Ford Motor Company of Canada, Limited
Accessibility Policies

Statement of Commitment

Canadian accessibility laws are designed to prevent and remove barriers to accessibility and to respect the dignity and independence of persons with disabilities. Ford Motor Company of Canada, Limited (the "Company") is committed to meeting the accessibility needs of persons with disabilities in a timely manner through meeting applicable accessibility requirements. 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 applicable accessibility laws, provides equal access and participation.

Customer Service

Since 2012, the Company has established policies and a feedback process addressing the provision of goods and services to people with disabilities in way that respects the dignity and independence of those with disabilities, available on request to our Customer Relationship Centre. These documents, or the information contained in these documents, are 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 applicable accessibility laws as they relate to their roles and aspects of applicable human rights requirements that relate to persons with disabilities.

Information and Communications

The Company strives to communicate with persons with disabilities in ways that take into account their disability. When asked, we provide publicly available information 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.

Company internet websites and web content on those sites available to the public in Canada conform with WCAG 2.0 and the Company aims to conform to WCAG 2.2 in 2027.

Employment

The Company is an Equal Opportunity Employer and is committed to a culturally diverse workforce and accessible employment practices as set out in applicable laws.

The Company provides 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 redeployment processes. The Company provides individualized workplace emergency response information to help an employee with a disability during an emergency where the Company has become aware of the need.

Self Service Kiosks

The Company does not generally use kiosks, self-service interactive electronic terminals for public use 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.

Assistive Devices, Services Animals, Support Persons

Our premises are not open to members of the public or third parties.

If we specifically invite persons onto certain parts of our premises for the purpose of accessing our goods or services, such persons with a disability may be accompanied by a service animal and keep the service animal with them if the service animal is not otherwise excluded by law. If a service animal must be excluded, we will explain why this is the case and explore alternative ways to meet the customer's needs. If it is not readily apparent that the animal is a service animal, we may ask the person with a disability for a letter from a regulated health professional confirming that the person requires the service animal for reasons relating to their disability.

If we specifically invite persons onto certain parts of our premises for the purposes of accessing our goods or services, such persons with a disability may enter with a support person and have access to the support person while on the premises. We may require a person with a disability to be accompanied by a support person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises. In that case, before making such a decision, we will consult with the person with a disability to understand their needs, consider health or safety reasons based on available information, and determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

For the purposes of accessing our goods or services, persons with a disability may use, where practical, their own assistive device(s), (any device used to assist a person in performing a particular task or tasks to aid that person in activities of daily living). If there is a health and safety, physical, technological or other type of barrier that prevents the use of such an assistive device on our

premises and the person has been invited onto certain parts of our premises for the purpose of accessing our goods or services, we will first consider removing that barrier. If we are not able to remove the barrier we will ask the person how they can be accommodated and what alternative methods would be more accessible to them.

Changes to Existing Policies

We are committed to modifying Company policies and practices which are not consistent with this Policy.

Accessible formats of this document are available upon request.

For more information regarding these policies or to provide feedback regarding any barriers that may be identified, please contact our Loyalty & Retention Manager:

Ford Motor Company of Canada, Limited
The Canadian Road
P.O. Box 2000
Oakville, Ontario, Canada L6K 0C8

1-800-565-FORD (3673), 7-1-1 (where offered by your telephone service provider)

email us using the link at www.ford.ca/help/contact/#ontarioaccessibility

Ford Motor Company of Canada, Limited
2026-2029 Accessibility Plan

1) Introduction and Statement of Commitment

In Canada, applicable accessibility laws are designed to prevent and remove barriers to accessibility and to respect the dignity and independence of persons with disabilities.

Ford Motor Company of Canada, Limited (the "Company") is committed to meeting the accessibility needs of persons with disabilities in a timely manner through meeting applicable accessibility requirements. 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 applicable accessibility laws, provides equal access and participation.

2) General

This Accessibility Plan, which updates the previous 2020-2025 Accessibility Plan, 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 applicable accessibility laws.

Our operations include the manufacture of vehicles and engines, distribution of automotive parts and service products. We communicate with the public by phone, in writing or by email through the Customer Relationship Centre (CRC) and at events such as auto shows.

This Plan does not apply to the operations of Ford and Lincoln dealers, which are independently owned and operated businesses. Our affiliated company, Ford Credit Canada Company and its subsidiaries, associates and affiliates (collectively, Ford Credit) provides vehicle financing and related financial products and services. Please contact Ford Credit at its Customer Service Centre, 1-877-636-7316, or https://www.ford.ca/finance for more information about Ford Credit and its accessibility plans.

