)

Item Number	Organization legal Name (required)	Address line 1 (required)	Address line 2	City (required)	Province or State (required)	Postal code or Zip code (required)	Country (required)
Item # 1	G. Ryan Design Inc.	111 - 100 Sunrise Avenue	N/A	Toronto	ON (Ontario)	M4A 1B3	Canada

Mailing address

Address where letters can be sent to the person responsible for coordinating the organization's AODA compliance activities.

Table 4: Organization mailing address (maximum up to 20)

Item Number	Organization legal name (required)	Address line 1 (required)	Address line 2	City (required)	Province or State (required)	Postal code or Zip code (required)	Country (required)
Item # 1	G. Ryan Design Inc.	111 - 100 Sunrise Avenue	N/A	Toronto	ON (Ontario)	M4A 1B3	Canada

Certification statement

Section 15 of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Ministry for Seniors and Accessibility to contact the organization(s); otherwise, the certifier will be the main contact.

Certifier: Someone who can legally bind the organization(s).

Primary Contact: The person who will be the main contact for accessibility issues.

Acknowledgement

☑ I certify that all the information is accurate, and I have the authority to bind the organization (required)

Certification date (yyyy-mm-dd) (required) 2026-06-02

Certifier information

Table 5: Certifier information

Last name (required)	First name (required)	Position title (required)	Business phone number (required)	Business phone number extension	Email (required)	Alternate phone number	Alternate phone number extension	Fax number
Thorne	Dianna	Controller	416-951-0845	N/A	diannamthorne@gmail.com	N/A	N/A	N/A

Primary contact for the organization(s)

☐ Check if the primary contact is same as the certifier

Table 6: Primary contact information

Last name (required)	First name (required)	Position title (required)	Business phone number (required)	Business phone number extension	Email (required)	Alternate phone number	Alternate phone number extension	Fax number
Thorne	Dianna	Controller	416-951-0845	N/A	dthorne@ryan-design.com	416-868-6500	N/A	N/A

Compliance questions

Customer Service Standards

Question 1. Is your organization in compliance with all applicable requirements of the Customer Service Standards?

☑ Yes ☐ No

Resources for Question 1

- Read Ontario Regulation 191/11, Part IV.2: Customer Service Standards (https://www.ontario.ca/laws/regulation/110191#BK148 ↗)
- Learn more about your requirements for question 1 (https://www.ontario.ca/page/accessibility-rules-public-sector-organizations#section-7 ↗)
- The Accessibility Standards Checklist (https://forms.mgcs.gov.on.ca/dataset/on00125 ↗)

Comments for Question (Please provide additional details to support your answer)

N/A