

Building Relationships of Trust with Stakeholders

The Isuzu Group fulfills its corporate social responsibility while building relationships of trust through dialogue with stakeholders.

Key Stakeholders	Main Stakeholder Needs	Value Provided by the Isuzu Group	Main Opportunities for Dialogue and Information Disclosure
Customers	• Provision of valuable products and services that are safe, secure, and have low environmental impact • Accurate responses and support • Stable supply of products and services	• Products and services that contribute to improving productivity and preventing traffic accidents • Products and services that contribute to decarbonization • Initiatives to increase service quality • Supply chain-integrated quality control and business continuity planning and business continuity management systems	• Daily operational activities (sales and services) • Isuzu Customer Center • Customer satisfaction surveys • Isuzu website
Shareholders and Investors	• Appropriate return of profits • Timely and appropriate corporate information disclosure • Maintenance of and increases in corporate value	• Provision of stable and continuous dividends • Strengthening of decision-making transparency and accountability • Management initiatives that contribute to the sustainable development of the environment and society	• General Shareholders' Meeting • Various reports and information disclosures (financial results briefings and presentations, annual securities reports, convocation notices, quarterly financial reports, integrated reports, sustainability reports, etc.) • Investor and shareholder relations meetings and business briefing sessions
Business partners	• Fair and equitable selection and trade • Quality improvement and technological support	• Procurement under fair and equitable competition both in Japan and overseas • Dissemination of Isuzu Group Supplier Sustainability Guidelines • Supplier quality evaluation and improvement activities and promotion of joint research and development	• Self-assessments • Seminars on sustainability • Field interviews
Employees	• Fair and equitable evaluation and treatment • Respect for human rights • Promotion of diversity • Appointment, utilization, and development of appropriate human resources • Promotion of work-life balance • Consideration for occupational health and safety	• Personnel evaluations based on each employee's work, roles, ability to develop, and performance level • Promotion of active participation of diverse human resources and creation of comfortable working environments • Promotion of skills acquisition and transfer of technological skills through training • Workstyle reforms to improve productivity • Safety activities based on the Three Safety Principles and other concepts • Promotion of health and productivity management	• Engagement surveys • Labor-management council • Reporting and consultation channels • Helpline (suggestion box) • Occupational Health and Safety Committee • In-house newsletter • One on One
Local governments	• Compliance with laws • Payment of taxes • Cooperation with various measures and policies	• Establishment of a Compliance Committee and other systems and promotion of awareness of said systems within the Company • Participation in public-private sector joint projects	• Dialogue through organizations such as the Japan Automobile Manufacturers Association • Dialogue with government agencies • Dialogue through joint projects involving the public and private sectors
Local communities	• Protection of and respect for local cultures, customs, and natural environments • Contributions to community development • Prevention of accidents and disasters in and around business sites and responses to emergencies • Maintenance of smooth transportation and promotion of traffic safety	• Promotion of activities to protect local ecosystems • Creation of jobs and educational support for, as well as interactions with, local communities in areas where we conduct business activities • Prevention of violations of environmental laws and regulations and of accidents • Contribution to goods transportation during disasters • Implementation of social contribution activities aimed at coexisting with local communities • Awareness-raising activities related to traffic safety	• Participation in community events • Invitations to events at business sites • Isuzu Plaza • Hosting of social studies excursions • Hosting traffic safety awareness events in cooperation with police stations