Ford Credit Canada Company
Ontario Statement of Commitment and Accessibility Policy

Statement of Commitment

The *Accessibility for Ontarians with Disabilities Act* (the "Act") and the Integrated Accessibility Standards Regulation (the "Regulations") are designed to prevent and remove barriers to accessibility in the Province of Ontario and to respect the dignity and independence of persons with disabilities.

Ford Credit Canada Company (the "Company") is committed to meeting the accessibility needs of persons with disabilities in Ontario in a timely manner through meeting the accessibility requirements of the Act and the Regulations, including the prevention and removal of barriers to accessibility or persons with disabilities, that apply to our Ontario operations. The Company believes in equal opportunity and integration and strives to treat people with disabilities in a way that allows them to maintain their dignity and independence and, in accordance with the Act and Regulations, provides equal access and participation.

Customer Service

Ford Credit has established an Ontario Accessibility Standard for Customer Service Policy and feedback process addressing the provision of goods and services to people with disabilities in a way that respects the dignity and independence of those with disabilities, available on request to our Customer Service Centre. These documents, or the information contained in these documents, will be provided on request to a person with a disability in a format that takes the person's disability into account.

Training

The Company is committed to implementing processes to ensure its employees (and any volunteers) are provided with training as required by the Act and Regulations in Ontario's accessibility laws as they relate to their roles and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

Information and Communications

The Company will strive to communicate with persons with disabilities in ways that take into account their disability. When asked, we will provide publicly available information in Ontario about the Company and our services in accessible formats or with communication supports. Requests for such publicly available information should be directed as set out in the For More Information section below.

June 1, 2021

We will also take appropriate steps so that new Company internet websites and web content on those sites available to the pubic in Ontario conform with WCAG 2.0, Level AA as required by the Act and Regulations.

Employment

The Company is committed to a culturally diverse workforce and accessible employment practices as set out in the Regulations.

The Company will provide notification about the availability of accommodations for applicants with disabilities in our recruitment, selection and assessment processes.

The Company also notifies employees of our policies for accommodating employees with disabilities and that supports are available for those with disabilities. This includes processes for individual accommodation plans, return to work, and consideration of the accessibility needs of employees in existing performance management processes, career development and re-deployment processes. The Company will provide individualized workplace emergency response information to help an employee with a disability during an emergency where the Company has become aware of the need.

Service Kiosks

The Company does not generally use kiosks, self-service interactive electronic terminals for public use in Ontario that allow users to access services or products. However, where kiosks are acquired, the Company will consider with the supplier accessibility for persons with disabilities, as appropriate.

Changes to Existing Policies

We are committed to modifying Company policies and practices which are not consistent with this Policy which promotes the dignity and independence of persons with disabilities.

Accessible formats of this document are available upon request.

June 1, 2021

Ford Credit Canada Company Multi-Year Accessibility Plan

Introduction and Statement of Commitment

The *Accessibility for Ontarians with Disabilities Act* (the "Act") and the Integrated Accessibility Standards Regulation (the "Regulations") are designed to prevent and remove barriers to accessibility in the Province of Ontario and to respect the dignity and independence of persons with disabilities.

Ford Credit Canada Company (the "Company") is committed to meeting the accessibility needs of persons with disabilities in Ontario in a timely manner through meeting the accessibility requirements of the Act and the Regulations, including the prevention and removal of barriers to accessibility or persons with disabilities, that apply to our Ontario operations. The Company believes in equal opportunity and integration and strives to treat people with disabilities in a way that allows them to maintain their dignity and independence and, in accordance with the Act and Regulations, provides equal access and participation.

This 2020-25 accessibility plan, which updates the previous 2017 accessibility plan, is applicable to our Ontario operations and outlines the strategy, policies, practices and actions that the Company has put in place or plans to put in place over a multi-year period to help the Company prevent and remove barriers to accessibility for people with disabilities through meeting the requirements of the Act and Regulations.

Our operations include automotive financing services to retail and commercial customers and dealers and our dealings with our customers and dealers and with the public by phone, in writing or by email through the Customer Service Centre.

The Policy and this Plan do not apply to the operations of Ford and Lincoln dealers, independently owned and operated businesses. Our affiliated company, Ford Motor Company of Canada, Limited (Ford of Canada) manufactures vehicles and engines, distribution of automotive parts and service products. Please contact Ford of Canada at its Customer Relationship Centre, 1-800-565-3673 (FORD), or https://www.ford.ca for more information about Ford of Canada and its accessibility plans.

June 1, 2021

Pact Actions from 2012-2020 and Actions Planned for 2020-2025

Customer Service

The Company is committed to excellence in customer service and to compliance with the Customer Service Standards in the Regulations. The Company has established an Ontario Accessibility Standard for Customer Service Policy and feedback process.

Customer feedback about how we provide goods or services to persons with disabilities may be provided by phone, email or mail. These documents, or the information contained in these documents, will be provided on request to our Customer Service Centre in a format that takes the requesting person's disability into account.

The Company is committed to this Customer Service Policy and the provision of accessible customer service to persons with disabilities as required by the Customer Service Standards in the Regulations. The Company will continue to regularly review this Policy, supporting processes, and any feedback received to determine any appropriate changes to help improve our customer service. The Company will also continue to require new personnel to receive the Customer Service Training.

Information and Communications

The Company is committed to making information and communications accessible to persons with disabilities as required by the Act and Regulations

New Company Internet Website

The Company has and continues to take appropriate steps to support new Company internet website and web content on those sites available to the public in Ontario conforms with WCAG 2.0, Level AA (other than success criteria, Captions (Live) and Audio Descriptions (Pre-recorded) where practical as required by the Act and Regulations. This includes a process for review of new websites and new web content and new Canadian Supplemental Purchasing Terms requiring suppliers developing such web sites to ensure the website and content conforms with the requirements of the Act and Regulations including WCAG 2.0 Level AA, where practical.

