
Isuzu
Supplier Sustainability
Guidelines

Isuzu Motors Limited

December 2022

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1. Introduction

Under the Isuzu Corporate Vision of “A leader in transportation, commercial vehicles and diesel engines, supporting our customers and respecting the environment,” Isuzu, a commercial vehicle manufacturer that supports logistics as an essential social infrastructure service, seeks to help build a sustainable society through its business activities.

As the world continues to undergo drastic changes, and with less than 10 years to go until 2030, the target year of the SDGs, stakeholders’ requests and expectations for sustainability initiatives are increasing. Addressing climate change has become a challenge shared by all humankind, and efforts to become carbon neutral are accelerating around the world. In addition, with the globalization of supply chains, the importance of logistics as a social infrastructure service is being reaffirmed, and logistics is expected to evolve even further with the practical application of connected cars and automated driving.

In order to respond to these changes in the external environment and meet the expectations of our stakeholders, we have identified eight material issues and are promoting sustainability initiatives across our business activities. The eight material issues are categorized in two sets: (1) “Value provided to society,” which

The Isuzu Group’s Material Issues

Value provided to society	Realization of a society in which people and goods can be transported safely, securely, and efficiently
	Balance between global environmental sustainability and global economic growth
Material issues	Enrichment of livelihoods and stimulation of economies in emerging countries
	Maintenance of suitable living environments during times of disaster and emergency
Cornerstones supporting value creation	Improvement of technologies and provision of reliable products and services
	Respect for and among employees and promotion of diversity
	Coexistence and co-prosperity with local communities and stakeholders
	Appropriate governance

includes benefits we wish to provide through our business activities, such as “Realization of a society in which people and goods can be transported safely, security, and efficiently,” and “Balance between global environmental sustainability and global economic growth,” and (2) “Cornerstones supporting value creation,” which includes such issues as “Respect for and among employees and promotion of diversity,” and “Appropriate governance.”

Furthermore, with regard to the environment, we established the Isuzu Environmental Vision 2050 in 2020, and have pledged to continue to take on the challenge of minimizing our impact on the global environment to ensure that the world of 2050 will be prosperous and sustainable.

However, operating a business and promoting sustainability are not things that Isuzu can do in isolation. It is essential that our suppliers, who provide us with products and services, understand our point of view and cooperate with us in implementing sustainable practices throughout the entire supply chain. For example, under the Isuzu Environmental Vision 2050, we are committed to achieving zero greenhouse gas (GHG) emissions across

the entire life cycle of Isuzu Group products. To achieve zero GHG emissions throughout the entire supplier chain, we ask suppliers to ascertain their GHG emissions, set targets to reduce them, implement plans to accomplish that, and continuously improve their overall environmental performance. Additionally, we require suppliers to share information with us in order so that we can work together to minimize our overall environmental impact.

Isuzu has always been committed to conducting socially responsible procurement activities with its suppliers based on its Supplier CSR Guidelines. However, Isuzu has recently updated the previous guidelines to create the new Isuzu Supplier Sustainability Guidelines in light of the changing expectations of the world and its stakeholders. These Guidelines outline the social and environmental expectations that we require our suppliers to meet. By ensuring adherence to these Guidelines, Isuzu aims not only to reduce or avoid human rights, labor, and environmental risks in the supply chain, but also to strengthen the supply chain to ensure the stable provision of valuable products and services, and to promote the mutual prosperity of Isuzu and its suppliers.

We urge our suppliers to familiarize themselves with the revised Guidelines and collaborate with us to implement socially responsible business practices.

December 2022

Hiroshi Yamamoto

Senior Executive Officer responsible for Purchasing Division

2. Corporate Vision / Corporate Mission

Isuzu Corporate Vision

Isuzu will always mean the best

A leader in transportation, commercial vehicles and diesel engines, supporting our customers and respecting the environment

Isuzu Corporate Mission

Trust, Action, Excellence

A global team delivering inspired products and services committed to exceeding expectations

3. Isuzu Group's Human Rights Policy

Under the corporate vision of being “A leader in transportation, commercial vehicles and diesel engines, supporting our customers and respecting the environment,” we, the Isuzu Group, address various social issues and strive to provide solutions through our business activities.

