

External Grievances at Ford Motor Company



Ford Motor Company is committed to helping build a better world, where every person is free to move and pursue their dreams. We strive to increase access to transportation, protect our environment, enhance the health and well-being of the communities that surround us, and respect the rights of the people who live there. Our commitment to achieving positive outcomes and respecting human rights is embodied in our [We Are Committed to Protecting Human Rights and the Environment](#) policy, and in everything we do. We are committed to respecting the United Nations (U.N.) Guiding Principles on Business and Human Rights as well as all applicable supply-chain due-diligence laws, and we align our due-diligence processes with them.

We are committed to [Protecting Human Rights](#) and the environment. Our established policies define how we conduct our business in view of human rights and the environment, which includes Ford's suppliers and business partners. Accordingly, the [Supplier Code of Conduct](#) outlines both our requirements and our expectations for supplier relationships in areas related to human rights, the environment, responsible material sourcing, responsible and lawful business practices, and the associated implementation of these principles. We explicitly require suppliers to follow all applicable Ford policies, to comply with or exceed all applicable laws and regulations, and to address these along their own supply chain and toward their own suppliers.

To ensure the possibility of reporting any violation of human rights or environment-related risks throughout the complete supply chain, we are offering our grievance channel as follows:

How to Submit a Grievance

For external grievances, you can raise your complaints by:

QR Code

The QR code directs you to download the app, where you will have the complete overview of your submitted grievance. It is accessible at any time and reflects real-time updates.

After installing, use the pictogram “feedback” to submit your grievance.



Internet Link

To ensure communication, you will receive a case number for traceability, which you can use at any time on the homepage to look up the status of your grievance.

[Start External Grievance Mechanism](#) 

Grievance Submission Process



1. Visit an access point: mobile app via QR code, weblink on ford.com.



2. Use feedback system to submit and dialogue with experienced administrators.

Worker protection features:

- Anonymous submissions
- Case number for tracing
- Acknowledgment of receipt
- High due diligence
- Escalate to independent third party for protection against disadvantages or punishment



3. Skill-team communicates via back-end system. Closes when issue is resolved.



4. Worker gives a satisfaction rating.



5. Escalation option for is available for additional third-party support.

What Happens After Submitting a Grievance?

With this mechanism, we ensure the openness in our company to raise grievances and to allow Ford Motor Company to act responsibly.

Once you have submitted a grievance via QR code or internet link, you will immediately receive an acknowledgment of receipt, including a case number for traceability. All grievances raised will be handled anonymously and with the highest diligence.

An independent centralized department with qualified and experienced administrators, as well as a guarantee of impartiality and binding secrecy, will verify and assess your grievance (Supply Chain Sustainability Department with involvement of potential other departments, e.g., Office of the General Counsel, independent third parties, buyers). This might include exchange of information with you.

The grievances will be categorized, and the duration will vary, depending on the cases submitted.

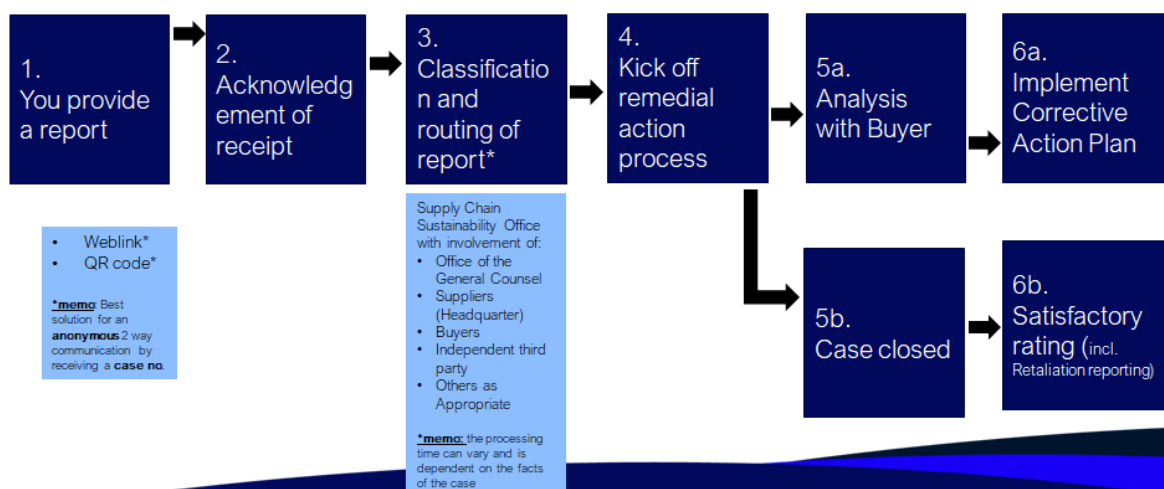
With the tracking number, or by using the app, you will have access to the status, timing information and further details of your case.

We ensure that you will be actively protected against disadvantages or punishment arising from your submitted grievance. Your grievance will be categorized, and you might be offered an amicable settlement. If this is not an acceptable solution, an external third party will remediate the grievance with the involvement of all necessary stakeholders.

Once the grievance is closed, it is fully documented in our risk analysis tool for further analysis and potential identification of next steps. If you are not satisfied with the solution or experience a negative impact, you have the opportunity to provide feedback once the grievance is closed. Included in the satisfactory rating is the opportunity to inform us of any retaliation against you arising from the grievance submitted. We do not tolerate any retaliation and will react with the highest diligence.

We will create regular reports based on submitted grievances. Further, we will analyze to identify any special-risk countries/topics to improve the risk analysis/preventive measures.

What Happens After You Make a Report (external)



All findings will be directly forwarded into the risk analysis process