



# ISUZU MOTORS SOUTH AFRICA SUSTAINABILITY REPORT

2021-2022

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# ISUZU Motors South Africa

## A Message from the President

Dear Valued Stakeholder,

The global pandemic has been one of the most disruptive events since 1918. 2020 was a challenging year worldwide as the pandemic peaked. Economies and countries went into shut down rendering any form of trading difficult if not none.

2021 showed signs of global recovery as the rate of Covid incidents subsided.

Despite this global pandemic and the follow-on supply chain challenges, I am happy to say that ISUZU managed to retain all employees, but regrettably lost some of our colleagues due to the virus. Losing our dedicated team members was the most difficult experience. Our thoughts remain with their families and friends.

Given the uncertainty that the pandemic brought, we had to be innovative and find new ways of working. These were critical in ensuring that as a business we continue supporting the Dealer community and meet our customer needs.

As the economies recover and revert to the pre Covid conditions, we continue forging ahead with good corporate governance practices and prioritise our ISUZU growth strategy into the various markets.

ISUZU Motors South Africa has committed itself to minimise the impact on the environment through its identification of strategies to reduce its carbon footprint. We also continue working with our partners in the value chain towards resilient and efficient processes. These include but are not limited to recycling of materials and exploring energy-saving initiatives.

The ISUZU brand has a strong heritage in the country, having been in the market for more than four decades. Since the launch of ISUZU Motors South Africa in 2018, we have built onto this heritage and ensured that our products evolve in line with market and our customers' needs.

The post-covid world has brought into sharp focus the interdependence between society and business. We have seen how much business is impacted by the quality of the government's social welfare and how adequate that welfare is to protect against social adversaries. It is imperative that we partner with all spheres of government to realize the vision of poverty alleviation, and democratization of economic opportunities. In this report, we detail how we continue to drive transformation as a business imperative and remain an industry leader in Broad Based Black Economic Empowerment (B-BBEE). Our deliberate efforts to embrace transformation in the automotive sector is reflected through the attainment of level 1 in our 2021 B-BBEE scorecard for 2 consecutive years.

In collaboration with our stakeholders, we have acted with flexibility, adaptability and openness to the rapid changes in a



post-Covid-19 environment that is characterized by Volatility, Uncertainty, Complexity and Ambiguity.

Looking ahead, I see the need to ensure that we fully integrate sustainability into our core business strategy. It is an imperative that we set ambitious goals and priorities that align with our vision for building resilient and sustainable environmental, social and governance system. This will assist us to respond to the needs of our customers, employees, and other stakeholders. The integrated strategy will also help us to explore opportunities for creating competitive advantage by leveraging long term sustainability.

**Billy E. Tom**  
President of Isuzu Motors South Africa

# ISUZU Motors South Africa

## Senior Leadership Council

ISUZU Motors South Africa was established on 1 January 2018 and is a wholly owned subsidiary of ISUZU Motors Limited.


We manufacture light commercial, medium commercial, heavy commercial and extra heavy commercial vehicles and imports the mu-X sports utility vehicle for local distribution.

Our headquarters in Struandale in Nelson Mandela Bay is the first manufacturing and distribution organisation outside of Japan where ISUZU Motors Limited has a 100% ownership. It serves as an important base for ISUZU's long-term growth throughout Africa.

The following graphics show the Senior Leadership Team and Executive Support of ISUZU Motors South Africa.



## VISION, MISSION AND VALUES



To be a highly motivated team who deliver the best customer experience.



We aspire to be a leader in the manufacture and supply of vehicle, exceeding customer expectations, building on our heritage and recognising the impact on our community and environment.

