

# Coronavirus Management: Frequently Asked Questions (FAQ)

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Note: If you're looking for a specific topic, please use the "find/search" function for ease.

## **RETURN TO THE WORKPLACE**

### **Who is the virtual workforce?**

The virtual workforce refers to our team members who have been working from home.

### **When will the virtual workforce return to the workplace? Is this a global action?**

As indicated in Kiersten's remarks in the June 4 Global Team Huddle, the majority of the markets will start a staggered and gradual return to the workplace no earlier than the beginning of September. Business Units will communicate more specific timing.

Cross functional teams are working on how we best do this, considering multiple factors including employee input, incremental productivity of being onsite periodically, PPE supplies and the re-design of more than 800+ buildings to support social distancing as well as workplace redesign to better support our teams. Additionally, many teams have demonstrated how productive they can be working from home.

### **When can I expect to see the survey regarding workplace preferences (continue to work remotely, a blended approach (both remote and on-site) or mostly on-site)?**

The survey will be later in June.

### **How will my survey responses be used?**

The survey responses will be used by People leaders to better understand where their team members prefer to work for the remainder of 2020. People leaders will discuss these preferences with their direct reports during July check-in conversations. This will be one input that helps leaders propose how their teams where and how their teams could be most productive for 2020.

For some markets like the U.S., the survey also will include questions on office equipment that people would like to borrow from their workspace as well as what support they would need to clear their workspace to enable workplace redesign. These responses will be used to help plan and schedule the workforce to visit their workspace to collect personal belongings, borrow office equipment and clear their workspaces. This is essential so workspaces can accommodate social distancing and transform to support new ways of working.

### **When will I be able to return to the workplace to retrieve personal items or equipment to help me work remotely?**

For the U.S., you'll receive an invitation to the survey in June and more information in July about the date and time you can visit to collect personal items, borrow office equipment and clear your workspace. Business Unit communications will provide region-specific actions and timing.

### **Where can I access information on the protocols for return to work?**

The **health and safety** of our workforce is **our No. 1 priority**. Ford's [Return to Work Playbooks](#) are the **best source of information** on current protocols. Unless noted as a global policy, practices and protocols may vary by region, by location. Everyone entering a Ford facility is required to attest that they understand Ford's safety protocols. The link to attest is at the end of the playbook.

- [Click here for the Non-Manufacturing Playbook](#)

- [Click here for the Manufacturing Playbook](#)

**Please Note:**

Ford is providing a copy of its current playbooks to ensure that suppliers, business partners and third parties are also aware of Ford's health and safety practices when on site at Ford facilities or interacting with Ford personnel. The **playbooks were developed specifically for Ford and are subject to change over time** as expert recommendations, regulatory guidance and industry practices mature. It does not constitute legal advice, and you should not rely on the playbooks as best practices for your own workplace.

**How did Ford come up with these safety measures?**

Ford's top medical professionals and company leadership consult with external experts in the fields of infectious disease and epidemiology – to set in place safety standards to protect all our workforce as well as comply with CDC federal, state and local guidance.

**PERSONAL PROTECTIVE EQUIPMENT (PPE)**

**What personal protection equipment (PPE) will be provided?**

In addition to the PPE normally supplied in Ford facilities, facemasks will be provided. For positions that do not allow for proper social distancing, face shields will be provided as an additional measure of protection over the face mask. Wearing face masks the entire time while at work not only protects you, but all employees, our families and friends.

**Can I wear my own face mask?**

No, **you must wear the masks provided by Ford** whether in Ford facilities, or other work locations like suppliers or dealerships.

**If an employee is wearing all of the required personal protective equipment (PPE) and a close contact at work becomes a confirmed COVID-19 case, is the employee required to self-quarantine for 14 days? Why is the PPE required if the employee still has to quarantine?**

Yes, all close contacts (anyone within 6 feet/2 meters for 15 minutes or greater) must self-quarantine for 14 days (**10 days – US ONLY, excluding Michigan locations which require a 14-day quarantine period**) even if wearing all required PPE during the contact period. Health and safety of our employees is our number one priority. Close contact exposure increases the risk so Ford will demonstrate an abundance of caution with anyone who is a close contact to a confirmed COVID-19 case. This approach is aligned with U.S. CDC recommendations.

**FORD LAND UPDATES AND FORD FACILITY PREPAREDNESS**

**Have any decisions been made on the campus redesign? Keeping social distancing in mind?**

The coronavirus situation is changing the way we work, Ford Land is working with design partners to see how our workspaces may need to adapt. Elements could include health screening initiatives, use of hygienic design materials, offering personal protection gear and social distancing.