Company Feedback Processes, Publicly Available Information, and Accessible Formats and Communication Supports.

The Company has taken steps to make the feedback process at the Customer Service Centre accessible to persons with disabilities in Ontario including by telephone (7-1-1), electronically or by mail. The Customer Service Policy and related feedback process or the information contained in those documents is provided on request to a person with a disability in a format that takes the person's disability into account. On request, the Customer Service Centre will also provide publicly available information about our products and services in Ontario in accessible formats

or with communication supports. If information is unconvertible due to loss of the information or lack of access to conversion technologies, the Customer Service Centre will explain to the person why the information is not convertible and provide a summary of the information. Our website, www.ford.ca/finance has accessibility links communicating our Ontario Statement of Commitment, Accessibility Policy and Accessibility Plan and advising the public to contact our Customer Service Centre for our Ontario Accessibility Standard for Customer Service Policy, customer feedback process or to provide feedback, and for publicly available information, with accessible formats and communications supports.

The Company implemented Ontario Processes for Accessibility for Employees with Disabilities, including Documented Individual Accommodation Plans and Return to Work which includes Company employee feedback processes and accessibility policies. Upon request to Human Resources by an employee with a disability in Ontario, the Company will arrange for existing Company employee feedback processes and accessibility policies to be accessible to employees with disabilities by providing or arranging for the provision of accessible formats and communications supports.

The Company will continue to review, consider feedback received, and improve, as appropriate these processes.

Employment, including Emergency Practices

The Company is committed to a culturally diverse workforce and accessible employment practices as set out in the Regulations.

The Company communicates through the Careers section of our website, www.ford.ca/finance and has standard language to be included in internal and external advertisements, that accommodations for applicants with disabilities throughout the recruitment, selection and/or assessment processes, where needed, are available upon request. When applicants are selected to participate in a selection or assessment process, they are also advised accommodations are available on request. The Company, when making offers of employment in Ontario, has processes to notify successful applicants of its policies for accommodating employees with disabilities, such as through written offers of employment or verbally when offers are made by phone.

The Company has informed its Ontario salaried employees by email of the policies used to support employees with disabilities, including policies on the provision of job accommodations. These policies are also available on the Company's intranet website. This information has also been included in the Company new hire orientation.

The Company provides Ontario employees with disabilities with individualized workplace emergency response information when necessary and when the Company has become aware of the need for such accommodation.

The Company's Ontario Processes for Accessibility for Employees with Disabilities, including Documented Individual Accommodation Plans and Return to Work ("the OPAED") sets out written processes for the development of documented individual accommodation plans for employees with disabilities and return to work for employees absent from work due to a disability who require disability related accommodations to return to work. The OPAED also addresses the provision of accessible formats and communication supports for employees with disabilities on request for information that is needed by the employee in order to perform the employee's job and information that is generally available to employees in the workplace and the accessibility needs of employees with disabilities when using existing performance management, career development and advancement, and redeployment.

The Company will continue to educate its employees with respect to its accessibility policies and the OPAED and update such policies on a regular basis and as appropriate, including considering any feedback about the policies.

Training

The Company is committed to implementing processes to ensure its employees (and any volunteers) are provided with training as required by the Act and Regulations in Ontario's accessibility laws as they relate to their roles and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

The Company has provided training for its employees, volunteers (if any), and those who participate in developing the organization's policies with respect to the accessibility standards referred to in the Integrated Accessibility Standard Regulation and the Human Rights Code, as it relates to people with disabilities, as required by the Act and the Regulations. This training is based on the Access Forward Training Modules relevant to the roles and the module on the Ontario Human Rights Code. Training also includes communication of the Company's relevant accessibility policies. The Company will continue to provide such training to new personnel.

The Company also conducted the training required by the Accessibility Standards for Customer Service. In 2016, this training was expanded to all employees of the Company. The training is based on the Access Forward Customer Service Standard Module and refers to the Company's relevant accessibility policies. The Company will continue to provide such training to new personnel.

The Company has also required its suppliers who provide goods, services or facilities on behalf of the Company in Ontario to arrange for training of such personnel.

In each case, the training will be updated as required by the Act and the Regulations, and changes to the Company's accessibility policies communicated to employees.

Design of Public Space Standards

While the Company does not generally have spaces which are intended for public access and has no current plans for new construction or redevelopment of such spaces, for those limited areas intended for public access, the Company would be committed to incorporating barrier free design principles into such public spaces newly constructed or redeveloped on or after January 1, 2017 as required by the Act and Regulations.

Modification of the Plan

This Plan will be reviewed and updated by the Company at least every five years. This Plan was updated in 2021 to also include accessibility policies and practices.

For More Information

For more information regarding Ford Credit's efforts to prevent and remove barriers to accessibility in the Province of Ontario in compliance with the *Accessibility for Ontarians with Disabilities Act* and its Regulations, please contact Ford Credit Human Resources at:

- Phone: (289) 291-6268
- Email: jobpost@ford.com

Accessible formats of this document are available for free upon request from:

Ford Credit Canada Company
Customer Service Centre
The Canadian Road
Oakville, ON L6J 5E4
1-877-636-7346, 7-1-1 (where offered by your telephone service provider) or email us at Contact Us on www.ford.ca/finance

Accessible formats of this document are available upon request

June 1, 2021