**Vision**

**Key Priorities**

**Values**

**Continuous Improvement**  
People  
Brand  
Partnerships  
Financial Performance

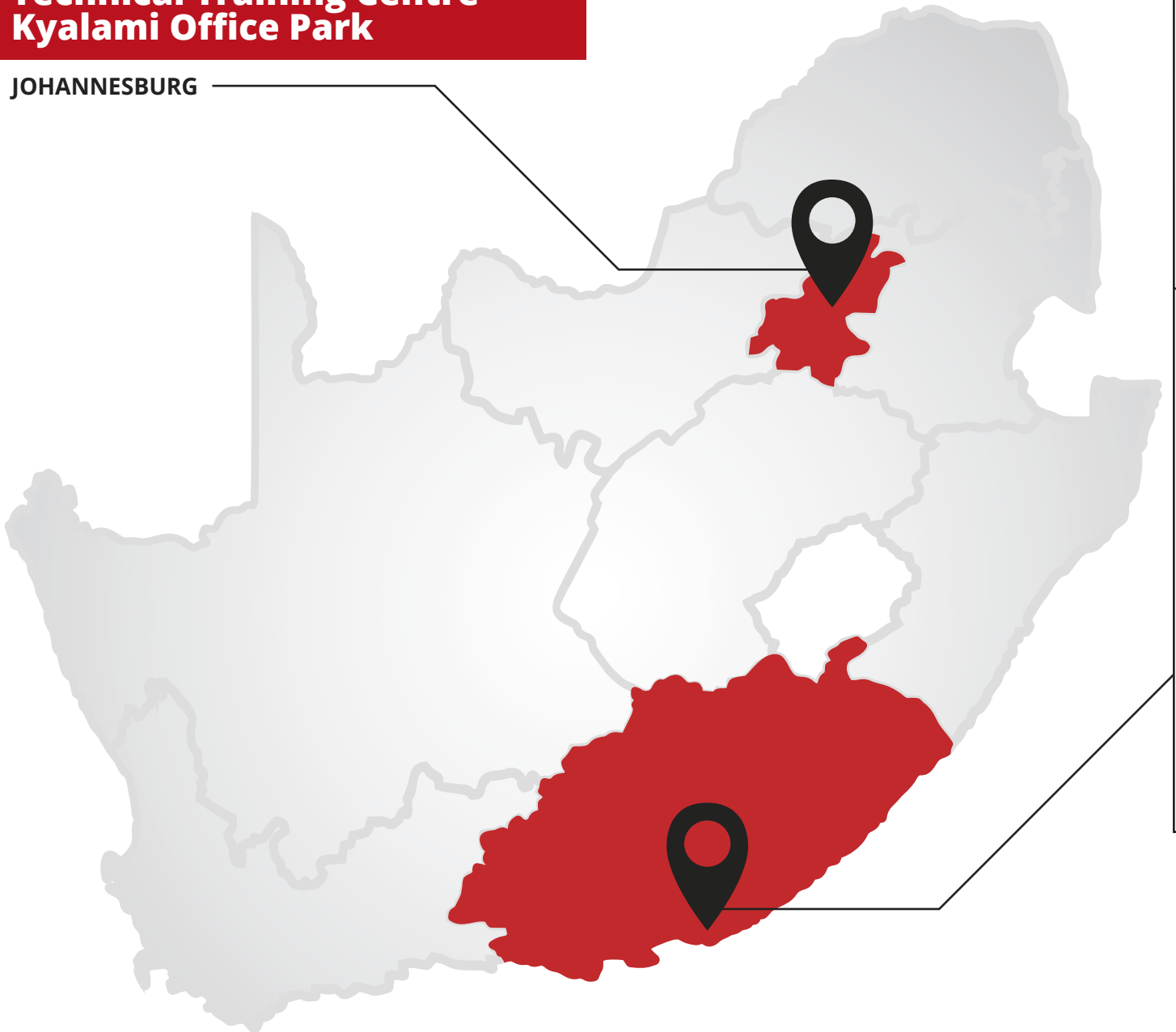
**Team**  
Trust  
Excellence  
Action  
Motivation

# ISUZU Facilities

Vehicle Sales, Service and Marketing Office  
**Waterfall Office Park**, Johannesburg