**Will work be stopped on the new Dearborn R&E Center and Michigan Central Station to save money?**

Work on these projects will resume when it is safe to do so. These new buildings and workspaces are about preparing the company for another century of innovation and success and are critical to delivering on our long-term business plan. The projects are structured in a manner that allows us to phase construction as needed to align with business priorities and economic conditions.

**I'm not located at the R&E Center and my building is in the process of being renovated, will the project continue?**

Some renovation projects may experience a time deferral as we prioritize business critical projects that will strengthen the company's long-term business plan. We will notify building residents, if plans change.

**How will we practice social distancing in open office environments? Will partitions or cubicles be part of that consideration?**

We are evaluating our workplace in alignment with CDC recommendations for social distancing. Additional workstreams around facility and workplace are in motion to ensure employee safety will be protected as we implement our return-to-work arrangements.

**MERIT INCREASE DELAY**

**What are the details of the global merit increase delay?**

Ford implemented a series of initiatives to further bolster our cash position amid the coronavirus health crisis; including to delay merit-based salary increases for salaried employees until Oct. 1. Details can be found [here](#) at Life@Ford.

**SPENDING FREEZE**

**Why are we initiating a spending freeze?**

We are taking swift action to prioritize the health and well-being of our Ford team and to improve our liquidity. Non-business critical spending, salaried overtime and hiring are included in this freeze. The effects of coronavirus on Ford will be significant. We need to take immediate action to preserve cash to support critical business activities.

**How long will this spending freeze last?**

It is unknown how long this crisis will last, we will update the team as information becomes available.

**Is all U.S. salaried overtime frozen? What is considered business critical?**

Salaried overtime is frozen. However, spending will be allowed for business-critical spending and travel. Examples of business-critical activities include:

- Activities to support our production activity and product launches
- Spending on employee health & safety, critical facility management and regulatory expense
- Approved variable marketing programs

**Does the freezing of salaried overtime apply to supplemental employees and agency personnel?**

Yes, overtime is frozen for supplemental and agency personnel.

**MEDICAL SUPPLY EQUIPMENT**

**What will be changing for Project Apollo facilities and FCSD facilities that have been operating?**

We greatly appreciate our team members who have supported customers and built safety and medical equipment. While most employees current working at Ford facilities have voluntarily worn face masks and/or face shields, they are now mandatory PPE.

**What volume of medical equipment does Ford anticipate producing? Will it be enough?**

Volumes vary by equipment:

- We are trying to help 3M increase production of Powered Air-Purifying Respirators (PAPR) at Ford's Vreeland facility near Flat Rock, Michigan
- We will increase the volume of simplified GE Healthcare ventilators as quickly as we can and share more information later.
- We're targeting production of 1.5M faceshields every week at Troy Design and Manufacturing, a wholly owned Ford subsidiary in Plymouth, Michigan.
- Ford prototyped a battery-powered, air-purifying respirator in-house. Once approved by the

proper health agencies, Ford can scale production up to 100,000 respirators by July 4

### **How long will it take for Ford-built medical supplies to reach hospitals? Will it be fast enough to make a difference?**

We delivered the first 1,000 plastic face shields week of March 23 to hospitals in the Detroit area – to now having shipped over 8M across the country to all 50 states, Puerto Rico and Guam. We're working to increase production with GE Healthcare and 3M of their products. We'll give updates as we go.

### **How can I get involved or volunteer to support the medical supply efforts?**

Employees who are interested in volunteering their efforts can click [here](#) to learn more or visit the opportunities offered through the Ford Fund [here](#).

### **COVID-19**

#### **If I'm diagnosed with COVID-19 (test or assessment by a healthcare professional), what do I do?**

To report a confirmed case of Coronavirus diagnosis, use the voluntary [COVID-19 Reporting Site](#). If you have access issues, contact [corona19@ford.com](mailto:corona19@ford.com). If you are unable to self-report, your people leader, process coach, HR or medical can report on your behalf.

The COVID-19 Self Reporting System is to be used by hourly, salaried and agency personnel. The following exceptions should abide by local reporting protocols:

- China business unit employees
- Canadian hourly employees
- All joint venture personnel
- Romanian agency personnel
- All purchased service personnel (abide by your employer's requirements)

Once the report is submitted in [COVID-19 Reporting Site](#), notification will be sent to relevant medical and HR personnel who might contact you to gather information such as your work contacts and work locations in the past 5 days. Your people leader or the care team will notify your direct contacts to self-quarantine at home for 14 days **(10 days – US ONLY, excluding Michigan locations which require a 14-day quarantine period)** and alert their health care provider if symptoms present. Please be assured that your [privacy](#) is important to us and access to information is restricted.