Based on the Isuzu Corporate Mission, we have established the Isuzu Group's Human Rights Policy (hereinafter referred to as the Policy) which forms the basis for our activities.

In line with international human rights norms, we are committed to meeting our responsibility to respect human rights by fostering a culture of respect for and upholding the principles of human rights across our business activities.

This Policy was approved by the Board of Directors of Isuzu Motors Limited.

Scope of application

1. This Policy applies to all officers, employees and temporary workers engaged in the Isuzu Group business (hereinafter referred to as officers and employees).
2. We share this Policy with our trade and business partners and expect them to understand and support its principles.

Adherence to international norms, laws and regulations, and code of conduct of the Isuzu Group

1. We are committed to meet our responsibility to respect human rights by not tolerating human rights abuses and responding appropriately to negative impacts on human rights associated with our business activities.
2. We shall support and respect international human rights norms (including the International Bill of Human Rights, International Labor Organization's Declaration on Fundamental Principles and Rights at Work, the United Nations' Guiding Principles on Business and Human Rights) and actively implement initiatives in accordance with these norms.
3. We shall comply with the laws and regulations of the countries and regions in which we conduct business. In cases where there is a conflict between international human rights norms and the local laws and regulations, we shall explore ways to honor the internationally recognized human rights while complying with local laws and regulations.

Human rights management structure and human rights due diligence

1. We shall implement a system to methodically and continuously promote respect for human rights in all our business activities and proactively address issues concerning human rights.
2. We shall develop a series of steps (human rights due diligence) to identify, assess, prevent, and mitigate negative impact on human rights and continuously assess its effectiveness to make improvements.
3. We shall proactively prevent negative impacts on human rights. Further, if any of our business activities are confirmed to have caused or contributed to such negative impacts, we shall immediately take appropriate measures to rectify and remedy the situation.
4. We shall provide the Isuzu Group employees various ways to come forward and voice their concerns about human rights. To identify and address stakeholders' concerns regarding human rights in a timely manner, we shall set up an effective reporting and grievance management structure.

Education

To ensure the actions we take across our business operations are in line with this Policy, we shall continuously provide appropriate training and education to our officers and employees.

Dialogue and discussion / Information disclosure

1. In addition to maintaining dialogue and discussion with the relevant stakeholders, we shall leverage the knowledge of human rights shared by independent and external experts when undertaking the series of initiatives set forth in this Policy.
2. We shall disclose the details and results of our human rights efforts on a regular basis.

Established on February 25, 2022

Masanori Katayama
President and Representative Director
Isuzu Motors Limited

Priority human rights issues

1. Prohibition of discrimination

We respect diversity and do not tolerate any form of discrimination on any grounds; including nationality, race, ethnic origin, age, gender, religion, disability, sexual orientation, or gender identity.

2. Prohibition of inhumane treatment

We do not tolerate any form of inhumane treatment, such as harassment concerning pregnancy, childbirth, or childcare leave, sexual harassment, or abuse of authority.

3. Prohibition of child labor

We do not tolerate labor by children younger than the minimum legal working age specified by local laws and regulations. In addition, we prohibit assigning hazardous or harmful work to young workers.

4. Prohibition of forced labor

We do not tolerate forced labor and ensure that all labor shall be voluntary, and workers shall be free to leave work at any time.

5. Dialogue and discussion with employees

We respect the right to freedom of association and collective bargaining and shall engage in sincere discussion and dialogue with employees or their representatives in accordance with local laws and regulations. Further, we shall not tolerate any form of threat or retaliation against union representatives or members who exercise these rights.

4. Purchasing Basic Vision / Basic Policy

1) Purchasing Basic Vision

Isuzu ensures satisfactory quality, delivery and quantity of purchased parts so that smooth production is achieved through our purchasing activity. We also help to support the spread of new technologies through our purchasing activity in the market, and we strive to ensure our purchasing activity contributes the profitability of the company. Our Purchasing Division ensures satisfactory quality, delivery and quantity of purchased parts.