## Technical Training Centre Kyalami Office Park

**JOHANNESBURG**





# Struandale Assembly Plant

## PORT ELIZABETH

**ISUZU Motors South Africa head office**

Area of Property - **25 Hectares**

Area of Buildings - **75 625m<sup>2</sup>**

### Functional areas on site:

Manufacturing  
Supply Chain  
Administration

### Manufacturing areas on site:

Body Shop  
Paint Shop  
General Assembly  
Truck Plant

*Materials Supply – on site*



# Parts Distribution Centre

## PORT ELIZABETH

Site area – **85 000 m<sup>2</sup> at the Coega IDZ**

Warehouse size – **37 000m<sup>2</sup>** & Office area – **1350 m<sup>2</sup>**

The PDC supports **6 brands**, covering a 10 year car parc of 577 000 vehicles

Over **160 000** part numbers on system and **68 000 stocked**



# Vehicle Conversion and Distribution Centre

## PORT ELIZABETH

Size of yard – **32 Hectars**

Capacity – **8500 vehicles**

Area of Buildings – **8500m<sup>2</sup>**

### Functional Areas:

Technical and Engineering Services, Purchasing,  
Vehicle Conversion and Distribution



# ISUZU Footprint - Africa

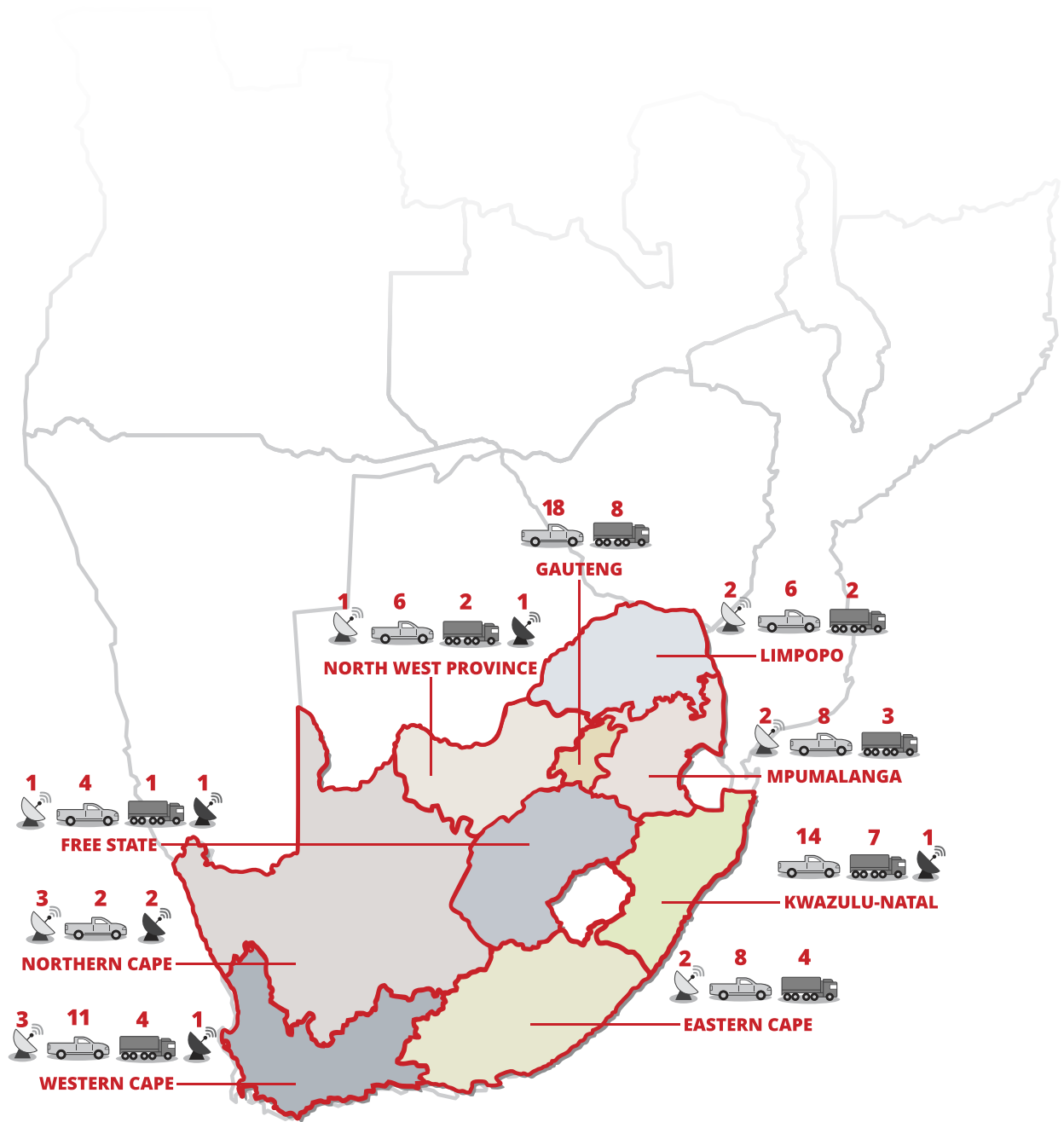






**Sub-Saharan Africa**  
26 Dealers

**South Africa**  
77 Dealers  
\*20 Satellites

**BLNS Dealers:**  
7 Dealers  
\*6 Satellites

# ISUZU Footprint - South Africa



-  LCV
-  CV
-  LCV Satellite
-  CV Satellite

# ISUZU Motors South Africa

## History Timeline

**With you for the long run** ISUZU Motors South Africa celebrating heritage month means more

**1934** The name ISUZU first appears in South Africa.

**1971** General Motors South Africa (GMSA) MD, Mr Slocum announces association with ISUZU of Japan.

**1972** First model introduced in South Africa - LUV 1 ton pick under the Chevrolet name.

**1973** Introduction of ISUZU Commercial & Truck - phase out of Chev Commercial Vehicles at GMSA.

