

## **Isuzu's Complaint Handling Mechanism Using Third-party Platforms**

### Chapter 1 Purpose and Basic Principles

#### Article 1 Purpose

This mechanism aims to, with respect to concerns and complaints on human rights which may arise in connection with business activities of ISUZU MOTORS LIMITED, receive claims from stakeholders through third-party platforms, handle those claims in an appropriate and fair manner, and ensure correction and remedy. This mechanism is designed and operated based on the effectiveness requirements set forth in the Guiding Principles on Business and Human Rights of the United Nations (hereinafter referred to as the "Guiding Principles").

#### Article 2 Basic Principles

This mechanism will be operated in accordance with the following principles. These principles will apply to all processes, from the reception of a claim to the ensuring of correction and remedy.

### **1. Basic Principles**

#### **(1) Protection of privacy and confidentiality**

Information of complainants and persons involved will be properly protected, and no information that can identify those persons will be disclosed to third parties without the consent of the persons identifiable.

#### **(2) Management of confidential information**

Confidential information obtained in connection with claims will be strictly managed in accordance with internal rules, etc. and will not be improperly handled.

#### **(3) Prohibition of retaliation and disadvantageous treatment**

No disadvantageous treatment or retaliatory action will be made against any person on the grounds that he/she made a claim.

### **2. Principles for Ensuring Effectiveness**

In addition to the above basic principles, this mechanism will be operated in accordance with the following requirements for ensuring effectiveness under the Guiding Principles.

**(1) Legitimacy**

We will secure the trust from complainants under an operating system that takes fairness into consideration.

**(2) Accessibility**

We will strive to reduce barriers to use by developing a system that is easily accessible by all stakeholders.

**(3) Predictability**

We will properly explain to complainants the flow of procedures and the estimated period required, etc., shown in the handling flow.

**(4) Fairness**

We will provide necessary information for complainants and persons involved and handle a complaint from a fair standpoint.

**(5) Transparency**

We will ensure transparency by providing information on the progress of our handling in a timely and appropriate manner.

**(6) Compliance with rights**

When handling a complaint, we will make judgment based on internationally recognized human rights, including the International Bill of Human Rights and the ILO Core Labour Standards.

**(7) Continuous improvement**

We will periodically review the operating status of this mechanism to improve and enhance its effectiveness.

**(8) Engagement and dialogue**

We will put importance on dialogue with complainants and persons involved and seek to resolve issues through appropriate involvement.

## Chapter 2 Scope of Application and Reception

### Article 3 Cases Covered

This mechanism covers “cases that occurred in the value chain of Isuzu and have had, or are likely to have, a negative impact on internationally recognized human rights” and were alleged through third-party platforms. Claims received through this mechanism will be properly handled according to the nature thereof. If any case is determined not to be covered by this mechanism, we will explain the reason and provide information on an appropriate contact to the extent possible.

### Article 4 Approach in Handling Cases

In this mechanism, we will properly handle cases, considering the details of claims and the nature of impact on human rights. When handling a case, we will comprehensively consider the following aspects:

- Scale of impact (whether life or health is affected, etc.)
- Scope of impact (scope of affected persons)
- Possibility of correction (whether restoration to the condition before impact was given is possible)

## Chapter 3 Case Handling

### Article 5 Fact-finding

In this mechanism, we will confirm the facts in cooperation with the relevant departments depending on the nature of each claim.

When confirming the facts, we will put importance on dialogue with the complainant and have communication in a timely manner.

In addition, in order to ensure fair and appropriate handling, we will give consideration to the following points.

- Respect opinions of both parties involved and handle a case from a fair standpoint.
- Handle a case, considering the privacy and confidentiality of the complainant and persons involved.
- Carefully confirm the facts based on objective and reasonable information, while striving to ensure neutrality.

- Ensure appropriate correction and remedy based on the complainant's intention and expected method of resolution.

#### Article 6 Corrective and Remedial Actions

In this mechanism, we will consider actions to achieve appropriate correction and remedy, considering the results of fact-finding and the complainant's intention.

Corrective and remedial actions include the following depending on the circumstances.

However, specific actions will be determined according to the nature and circumstances of each case.