2) Purchasing Basic Policy

- (1) With “quality” as the first priority, Isuzu seeks to create and offer products that would satisfy our customers.
- (2) Isuzu aims to procure domestic or overseas parts, under fair competition, if the parts are satisfactory in terms of quality, pricing and delivery.
- (3) Isuzu enhances corporate competitiveness while developing procurement schemes aiming to form win-win relationships with our business partners.

3) OPEN (Optimum Procurement to Embody the Needs)

Isuzu aims to meet market needs and establish the optimum procurement route, while promoting reform of procurement.

* This is our procurement slogan aiming to embody the image of reform and disseminate it inside and outside the company. Encourage change in purchasing activity to meet market needs and establish the optimum procurement route.

Also, “OPEN” indicates transparency of procurement.



5. Implementation of These Guidelines

These Guidelines outline requirements that we expect our suppliers to meet. They were developed with reference to Isuzu's Corporate Vision, Corporate Mission, Human Rights Policy, and other policies as well as the ILO Declaration on Fundamental Principles and Rights at Work, the International Bill of Human Rights (Universal Declaration of Human Rights and International Covenants on Human Rights), the UN Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational Enterprises, and other international norms and frameworks widely recognized internationally.

Scope of application

These Guidelines apply to all suppliers that provide products, materials, raw materials, and services to Isuzu. The term "employees" as used in the Guidelines refers to direct employees, such as regular employees, contract employees, short-term workers, and part-time workers, while the term "workers" broadly includes indirect employees, such as temporary workers and contracted workers, as well as direct employees.

Requirements for implementation

1) Establishment of a management system

In order to effectively carry out initiatives in accordance with the requirements by area outlined in these Guidelines, we request that you establish an internal system and continually work to improve it through proper implementation.

2) Supply chain management

We request that you inform your suppliers, including contractors and subcontractors, about these Guidelines or any company policies, standards, and guidelines that align with the content of the Guidelines. We ask that you actively understand the status of your suppliers and encourage them to address any identified issues.

Additionally, to ensure stable supply, safety, and quality, as well as to address human rights and environmental concerns, we request that you collect information not only on direct suppliers but also on upstream suppliers and raw material origins as necessary, and work to establish traceability throughout the supply chain for the products and services you provide. When we request it, please make a diligent effort to provide information on the origin of your products and services, including raw materials and suppliers.

3) Confirmation of compliance

We may confirm your compliance with these Guidelines from time to time in the future through monitoring, including self-assessment surveys, on-site inspections, and third-party audits. This monitoring identifies potential areas of risk and also promotes sustainability across the supply chain by fostering ongoing dialogue and collaboration, including sharing of best practices.

We ask you to maintain documentation and records that demonstrate your adherence to these Guidelines. We also ask for your cooperation if we or our designated third parties need to review these documentation and records, conduct on-site inspections at your facilities and/or interview your workers as part of our monitoring efforts. Should any violations of the Guidelines occur, we ask that you promptly notify us and take action to correct the issue.

4) Agreement to these Guidelines

Isuzu is committed to ensuring adherence with these Guidelines throughout the entire supply chain that supports its manufacturing activities. We expect all of our suppliers to carefully read and understand the Guidelines and work together with us to implement them.

Upon receiving and reviewing the Guidelines, we ask that you sign and submit the attached Agreement Confirmation Form as confirmation that you agree with Isuzu's intentions behind the Guidelines and that you agree to comply with the requirements outlined in the Guidelines for all products and services you supply to Isuzu.

6. Supplier Sustainability Guidelines: Requirements by Area

1) Legal compliance and corporate ethics

(1) Compliance with laws and regulations and respect for international norms

Comply with the laws and regulations of each relevant country and region, and respect international norms.

Develop and implement policies, systems, guidelines, reporting systems, education, and other mechanisms to ensure thorough compliance.

(2) Compliance with competition laws

Abide by the competition laws of each relevant country and region, and avoid practices such as private monopolies, unfair restraint of trade (such as cartels and bid rigging), unfair trade practices, and abuse of a dominant position.

(3) Anti-corruption

Do not engage in any form of corrupt practices such as bribery, bid rigging, money laundering, fraudulent accounting, embezzlement. Also, do not participate in such corrupt practices through third parties.