**1975** ISUZU SBR422 launched- high speed direct injection diesel engine medium trucks set new standards for performance and economy.

**1978** The first ISUZU KB40 diesel bakkie was manufactured in South Africa at the Struandale plant in Port Elizabeth. It soon became one of South Africa's top selling bakkies.

**1979** The first ISUZU KB came off the production line at GMSA, Kempston Road plant.

**1981** ISUZU KB's become the first pick-ups to feature rack and pinion steering as well as independent front suspension.

**1982** The ISUZU WFR long-wheelbase high-roof panel van and 16-seater minibus were introduced to South Africa.

**1987** New F-series ISUZU truck range was successfully launched in South Africa.

**1989** The third generation ISUZU KB Pick-Up launched - first new body shape built by Delta.

**1993** Launch of the Turbo Blazer version of the KB, which marked the first time a South African manufacturer had introduced a turbocharged petrol-engine bakkie.

**1997** Introduction of the 4th Generation ISUZU KB Pick-up.

**1998** The first KB double-cabs were introduced into the range for the KB260 LE 4x4 and KB280DT. Which was an industry first.

**1999** ISUZU became the vehicle and logistics support to the SAPS for Operation Rachel, to support the eradication of illegal firearms Mozambique.

**2004** Seven new products were launched among them was the 5th Generation ISUZU KB.

**2007** The ISUZU N-Series in its 5th Generation is launched in South Africa for the first time.

**2010** The ISUZU F-Series in its 5th Generation is launched in South Africa for the first time. ISUZU KB sets a new world record at the Hour Endurance challenge at Gerotek.

**2009** R500 million investment into tooling and facilities for the new ISUZU KB.



# ISUZU

*With you, for the long run*

Reflecting on our past as we boldly look towards building the future.