For more information regarding this Accessibility Plan, or to provide feedback regarding this Accessibility Plan or any barriers that may be identified, please contact our Loyalty & Retention Manager:

Ford Motor Company of Canada, Limited
The Canadian Road
P.O. Box 2000
Oakville, Ontario, Canada L6K 0C8

1-800-565-FORD (3673), 7-1-1 (where offered by your telephone service provider)

email us using the link at www.ford.ca/help/contact/#ontarioaccessibility

Accessible formats of this document are available upon request. If feedback or a complaint is received, the Company will follow its accessibility feedback process which includes escalation to the Loyalty & Retention Manager. Requests will be answered as soon as is feasible, but no later than the deadlines set forth in applicable laws. An individual submitting feedback may do so anonymously.

3) Principles

This Accessibility Plan was prepared while taking into account the following principles:

- all persons must be treated with dignity regardless of their disabilities;
- all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and
- the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

4) Actions Planned by the Company

a. Employment, including Emergency Practices

The Company is an Equal Opportunity Employer and is committed to a culturally diverse workforce and accessible employment practices as set out in applicable accessibility laws.

The Company communicates to job candidates through the Careers section of our website, www.ford.ca, 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 that accommodations are available on request. The Company, when making offers of employment, 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 reviews and revises as necessary its employment documentation including postings, offers, conditions of employment, policies and procedures for compliance with all applicable laws, including accessibility laws.

The Company has informed its employees 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. In addition, notice is posted in the Company's facilities with similar information. This information has also been included in the Company new hire orientation.

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

The Company reviewed and updated its accommodation policies in early 2026. The Company's accommodation policies set out written processes for the development of documented individual accommodation plans (IAP) for employees with disabilities. The policies set out written processes for the return to work of employees who were absent due to a disability and those who require disability related accommodations to return to work. The policies also address the provision of accessible formats and communication supports for employees with disabilities and the accessibility needs of employees with disabilities in the context of performance management, career development and advancement, and redeployment.

The Company will continue to educate its employees with respect to its accessibility policies 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 applicable accessibility laws as they relate to their roles and aspects of applicable human rights legislation 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 applicable accessibility standards and human rights requirements, as it relates to people with disabilities. Training also includes communication of the Company's relevant accessibility policies. The Company will continue to provide such training to new personnel and will provide training to all employees when policies are updated.

The Company began a review of its employee accessibility training in 2026 and plans to deliver updated training to all employees by the end of 2026 and subsequently when policies are updated.

The Company requires its suppliers who provide goods, services or facilities on behalf of the Company to arrange for training of such personnel.

b. The Built Environment/Design of Public Space Standards

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 is committed to incorporating barrier free design principles into such public spaces newly constructed or redeveloped as required by applicable accessibility laws.

The Company will make reasonable efforts to provide notice in the event of a planned or unexpected disruption in the locations or services where they have control over such locations or services. This notice will include information about the reasons for the disruption, its anticipated duration and a description of alternative locations and services, if available. The Company will provide notice by posting information in visible places on our premises or on the Company website or by any other method that may be reasonable under the circumstances.

c. Information and Communication Technologies ("ICT")

The Company is committed to making our information and communications accessible to persons with disabilities as required by applicable accessibility laws.

New Company Internet Websites

Company internet websites and web content on those sites available to the public conforms with WCAG 2.0, Level AA (other than success criteria, Captions (Live) and Audio Descriptions (Pre-recorded)) where practicable as required by applicable accessibility laws. This includes a process for review of new websites and new web content and terms requiring suppliers developing such web sites to ensure the website and content conforms with the requirements of applicable accessibility laws, including WCAG 2.0 Level AA, where practicable. The Company aims to conform with WCAG 2.2 in 2027.

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

The Company has taken steps to make the feedback process at the CRC accessible to persons with disabilities including by telephone (7-1-1), electronically or by mail. Customer service policies and the 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 CRC will also provide publicly available information about our products and services 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 CRC will explain to the person why the information is not convertible and provide a summary of the information. Our websites, www.ford.ca and www.lincolncanada.com have accessibility links communicating these accessibility policies and this Accessibility Plan and advising the public to contact our CRC for copies of our policies or to provide feedback, and for publicly available information, with accessible formats and communications supports.

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

d. Communication, Other than ICT

When communicating with a person with disabilities, the Company will do so in a manner that takes into account the person's disability. In determining the appropriate method and form of communication, the Company will consider accessibility needs resulting from disabilities. The Company encourages individuals it communicates with to identify any accessibility needs so that we can respond appropriately to those needs.

The Company's employee training and CRC processes address how employees should communicate with persons with disabilities. Internal processes set out best practices for assisting customers with specific disabilities and confirm that information should be provided in a way that takes into account the customer's disability. Any special requests that cannot be provided by the CRC are escalated to the Company's Loyalty & Retention Manager for consideration and appropriate action.

e. Procurement of Goods, Services and Facilities

To help facilitate an accessible atmosphere for our customers, our staff are trained, where appropriate, on matters such as how to most inclusively interact and communicate with people with varying disabilities, what to do if a person with a disability expresses barriers or faces challenges accessing the Company's services, as well as our policies, procedures and practices to ensure accessible customer service to people with disabilities.

f. Design and Delivery of Programs and Services, including Customer Service

The Company is committed to excellence in customer service and to compliance with all applicable accessibility requirements. The Company updated its CRC accessibility policies and processes (including its accessibility feedback process) in 2025 and revised its internal process for providing accessible customer service to people with disabilities in 2026.