#### **Is the company tracking employee cases of COVID-19?**

Yes, we are monitoring any reported cases of the virus and those cases of close contact amongst our employees. This is in line with the protocols we have established. Submit a confirmed diagnosis from either a test or assessment by a healthcare provider on the [COVID-19 Reporting Site](#).

#### **How would I find out if someone I worked with is diagnosed with COVID-19 after I begin working remotely?**

Your people leader or the care team will notify you of confirmed cases where contact could have taken place. You will be expected to self-quarantine for 14 days **(10 days – US ONLY, excluding Michigan locations which require a 14-day quarantine period)** starting with the last day of possible contact.

#### **What happens if I am unable to work remotely due to sickness?**

Ford team members would follow the **Sick Time** policy for their region/country.

#### **What if one of my dependents is sick and I am unable to work remotely?**

**Flexible Family Care** days can be used for the care of dependents.

### **What steps has Ford taken to reduce risk and foster safety in all of its locations, including manufacturing environments?**

- We are taking direction from Corporate Medical, which is based on the latest research results and guidance from the WHO and CDC
- Using a variety of means to educate people about the symptoms and preventive measures they can/should take – including postings in our facilities as well as sharing wellness tips across employee communications channels
- Provided additional supplies of hand sanitizer and sanitizing wipes to be distributed throughout our facilities
- Increased cleaning/disinfecting frequency of hard surfaces, common areas, break rooms, restrooms, meeting rooms that will be done during each shift
- Encouraging greater “social distancing” where people would normally queue
- Suspending self-serve options in cafeterias (e.g., salad, soup and sandwich bars)
- Monitoring workplaces closely and, where necessary, applying the same emergency response approach for all our people, in all locations, around the world:
- Created and implemented a **COVID-19 (Coronavirus) Planning Checklist** for plant human resources offices so related concerns are promptly elevated and addressed
- Treating “clinically confirmed” diagnosis of COVID-19 by healthcare providers same as “tested confirmed” cases
  - Cleaning protocols and length of area closure dependent on when ill employees were last in the building and size of the area to be cleaned
  - Identify immediate close contact networks for the 5 days up to and including the date a confirmed case first experienced symptoms

### **Will your dealers continue to operate? If yes, in what capacity?**

Sales of vehicles across the industry have declined with dealerships required to temporarily close their sales operations in some areas. The servicing of vehicles is regarded as an important societal need and Ford dealerships are continuing to provide essential maintenance and service even in those countries where sales dealerships are temporarily closed.

### **What is the current visitor process?**

The Ford host must provide the **Ford COVID-19 Visitor Screening Notice** to their business-critical, sponsored visitor before the visitor arrives at the facility. The notice can be found on [@FordOnline](#). The visitor must read the notice and email the Ford host whether or not they will be visiting the facility before entering the facility. The Ford host must retain response emails from the visitor indicating whether the visitor will or will not be visiting the facility. Retain the email correspondence on your department shared drive, or in an electronic repository (such as EDMS). Assign the folder GIS1 item number 13.16, Health and Safety Policies, Retention period S (superseded).

### **What is the “Compassion Protocol” and what resources are available for when a team member is impacted by COVID-19?**

The “Compassion Protocol” is a collection of resources to support our employees as they are impacted by COVID-19. It helps us communicate with compassion, lead with empathy and connect with emotional support and counseling resources. It also includes information on grieving and coping with the loss of a team member, family or friend. Learn more on [Life@Ford](#) by searching “Compassion Protocol” when a team member is impacted by COVID-19.

## **WORKING REMOTELY: SUPPORT**

### **My responsibilities include regularly working with confidential and secret information. How can I protect Ford assets while still getting my job done when working remotely?**

Employees working remotely must protect [Confidential and Secret information](#). This includes Personally Identifiable Information (PII), such as names, addresses and phone numbers, and Sensitive Personally Identifiable Information (SPII), which includes powerful unique identifiers such as Social Security numbers and dates of birth. Follow all company policies and procedures and treat your work-issued equipment (laptop, monitor, keyboard, mouse, etc.) as if you were sitting in a company office. *Please have a security-first and data-aware mindset.*

### **Periodically, I need to print documents. How do I do this when working remotely when our laptops do not allow us to add personal printers?**

Print drivers cannot be added to Ford laptops to support printing at home. Ford Laptops do have HP print drivers installed and you may be able to add a home HP printer to the Ford laptop using the installed HP print drivers. Instructions can be found [here](#).

