

## **Our family's safety is our top priority.**

Difficult times as these call for extra care for the safety of our family. And at Ford, our family, which includes our customers, employees, dealers, suppliers and other stakeholders, has always been our top priority. That's why we will do everything to ensure their wellbeing.

To start with, we have put in place the following measures:

1. Best hygiene practices - All members of staff are advised to follow best practices of hygiene, like regular washing of hands & usage of hand sanitizers.
2. Sanitization of vehicles - All test drive vehicles are sanitized after every demo or test drive. All delivery vehicles are sanitized before the delivery.
3. Sanitization of facilities - All our facilities are equipped with hand sanitizers and frequently cleaned using chemicals that kill the coronavirus.
4. Ghar Baithe Service - All Ford owners are urged to use Pick-up & Drop by our staff observing proper hygiene and to pay online for their scheduled service.
5. 24x7 customer care support - Our customers can reach out to us anytime for any query or issue regarding their Ford at 1800 103 2500.
6. Use of technology to stay in touch - Dealers or service centre staff are educated to use technology to constantly remain in touch with customers.
7. Remote working for Ford employees & staff - Our teams, except those in business-critical roles supporting dealerships, are advised to work remotely or from home until further notice. As a result, our dealer facilities, showrooms and workshops will operate with lesser staff or are shut down basis local government directions. Our customers are urged to bear with us as this may lead to increased wait time. Also, they are requested to update themselves with local news and follow guidelines issued by local authorities for any development.

Further, please watch this video from the WHO <https://openwho.org/courses/introduction-to-ncov> to keep yourself safe.

We are together in this fight and together we will come out stronger.