

Ford Credit Canada Company
Ontario Statement of Commitment, Accessibility Policy and Accessibility Plan

Statement of Commitment

The *Accessibility for Ontarians with Disabilities Act* (the “Act”) and the Accessibility Standards for Customer Service and 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.

This accessibility plan applicable to our operations outlines the policies, strategy and actions that Ford Credit Canada Company, and its affiliates and subsidiaries (collectively, “Ford Credit”), plans to put in place to help ensure that Ford Credit prevents and removes barriers to accessibility for people with disabilities by meeting the requirements of the Act and Regulations in the following areas: Customer Service; Information and Communication; and Employment.

Customer Service

Ford Credit has established an Ontario Accessibility Standard for Customer Service Policy and feedback process which are 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.

Information and Communications

As of January 1, 2014 Ford Credit’s internet websites and web content on those sites which are available to the public conform with WCAG 2.0, Level A standards as required by the Act and Regulations. Also, Ford Credit will, where practicable:

- Coordinate with the IT department to ensure that new Ford Credit websites conform to WCAG 2.0 Level A standards.
- Coordinate with the IT department to ensure that significant changes to content on the Ford Credit website conform to WCAG 2.0 Level A standards.
- Advise affected employees of the accessibility requirements relating to Ford Credit internet websites and web content.
- Take into account accessibility requirements when entering into purchase arrangements with outside suppliers for services relating to Ford Credit internet websites and content on those sites.

Ford Credit is beginning to consider appropriate steps to make Ford Credit internet websites and web content on those sites which are available to the public conform with WCAG 2.0, Level



AA (other than success criteria, Captions (Live) and Audio Descriptions (Pre-recorded)) by January 1, 2021, as required by the Act and Regulations, where practicable.

Company Feedback Processes

As of January 1, 2016 Ford Credit's existing feedback processes (such as through the Customer Service Centre, Customer Viewpoint Surveys, and Employee Pulse Surveys) are accessible to people with disabilities in Ontario. Upon request, Ford Credit will provide or arrange for appropriate accessible formats and communication supports to persons with disabilities.

In accordance with our Ontario Accessibility Standard for Customer Service Policy, that Policy and the related feedback process is available upon request from our Customer Service Centre and upon request those documents or the information contained in those documents will be provided to a person with a disability in a format that takes the person's disability into account.

Ford Credit is committed to meeting the communication needs of people with disabilities. Upon request, Ford Credit will take the following steps to make publicly available information accessible to persons with disabilities in Ontario, where required by the Act and Regulations, by **January 1, 2016:**

- Determine types of such publicly available information.
- Develop an enhanced process to enable requests for publicly available information in Ontario to be made through the Customer Service Centre by providing or arranging for accessible formats and communication supports upon request on or after January 1, 2016. If the information is unconvertible due to loss of the information or lack of access to conversion technologies, Ford Credit will explain to the person why the information is not convertible and provide a summary of the information.

Employment

Ontario Employee Training

Ford Credit provides training for its employees with respect to the accessibility standards referred to in the Integrated Accessibility Standard Regulation and the Ontario *Human Rights Code*, as it relates to people with disabilities, as required by the Act and the Regulations. Ford Credit will also take appropriate steps to require its suppliers who provide goods, services or facilities on behalf of Ford Credit to arrange for such training for their personnel.

Ford Credit continues to take the following steps:

- Arrange for training for employees, as appropriate, as required by the Ontario Integrated Accessibility Standards Regulation.
- Maintain any required training records for employees.
- Implement appropriate training as part of the new hire orientation for new employees.



- Update the training as required by the Ontario Integrated Accessibility Standards Regulation.

Ontario Accessibility Employment Practices

Ford Credit provides employees with disabilities with individualized emergency response information when necessary and when Ford Credit has become aware of the need for such accommodation.

Further appropriate steps to implement the requirements of the Act and Regulations that are currently planned for implementation before January 1, 2016 are as follows. Ford Credit will take the following steps to notify the public and our employees about the availability of accommodation for applicants with disabilities in our recruitment processes and to notify employees of our policies for accommodating employees with disabilities:

- Notification in internal and external hiring advertisements or job postings about the availability of accommodation for applicants with disabilities in our recruitment processes.
- Notification when applicants are selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.
- Notification in offers of employment of our policies for accommodating employees with disabilities.
- Distribution of an email to Ontario employees and facility postings informing employees of the policies used to support employees with disabilities including policies on the provision of job accommodations and inclusion of this information in new hire orientation. Updated information to be provided where required through the same mechanisms.
- In consultation with the employee, where an employee with a disability requests, provision of accessible formats and communication supports for information needed for the employee to perform the job and that is generally available to employees in the workplace.

Ford Credit will take the following steps to develop and put in place a written process for developing documented individual accommodation plans for employees with disabilities and a documented return to work process for employees who have been absent from work due to a disability and require disability related accommodations in order to return to work:

- Ford Credit will work with employees with disabilities to develop individual accommodation plans that take into account to their accessibility needs, as appropriate.
- Ford Credit will consult with an employee's physician when developing the employee's individual accommodation plan, as applicable.



- Individual accommodation plans will be reviewed annually, or more frequently as required.
- Ford Credit will work with its service provider Great West Life to outline steps that will be taken to facilitate the return to work of employees who were absent because their disability required them to be away from work.

Ford Credit will take the following steps to consider the accessibility needs of employees with disabilities, including individual accommodation plans, when using performance management, career development and advancement processes, or redeployment in respect of employees with disabilities:

- Review and consider individual accommodation plans, as appropriate, as part of the performance review process.
- Where required and practical, documents related to performance management or career development and advancement or deployment will be made available in accessible formats.

Ford Credit will take the following steps to prevent and remove other accessibility barriers as they are identified:

- Encourage employees to contact their immediate supervisor or a member of the Ford Credit Human Resources team as soon as they become aware of an accessibility barrier.

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:

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1-877-636-7346 or email us at Contact Us on www.fordcredit.ca