

**Information on handling of personal data**

The purpose of the Volvo Group Attitude Survey (VGAS) is to continuously improve the working climate.

Volvo Business Services AB is the controller of personal data and will follow national privacy legislation in your country. For most European countries, the handling of your personal data is normally controlled by national law under EC Directive 95/46/EC.

If you have any questions you may contact your VGAS engagement ambassadors or VGAS Survey administrators and may be found here:

<http://www.volvogroup.com/SiteCollectionDocuments/VGHQ/Volvo%20Group/Career/Contact%20persons.xls>.  
Global contact: HRSC Nordic, Volvo Business Services AB, Sweden. E-mail: [hrsc.se@volvo.com](mailto:hrsc.se@volvo.com)

The responses you submit will be linked to the password you use when logging on. This password is the same for all employees who report to the same manager. As a result, your individual responses cannot be distinguished from the other responses submitted using the same password. Once submitted, the data cannot be accessed or modified, as there is no identification in your response linking it back to you.

If five or more responses are received using the same password, the team will be given a report. The report should be made accessible to the appropriate manager, who will communicate it to his or her employees. The manager should also be entitled to show others the report, as he or she sees fit.

If you have less than 5 respondents in your team you will not get a team report. You should then refer to the result of the team one level up and use it as a foundation for what to discuss and improve in your team.

Answering the survey is voluntary. Volvo Group considers it very important for everyone to answer it. The number of responses submitted using a given password will be checked up on. In certain cases, this makes it possible to ascertain whether or not a person has submitted a response. Teams with an answering rate lower than 80% will receive a reminder.

Individual information regarding a person's responses is never reported. However, in the event that everyone submitting a response using a given password gives the same response, it is possible to indirectly ascertain what their responses were.

**Supplementary information on handling of personal data for managers**

Certain information regarding managers can be reported to higher management levels and HR officers. This means that the results compiled about your performance as a manager are not anonymous.