



March 13, 2020

Message from LVO General Manager Rickard Lundberg

Hello everyone. I wanted to provide you an update on current topics related to the state of our business.

COVID-19

Related to COVID-19, I know you might be concerned about this situation and I wanted to provide some details on what we are doing in the Volvo Group globally, and here at Lehigh Valley Operations (LVO) to mitigate our risks and keep our people safe. We have taken the following actions:

- Started daily COVID-19 Steering Committee meetings in partnership with UAW Leadership
- Stopped all business travel
- Suspended tours
- Limited visitors to business critical meetings only
- Increased cleaning and disinfecting activities throughout our facilities
- Increased the availability of hand sanitizer and disinfectant wipes throughout our facilities and encourage employees to frequently wash hands. (Many items are in short supply, but we are ordering what is available)
- Temporarily stopped the self-service of non-packaged foods, such as salads and soups, in our cafeteria. (Most of these items are now available at the full service counters)
- Encouraged employees to regularly clean off their work areas, tools, etc. to maintain sanitary conditions
- Maintaining regular contact with national and local authorities to stay well informed about the situation so we will be ready to take recommended or mandated actions as required

We will continue to take necessary actions to protect the plant and protect daily production to support our customers. As our CEO Martin Lundstedt has mentioned during his speech about the situation:

“Limit the extraordinary to protect the ordinary parts of our working lives and our personal lives.”

As we are approaching our down weeks - Weeks 12 and 13 for and Vehicle 1 and Week 13 for Vehicle 2 and Off Line Operations - we recommend that you also apply the same principles outlined above when outside of the workplace to avoid exposure:

- Pay extra attention to washing your hands regularly and disinfecting frequently touched surfaces in your home
- Avoid participation in large gatherings whenever possible
- Be mindful of the risks currently associated with travel

Fortunately, LVO has not had any confirmed cases of the COVID-19 virus among our employees to date. In accordance with Volvo North America guidelines, we have developed a protocol for steps to follow if or when we have a suspected or confirmed case at any of our facilities.

I know a lot of you have concerns related to the absenteeism policy during a situation like this. Rest assured that during this extraordinary situation you do not have to fear staying home from work for the right reasons. If you are exhibiting respiratory symptoms (coughing, difficulty breathing, running nose, sneezing, etc.), a fever greater than 99° F, and fatigue, you should stay home.

Production update

On the business front, we follow the market related to retail truck sales and new truck orders on a daily basis. We will continue to make corrections to our daily production, but for now we do not anticipate any further layoffs.

We are approaching the final steps of Reborn with the completion of chassis insourcing on the conventional production line. As you have seen, there is a great deal of construction work taking place on the rough side of the Vehicle 1 line. This activity is in preparation for step 2 scheduled to take place in May, and step 3 scheduled to take place after summer shutdown.

Group Pulse Survey

The results of the Volvo Group Pulse survey indicate that we have a strong culture in many areas, which contributes to a positive working environment and quality products for our customers. At the same time, the survey results also show areas such as communications and empowerment, where we have opportunities for improvement. We also received a significant number of individual comments which are helpful and very much appreciated.

We will continue to provide you with information as it becomes available.

We Are Mack, We Are Safety, We Are People.



Rickard