### **How can I get technical assistance with my work equipment (i.e. laptop, softphone, etc.) when I am remote?**

- **Go to the [Work Remotely site](#)** for information designed to help you successfully work from a remote location
- **Join the [Work Remote Yammer Group](#)**
- **Join Digital Worker's new [Office Hours](#)** to get all your questions answered
- **Contact the IT Service Desk.** We recommend using the chat feature ([IT-Service-Desk](#))
- **Seek assistance at Tech Lounge office hours.** Click [here](#) to view schedule

## **WORKING REMOTELY: HUMAN RESOURCES**

### **I have a HR issue; how do I get support?**

All HR support issues should be requested through [Life@Ford](#) (i.e. submit request, chat feature or call). Major updates will be posted on banners at the top of Life@Ford.

### **Can agency and purchase service personnel work remotely during this time?**

Agency and purchased service personnel are a critical part of our workforce. Agency and purchased service personnel deemed by Ford people leaders as business critical will continue working remotely until further notice by their Ford people leader. The following principles must be met: it must be supported by the respective employer, and the Ford people leader must ensure that work is performed, and time is recorded accurately.

### **Can I really work from anywhere when working remotely during COVID-19?**

Remote working arrangements are between the People leader and their employee/team member. Arrangements should be compatible with business needs, company travel policy, and applicable laws, including immigration. Cross-border remote work arrangements are not advised based on possible corporate and payroll tax exposure and compliance risks.

### **As a people leader, where should I go to get information on policies and procedures to follow with my team while we work remotely?**

Ford people leaders are encouraged to go to their My Team page for Ford employees and revisit the **Agency Resources SPL** and **FAQs** located under Agency Resources on [Life@Ford](#).

## **U.S.-SPECIFIC QUESTIONS**

**If I am contributing to a Dependent Care Flexible Spending Account (DCFSA) and my child or elder care expenses have changed given the current environment, can I reduce or stop contributing to**

### **my DCFSA?**

Yes, you may make changes (decrease or increase) to your DCFSA during the plan year if you have a qualified change in status that changes your need for dependent care. Details can be found [here](#) at **Life@Ford**.

### **If I am contributing to a Health Care Flexible Spending Account (HCFSA) and I am not able to use my funds in the current environment with COVID-19 (e.g., lack of provider availability, need or desire to postpone health care services), can I cancel or reduce my current election?**

Your annual HCFSA election amount cannot be changed mid-year. However, the IRS allows up to \$500 of unused funds to be rolled over to the next plan year.

### **Is it possible that IRS regulations for Flexible Spending Accounts (FSAs) will change due to the current environment with COVID-19?**

Currently, FSA regulations have not changed. We actively monitor and react to guidance from the IRS. If changes to existing FSA regulations are made that allow for greater flexibility and relief due to the current environment with COVID-19, we will communicate those changes and update this FAQ at that time.

### **What is the potential of salary cuts for employees?**

The company is currently exploring a variety of options to bolster our cash position amid the coronavirus health crisis while continuing to provide some level of income security and healthcare coverage for our employees. Salary reductions or deferrals is one of multiple options being considered. Salary reductions allow for savings to the company and are generally for a defined period of time. Deferrals do not ultimately allow for savings to the company since those funds are paid back to employees after a defined period of time.

### **What cost actions will Ford implement to navigate the business impact of COVID-19?**

The following actions will help Ford navigate the coronavirus pandemic and support our ability to continue to provide gainful employment to people around the world. By taking these actions now, we believe we will emerge as a stronger company and an engine for global economic recovery.

- Delay of Merit increases until 10.01.2020
- Salaried Overtime suspended until further notice
- Non-critical skill hiring freeze until further notice
- Executives will defer 20 to 50 percent of their salaries for at least five months starting May 1

### **Where do I find information on Downtime Paid Absence (DPA)?**

Go to the [Life@Ford DPA Policy Page](#) and the [Life@Ford 2020 Stay at Home and U.S. & Canada April 6 Salaried Scheduled Vacation Frequently Asked Questions \(FAQ\)](#).