# ISUZU Products



**ISUZU D-MAX**

Single Cab | 4x2 and 4x4



**ISUZU D-MAX**

Extended Cab | 4x2 and 4x4



**ISUZU D-MAX**

Double Cab | 4x2 and 4x4



**ISUZU ARCTIC**

at35 | 4x4



**ISUZU MU-X**

4x4 and 4x2



**ISUZU X-RIDER**

2x4 and 4x4



**ISUZU X-RIDER**

250 auto | 4x2



**ISUZU X-RIDER**

3.0 auto | 4x2



**ISUZU X-RIDER**

Black | 4x2

# ISUZU Truck Range

## Medium Commercial Vehicle | ISUZU N-Series



## Heavy Commercial Vehicle | Isuzu F-Series



**19 MODELS**  
in the F-Series  
range which is  
classified as  
heavy-duty

**18 MODELS**  
in the FX-Series  
range which  
is classified as  
extra  
heavy-duty

## Extra Heavy Commercial Vehicle | Isuzu FX-Series



# ISUZU Environment

## Management approach to environmental protection

Isuzu Motors South Africa has an environmental Policy that highlights **5 key priority commitments**:

- 1 building water and energy efficiencies, using environmentally friendly chemicals and consolidation of waste operations to reduce our carbon footprint.
- 2 improve recycling and reuse opportunities, maintain landfill-free status, reduce climate change impact of our painting process.
- 3 meet compliance obligations
- 4 continual improvements
- 5 support the communities we operate in

The pandemic brought into sharp focus the interconnection between business, society and environment. It showed that we all have a role to play in co-creating solutions to global crises and partner with local communities to accelerate the deployment of solutions for the collective benefit of humanity.

## Climate Change measures

Climate Change has been identified by the World Economic Forum as the most urgent risk facing the planet. Public and Private sector actors need to work collaboratively. Our management approach therefore is to have an imbedded sustainability strategy that inhabits the core of our business focus and priorities.

ISUZU Motors South Africa is committed to our mother company's ambitious target to be carbon neutral in both our operations and in our vehicles by the year 2050.

Using scenario analysis as a strategic planning tool, ISUZU has identified climate change as providing threats and opportunities to the long-term sustainability of the business. We have embraced innovative solutions to move towards becoming a carbon neutral motor manufacturer.

We also have installed paint robots with significantly improved transfer capabilities. These reduce gas, liquid and solid emissions which contribute to greenhouse gas emissions.



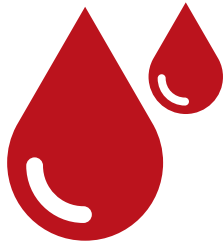
## Resource Recycling

We aim to conduct our business activities in all areas in a way that conserves the environment. ISUZU is mindful that we must utilise our natural resources responsibly and sustainably. ISUZU Motors South Africa operations are land-fill free as we have rigorous targets for recycling and re-using materials in our production processes. We have also gone beyond our facilities in this drive, and support community-based recycling activities outside our premisses. The goal is to help to create employment and thus alleviate social ills such as poverty and unemployment.

We have made binding commitments to improve efficiencies so we can consume less energy and water in our facilities.



# ISUZU MOTORS ENVIRONMENTAL PERFORMANCE 2021



## WATER RESOURCE CONSERVATION

49.7% Improvement



## ENERGY RESOURCE CONSERVATION

27% Improvement



## CLIMATE CHANGE

22.08% Reduction  
VOC emissions

20.7% Reduction  
Co2 emissions

### Environmental Risk Prevention Measures

Recognising the importance of taking care of the natural world, ISUZU Motors South Africa has set aside a dedicated budget for environmental protection activities. In 2021 we invested more than R1.5 million to bring our operations into compliance with regulatory provisions and international best practices.

We have spent a further R3.5 million on waste management operations, which forms an integral part of the business. Instead of being viewed purely as rubbish, waste is considered a resource and thoughtful management of it is able to create secondary and tertiary employment. On a secondary level, recyclers have their employees recovering waste from ISUZU Motors South Africa facilities. On site at our premises in Gqeberha, around 30 people from different recycling organisations strive to reclaim waste, with many others work at recycling facilities in the city.

