



AODA Policy - Multi-Year Accessibility Plan

Version: November 2024

Overview

Ringball Corporation and Vanguard Steel Ltd. are committed to providing a barrier-free environment, ensuring that all Ontarians have fair and equitable access to our services and to improve opportunities for persons with disabilities.

In order to fulfill our requirements under the Accessibility for Ontarians with Disabilities Act, 2005, (AODA) we plan to continuously monitor the physical workplace, the way in which we conduct business, employee relations, vendor interaction and customer service to ensure that barriers to accessibility are removed and prevented to the best of our knowledge.

The Company strives to meet the needs of its employees and customers with disabilities and has worked hard to remove and prevent any such barriers. Partly due to the way we operate, we are not open to the public and as such, historically have not experienced any notable barriers. Nevertheless, our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

Strategies and actions

1. Customer Service

Ringball Corporation/Vanguard Steel Ltd. are committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

The Company prides itself in providing excellent Customer Service and our organization has remained in compliance with Customer Service Standards.

Management reviews its Accessibility Policy with regards to Customer Service to ensure barriers to accessibility are removed, including;

1. Training staff to communicate with people with disabilities according to best practices outlined in our Accessibility Policy
2. Having a Feedback Process

Our Policy is reviewed and updated every 5 years, or as needed.

2. Information and Communications

Ringball Corporation/Vanguard Steel Ltd. are committed to making our information and communications accessible to people with disabilities. There have been no known barriers to accessibility.

The Company will accommodate requests for alternative forms of communication as requests arise. This may include providing information in alternate forms such as verbal, written or electronically.

3. Procurement

Ringball Corporation/Vanguard Steel Ltd. are committed to procuring technology, supplies and services that would not pose barriers to accessibility to employees, visitors and customers. This is done by focusing on the end user.

4. Training

Ringball Corporation/Vanguard Steel Ltd. are committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

5. Design of Public Spaces

Ringball Corporation/Vanguard Steel Ltd. will meet accessibility laws when building or making major changes to public spaces.