



May 8, 2020

LVO: Taking Care of Employees and Our Customers

LVO is getting back to business, transferring 105 trucks to our customers this past week. The first group of Lehigh Valley Operations (LVO) employees returned to work May 4 in Offline Operations and to prepare for the gradual ramp-up of production scheduled to begin on May 11.

Employees arrived at LVO, the Lehigh Valley Logistics Center (LVLC), and the Mack Customer Center (MCC), to a “New Normal” and way of working. From the temperature scan upon entering the parking lot, to adjusting to the use of face masks, they could immediately see that things were different and extensive safety precautions were clearly in place.



“I was concerned about coming back to work because of the safety aspect,” noted Offline Operations Technician Brock. “But as soon as I walked into the facility and saw all the PPE and safety measures that had been put in place, I felt good about returning and was comfortable being at work.”

Increased disinfecting and cleaning procedures have also been put in place in all areas of the facilities. Hand sanitizer, cleaning supplies and PPE are readily available to employees throughout the facilities.

“We have the supplies we need, such as face masks and plenty of hand sanitizer,” said Brock. “I was hesitant on my first day back, especially with the temperature check, but now I see it as a simple task that needs to be done and this is what we now need to do to continue to build and transfer Mack trucks.”

The facilities have established many changes to keep employees safe, including adequate time to clean, visuals to avoid touching the turnstiles, new procedures for clocking in and out without using the time clocks, and doors propped open to avoid handling. Floor markings and signage to visualize six feet of social distance start in the parking lots and continue throughout the production lines and common spaces. Sneeze guards and separators have been installed on tables in the break areas.

“Everything is well-cleaned and we are given adequate time to take precautions, maintain social distance, and clean our work areas and tools,” said another Offline Operations technician. “I do not feel pressured on the job – I am able to take the time I need to follow the new guidelines.”

Employees who have returned to work adapted quickly to the new ways of working. The float now sits at 120. We look forward to welcoming members of our workforce back to the workplace.

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