

# Volvo Group Belgium nv

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## Company Presentation

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# 1. GENERAL INFORMATION

## The Volvo Group

- About 100,000 employees worldwide.
- Turnover 2011 : 34,094.3 million euro.
- The Volvo Group is one of the world's leading manufacturers of trucks, buses and construction equipment, drive systems for marine and industrial applications and aircraft engine components. The Group also provides complete solutions for financing and service. has production in 19 countries and operations are carried out in more then 180 markets.



Group Trucks  
Sales & Marketing  
EMEA

Group Trucks  
Sales & Marketing  
Americas

Group Trucks  
Sales &  
Marketing APAC



Group Trucks  
Operations

Group Trucks  
Technology

Trucks Joint  
Ventures



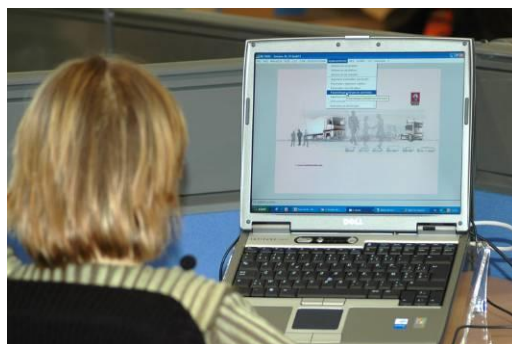
Construction  
Equipment

Business  
Areas

Finance &  
Business  
Support

## Volvo Group Belgium NV

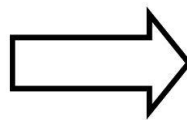
- Employs 3,042 people and realized a turnover of 2,105.9 million euro.
- Has built approximately 28 percent of all trucks, produced by Volvo Truck Corporation.
- Distributes worldwide spare parts for trucks, buses and marine and industrial engines.
- Is in charge of marketing and sales of Volvo trucks on the Belgian and Luxemburg markets.
- Gives IT and logistic service.
- Breakdown service, technical and logistic support
- Transport of parts and finished products.



## Historical survey

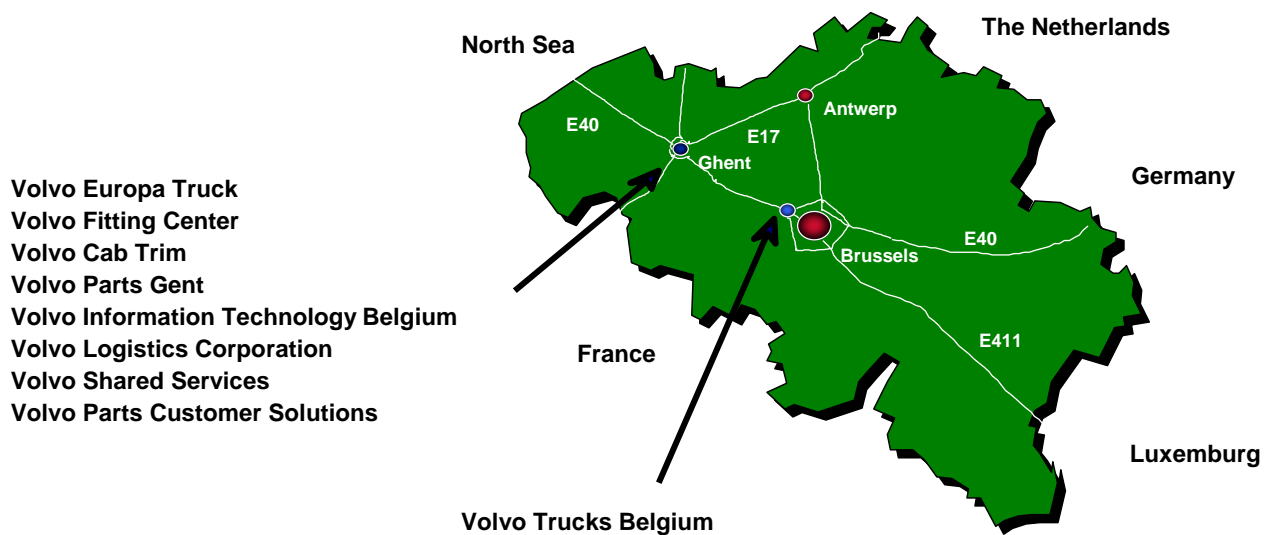
- 1937** The first Volvo cars and trucks are imported from Sweden to Belgium.
- 1964** Start of car and truck assembly in Alseberg, near Brussels.
- 1973** Opening of the distribution centre for spare parts for cars and trucks in Ghent.
- 1975** Start of medium-duty F6 truck production at a new factory in Ghent.
- 1985** Introduction of the medium-duty FL6 truck, designed and developed in Belgium.
- 1990** Production in the Alseberg factory is stopped, the truck production is centralized in Ghent.
- 1993** Start of Volvo Action Service, a breakdown telephone assistance for trucks and buses, coordinated from Volvo Parts Gent.
- Introduction of the new range heavy Volvo FH trucks, mainly built in Ghent and in Göteborg.
- 1994** Volvo Europa Truck obtains the ISO 9001 certificate.
- 1995** Volvo Europa Truck receives the Flemish Quality Logo.  
Volvo Europa Truck is the first Belgian company to obtain the EMAS certificate (Eco Management and Audit Scheme).
- 1996** Volvo Europa Truck wins the “Belgian environmental award for the industry” for its good environmental management.
- Start of Factory 97, a new production concept in the truck factory.  
Volvo Parts Gent becomes the worldwide distribution centre for truck and bus parts as well as for parts for marine and industrial engines.
- 1998** Introduction of the new FM-range
- 1999** Start of the production of the FM truck at Volvo Europa Truck.  
Volvo Cars is taken over by Ford Motor Company.
- 2000** Production start of the third generation medium-duty FL trucks.
- 2001** Volvo Logistics Corporation becomes part of Volvo Europa Truck nv.  
Renault Véhicules Industriels becomes part of the Volvo Group and will be known as Renault Trucks from 2002 on.
- 2002** Start of the production of the new generation Volvo FH-FM trucks.  
Volvo Europa Truck obtains the ISO 14001 certificate for environmental care.
- 2005** Volvo Europa Truck obtains the OHSAS 18001 certificate for safety

