

Contributions to Local Communities and Society

Isuzu respects the cultures and customs of nations, regions, and communities, participates in local communities and society through our business activities, and works in harmony while actively contributing to their development.



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Management Approaches

Basic Policy

Isuzu respects the cultures and customs of nations, regions, and communities, participates in local communities and society through our business activities, and works in harmony while actively contributing to their development.

Addressing Poverty

Poverty is a severe social problem not only in developing countries but in Japan, as well. Isuzu leverages its expertise as an automotive manufacture and actively engages in philanthropy fueled by employee participation.

Educational Support

Isuzu strives to provide educational opportunities including work experiences, environmental education, and artistic experiences from the perspective of the company's specialization of *MONOZUKURI*.

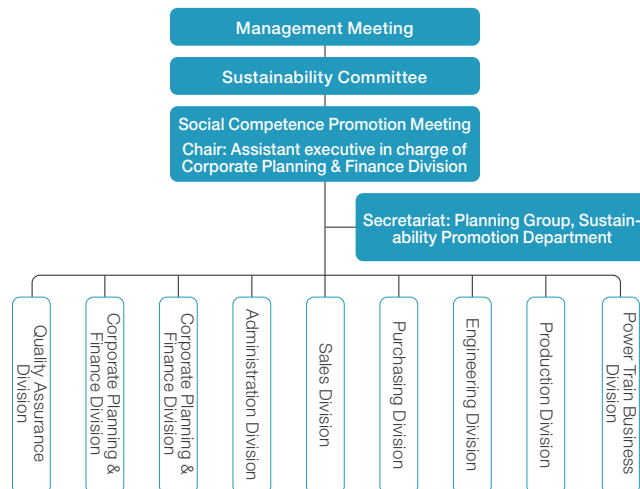
Harmony with Local Communities

Isuzu is committed to social contribution activities in the areas where we operate, striving to win the trust of local communities and contribute to their prosperity.

System

Isuzu holds Social Competence Promotion Meetings on a regular basis where committee members selected from each division of the company discuss new initiatives and measures to improve Isuzu's activities.

Social Competence Promotion Meeting Organization Chart



Mechanisms to Encourage Employee Participation

While encouraging employee participation by using posters and companywide e-mails, we also communicate the results of our activities on a broad scale both internally and externally with our in-house newsletter as well as Isuzu's website and community site.

Support for External Initiatives and Coordination with Industry Groups

We are promoting activities that invite employee participation while engaging in coordination and cooperation with various groups.

- ▶ World Vision International
- ▶ NGO OISCA
- ▶ Specified nonprofit corporation TABLE FOR TWO International
- ▶ Registered NPO Second Harvest Japan

Addressing Poverty

Support Program for Auto Mechanics Vocational School

In November 2008, Isuzu launched its unique social contribution project to celebrate its 70th anniversary. As part of the project, Isuzu has been involved in a program run by the Technical Education and Skills Development Authority (TESDA*) of Tacloban City on the island of Leyte in the Philippines. In the program, Isuzu supports an automobile mechanic vocational school in training economically disadvantaged young people.

Going beyond financial support, Isuzu uses its know-how to assist with the training activities. More specifically, Isuzu sent instructors from Japan to establish Isuzu Juku, an initiative to support technical training. Based on this effort, the vocational school provides students with advanced maintenance skills in areas such as electricity, transmission, engines and braking, and also instills the mindset of 5S (seiri/sort, seiton/set in order, seiso/shine, seiketsu/standardize and shitsuke/sustain the discipline). Consequently, graduates from the vocational school are received favorably at their places of employment.

On October 31, 2020, the vocational school had the 17th graduation ceremony and a closing ceremony for enrolled students. The 19th entrance ceremony was held on March 31, 2021.

All 36 members of the 17th class of graduates passed their exams to acquire the NC4, the highest level of national certification for automotive mechanics in the Philippines, and found employment at Isuzu dealerships and other companies in November 2020.