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

The Company does not generally use kiosks, self-service interactive electronic terminals for public use 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.

The Company is committed to its accessibility policies and processes and the provision of accessible customer service to persons with disabilities as required by accessible customer service standards in applicable accessibility laws. The Company

will continue to regularly review this Plan, its policies, supporting processes, and any feedback received to determine any appropriate changes to help improve our customer service.

g. Transportation

We have not identified any barriers related to transportation at this time.

h. Specific Conditions Imposed under Sections 24 or 24.1 of the *Telecommunications Act*

Pursuant to applicable laws, this plan must address the conditions applicable to the Company pursuant to either Section 24 or 24.1 of the *Telecommunications Act* that relate to the identification and removal of barriers and the prevention of new barriers. While no such conditions are currently applicable, the Company will continue to monitor regulatory developments relating to telecommunications-specific accessibility requirements and update this section as required.

i. Specific Provisions of Regulations under the *Telecommunications Act* or the *Accessible Canada Act*

Pursuant to applicable laws, this plan must address the provisions of any regulations made under of the *Telecommunications Act* or the *Accessible Canada Act* that relate to the identification and removal of barriers and the prevention of new barriers and that apply to the Company. While no such provisions are currently applicable, the Company will continue to monitor regulatory developments relating to telecommunications-specific accessibility requirements and update this section as required.

5) Consultations

The Company has consulted with representatives from the following stakeholders in the preparation of this plan: Human Resources, Labour Affairs, Health & Safety, Facilities, the Customer Relationship Centre (CRC), the Loyalty & Retention Manager, Ford Motor Company's Diversity, Equity & Inclusion Office and the employee group Ford Empowering Diverse Abilities (FEDA). The consultations took place by in-person meetings, video calls and emails.

The purpose of consulting with these stakeholders in the preparation of this plan was to ask them to identify barriers to accessibility from within their respective organisations and to seek opportunities to eliminate any barriers identified, as well as to consider any feedback received from employees and/or customers through the Company's feedback processes.

The Ford Global DEI Office is responsible for driving inclusion across the enterprise by designing strategies that empower every employee to reach their full potential. The GDEI Office maintains oversight and a collaborative relationship with the leadership of all employee resource groups at Ford, including FEDA. Through regular touchpoints and project-specific feedback loops, FEDA leadership provides insights into the unique challenges and opportunities within the disability community. This consultation ensures

that DEI initiatives are not developed in a vacuum but are grounded in the real-world experiences of our workforce, leading to more impactful and relevant workplace solutions.

The Ford Global DEI Office is exploring a global accessibility focus designed to move beyond baseline compliance toward a culture of universal design. This framework focuses on three core areas: Inclusive Culture, Digital Equity, Universal Design, and Employees First.

Human Resources and Labour Affairs are primarily responsible for accessibility for the Company's salaried and hourly workforces. Their responsibilities include making accommodations available for applicants with disabilities during the recruitment process, notifying applicants that accommodations are available, consultation with applicants, setting out accommodation and accessibility policies in offer letters, informing employees of accessibility and accommodation policies, consulting with employees with respect to accessible formats and communication supports, the accommodation and individual accommodation plan process, workplace emergency response, the return to work process for employees with disabilities and ensuring that performance management, career development and advancement processes take into account the accessibility needs of employees with disabilities. Human Resources and Labour Affairs are also responsible for providing accessibility training for all employees.

The CRC is responsible for interacting with the Company's customers, meeting customer service standards and following internal processes and procedures with respect to customer service for people with disabilities. The CRC has various tools available to make information accessible for people with disabilities, including TDD and web content that meets WCAG 2.0, Level AA where required under applicable accessibility laws. The Company aims to conform with WCAG 2.2 in 2027. The CRC is also responsible for making information available to customers in print, large print, braille, audio format or electronic format that is compatible with adaptive technology that assists persons with disabilities. The CRC's agents all complete accessibility training and follow processes to work with people with disabilities to determine how best to meet their needs. The CRC has documented feedback processes in place. The feedback process documents, or the information contained in these documents, are provided on request to a person with a disability in a format that takes the person's disability into account. Any accessibility issues that cannot be resolved by the CRC are escalated to the Company's Loyalty & Retention Manager.

6) Modification of the Plan

This Plan will be reviewed and updated by the Company at least every three years. This Plan was last updated June 1, 2026.