- 2006** Start of the production of the 4th generation of medium trucks, of the FL/FE gamma., exclusively assembled in Volvo Europa Truck.  
Volvo Europa Truck NV starts its project to become the first CO<sub>2</sub>-free company in Belgium, e.g. by building three wind turbines and a completely new heating system based on woodpellets.  
VET starts trimming FH cabs for some of its own production.
- 2007** Start of the Volvo Fitting Center, an assembly plant for wheels for all trucks, produced at the factories in Ghent and Sweden and also for the busses constructed in de factories of Sweden and Poland.  
Volvo buys Nissan Diesel.  
Volvo will become the first company in Belgium that produces without CO<sub>2</sub> in 2007. Volvo invests 10 million euro together with Electrabel in this project.  
Volvo Europa Trucks starts trimming FH-cabs for a part of it's own production
- 2008** The name "Volvo Europa Truck nv" changes into "Volvo Group Belgium nv"  
VET builds an entirely new industrial unit for trimming FH- cabs for a part of its production.
- 2009** Introduction Volvo Production System at Volvo Europa Truck.  
Volvo Cab Trim increases capacity and trims all cabs of heavy trucks for their own production.
- 2010** Introduction of a new heavy truck in the FM-range, viz. the FMX, specially build for use in construction.
- 2011** Start production of hybride trucks.



## Location

Volvo's industrial activities in Belgium are centralized in canal zone in Ghent. The strategical location of Ghent nearby the sea canal Ghent-Terneuzen and nearby the intersection of two important European motorways, the E17 and E40, is important for Volvo's industrial activities within the European Union. Volvo's commercial activities in Belgium are centralized in the Volvo Group Office, Brussels\*.

