

# COVID RESPONSE STRATEGY 19

*Keeping our employees, their families, and  
our customers safe and moving forward  
together through adversity.*



# VALLEY

TRUCK CENTERS



# GREAT LAKES

TRUCK CENTERS



# FLEET ONE

RENTAL & LEASING

# cenweld

TRUCK BODIES & EQUIPMENT CORP.





# Cleaning & Sanitizing

	Mon.	Tues.	Wed.	Thurs.	Fri.
<b>Daily</b>					
Dust furniture, desks, chairs and cabinets					
Empty waste containers and remove trash to the designated area					
Clean entrance and interior glass, doors and handles					
Vacuum designated carpeted areas					
Dust mop ceramic and resilient floor areas					
Clean and sanitize telephones, key boards and copy machines					
Clean and sanitize light switches and switch covers					
<b>Weekly</b>					
Dust window ledges, tops of partitions					
Dust and remove debris from metal entrance thresholds					
Pully damp mop ceramic and resilient floors					
<b>Monthly</b>					
Dust high reach areas including shelves, ledges, vents and lights					

**SANITATION SCHEDULE**

TIME | MON | TUES | WED | THUR | FRI | SAT

10:00 AM | | | | | |

NOON | | | | | |

2:00 PM | | | | | |

CLOSE | | | | | |

PLEASE INITIAL ON EACH COMPLETED\*\*

\*\*DO NOT FORGET DRIVERS LOUNGE\*\*

# New Daily Company-Wide Processes/Policies

## *Constantly Focused on Continuous Improvement*

### Incoming Unit Viral Safety Process

**Area:** Health and Safety

**What:** Sanitizing of Trucks being checked in and daily driven units.

**Who:** All Departments

**Purpose:** This process is intended to address the proper precautions to be taken when checking in a truck. The process is to be used with new and used stock along with trucks incoming for service work and Fleet One rental or lease returns. The process is to be performed daily on all company vehicles, including company issued daily driven units and delivery vehicle.

**Steps:**

- Wipe down keys using sanitizing wipe or disinfectant upon receipt.
- Sanitize the steering wheel, door handles and shifter using sanitizing wipe or disinfectant spray.
- Wear gloves (practice proper removal technique) Change on a regular basis to prevent cross contamination.
- Turn off blower / heater fan prior to starting.
- When getting the mileage from older units, make sure the blower fan is off prior to turning on the key.
- Use disposable seat covers in units.
- Limit non-essential time inside the cab or bunk.
- Practice social distancing of 6 feet with customers and staff where possible.
- Sanitize pens after use and keep extra pen for the customer to use.
- Sanitize computers and all equipment utilized on the truck for check in purposes (ie. Express write-up tablets and code readers)
- Wash hands regularly and between glove changes.

**Note:** For all employees handling cash, credit card: Upon receipt of a credit card, wipe with a hand sanitizing wipe.  
Wash hands and use hand sanitizer after handling all forms of payment.