The automobile mechanic vocational school has produced 317 graduates to date, including the 17th graduates. Many of them work at dealerships in the Philippines and overseas. Also, more graduates are coming to Japan for employment. From 2019 to the present, eight graduates have found employment at Isuzu dealerships in Japan. These graduates have been commended for their advanced technical capabilities. In fact, the vocational school has produced two I-1 Grand Prix** winners. Graduates from the vocational school are equipped with advanced technical skills and mindsets for activities, and are highly regarded by their employers.

*1 Technical Education and Skills Development Authority

**2 Isuzu World Service Technical Competition (I-1GP) National and regional tournaments to determine the world's most skilled individual in servicing/engineering, where Isuzu's most talented service staff and engineers from many different countries and regions gather to compete in knowledge and technical skills with the aim of raising the level of service in these countries and providing the best service to Isuzu customers at any time and any place.

Achievements at Competitions Worldwide

- ▶ I-1GP top three awards (CV 1st place in FY2015, CV 3rd place and LCV 2nd place in FY2016, and CV 1st place in FY2018)
- ▶ 1st place at TESDA's Philippine National Skills Competition in FY2017, participation in the FY2018 ASEAN competition
- ▶ Three graduates were accepted at Isuzu Motor Syutoken and MSTC in FY2018 and are working within the Isuzu Group.
- ▶ Six graduates were accepted at Isuzu Motor Syutoken and Isuzu Motor Kinki in FY2019 and are working within the Isuzu Group.
- ▶ 3rd place at the 2020 I-1 Grand Prix e-competition (two of the players are graduates from TESDA) Evaluations of the project in the Philippines
- ▶ Commended by TESDA Main Office and the Office of the President in FY2008
- ▶ Received the Kabalikawit award (the highest TESDA award at the national level), and commended by President Arroyo at the Malacañang Palace in FY2009
- ▶ Received the Gold Award under the CSR education category from the Society of Philippine Motoring Journalists (SPMJ) in FY2017

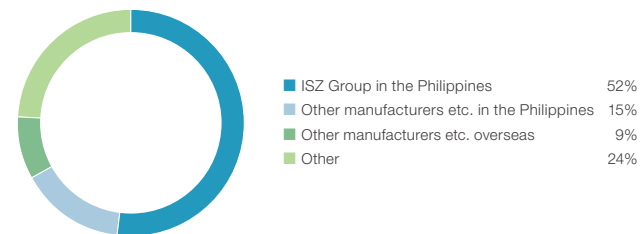


Winning the 3rd place at the 2020 I-1e-competition



These graduates work at Isuzu dealerships in Japan.

Employment of Graduates (as of April 2021)



The 19th entrance ceremony



A student practices vehicle disassembly

Addressing Poverty

The Isuzu *Monozukuri* Workshops Held Online

Isuzu cosponsored the Endo Community Center's online streaming of a PP (polypropylene) truck craft making workshop, which could be enjoyed at home even in the midst of the COVID-19 pandemic. Isuzu provided the Endo Community Center with materials and a video for PP truck craft making. Children made their PP truck and painted the body of the truck in the way they liked. This was a lot of fun for the children who had to stay at home during the summer vacation. The children's works were exhibited at Isuzu Plaza from September 29 to October 10 and each of the works received a prize from Isuzu's designers.



Children's works exhibited at Isuzu Plaza



Isuzu *Monozukuri* Workshop held online



Making a PP truck

DeuSEL® Project Special Lesson Held at Elementary School

As in the past, DeuSEL® Project Special Lesson for fifth-year elementary schoolers was held in FY2020. (November 30, 2020: Sakado Elementary School in Kawasaki City, December 22: Shinagawa Gakuen in Shinagawa City, March 15: Higashi-Kashiwagaya Elementary School in Ebina City)

DeuSEL® Project Special Lesson is aimed for children to understand the preciousness of fuel and the global environment in the future through learning about the roles of trucks and buses in society. This is the sixth year of the Special Lesson's held in an elementary school. It has been well-received each year.