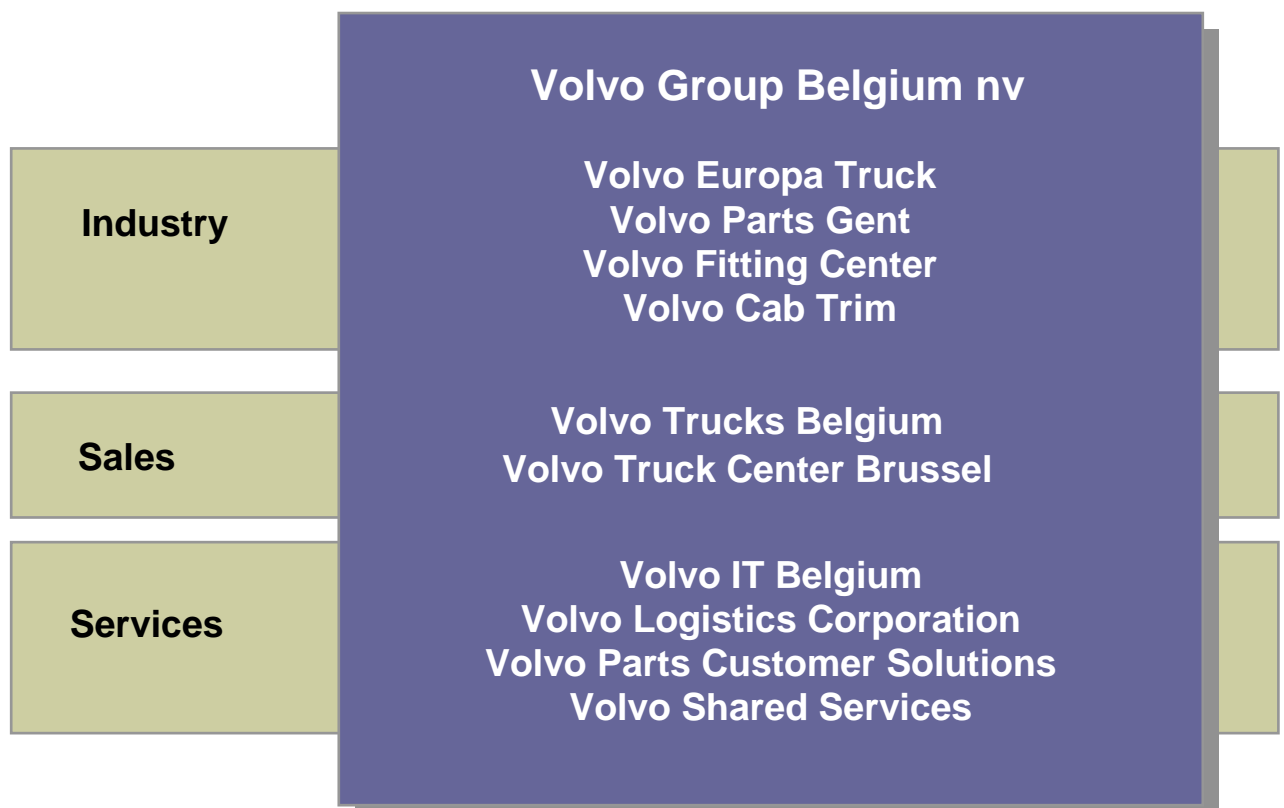


\*Also established in the Volvo Group Office is the international headquarter of Volvo Construction Equipment.

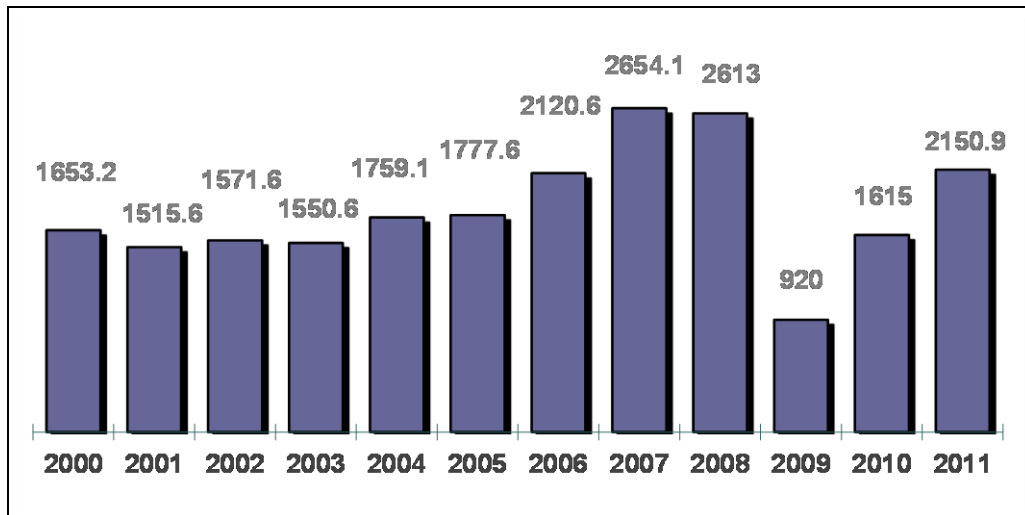
## Organization

Volvo Group Belgium nv includes the following activities:

- Volvo Europa Truck: assembly of the heavy and light-heavy truckrange of Volvo (except FH16).
- Volvo Parts Gent: the distribution centre for truck, bus, Penta and Construction Equipment parts
- Volvo Fitting Center : fitting of tyres and rims. Supplier for the truck factories in Ghent and Göteborg and the bus factories in Borås and Wrocław.
- Volvo Cab Trim : trim of FH cabs.
- Volvo Trucks Belgium: import, marketing and sales
- Volvo Truck Center Brussel: customer service for trucks, finance, assurance and maintenance.
- Volvo IT Belgium: the IT centre for Belgium and parts of Europe
- Volvo Logistics Corporation: transport of parts to the Belgium-based Volvo companies (including Volvo Cars). They also take care of products built in Sweden that go through Belgian ports to be transported to European markets.
- Volvo Parts Customer Solutions : the contact and assistance centre for breakdown problems
- Volvo Shared Services: provide the above mentioned units with common services