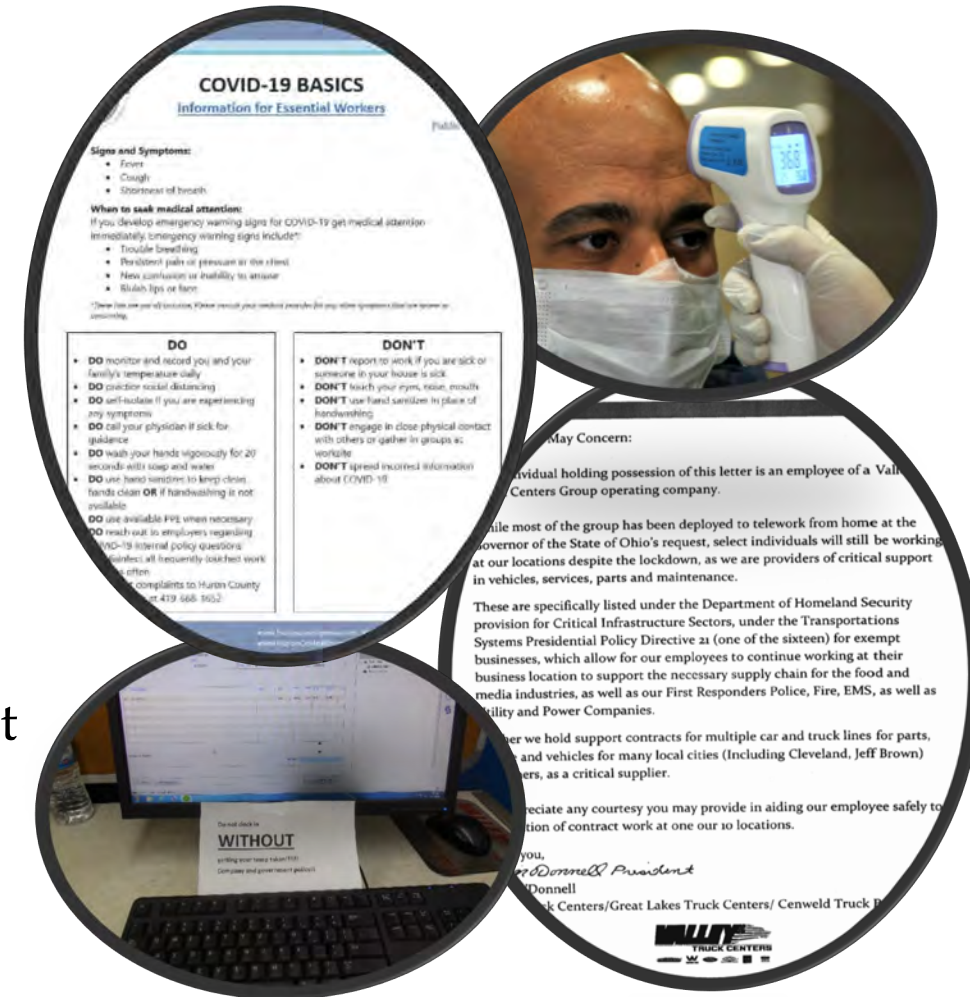


Revision 3.20



# Following CDC Guidelines

- Temperatures Taken Daily
- Actively Encourage Sick Employees to Stay Home
- Develop Flexible Policies for Scheduling and Telework
- Promote Etiquette for Coughing/Sneezing/Handwashing
- Perform Routine Environmental Cleaning
- Provide Education and Training Materials
- Plan to Implement Practices to Minimize Face-to-Face Contact
- Consider the Need for Travel and Explore Alternatives
- Have Conversations with Employees about their Concerns

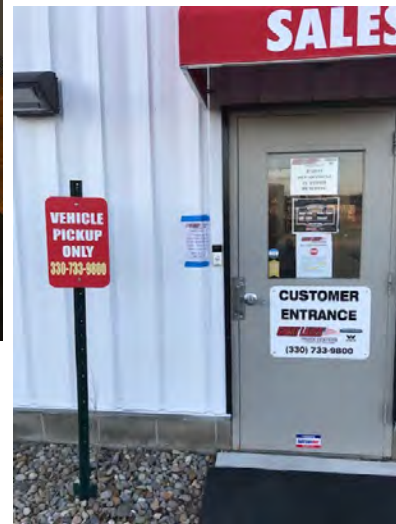


# Facility Adaptation

Improvise

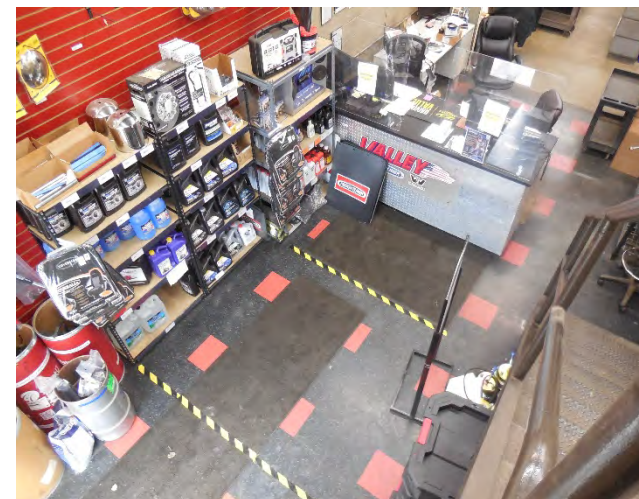
Adapt

Overcome



# Facility Adaptation (Continued)

- Plexiglass Partitions
- 6ft Barriers
- Video Doorbells
- Curbside Truck Write-Up



