

## **ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES**

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Colleagues and Valued Customers:

Fuchs Lubricants Canada Ltd. is committed to improving accessibility for individuals with disabilities and complying with the mandatory customer standard addressed in Ontario Regulation 429/07 ("Customer Service Standard") under the *Accessibility for Ontarians with Disabilities Act* ("AODA").

### **Feedback**

We would like to hear your comments, questions and suggestions about the provision of our goods or services to people with disabilities.

Feedback should be addressed to the company's Operations Director, and can be sent in writing or by telephone to the following:

Operations Director  
Fuchs Lubricants Canada Ltd.  
405 Dobbie Drive  
P.O. Box 909  
Cambridge, Ontario N1R 5X9  
Telephone: 519.622.2040

### **Availability of Documents**

You may request a copy of the Company's Accessible Customer Service Plan, Customer Service Accessibility Policy for Individuals with Disabilities, or any other document required under the AODA or the Customer Service Standard. To do so, please contact the company's Operations Director in writing or by telephone at the above-noted address.

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Sincerely,

Fuchs Lubricants Canada Ltd.