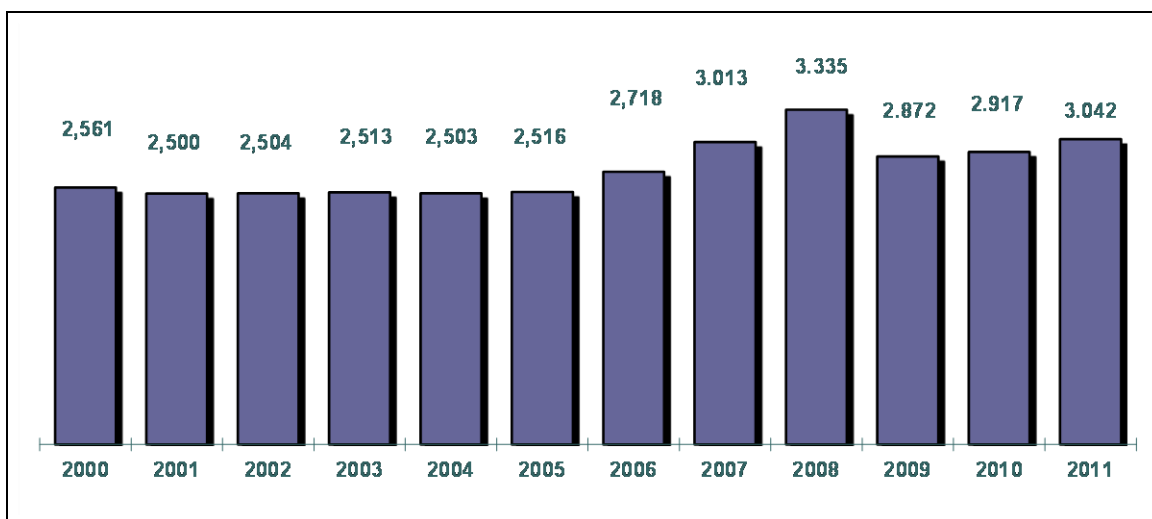
## Turnover



The turnover of Volvo Group Belgium nv in 2011 amounts to 2,105.9 million Euro.



## Personnel



Only Volvo contracts

### Personnel per unit (Volvo Contracts only) (December 2011)

Volvo Europa Truck	<b>1,806</b>
Volvo Parts Gent (incl. Volvo Customer Solutions)	<b>693</b>
Volvo Logistics Corporation	<b>197</b>
Volvo Shared Service Center	<b>15</b>
Volvo Business Services	<b>17</b>
Volvo Trucks Belgium	<b>51</b>
Volvo Office Brussels	<b>9</b>
Volvo Truck Center Brussel (*)	<b>61</b>
Volvo IT Belgium	<b>189</b>
Volvo Penta, Volvo Bus, Volvo Techn.	<b>4</b>
<b>Total</b>	<b>3,042</b>

(\*) : VTCB includes 3 establishments Ruisbroek, Mechelen and Kampenhout



## Purchasing and added value

### Purchases in Belgium (in million euro):

Production material	65.8
Goods and services	151.3
	217.1
Added value (internally produced)	185.0
<b>Total</b>	<b>402.1</b>



## CO2-neutral company

**As a major industrial player, our company has to respect both global directives and general company objectives in environmental matters.**

One of Volvo's core values is care for the environment. Rational use of energy is always been a concern for Volvo.

The Swedish company imposes to the different Volvo-establishments short- and long term environment aims.

Concerning energy, the group aims are split up as follows:

- Development of energy efficient products
- Durable producing of energy
- Communicating about the environment approach

### Durable producing of energy

#### Solar energy:

On the roof of the new biomass powerhouse and on the roof of Volvo Logistics are in total 4,250 m<sup>2</sup> solarpanels with an annual production of 500 MWh.

#### Wind energy:

3 wind turbines are responsible for more than 50% of the electricity supply.

#### Hydropower:

The electricity which is not supplied by the wind turbines, is Alpenenergy, from the French hydropowerplant.

#### Biomass:

A new biomass plant build for the heating with a modern boiler that works on woodpellets and if it's necessary can switch to other environmentally friendly materials.



**Biomass** is a term used by which biodegradable products and waste products from agriculture, forestry, industry and households are indicated.

These might include woodpelletschips, olive pits, and even used cooking oil. This green energy source is used as fuel. The burning of biomass is scientifically recognized as CO<sub>2</sub>-free, because the CO<sub>2</sub> is released during the growth of plants and trees.

Volvo Europa Truck uses woodpellets as biomass fuel.