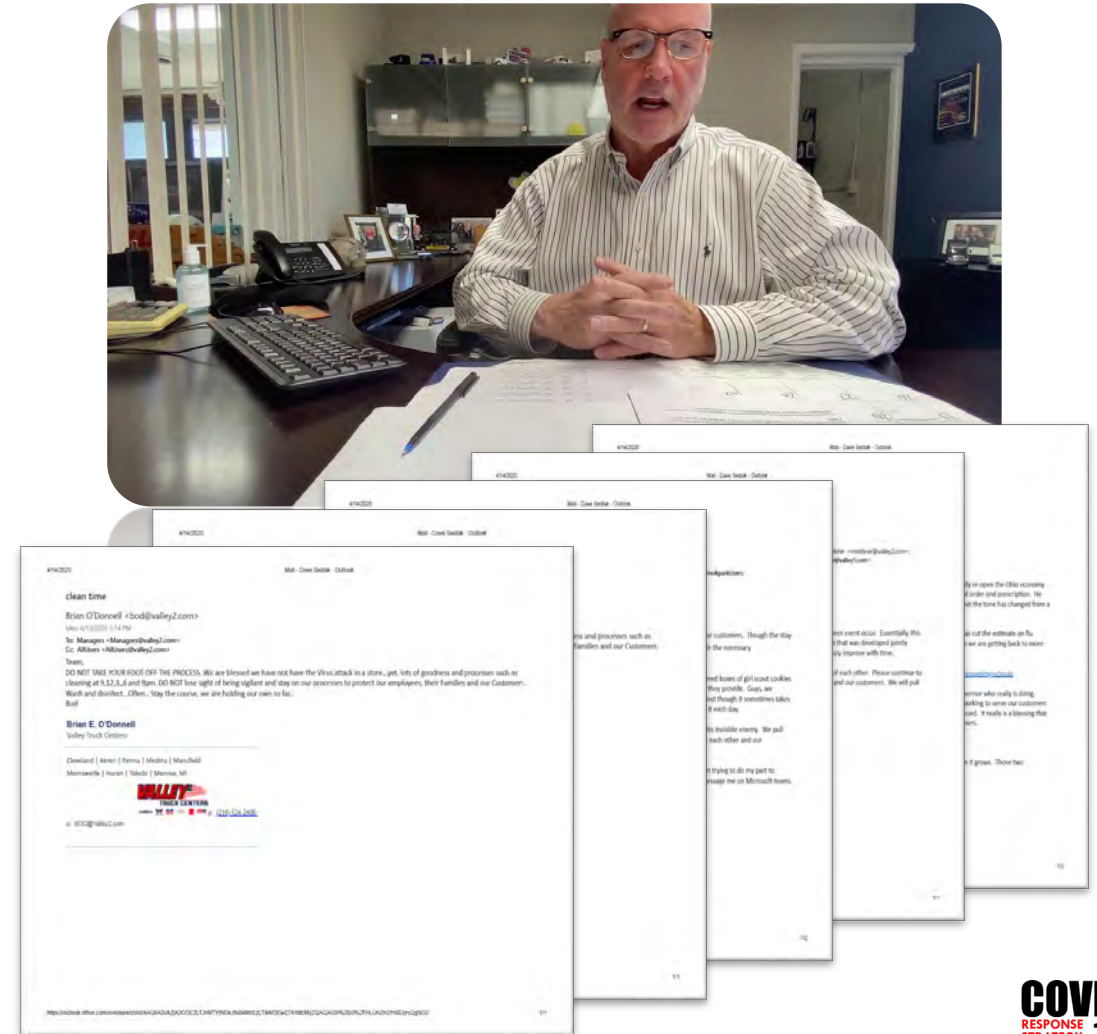
# Business Adaptations

- Implementation of Work-From-Home Reducing Exposure Rates and Accommodating Employee Personal Restraints
- Created Curbside Parts Pick Up and Service Drop Off Process
- Touchless Parts and Vehicle Delivery to Customers Place of Business
- Created a Business Continuity Team
- Shift Alterations to Staggered Start Times and Alternating Schedules to Limit the Amount of Personal Exposure
- Addition of Multiple Hand Sanitizing Stations Throughout the Dealerships, along with Coffee Cup and Cutlery Dispensers