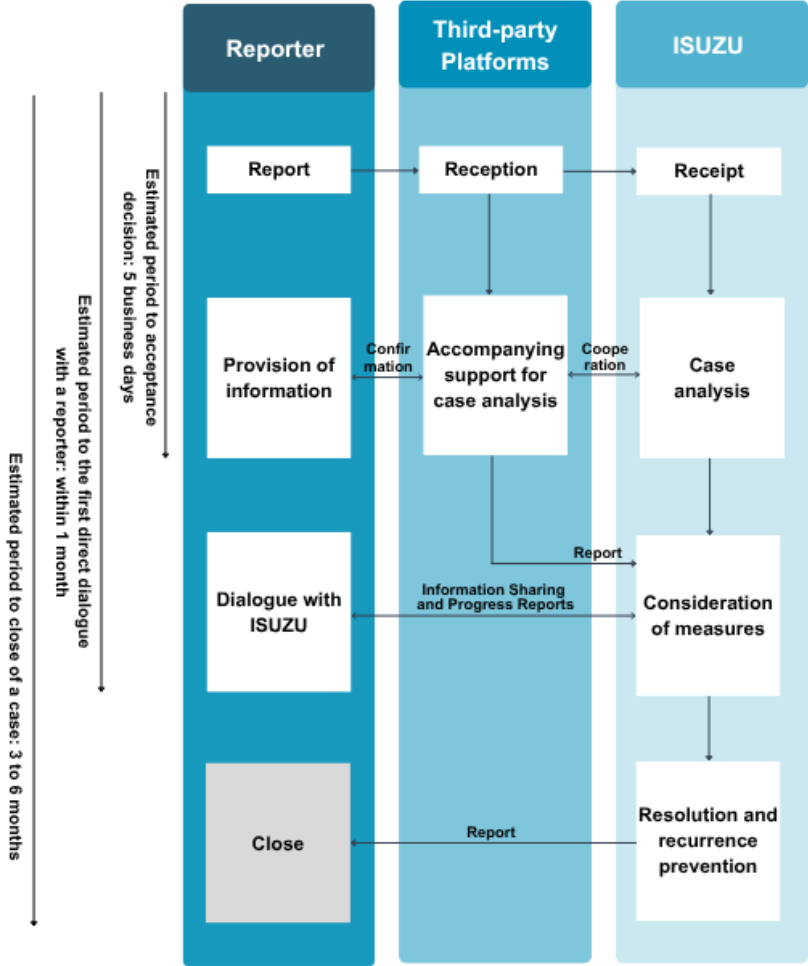
- Apology from the victimizer and implementation of recurrence prevention measures
- Restoration to the original condition (rescission of unjust disposition, etc.)
- Rehabilitation, including return-to-work support
- Monetary compensation
- Non-monetary compensation (improvement of work environment, etc.)
- Actions under internal rules (work rules, etc.), etc.

#### Article 7 Close of Case

After explaining the results of actions to the complainant, we will close a case. If the complainant is seeking correction, we will provide explanation on the status of corrective actions and the details of actions taken before completion of the actions.

The period from reception to close of a case varies depending on the nature of each case but is generally expected to be about 3 to 6 months.

### Case Handling Flow

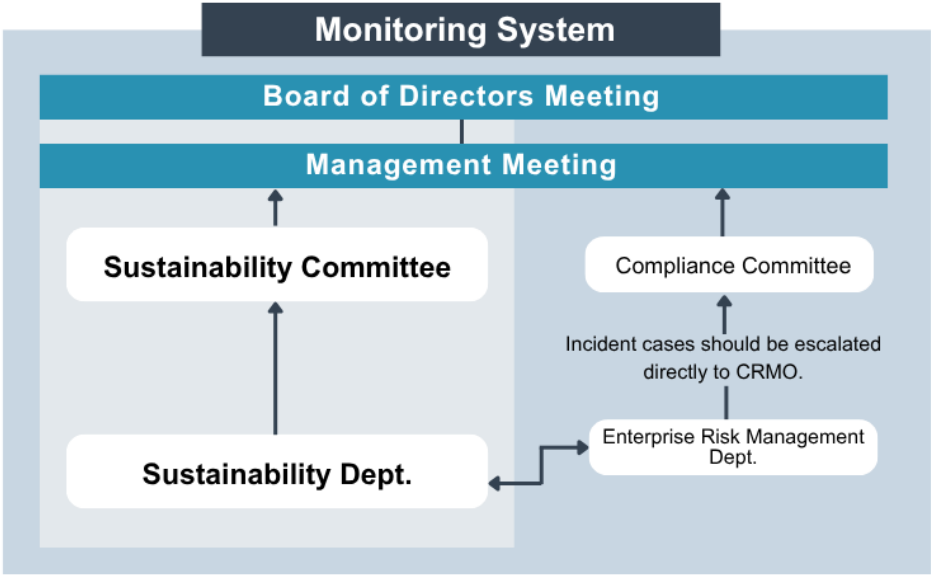


### Chapter 4 Monitoring System

#### Article 8 Monitoring System

Of the claims received through third-party platforms, serious cases that require immediate actions will be promptly reported to the Chief Risk Management Officer (CRMO) from the relevant department so that appropriate actions will be taken. For serious cases, the existing internal reporting system will be concurrently utilized for prompt reporting to the Chief Risk Management Officer (CRMO) as needed. Matters related to internal risks will be integrated into company-wide risks through cooperation with the Risk Management Department.

Case Monitoring System



Article 9 Continuous Improvement

We will periodically analyze the operating status and performance of this mechanism and utilize the results for continuous improvement of human rights due diligence. In addition, we will disclose information on the operating status of this mechanism in a timely and appropriate manner and utilize feedback from stakeholders for continuous improvement.