## Our environmental friendly products



**Hybrid Trucks**



**DME, field tests**



**Methane diesel**

We developed the world's first hybrid garbage truck. By combining a diesel engine with an electric motor, fuel consumption can be reduced by 20%. The Volvo FE Hybrid is a parallel hybrid, meaning that the energy of the diesel engine and electric motor can be used together or separately. The system automatically switches from one system to another. Furthermore, the Volvo hybride technologie is designed that when the driver brakes, the truck can recycle as much energy as possible. Therefore these application are efficient in garbage trucks and distribution trucks. We have also taken the initiative to do field trials of methane diesel trucks in Sweden and the United Kingdom. During 2011 we will begin testing of DME vehicles in commercial exploitation.

## 2. INDUSTRY

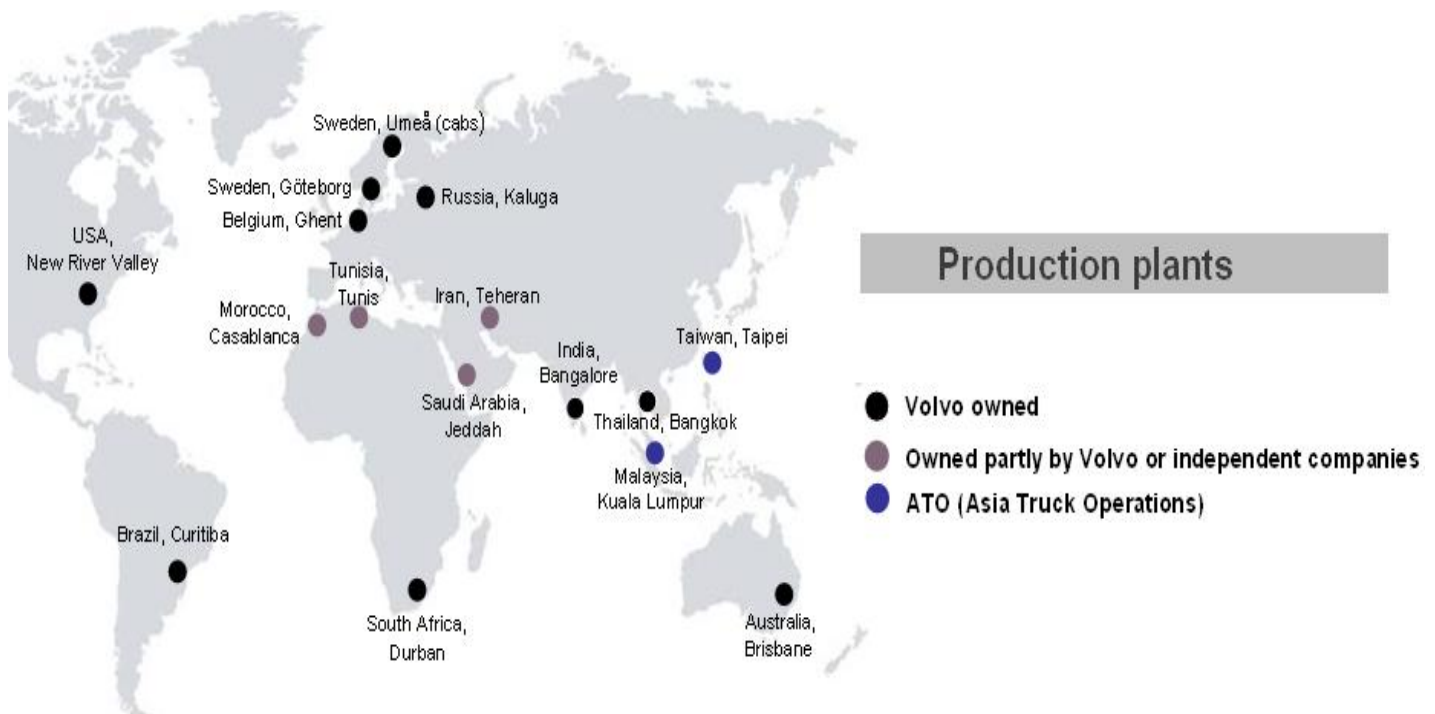
### Volvo Group Trucks

- Group Trucks comprises the Group's combined truck operations, including product development, purchasing, manufacturing, sales and aftermarket.

Sales and marketing for all of the truck operations is organized into three geographical regions: EMEA (Europe, Middle East & Africa), Americas and APAC (Asia Pacific).

The Group's joint venture company in the trucks sector is also organized within Group Trucks.

