



Isuzu Motors South Africa Quality Policy

At Isuzu Motors South Africa, our purpose is "Moving the World- for You," which guides every decision and action we take. We are driven by a vision to advance the world as an innovation leader, combining reliability and creativity to deliver transport solutions that transform lives.

We strive for excellence every day, committed to surpassing expectations and delivering exceptional results. Our core value of "Mutual Growth," encourages collaborative success amongst our employees, partners, customers, and the communities we serve and this philosophy inspires us to innovate, collaborate, and grow together, ultimately building a better, more sustainable future.

To achieve our mission of creating a better life with better transport, our operations will be guided by the following core principles:

- **Teamwork and Accountability:** We will work together as a team, delivering superior results through consistency and reliability, ensuring we do what we say we will do.
- **Innovation and Customer Focus:** We will leverage our agility and flexibility to find innovative solutions that meet our customers' evolving needs.
- **Brand Excellence:** Recognizing the strength of our brand is impacted by every aspect of our business, from product quality to customer experience, we will strive for excellence in all we do.
- **Sustainability and Responsibility:** We will prioritize our environmental, ethical, and societal responsibilities in all our actions.
- **Efficiency and Cost-Effectiveness:** We will continuously identify and eliminate waste whilst ensuring that we reduce unnecessary cost and promote total organization efficiency wherever possible.
- **Continuous Improvement and Learning:** We will adopt best practices, empower ourselves through ongoing learning, and drive innovation across the organization.
- **Business Excellence and Compliance:** We will consistently and sustainably raise the bar and ensure collaboration that creates value across all our key priorities, processes and systems. In doing this we will also satisfy ISO 9001 requirements as well as relevant statutory and regulatory requirements and ensure that this policy is communicated, understood and applied throughout our organization.

By living these principles, we fortify our brand, foster enduring relationships, and solidify our position as a trusted long-term partner. Together, we move forward, driven by innovation, reliability, and sustainability, shaping a brighter future.

Billy Tom
President of Isuzu Motors South Africa

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