### **Where can I get more information about the salaried timekeeping systems (IM1NE, IM2NE)?**

Basic information, including user guides, is available at the Employee Payments SharePoint site <https://fin.spt.ford.com/sites/employeepayments/Pages/Default.aspx>. (Select Documents > Employee Payments Documents > Timekeeping Guidelines). If you have specific questions, contact [SPAYROLL@FORD.COM](mailto:SPAYROLL@FORD.COM).

### **How can I ask questions about coronavirus?**

You can call 1-800-334-1048 and/or email the coronavirus email at [corona19@ford.com](mailto:corona19@ford.com).

### **Where do I go to find information about my benefits?**

**Myfordbenefits.com** contains information related to your health care, pension and savings plans. This site is available 24/7 via single-sign-on from **@FordOnline** or **Life@Ford**. Details can be found [here](#) at

**Life@Ford.**

**Is coronavirus testing covered by my health plan?**

Ford health plans will cover the full cost of coronavirus testing when prescribed by a provider following Centers for Disease Control and Prevention (CDC) guidelines. This means that covered individuals will not be responsible for the cost of testing. Prior authorization for testing is also not required.

**Is coronavirus treatment covered by my health plan?**

Ford health plans will cover coronavirus treatment in the same way as other medical services. This means that employees are responsible for the normal cost sharing requirements according to the plan rules, such as deductible, coinsurance, or copayments.

**What if I need prescription medication?**

Retail pharmacy, Walgreens Smart90 and home delivery services will continue to be available for medications. Pharmacists will be able to authorize early refills if medically necessary.

**What can I do if I'm feeling overwhelmed or scared about the coronavirus?**

With new headlines emerging daily about the spread of the coronavirus, many of us are feeling scared, anxious, distracted and even depleted. Details can be found [here](#) at **Life@Ford**.

**I reside in Southeast Michigan and have a business critical need to go into the office or need someone to watch my children while I'm working from home. Are there any options for temporary childcare?**

Yes. Ford full-time employees living in Southeast Michigan have access to the "Safe-at-Home" service. Details can be found [here](#) at **Life@Ford**.

**FORD CREDIT AND CUSTOMER SUPPORT**

**What is Ford Motor and Ford Credit doing to help/support existing customers at this time?**

Ford is committed to lending a hand to the people who rely on us. The peace of mind of our Ford and Lincoln customers is our top priority as we work through the coronavirus as a nation. Ford Credit is encouraging customers in the U.S. impacted by COVID-19 to contact the company to discuss potential delay of payments to provide relief. A comprehensive list of Ford relief and incentive actions tied to COVID-19 can be found at [www.ford.com](http://www.ford.com).

**U.S. SALARIED TUITION ASSISTANCE PROGRAM (STAP) SUSPENSION**

**Why are we suspending the U.S. Salaried Tuition Assistance Program (STAP)?**

To maintain our viability, Ford is implementing a series of initiatives to further bolster our cash position amid the coronavirus health crisis; one of those initiatives is the suspension of STAP until further notice. Information can be found [here](#) at Life@Ford.

**How can I contact Ford STAP Service Center for more information?**

Phone: 1-866-633-9395

Fax: 1-248-526-5496

Customer Service Hours: 8 AM - 5 PM EST Mon-Fri

Email: [FordTuition@brighthorizons.com](mailto:FordTuition@brighthorizons.com)

Website: <http://www.staonline.ford.com>

**MAKING A DIFFERENCE IN THE COMMUNITY**

**Where can I go to learn how I can make a difference, both virtually and in person, during this COVID-19 pandemic?**

Ford Motor Company has launched a registration site to capture information from employees who want



to help Ford and their local communities during the COVID-19 pandemic.

- Ford team members can **click [here](#) to complete a form sharing your experience and areas of interest.** We will work to match your interest and skills with the appropriate company and community volunteer opportunities
- **Ford Motor Company Fund** has additional **information and resources at [FordFund.org](https://www.fordfund.org)** for the latest information on how to give back
- Ford Motor Company Fund's new **COVID-19 Donation [Match](#) program** gives employees and others the opportunity to support nonprofits and community groups in more than 20 countries as they cope with coronavirus-related issues
- If you **have an innovative idea, please visit [IdeaPlace](#)** to submit your concept

Ford is committed to providing team members with virtual as well as on-site opportunities to volunteer in accordance with local and regional "Stay Home, Stay Safe" orders.

*For more information, see [@FordOnline](#), [@BlueOvalNow](#) or send questions/concerns to [corona19@ford.com](mailto:corona19@ford.com).*