- Worldwide Volvo production: 119,100 trucks.
- Volvo Production plants :



## Volvo Europa Truck

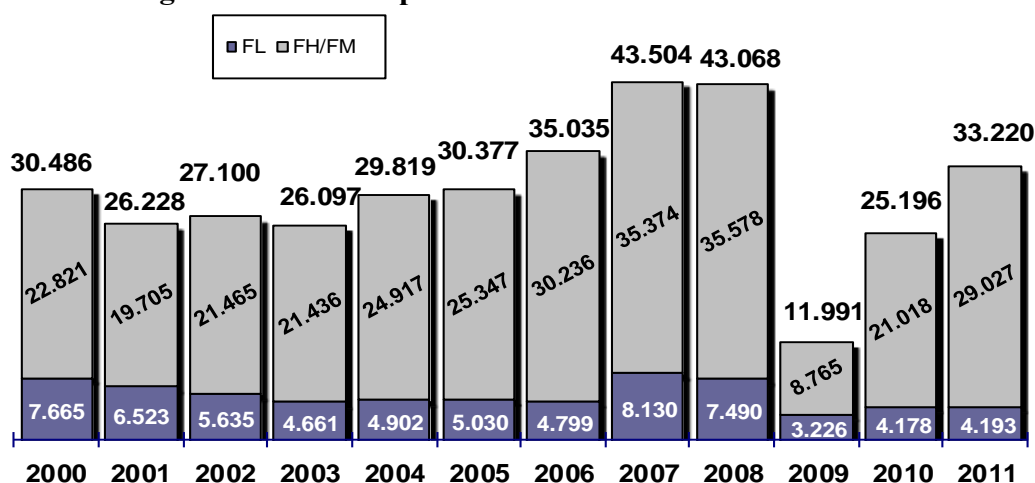
### Key figures

- Personnel 1,806 (exl. temporary contracts)
- Production output 33,220
- Product range FL/FE, FM/FH

### Activities

- Production of Volvo's European medium duty and heavy duty trucks.
- Completing and adapting trucks to customers' specifications
- In June 2011 Volvo Europa Truck will start building the Volvo FE hybride trucks on line.

### Production figures Volvo Europa Truck



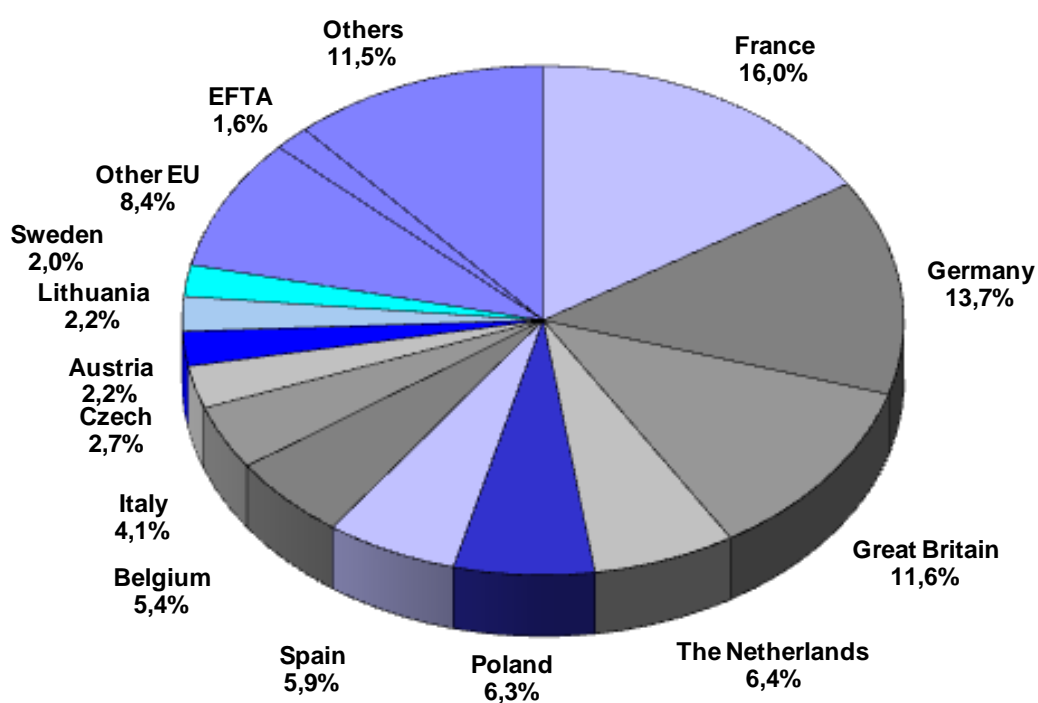
### Production figures Volvo Truck Corporation

2011			
Europe	Units	Asia	Units
Belgium	33,220	Saudi Arabia	1,620
Sweden	19,960	India	821
Russia	3,770	Taiwan	295
		Malaysia	305
		Thailand	999
<b>North America</b>		Iran	4,038
USA	25,227		
<b>South America</b>		<b>Africa</b>	
Brazil	25,686	South Africa	1,397
		Morocco	276
<b>Australia</b>	1,229	Tunisia	257
<b>Total 119,100</b>			



## Markets Volvo Europa Truck

<b>European Union</b>	86.9 % (of which Belgium: 5.4 %)
<b>EFTA</b>	1.6 %
<b>Others</b>	11.5 %



The countries of the European Union are the biggest markets for the trucks built in Ghent. The largest markets are France (5,340 trucks), Germany (4,559 trucks) and United Kingdom (3,860 trucks).