# Business Adaptations (Continued)

- The Introduction of Video Messages and Microsoft Teams Communication
- Introduction of EchoSign Verification – Digital Documentation (i.e. Buyers Orders)
- Weekly Meetings Changed to Phone/Virtual Conferences
- Daily Updates and Communications via Email/Text
- Business Encouraged via Phone/Email
- Service and Parts Advisors Conducting Business Behind Plexiglass



# Signage to Promote Health and Safety





For curbside parts pick-up  
Dial 216-267-4800 ext. 1033

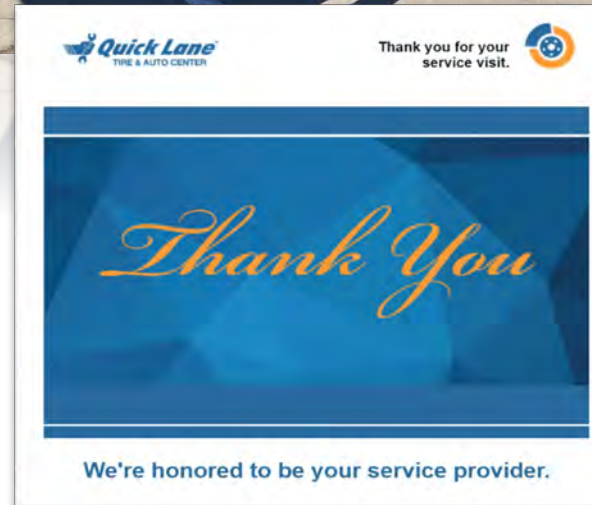
For curbside service write-up  
Dial 216-267-4800 ext. 1041

## Space 1

*Thank you for your business and please take care of your health!*  
*from all of us at Valley Freightliner*

# Giving Back To Those That Keep Us Moving

## We've Donated to Food Banks Surrounding Our Locations In Effort to Take Care of Our Neighbors in Need



# Words Of Encouragement and Morale Boosters



**WHO'S THE REAL CHAMPION...?**  
IT'S BACK FOR 2020. BIGGER, FASTER AND WITH MORE MONEY AND PRIZES ON THE LINE THAN EVER BEFORE. IT'S TIME TO START SELLING TRUCKS.

**April 6th - June 30th, 2020**

- **Sell new and used inventory from STOCK (ANY STORE)**
  - Fleet pool units and wholesale used (tax exempt) are not eligible (sold to original fleet)
  - Only stock/cancellation units apply.
- Days in inventory from program start date count as ONE POINT (1 point = \$1 bonus cash)
- Any truck in stock after the start date gets 50 POINTS
- Each store competes against itself and produces a CHAMPION (person with most points)
- Winner has the most points, second is second, and so on...
- Top points entered for top prizes monthly

## \*\*\*\*\* REQUIRED QUALIFIER: 1 WALK-AROUND VIDEO \*\*\*\*\*

- Each sales person is required to produce a 1:30-3:00 minute "Walk-Around" video to be eligible for any contest awards
- Deadline for video submission is 4/27/2020
- 3 types of videos that qualify: 1) Test Drives, 2) Features & Options, 3) Walk-Around
- Video should be submitted to your vehicle manager to be posted on our Valley Sales YouTube channel

## PRIZES INCLUDE

- Weekly Drawings for Cash All Names Entered (By Billings Processed)
- Cash - \$5,000/Store (1-5) SPLIT \*\*TOP 5 EACH STORE
- \$10,000 Overall Champ (1-5) SPLIT \*\*TOP 5 ALL STORES
- Overall Champ will receive a 2019 Honda Monkey or \$3,000 Cash (\$3,000 Cash Option is included in the \$10,000 Overall Winnings)
- \$500 Cash Drawing on 1st and 15th of Each Month - \*\*ALL STORES

## License Plate Lottery

4/10/20

\*\*\*As this being the first week, Brian chose to have one winner in each category for this week only.