Make all political contributions and donations in accordance with the laws and regulations of each relevant country and region. Maintain transparent, fair relationships with political and government organizations. Do not give or receive entertainment, gifts, or money to or from business partners for the purpose of obtaining or maintaining undue advantage or preferential treatment.

(4) Management and protection of personal and confidential information

Ensure that personal information of customers, third parties, and company employees as well as confidential information of customers and third parties is obtained in a legal manner. Strictly control this information, use it only within the appropriate scope, and take measures to protect it. Additionally, take appropriate measures against cyber risks to prevent information leaks or the occurrence and spread of potential damage.

- (5) Import/export transaction management
Properly process and control the import/export of regulated technology, goods, etc., in accordance with the laws and regulations of each relevant country and region as well as customary laws including laws related to economic sanctions.
- (6) Responsible procurement of minerals and raw materials
Properly confirm through appropriate means that mineral resources, such as tin, tantalum, tungsten, gold, cobalt, contained in products and raw materials to be procured do not have any negative impact on human rights and the environment.
- (7) Protection of and respect for intellectual property
Protect intellectual property rights owned by or belonging to your company, and do not illegally obtain or use intellectual property of third parties or infringe on their rights.
- (8) Elimination of counterfeit parts
Establish and manage an effective detection process to minimize the risk of inclusion of counterfeit parts and materials in deliveries from suppliers.
- (9) Appropriate response to conflicts of interest
If a conflict of interest arises or is likely to arise, promptly report the situation to us and endeavor to avoid the conflict of interest.
- (10) Establishment of a contact point for whistleblowing and consultation
Establish an easily accessible and effective contact point for stakeholders, including workers and suppliers, to report or seek advice on concerns regarding violations of laws and regulations, human rights violations, health and safety, misconduct, or other issues. Promptly address any reports or consultations received. Additionally, maintain the confidentiality of individuals who report or seek advice and take appropriate measures to prevent retaliation or other negative consequences for those who do so.

2) Human and worker rights

(1) Respect for international human rights norms

Respect and support international norms on human rights.

In cases where these norms conflict with the requirements local laws and regulations, explore ways to uphold internationally recognized human rights while also complying with the laws and regulations.

(2) Prohibition of discrimination

Never discriminate on the basis of nationality, race, ethnic origin, age, gender, religion, disability, sexual orientation, gender identity, etc. Also, never undermine equal opportunity in employment or recruitment.

(3) Prohibition of harassment

Do not tolerate any form of harassment in the workplace, including harassment related to pregnancy, childbirth, childcare leave, as well as sexual harassment and power harassment, and any forms of inhumane treatment such as violence, verbal abuse, or physical or mental intimidation.

(4) Prohibition of child labor

Do not permit children who have not reached the highest of either the minimum age allowed to work under the laws of the relevant country or region, the age for completing compulsory education, or the age of 15 years old, to work. Also, do not allow young workers under 18 years of age to engage in hazardous or dangerous work.

(5) Prohibition of forced labor

Do not permit any form of forced labor and ensure that all work is voluntary and employees are free to leave their jobs.

(6) Responsible recruitment

Comply with relevant laws and regulations in the recruitment process and ensure that ethical practices are followed. When using a recruitment agency, select one that is properly licensed and respects the rights of workers.

- (7) Wages and benefits
Comply with the laws and regulations of each relevant country and region regarding minimum wages, overtime, deductions, piece-rate wages, and other benefits. Endeavor to pay at least a living wage.

- (8) Prohibition of long working hours
Ensure that employee working hours, including overtime, are managed properly and in compliance with the laws and regulations of each relevant country and region, and that excessive working hours are prohibited. This includes managing holidays, annual paid leave entitlements, and other related matters.

- (9) Dialogue and consultation with employees
Respect employees' freedom of association, including their right not to associate, and the right to collective bargaining. Engage in good faith discussions and dialogues with employee representatives or with employees.

- (10) Diversity, equity, and inclusiveness
Recognize the importance of diverse human resources as a key management foundation, provide fair opportunities for each individual, and strive to foster an inclusive and accepting corporate culture that embraces diversity, in order to secure and maintain a diverse workforce.