In “others” Russia (1,209 trucks), Turkey (970 trucks) and Israël (800 trucks) were the largest markets in 2011.

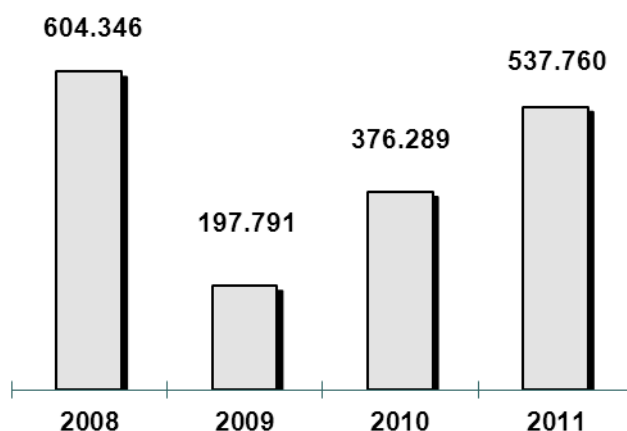
## Volvo Fitting Center

### Activities

- Fitting of tires on rims
- Supplier for truckfactories in Ghent (Belgium), Göteborg (Sweden) and Kaluga (Russia) and for busfactories in Borås (Sweden) and Wroclaw (Poland).

### Key figures

- Started in 2007
- Production output: 537,760 fittings in 2011
- Production range: all 22,5" and 19,5" tires and rims
- 550 different types of tires
- 70 different types of rims



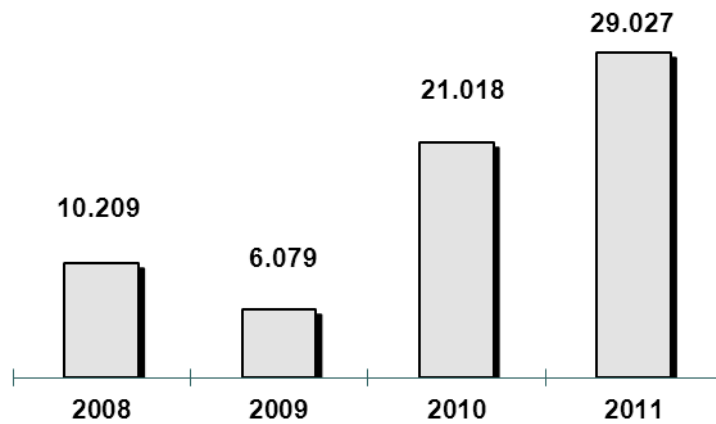
## Volvo Cab Trim

### Activities

- Trimming of cabins for FH-FM trucks for own production in Ghent.

### Key figures

- Started in 2007
- Production output: 29,027 in 2011
- Production range: FH and FM cabins



## Volvo Parts Logistics Gent

### Key figures

Employees :	550 (without temporary employees)
Types of items :	195,440
Treated order lines :	Volvo Truck & Bus: 5,766,598
	Volvo Penta: 924,713
	Volvo CE: 408,056
	Renault Trucks: 150,657

### Activities

Worldwide distribution of spare parts for Volvo trucks and buses (Volvo Truck & Bus), marine and industrial engines (Volvo Penta) and construction material (Volvo Construction Equipment) with the following supportive and regional warehouses:

- Gothenburg (Sweden) - Bologna (Italy)
- Rugby (UK) - Wroclaw (Poland)
- Lyon (France) - Vienna (Austria)
- Helsinki (Finland) - Bucharest (Romania)
- Madrid (Spain) - Moscow (Russia)
- Self-supporting warehouse of spare parts for Renault trucks (Renault Trucks).
- Management of the total logistics chain from supplier to customer.
- Direct delivery of emergency orders to dealers in the European Volvo markets within 24 hours.
- Collection of items by Belgian dealers 24/24.