Representatives from Isuzu and Euglena Co., Ltd. gave explanation about DeuSEL®, before the pupils test-rode a DeuSEL® bus and watched euglena. The Q&A session was filled with honest questions that were unique to children but were also to the point. Representatives from Isuzu and Euglena faced a barrage of questions during the break and even after the lesson.

In FY2020, we considered cancellation of the DeuSEL® Project Special Lesson due to COVID-19. Ultimately, however, it was held just as in the past years, based on the idea that associating the knowledge obtained from a classroom lecture with real experience should deepen the children's understanding more. Strict preventive measures against infection were taken. (In addition to the measures taken in a regular lesson, the bus was kept ventilated at all times and the children were told to disinfect their hands and fingers when getting on and off the bus.)

COVID-19 resulted in the cancellation of many school events. DeuSEL® Project Special Lesson carries our wish to leave the children with the memory of a fun learning experience to the extent possible.



Children attentively listen to the teacher



Children test-ride a DeuSEL® bus

Addressing Poverty

Donations to Mt. Fuji Forestation Project

We take part in the Mt. Fuji Forestation Project with an aim to restore the rich forests and ecosystems of the Hokuroku area near Mt. Fuji which was registered in UNESCO as a Cultural World Heritage Site in 2013. Since FY2008, we have participated in forestation activities and have collaborated with relevant organizations such as OISCA-International and Yamanashi Prefecture Forestry Development and Production Cooperative. In FY2020, COVID-19 made it difficult for us to visit the forest. So we started donations to keep the project going.

FY2020 “Children’s Forest’ Planning Support Project: Making Use of Secondhand Books” Activities

Children’s Forest, a project run by OISCA-International, supports children’s efforts to plant and grow trees at schools and in communities. The aim is for the children to develop a respect for greenery and a love of nature. Isuzu has been supporting the project since FY2015. Isuzu’s employees donate secondhand books for sale and the amount of their sales is appropriated to donations to the Children’s Forest project.

Number of Buyable Books (Past Three Years)

	FY2018	FY2019	FY2020
Isuzu Omori Head Office	162	100	160
Fujisawa	392	430	76
Tochigi	13	15	0
Total	567	545	236

* The counting method was changed and the number of non-buyable books was excluded.

Co-sponsoring the Kanagawa Philharmonic Orchestra Factory Event at Elementary Schools near the Fujisawa Plant

Isuzu co-sponsored the Orchestra Factory* event held by the Kanagawa Philharmonic Orchestra at Fujisawa Municipal Katase Elementary School (January 19, 2021) and Fujisawa Municipal Zengyo Elementary School (February 25) in Kanagawa Prefecture.

This program, which is currently in its seventh year, aims to foster the pupils’ creativity and enrich their artistic sensibility by providing them with an opportunity to experience live music.

Isuzu will continue to give children exposure to the world of *monozukuri*.

* Orchestra Factory: An event in which children can experience “the creation of something wonderful (i.e., music) through a unified group effort” by listening to live orchestral performances and performing with the orchestra members. The aim is for the pupils to imagine, by experiencing the music live, the act of manufacturing a product in a factory.



Children attentively listen to the live performance.



Harmony with Local Communities

Isuzu Plaza

Purpose of Establishment

The Isuzu Plaza was opened next to the Fujisawa Plant in April 2017 as part of the Isuzu Motors 80th anniversary project.

The Isuzu Plaza consists of three zones that include “supporting transportation,” “Isuzu’s *monozukuri*” and “the history of Isuzu,” so that people may feel the facility closer to them.

1) Isuzu, a Leader in Transportation

The zone has a diorama that represents the relationship between people’s lifestyles and Isuzu. Visitors can also see and touch the latest trucks and buses.

2) Isuzu’s Vehicle Manufacturing

Visitors can experience and learn how a truck is manufactured and delivered to a customer, a truck’s structure and mechanism and our commitment to the environment.

3) History of Isuzu

Restored vehicles, the chronology of miniature model cars and contemporary documents let you trace back through the history of Isuzu.

The Isuzu Plaza also serves to bring the local people together through a number of activities, such as hosting social studies tours for elementary school students; organizing events, *monozukuri* workshop classes, and guided facility tours; and making its lobby registered for use in “cool sharing” (sharing air conditioning).

