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| Text  Description automatically generated | Commercial Operations Team Meeting Minutes for April 5, 2023Time: 10am - 11:30am ETVideo conferencing via Microsoft Teams |

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| **Commercial Operations Team** | **Guests** | **Members Excused** |
| Kevin DawsonAllan HjellenJustin JohnsonLizette Leon, Notetaker | Scott GroomsMatt SeibDerek SteinhorstJess McCammon | Danye RoyWilliam Oakes | Alice MagnumGeorge PetermanLucy LiuNathan Schick |

**Meeting Purpose**

To review current Commercial Operation issues and discussion topics.

The agenda and minutes from the last meeting were approved by the group at the start of the meeting.

The meeting was called to order at 10:04 pm.

Lizette Leon was introduced as the new notetaker, and Jess McCammon was welcomed to the Commercial Operations Team.

**MEETING AGENDA**

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| **Time** | **Duration** | **Topic** | **Led by** |
| 10:00 am | 5 min | Welcome* Approval of Agenda
* Approval of March 1, 2023 Meeting Minutes
 | Kevin Dawson |
| 10:05 am | 5 min | Highlights from April 4, 2023, Annual General Meeting | Kevin Dawson |
| 10:10 am | 45 min | Team Updates* Sales Lead update from January 2023 Orlando Expo
* Update on upcoming OTE Tradeshow – April 18, 2023 in Toronto
* Service needs/outcomes on the H3-45
 | Allan HjellenJustin JohnsonScott Grooms |
| 10:55 am | 30 min | Upcoming Events* Performance and Goal Setting Process
* Employee Engagement Initiatives
 | William OakesDanye Roy |
| 11:25 am | 5 min | Meeting task recap Agenda for May 3, 2023  | Lizette Leon |

**ACTION ITEMS**

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| **TOPIC/DISCUSSION** | **ACTION** |
| **Sales Leads from January 2023 Orlando Expo**: Allan highlighted the progress of sales leads from the Orlando trade show (data entry into SalesForce, collateral mailings, calls with finance). Ten possible leads were sourced. Discussions with finance are in place. | Allan will follow up w/ finance and **advise of status by April 24, 2023** to present/update team  |
| **Update on upcoming OTE Tradeshow – April 18, 2023, in Toronto**: Justin advised that all travel logistics are finalized for the trade show. Media contacts have been contacted and invited to various social events (wine/cheese soiree, luncheon).  | Justin will **report back on outcome at the May 3 meeting** |
| **Service needs/outcomes on the H3-45:** Scott advised that minor adjustments are being discussed with engineering regarding bus failure to come to ride height or remain at ride height and the engine cooling challenges resulting in an overheated alternator. Recalls are in place, and necessary parts are either available or awaiting shipment. | Scott to update public affairs in case of negative publicity. Loop in Matt Seib in Parts to ensure materials are available. **Lizette to follow up with Scott and Matt on April 27 regarding the status and escalate to Kevin if additional input is necessary.** |
| **Performance and Goal Setting Process:** William gave a brief overview of the new performance and goal setting system. Company intranet site will have links with videos, templates, etc. All are encouraged to complete before the end of 2nd quarter 2023. | **Lizette will reach out to all team members by May 1** to ensure access and walk thru any challenges.  |
| **Employee Engagement Initiatives:** Danye Roy shared with theteam company activities planned for the 96th anniversary of Volvo. Save the Date: April 14**,** 2023 | Look out for emails and company intranet website for updates on activities, events, etc. **Lizette will reach out to team members to ensure they have received notifications.** |
| **PARKING LOT – ITEMS TO BE DISCUSSED LATER** |
| SalesForce data entry: explore if having a dedicated person be assigned task of data entry into SalesForce with report detailing for sales, service, etc. | Alan and William to discuss this separately and **report back to the team with resolution at May 3 meeting.** |
| Tradeshows: explore other options for advertising dates, events, etc. as turnout was lackluster at the events in January and February, most likely due to COVID uptick.  | Justin and Kevin to noodle some ideas with Public Affairs and Marketing. **Report back at July 2023 meeting.** |
| **RECAP** |
| Allan will follow up with finance regarding sales leads and financing purchases |
| Justin will share highlights of the April 18 trade show in Toronto |
| Scott will check with Matt Seib and Public Affairs regarding H3-45 parts, recalls, etc. |
| Lizette to follow up with team re: new Performance and Goal setting process/software and Employee Engagement initiatives. |

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| **Next Meeting** |
| Scheduled Date: May 3, 2023 from 10am – 11:30 am ET |
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| **Draft Agenda for May 3, 2023** |
| * Updates on finance, sales leads, SalesForce
* Upcoming tradeshow: outcome; continued outreach
* Service needs/outcomes on the H3-45
* 2023 Team PTO update
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| MATERIALS |
| Sent Before Meeting | INSERT LINKS  |
| Presented During Meeting | INSERT LINKS  |
| Follow-up Items related to meeting discussion | INSERT LINKS  |