

## Workplace Safety and Health

### Basic Policy: Creating Safe and Pleasant Workplaces

Isuzu aims to make its workplaces accident-free, safe and pleasant. Our philosophy is that "Safety Depends on Everyone's Cooperation". Our focus is accident prevention, and we promote three themes to personnel: "Preventing Industrial Accidents, Traffic Accidents and Fires", "Improve the Work Environment" and "Promote Health." We pay particular attention to safety to prevent industrial accidents based on the case studies of accidents.



Isuzu's safety and health philosophy

### Key Issues and Actual Efforts

Key Issues	Efforts
Prevention of industrial accidents	<ul style="list-style-type: none"> <li>Observing safety rules and mandated follow-up</li> <li>Verification of actual practice against standard operating procedures</li> <li>Raising awareness about non-routine operations</li> <li>Providing safety instructions and reviewing traffic signs for operation of in-plant vehicles</li> <li>Reporting manufacturing equipment accidents to all employees and sharing information on preventive measures</li> </ul>
Fire prevention	<ul style="list-style-type: none"> <li>Eliminating potential sources of fires</li> <li>Strengthening of painting plant management system and "buddy" patrol</li> <li>Company-wide improvements based on lessons from past fire incidents</li> <li>Strengthening of daily inspections and review of warning signs posted at facilities storing dangerous substances</li> </ul>
Improving workplace environment	<ul style="list-style-type: none"> <li>Environmental assessments and improvements at start-up of new or relocated production lines</li> <li>Systematic implementation of suggestions and requests from workplaces</li> </ul>
Prevention of traffic accidents	<ul style="list-style-type: none"> <li>Reporting of traffic accidents throughout company, sharing information on preventive measures, and providing safety instructions</li> <li>Review of individual commuter route</li> <li>Variety of traffic safety education</li> <li>Seatbelt checks, patrolling employee parking lots</li> </ul>
Promotion of employee health	<ul style="list-style-type: none"> <li>Physical and mental health programs</li> <li>Medical checkups</li> <li>Health guidance programs by industrial doctors and public health nurses</li> <li>Hygiene lectures by outside experts</li> </ul>

### Promoting Total Health

We are promoting "Total Health" management programs, with an emphasis on the prevention of lifestyle-related diseases, to ensure fulfilling daily lives for our own employees and their families. The "Physical Health" program offers about 10 hiking tours annually for employees and their families, including strawberry-picking tours and other seasonal events. This program was highly appreciated by the participants, and we will continue the program. Also offered is the "Challenge Courses" program on the themes of exercise, no-smoking, dietary life and no-alcohol days, which aims at improving daily life styles based on self-management of health based on individual goals.

In the other "Mental Health" program, specialists offer free counseling services for employees and their families. In fiscal 2002, the "Isuzu Healthy Dial" hotline was opened to provide an everyday service for telephone counseling by experienced staff concerning health, disease, caregiving, medical treatment, welfare and other issues for troubled employees and families.

### Activities of the Health Promotion Center

Key Issues and Activities		Implementation
Prevention of lifestyle-related diseases	Seminars	Diabetes, osteoporosis, obesity prevention, hyperlipemia, dental health, lecture meetings (one event each in the year)
Lifestyle improvements	"Challenge courses"	Quitting smoking, exercise, dietary habits, and no-alcohol days (each event once each year)
Life plan	Seminars	Life planning seminar, 6 events during the year
Mental health	Counseling etc.	Available throughout the year
Recreational activities	Hiking	Nearly every month (10 times during the year)



Picking strawberries in hiking tour in March 2003

### Employees' Voluntary Activities: USE21

Workers of Engineering division have organized the USE21 voluntary working group, with the aim of preventing fires and industrial, traffic and other accidents to ensure safe and pleasant workplaces, and of fostering young workers and improving product quality and production skills. They are actively working in different sub-groups.

The Accident Prevention Subgroup offers a variety of educational programs with lectures and drills, including first-aid lectures, safe-driving lectures and training sessions for risk prediction. These activities are making significant contributions to the prevention of industrial accidents and also to help newly recruited employees adapt to the workplace. Activities of the USE21 group include nurturing many first-aid instructors and staff. Aiming at enhancing first-aid skills and awareness, group members have every year participated in a first-aid competition sponsored by Kanagawa Prefecture, with high-rank prize winners turning out in great numbers.