* Some of these features are currently closed due to COVID-19.



Isuzu Plaza website

<https://www.isuzu.co.jp/plaza/index.html>



Outer view of Isuzu Plaza



Isuzu's vehicle manufacturing



Rotating exhibit section



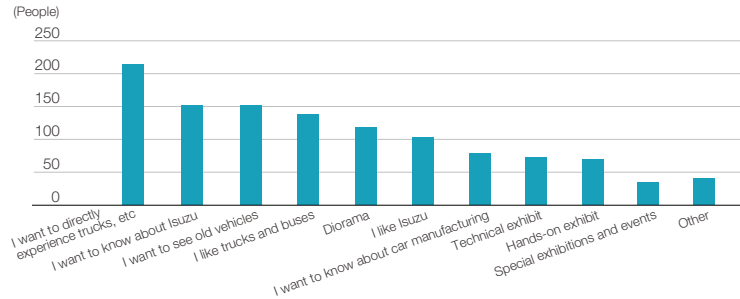
“Supporting life” section

Introducing and Promoting Social Contribution Activities Through Exhibitions

Starting from this fiscal year, exhibitions and events at the Isuzu Plaza introduce more of the social contribution activities of Isuzu. In this way, we obtain stakeholders’ understanding about Isuzu’s social contribution through its products and about our social contribution activities. This should motivate the Isuzu Group employees who engage in the exhibitions and events as we continue to promote our social contribution activities.

Harmony with Local Communities

Expectations and Visitor Target for Isuzu Plaza



Very satisfied 53%
Satisfied 40%
Dissatisfied 7%



Leisure and entertainment 73%
Learning 10%
I just dropped by 3%
Special exhibitions and events 2%
Research 2%
Business (customer response) 1%
Other 9%

Feedback from Visitors

[Impressions]

- ▶ They meticulously explained the details of the process of manufacturing a truck. That was very interesting.
- ▶ I liked how the facility lets children learn while playing. My child was very happy to see a big vehicle that we usually do not get to see up close.
- ▶ The facility looked very clean. Sufficient measures to prevent infection were taken.
- ▶ My child was looking at the experience-oriented exhibit when a person from the staff talked to him to explain how it works. It looked like my child enjoyed it very much.
- ▶ The way they interacted with us conveyed their personalities, rather than simply following the manual.
- ▶ The staff seemed very warm in dealing with the children. These elements may be associated with the company's image. I am very satisfied.

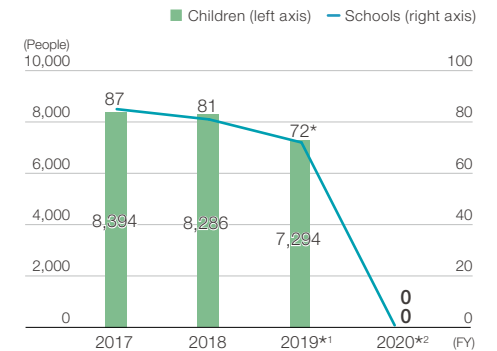
[Requests]

- ▶ They should be able to accept more bookings.
- ▶ Safety-related exhibits were fewer than expected. If it's designed for children, having an exhibit on, say, a truck's blind spots would be good.
- ▶ The diorama has spotlights casted on the parts with explanation. I liked the fact that the exhibits were easy to see even from a distance.
- ▶ It would be great if you offer short lectures and very specific explanation for both older children and adults to learn.

Overview of Social Studies Visit

Every year since the opening of the Isuzu Plaza in April 2017, Isuzu has organized social studies tours that take fifth-grade elementary school students through the plaza and the adjoining Isuzu Fujisawa Plant. The social studies tours let children see, touch, think on, and deepen their understanding of the role of commercial vehicles and their production process, as well as issues concerning the environment and safety. Since March 2020, however, the Fujisawa Plant has been unable to welcome visitors due to COVID-19. The Isuzu Plaza has also stopped accepting visitors for its social studies tours.