Going forward there will be only one winner per week in each category!!

### Weekly winners at all stores are:

• Toledo	Eric Slough
• Monroe	Zachary Kerr
• Monroeville	Dowden Phelps
• Valley Ford	Sara Stebner
• Hino	Sheryl Jarvis
• Mansfield	Richard Spicer
• Akron	Andrew Robinson
• Freightliner - Parma	Ed Burgos

### winners working remote are:

• Mansfield	William McFarland
• Hino	John Shaver
• Cenweld	Kit Luke
• Great Lakes/Monroe	Joe Woolery
• Huron	Barney Barnhart
• Monroeville	Norm Hanna
• Akron	Alexandra Patton
• Freightliner - Parma	Kristen Kidd
• Valley Ford	Cathe Leissa
• Toledo	Brandon Crowell

Congratulations to everyone who won! We appreciate your loyalty in proudly displaying the Valley logo on your vehicles.

\*Employees who won can only win once for the duration of this contest!

## DAIMLER

March 20, 2020

### TO ALL WHO KEEP THE WORLD MOVING:

Together, we are the ones who keep the world moving, and we know that without the transportation and delivery services you provide, the economy and our communities would grind to a halt in a matter of days.

Our industry plays a critical role in our national infrastructure. Besides food, sanitation, and emergency services, there are a myriad of items such as hospital supplies, test kits, and other items desperately needed to combat the virus and to treat its victims, which require transportation by commercial vehicles. The Department of Homeland Security has designated transportation equipment manufacturing to be part of the nation's Critical Manufacturing Sector. Therefore, we have a duty and an obligation to support you at this crucial time, while still protecting the health and safety of our collective workforce and acting in accordance with the law.

Daimler Trucks North America and its dealers, as well as its complete service network, are very much open for business, and are continually monitoring and adapting to this dynamic situation. We will continue to support vehicle sales and deliveries, as well as aftermarket parts and service support, in the following ways:

### AFTERMARKET PARTS AND SERVICE UPDATE:

Although the situation is still very fluid due to COVID-19, we have not encountered significant supply chain constraints or labor disruptions, and we are maintaining the same high quality standards of service support to our partner network and customers.

Supply Chain: DTNA has been able to develop countermeasures to minimize supply chain impacts. We are working with our transportation providers to maintain inbound and outbound deliveries and are actively monitoring and adapting routes where needed.

Parts Distribution: DTNA's parts distribution centers have taken precautions to adhere to CDC recommendations for cleanliness and social distancing. We have not experienced any labor disruptions at the PDCs, and have developed a series of contingencies to minimize impact to the network in the event that this changes.

Service Support: Our call centers and warranty teams remain fully staffed and ready to continue delivering best-in-class customer support. DTNA's field service staff has cancelled non-essential travel, but are standing by to visit any of our network and customer locations for critical needs that we cannot resolve over the phone.

### VEHICLE SALES AND DELIVERIES UPDATE:

Sales and Deliveries: All manufacturing facilities in North America are in task force mode to ensure the continuity of our operations. The supply chain continues to be relatively stable, allowing us to deliver vehicles on time. So far this month, our on-time delivery rate continues to be at a high level. The environment is changing rapidly and we are adapting every day. We will continue to support the delivery of our suppliers, and we will keep you informed if there are any disruptions in our supply chain that might impact you.

Vehicle Sales & Marketing: The DTNA Sales & Marketing team members will continue to support customers with all aspects of their purchasing requirements, and will provide in-person support of our customers' business critical needs. As a consideration for the health and safety of our employees and customers, all DTNA plant and facility tours will be rescheduled for a later date, with DTNA withdrawing from industry tradeshows for the foreseeable future.