3) Occupational Safety and Health

- (1) Safe and healthy working environment
Ensure compliance with relevant laws and regulations and identify and assess risks to safety and health in the workplace. Implement appropriate design, technology, and management measures to ensure the physical and mental safety and well-being of workers.

- (2) Occupational accidents and illnesses
In the event of an accident or trouble, properly identify the circumstances of the occurrence and take appropriate countermeasures to prevent occupational accidents and illnesses.

- (3) Emergency preparedness
In preparation for emergencies that may endanger human life and physical safety, develop action procedures and safety measures necessary to avoid or minimize damage, and make sure they are known throughout the workplace.

- (4) Industrial hygiene
Identify situations in which workers are exposed to chemical substances, noise, odors, etc., that may have harmful effects on the human health, and control them appropriately.

- (5) Work that is physically demanding
Identify work that is physically demanding and may cause health hazards, and control it appropriately to prevent the occurrence of occupational accidents and illnesses.

- (6) Safety measures for machinery
Identify sources of danger related to machinery and equipment used in the workplace and take appropriate safety measures.

- (7) Health and safety communication
Provide education and training opportunities for workers to learn about sources of hazards that may compromise their safety and health, in a language they can understand. Additionally, establish a mechanism for workers to communicate their concerns and opinions regarding safety in the workplace.

(8) Sanitation, food and housing

Provide workers with sanitary toilet facilities and drinking water. When meals and housing are provided, maintain safe and sanitary conditions.

4) Environment

(1) Compliance with environmental laws and regulations

Comply with all relevant laws and regulations of each relevant country and region, obtain and maintain necessary permits and licenses, and comply with their operation and reporting requirements.

(2) Establishment of an environmental management system

Establish a company-wide environmental management system with the goal of coexisting in harmony with the earth and ensuring a prosperous and sustainable society by 2050. Continuously operate and improve the system to minimize environmental impact.

(3) Reduction of greenhouse gas emissions

Promote energy conservation and increased use of renewable energy not only in your own business activities but also throughout the lifecycle of your products and services to reduce energy consumption and greenhouse gas emissions. Respond to requests from Isuzu to report emission volumes.

(4) Emissions to the atmosphere

Properly control emissions of air pollutants and reduce emission volumes in accordance with laws and regulations concerning air pollution.

(5) Appropriate water management

Properly manage and efficiently use water resources in accordance with laws and regulations governing water use and wastewater to reduce water consumption. Ensure that all wastewater is properly treated before discharge or disposal to prevent or reduce the release of pollutants.

- (6) Efficient and circular use of resources
Comply with the laws and regulations of each relevant country and region regarding proper disposal and recycling of waste, and reduce the volume of final waste disposal through efficient and circular use of resources used in business activities.
- (7) Chemical substance management
Identify and properly manage chemical substances that may have negative effects on human health, other living organisms, and the environment. Ensure products do not contain prohibited chemical substances, and do not use prohibited chemical substances in manufacturing processes. Monitor and report emissions of chemical substances designated by the laws and regulations of each country or region to the relevant government authorities in compliance with laws and regulations.
- (8) Biodiversity conservation
Assess the impact of business activities on the surrounding environment and biodiversity and strive to minimize it.

5) Safety and Quality

- (1) Provision of products and services that meet consumer/customer needs
Develop and provide socially useful products by understanding the needs of consumers and customers.
- (2) Provision of appropriate information on products and services
Provide appropriate information about products and services to consumers and customers.
- (3) Ensuring safety of products and services
Ensure that products and services produced/provided comply with safety laws and regulations established in each relevant country and region.
- (4) Ensuring quality of products and services
Establish and operate a company-wide system to ensure quality.

6) Business Continuity Plan

(1) Establishment of a business continuity plan and preparation

Develop a business continuity plan to prepare for unforeseen emergencies such as disasters.

7) Information Disclosure

(1) Disclosure of information to stakeholders

Provide stakeholders with timely and appropriate information, including on financial performance, business performance, and details of business activities, including those in the areas specified in these Guidelines. Work to maintain and develop mutual understanding and trust with stakeholders through frank, fair communication.

8) Social Contribution

(1) Harmony with local communities

Earn the trust of the local communities where your business sites are located as a member of those communities, and contribute to the development of those communities. Conduct business activities with respect and consideration for the culture and customs of the country or region in which they are located, and fulfill your role as a good corporate citizen on an international level.