Social Studies Visit Data



*1 Eleven schools and 969 persons cancelled their visits due to COVID-19.
*2 Acceptance of visitors has stopped due to COVID-19.

Social Studies Tours to be Available Online

In September 2021, the virtual social studies tours will start in full scale online. During the coronavirus pandemic, elementary schools have been unable to visit any places outside. Besides supporting such schools, the virtual tours will be aggressively promoted, serving as a new proposal to elementary schools with few opportunities to learn about the auto industry on a remote basis.



Diagram of a virtual social studies tour



A virtual social studies tour held at an elementary school



A virtual social studies tour held at Isuzu Plaza

Harmony with Local Communities

Measures to Control the Spread of COVID-19

Isuzu Plaza has adopted measures to prevent the spread of COVID-19 in compliance with the government's declaration of the state of emergency and priority measures for the prevention of infections as well as the guidelines on the prevention of the spread of COVID-19 at a museum, which were set by the Japanese Association of Museums. We strive to ensure that visitors can tour the facility in a safe and secure environment.

Main Actions:

- 1) Avoidance of Three Cs
- 2) Ensuring safety of visitors and staff
- 3) Facility management (cleaning, disinfection and ventilation)
- 4) Making preventive measures known widely and taken thoroughly

Isuzu Plaza was temporarily closed to control the flow of people during the periods specified by the declaration of the state of emergency. Even when the facility is open, visitors are accepted by advance booking only. Restrictions have been imposed on the number of entrances per hour. We controlled the capacity of the facility to ensure safety. In the building, visitors and staff are required to measure their body temperature, undergo health checks and wear a facial mask. Moreover, the facility is frequently disinfected and cleaned. Acrylic partitions are set up and ventilation and other measures against the spread of infection are sufficiently taken.



Temperature measurement and disinfection conducted at the entrance



An acrylic partition is set up and instructions on waiting are marked in front of the reception counter



The Miniature World can easily lead to crowding. Now, only a predetermined number of visitors may be allowed to enter at one time



Using a monitor to arouse visitors' attention

Efforts to Enhance Customer Satisfaction

Isuzu Plaza has a goal of satisfying visitors and making them Isuzu fans. To effectively reflect visitors' feedback in the facility management and exhibitions, the booking data system was renovated in December 2020, the questionnaire has been reviewed and the ease of entering data into the system has increased. Based on feedback from visitors, we will continue improving the facility so that it will become even more popular.



Diagram of QR entry



This shows how a smartphone may be used for QR entry



Data entry screen for survey

Harmony with Local Communities

FY2020 TABLE FOR TWO (TFT) Program Results

At Isuzu, we introduce the Table For Two program (TFT) in the company canteens and cafe areas to encourage employees to have healthy eating habits and also participate in social contribution activities. This allows an employee to donate ten yen automatically by buying a Healthy Menu item or healthy drink or using the charity box. Then, the same amount of donation is added by Isuzu, making the total amount of donation per person 20 yen per time. Through an NPO named the Table for Two International, donations are appropriated for school meals for impoverished children in developing countries.



Onigiri action campaign

Donated School Meals (Equivalent)

	FY2018	FY2019	FY2020
Omori Head Office	13,133	11,225	7,011
Fujisawa	3,937	3,426	2,411
Tochigi	1,267	1,620	1,786
Total	18,337	16,271	11,208

* The support of TFT extends to six countries, including Uganda, Ethiopia, Kenya, Tanzania, Rwanda, and the Philippines. Isuzu operates business in all of these countries.

FY2020 Food Drive Results

Isuzu runs a food drive initiative. Employees bring from home food items close to the end of their best-by dates, and donate them to the Registered NPO Second Harvest Japan which distributes the foodstuffs to local charity groups and institutions. It can reduce food waste and also improve social welfare.



Foodstuffs collected within Isuzu

FY2020 Eco Cap Results

Through the Eco Cap initiative, PET bottle caps gathered from Isuzu employees are recycled and profits are donated to charity to provide polio vaccines to children in developing countries.