Trucks Remarketing (Used Trucks): The Used Truck team continues with all aspects of operations in the buying and selling of used trucks, and we understand the importance of supporting and paying for customer trade trucks in a timely manner. The acquisitions team is available to assist with questions by phone or e-mail, and our inspection teams are on the ground.

### OUR BEST TEAM:

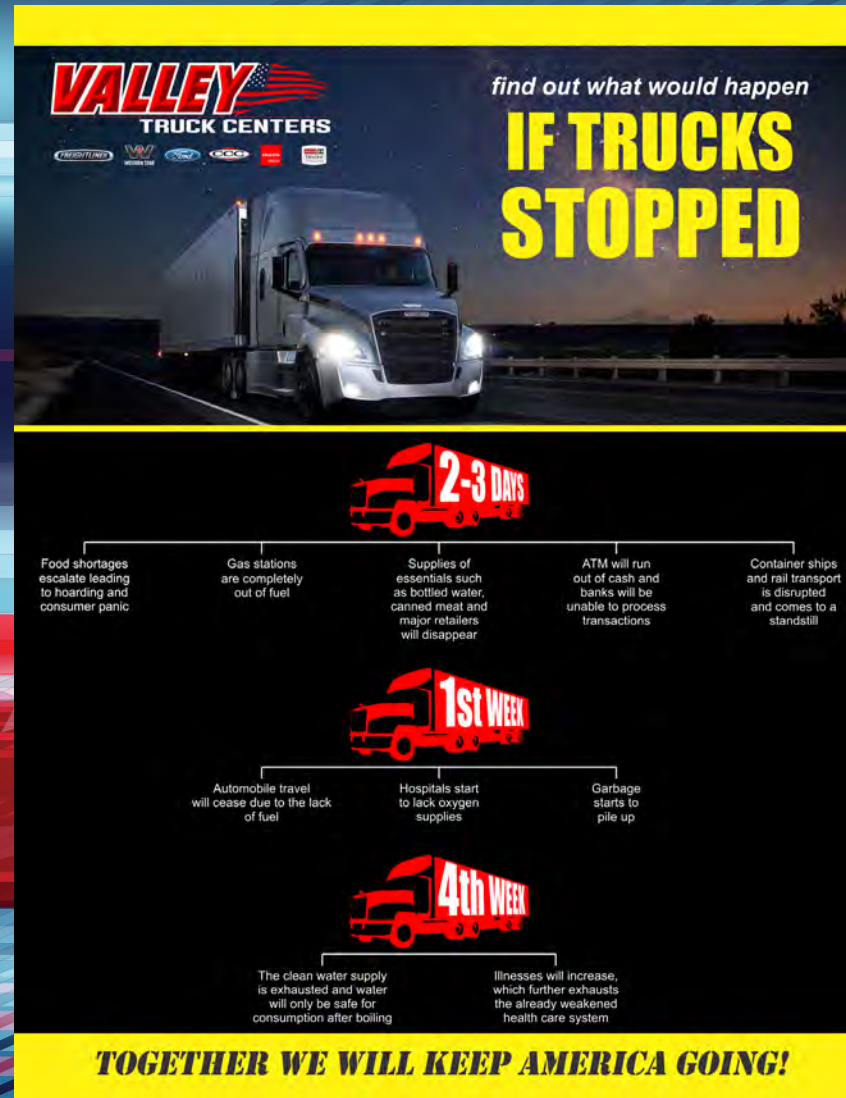
This is a unique and challenging period in history, one that requires patience, creativity, and careful planning. Please know that we are monitoring and adapting to the situation as it develops, and that we value that communication is critical to successfully navigating it.

We are all very much for keeping the world moving during these challenging times. Please contact us if you have questions. We are open for business, and our commitment to deliver an exceptional customer experience has not changed.