7. Contact for Inquiries Regarding these Guidelines

If you have any questions regarding these Guidelines, please contact the following department from which the Guidelines are distributed.

Control Group, Purchasing Control Department

Isuzu Motors Limited

E-mail: isz_koubaikanri@notes.isuzu.co.jp

8. Revision History

No.	Revisions	Date revised
-	Created	August 2014
1	Added addressing of conflict minerals, etc.	March 2018
2	Completely revised structure and content	December 2022

Appendix: Isuzu's Related Policies and Reference Materials

The following Isuzu policies, etc., and external documents were referenced in the development of these Guidelines.

Isuzu's Related Policies

- [Corporate Vision/Corporate Mission](#)
- [Isuzu Group's Human Rights Policy](#)
- [Isuzu Environmental Vision 2050 and 2030 Environmental Roadmap](#)
- [Purchasing Basic Vision/Basic Policy](#)

External References

- [Universal Declaration of Human Rights](#)
- [International Covenant on Economic, Social and Cultural Rights](#) and [International Covenant on Civil and Political Rights](#)
- [United Nations Guiding Principles on Business and Human Rights](#)
- [United Nations Global Compact](#)
- [An Anti-Corruption Ethics and Compliance Programme for Business: A Practical Guide](#)
- [OECD Guidelines for Multinational Enterprises](#)
- [Transparency International Business Principles for Countering Bribery](#)
- [ETI \(Ethical Trading Initiative\) Base Code](#)
- [ILO Declaration on Fundamental Principles and Rights at Work](#)
- [ILO Guidelines on occupational safety and health management systems](#)
- [ILO General principles and operational guidelines for fair recruitment and definition of recruitment fees and related costs](#)
- [International Labour Standards](#)
 - No. 1 Hours of Work (Industry) Convention, 1919
 - No. 14 Weekly Rest (Industry) Convention, 1921
 - No. 29 Forced Labour Convention, 1930
 - No. 30 Hours of Work (Commerce and Offices) Convention, 1930
 - No. 87 Freedom of Association and Protection of the Right to Organise Convention, 1948
 - No. 95 Protection of Wages Convention, 1949
 - No. 98 Right to Organise and Collective Bargaining Convention, 1949
 - No. 100 Equal Remuneration Convention, 1951
 - No. 105 Abolition of Forced Labour Convention, 1957
 - No. 106 Weekly Rest (Commerce and Offices) Convention, 1957

No. 111 Discrimination (Employment and Occupation) Convention, 1958

No. 120 Hygiene (Commerce and Offices) Convention, 1964

No. 131 Minimum Wage Fixing Convention, 1970

No. 138 Minimum Age Convention, 1973

No. 155 Occupational Safety and Health Convention, 1981

No. 170 Chemicals Convention, 1990

No. 182 Worst Forms of Child Labour Convention, 1999

No. 183 Maternity Protection Convention, 2000

No. 190 Violence and Harassment Convention, 2019

- [Tokyo 2020 Olympic and Paralympic Games Sustainable Sourcing Code \(3rd edition\)](#)
- [SA8000 Standard](#)
- [RBA \(Responsible Business Alliance\) Code of Conduct v7.0](#)

Isuzu Supplier Sustainability Guidelines Agreement **Confirmation Form**

We request that a representative (or an authorized officer, etc.) sign this agreement as confirmation that your company understands the purpose of the Isuzu Supplier Sustainability Guidelines (December 2022 edition) and that all products and services you supply to Isuzu comply with the requirements of these Guidelines.

<p>Company name: _____</p>
<p>Supplier code: _____</p>
<p>Position/title: _____</p>
<p>Signature (handwritten or typed + representative's seal): _____</p>
<p>Date signed: _____</p>
<p>Responsible department: _____</p>
<p>Contact for this matter: _____</p>
<p>E-mail: _____</p>

After signing the form, please e-mail it to us in PDF format at the following address.

Send to: Control Group, Purchasing Control Department, Isuzu Motors Limited

E-mail: isz_koubaikanri@notes.isuzu.co.jp