Collected Caps

	FY2018	FY2019	FY2020
Omori Head Office	115,417	120,708	58,250
Fujisawa	750,160	795,200	534,000
Tochigi	293,417	263,625	247,042
Total	1,158,994	1,179,533	839,292

* In FY2020, we donated 1,562 polio vaccines.

Activities & Educational Support

Donating Cakes to Orphanages and Similar Institutions

Isuzu donates cakes to local orphanages and similar institutions every Christmas season. In FY2020, we donated Christmas cakes and other gifts to kindergartens, preschools and orphanages in the Omori (where our head office is located), Fujisawa and Tochigi areas. The activity started in 1989 in the Omori area and 2007 in the Fujisawa and Tochigi areas.



Mr. Suzuki, mayor of Fujisawa City, (right) hands a letter of thanks.

Isuzu Work Introduction is Held Online

On December 2 and 5, 2020, Isuzu held the Isuzu Work Introduction event at Shinagawa Gakuen school in Shinagawa Ward. The event, held as part of Shinagawa Ward's program named Shinagawa Dream Job, aims to get students interested in a profession, to think about their futures, and to learn how to achieve their dreams by directly listening to people from companies and communities who work in a variety of fields. Isuzu Work Introduction has continued since 2018 and this year marks the third holding of the event.

To prevent the spread of COVID-19, Isuzu Work Introduction in this year was held online for the first time instead of visiting a school. Joined by 133 first-year junior high school students, Isuzu Work Introduction showed a video explaining the corporate profile of Isuzu Motors on Day 1 and a video of the jobs of four staff members on Day 2. At the end of the event, a Q&A session was held with the use of the Teams video call feature. In the Q&A, students asked a series of questions through the screen. We felt it was a strong response. Through Isuzu Work Introduction, Isuzu gives the students opportunities to feel closer to "a company and its employees," something they are rarely exposed to, encouraging them to continue to cherish their dreams.



Isuzu Work Introduction held online

Activities & Educational Support

Philanthropy Towards Preventing the Spread of COVID-19

Mask and Raincoat Donations to the Cities of Fujisawa and Tochigi

As part of efforts to aid the community in preventing the spread of COVID-19, Isuzu donated 12,000 masks and 120 raincoats to Fujisawa City and 10,000 masks and 100 raincoats to Tochigi City. Isuzu has production sites in both of these cities. For these efforts, Isuzu received letters of thanks from both of the cities.



Plant manager and a letter of thanks from the mayor of Fujisawa City



Ms. Okawa, mayor of Tochigi City, (center) presents a letter of thanks.

Distribution of Slightly Acidic Electrolyzed Water

To address shortages of alcoholic hand sanitizer and other supplies, Isuzu Techno and the Production Division collaboratively generate slightly acidic electrolyzed water to disinfect the Fujisawa Plant and distribute it to employees.

In April, around the time the national state of emergency was declared, the spread of COVID-19 caused shortages of hand sanitizers. Isuzu introduced a device to generate slightly acidic electrolyzed water, which is effective in eradicating bacteria, with an aim to encourage thorough disinfection and ensure safe operations at our plants. While exploring further ways to assist the community amid the COVID-19 crisis, the Isuzu Plaza also began distributing slightly acidic electrolyzed water to community residents on April 24, in response to requests from Fujisawa City – just like other facilities in Fujisawa do. This was very well-received by the locals. As of August 31, a total of 4,323 people had come. The Tochigi Plant also provided electrolyzed water to Tochigi City and distributed it in six different areas of the city from May 15. Also, this was very well-received by the locals. As of August 18, a total of 1,960 people had come.



Distributing slightly acidic electrolyzed water



Distributing electrolyzed water

Support for the Open COVID-19 Declaration Concerning Intellectual Properties

Isuzu has pledged its support for the Open COVID-19 Declaration concerning intellectual property. In doing so, Isuzu agrees, for a specified time frame and without seeking any consideration or compensation, not to exercise any patent, utility model, design, or copyright in its possession against any activities solely aimed to stop the spread of COVID-19, including diagnosis, prevention, containment, and treatment.