Drill at USE21 first-aid class

## Personnel Management/Employee Training

### Our Approach to Personnel Management

The growth and development of a company depends on its people. Aware that human resources are our most important asset, we at Isuzu believe we cannot fulfill our corporate philosophy "We contribute to society by providing products and services that satisfy our customers worldwide, and evolve ourselves as a company that is friendly to man" unless the workers who make the products are top-notch. As the process of globalization continues, each employee must motivate himself or herself, maximize his individual capabilities and realize his potential. This is the only way in which Isuzu will become a company that grows with its customers. We will develop and provide technologies, products and services that contribute to the creation of a pleasant planet and a rich society.

We will conduct a broad range of efforts to establish a personnel management system that ensures safe and sound workplaces where all employees can work actively to maximize their individual capabilities and contribute to the development of the company and society.

### Employee Training

We are aware that human resources are our most important asset. We have worked to develop a company-wide employee education system that complies with the ISO/QS 9000 standards. Technical education and language training are provided for personnel at all levels, from newly recruited employees to seniors, with an emphasis on each employee's motivation and personal development.

We are also working to nurture the skills needed to meet the demands of manufacturing at production sites. Leaders have been appointed to be in charge of basic and higher skills training in the Manufacturing as well as Engineering Divisions. They work to foster younger employees with well designed plans to help them acquire and improve basic skills. These skills are assessed using our own testing system. We also provide programs for education by our most competent employees to others.

#### Key Issues and Actual Efforts

Key Issues	Actual Efforts
Training for young employees	We help improve the capability of each employee with an emphasis on self-awareness. For likely employees and young employees who have worked for Isuzu for up to five years, we provide education and training to help them acquire basic business skills and motivate themselves. Our goal is to "make learning a custom".
Provide training to nurture self-motivating employees	Support opportunities for each of the employees to consider their careers, to nurture self-motivating employees.
Provide training for each position	Support learning of skills needed to meet the demands of individual roles and situations facing leaders in OJT programs and supervisors.
Provide training in line with global trends	Support English language skills (reading, writing, speaking) and establish a system for studying abroad to help employees to acquire skills useful in international business.
Raise self-awareness	Support self-awareness raising for each employee to improve their skills and enhance their capabilities by correspondence courses, English conversation classes, etc.

### Initiatives for Gender Equity in Employment

Isuzu endeavors to reform and operate its employment system to comply with the relevant laws as revised, and has no gender inequity in recruiting, training and treatment of employees.

Isuzu actively recruits highly motivated and talented persons, irrespective of gender, to help us meet the demands of a globalizing society, including those in managerial positions and posts overseas. We will continue to work to create sound workplaces where all employees can work comfortably.

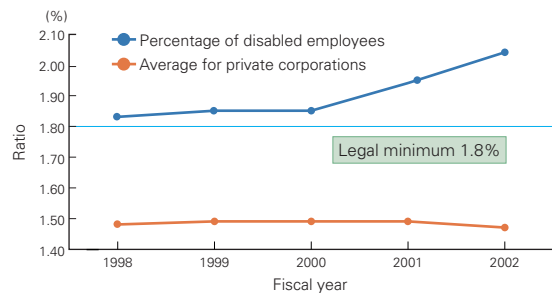
### Initiatives for Employment of Persons with Disabilities

The Isuzu Charter on the Global Environment encourages active participation in society and in environmental preservation as a citizen of this planet (see page 9). This philosophy also includes the concept of "normalization," or creating a society where all persons, whether with disabilities or not, can live actively and comfortably in communities to enable their active participation in society.

Isuzu employs disabled persons on a regular basis, and during the past five years their proportion of employees has exceeded the legally-required level and the average for private corporations.

Specifically, Isuzu also supports an internship system by a school for the deaf by accepting one or two students for workplace experience every August. Isuzu is also working to help disabled employees work in the company for on a long-term basis, mainly by on-the-job training programs. One Isuzu employee received the Tokyo Governor's Award for workers with disabilities and was hired for long-term employment in 2000. Two disabled employees received the Excellent Worker's Award in 2001. We will continue our company-wide efforts to ensure that our workplace environment is friendly for employees.

#### Employment Ratio of Persons with Disabilities



### Supporting Employees' "Second Life"

Isuzu holds every year life planning seminars for its employees who have inquiries or questions about their life planning to ensure a better quality of life during their mature years.

- 1) "Second life" Seminar I  
Provides programs essential for employees who have reached 50 years in age to ensure good second life.
- 2) "Second life" Seminar II  
Provides more specific and practical programs for employees who have reached 58 years to ensure good second life.

\* Both seminars are mainly programmed for couples (employee can participate only by him/herself), with extensive lectures provided by experts.