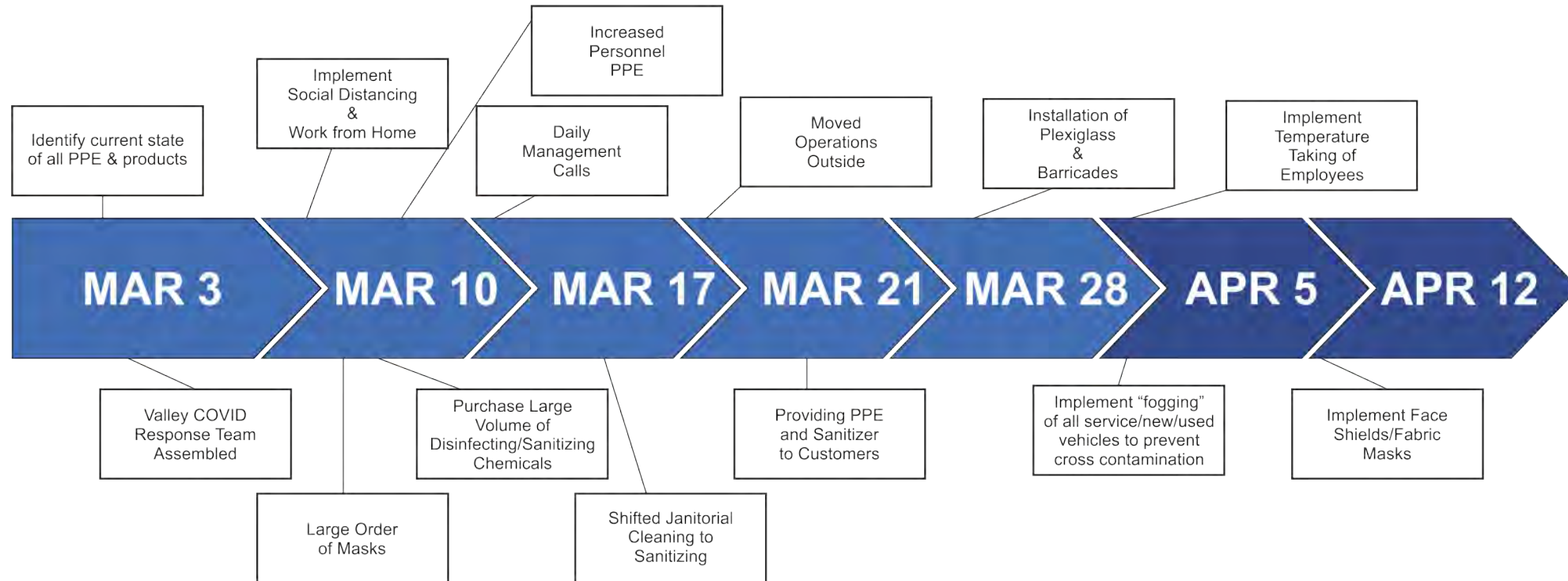
Best,

President, Specialist Vehicles	David Carson Senior Vice President, Vocational Sales & Marketing	Richard Howard Senior Vice President On-Highway Sales & Marketing	Stefan Kurschner Senior Vice President, Aftermarket
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# Why We're All Here



# Implementation Timeline



# Continuous Improvement

## Utilizing Foggers to Avoid Cross Contamination


- **Prior to Service** – Use gloves and wear masks
  - Use fogger to disinfect the outside of the door
  - Wipe the door handle with Spray 9
  - Open door & fog inside of door, grab handles, seats, cab, steering wheel, dash and sleeper berth if necessary
  - Wipe steering wheel and switches with Spray 9
  - Fog all areas of the truck being worked on according to the work order
- **Post Service**– Use gloves and wear masks
  - Tech cleans with Spray 9 on all areas worked on
- **Prior to Customer Delivery**
  - Keys are disinfected
  - Cab is fogged one final time

# Contact Us

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**IN-STORE TRUCK RENTAL AND LEASING**

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**COMMERCIAL TRUCK FLEET CONCIERGE**

\*\*\*\*\* REGISTERED FLEETS ONLY \*\*\*\*\*

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For more information, please call 216-524-2400

**REMOTE FLEET ASSISTANCE**

Mobile Maintenance | Factory Recall | Mobile Light Repair

Service Mgr. Phil Salem [psalem@valley2.com](mailto:psalem@valley2.com)  
For more information, please call 216-524-2400

We are here for you.

*At Valley, we work very hard to ensure our customers are on the road, keeping them safe and successful.*