## Volvo Customer Solutions

### Key figures

Employees	150 (in Ghent and without temporary employees)
Number of cases	166,000 breakdown
Number of technical cases	79,000
Turnover (related to breakdown)	75 million

### Activities

We offer roadside assistance to customers throughout Europe

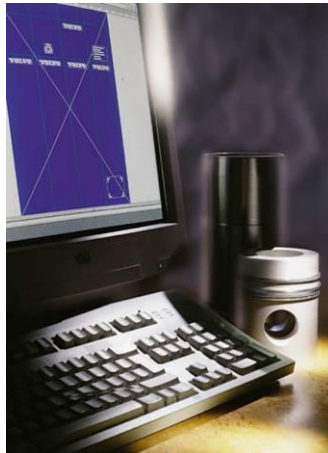
- We also provide technical support to dealers and customers, primarily in Europe and beyond
- Our clients: Volvo Truck & Bus, Volvo Penta, Renault Trucks and Carrier Transicold
- We operate 3 locations From: Ghent, Lyon (France) and Rugby (UK)
- We work 24 hours a day, 7 on 7 and we offer our services in 18 languages

### **3. SERVICES**

#### **Volvo Information Technology Belgium**

Volvo's extended industrial and commercial activities in Belgium, require the support of a well managed computer network, with online connections with Sweden and the various markets all over the world and with the many suppliers. This computer network in Belgium is managed by Volvo Information Technology Belgium, which acts as a supporting unit for all electronic data processing activities within the Belgian Volvo Companies but also for Volvo Cars, a subsidiary company of Geely.

**Personnel:** 189



#### **Volvo Logistics Corporation**

This unit handles the transportation of:

- components from different suppliers to the Belgian Volvo plants
- finished products and spare parts from the Belgian Volvo plants to the different markets
- Volvo products built in Sweden, that reach the European markets via the Ghent harbour.

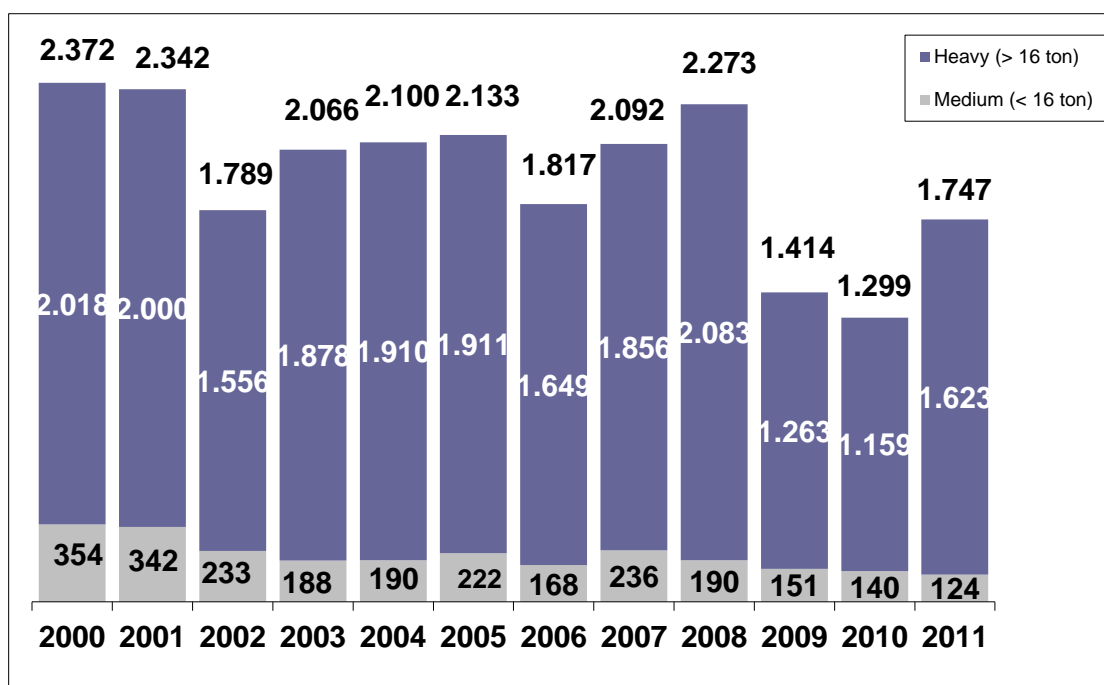
As from the first of June 2001 this unit belongs to Volvo Group Belgium nv, but also gives services to third parties such as Jaguar.

**Personnel :**197

## 4. MARKETING AND SALES

### Volvo Trucks Belgium

<b>Personnel</b>	53
<b>New Volvo registrations in Belgium</b>	1,747 consisting of 124 medium trucks (<16 tons) and 1,623 heavy trucks (16 tons or more)
<b>Market share</b>	20 % accumulated market share 20.7 % (>16 ton) 13.6 % (< 16 ton)
<b>Distribution network</b>	32 sales and service points, of which 11 dealer-owners.



## 5. ADDRESSES

### Industry

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#### **Volvo Europa Truck**

Smalleheerweg 31

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Telephone: +32 9 250 42 11

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#### **Volvo Parts Gent**

#### **Volvo Parts Customer Solutions**

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Fax: +32 9 251 59 77

### Services

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### Marketing

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