During the pandemic ISUZU supported the surrounding community in Gqeberha with the donation of sanitisers. We further empowered recipients with educational information on how to use the sanitisers, reducing the risk of residents falling sick.

We also partnered with the Nelson Mandela Bay Business Chamber in its "adopt a school initiative". We provided support in the form of renovations at four schools and provided waste and water management awareness.

Our manufacturing facilities are certified to global best environmental frameworks such as the ISO 14001 (2015). This standard is audited yearly to confirm our alignment with its requirements.





## Biodiversity

Over the last century biodiversity has been lost due to habitat destruction, overexploitation, pollution, climate change and the introduction of invasive alien species. All these problems are the result of human activity.

ISUZU believes that business can be a powerful force to help preserve the biodiversity of our planet. We are therefore taking a lead in the global fight to protect and preserve biodiversity. As an ethical business, we apply the three pillars of sustainability: profits, people and planet.

At ISUZU Motors South Africa we are committed to the creation of a healthy work environment, and this includes planting indigenous vegetation at our facilities. We have put in place invasive species management protocols that do not harm the environment.

We continue to maintain a green rating in our compliance and certification audits for our environmental impact.

**ISUZU**  
**GREENHERO**

Do it differently,  
for the long run  
Environmental Management





# ISUZU Social - Quality

## The strategic importance of quality

Quality is at the heart of everything that we do at ISUZU. We pride ourselves on the standard of vehicles we produce to move people and goods safely to their destinations.

Our "Quality Gates" ensure that at each stage of the production process we enforce our rigorous standards for safety, quality, and the environment.

We take the trust our customers have in our brand very seriously. That is why we operate in strict adherence to the ISUZU Monozukuri (IM) production method that guarantees the quality of ISUZU products wherever they are produced in the world.

ISUZU Motors South Africa is part of our parent company's rich history in automotive manufacturing. The first truck rolled off the assembly line in July 1934, and it has stood the test of time.

The quality of our products has been recognized by being the number one selling truck brand in South Africa for eight years in a row. In the years we have been in operation, we have remained loyal to our promise to customers never to compromise on quality.

## Quality as a brand identity

We have gained the trust of our customers by providing quality products that are able to meet and exceed their mobility needs and help them reach their objectives. Our customers understand that in ISUZU they have a dependable partner they can rely on to go the distance.

ISUZU Motors South Africa has an advanced Quality Assurance system which assists us to meet our quality commitments as a manufacturer.

Quality Assurance is an operational imperative built into our systems and it cuts across all levels of the production process.

**Quality is a part of our DNA, we are inspired by it, driven by it and we live it every day.**



# ISUZU Social - Human Capital

The automotive manufacturing sector is the most successful in the manufacturing industry. It contributes 7% of South Africa's GDP and is a significant employer with 120 000 people employed in the sector.

ISUZU Motors South Africa employs approximately 1000 people directly and contributes to the indirect employment of 25000 employees at dealerships and at suppliers.

Our recent investment of R1.2 billion into our assembly plant in Gqeberha will contribute meaningfully to economic growth and job retention in South Africa for some time to come. Subsequent to that investment we have put in place various intensive human capital development programmes which will cultivate and unleash the productive energies of our employees and empower them with the skills needed to succeed in a modern economy.

## Talent Management

ISUZU Motors South Africa has a two-pillar talent management strategy that informs and supports its transformational goals associated with Management Control and Employment Equity.

**From an internal talent development perspective ISUZU focuses on the development of its existing employees utilising the following initiatives:**

- progression and succession planning for management, executive and critical roles;
- skills and education development that focuses on management and leadership development as well as tertiary qualifications that form the foundation of career development; and
- coaching, mentoring and cross functional development assignments.

**From an external talent acquisition perspective, ISUZU utilises the following key initiatives to balance its deliberate approach to workplace transformation:**

- proactive talent mapping to find highly skilled African talent.
- conventional recruitment targeted at Africa Talent based on attrition; and
- graduate-in-training and Youth Employment Services (YES) programmes to support the development of talent pipeline.

**In the 2021 financial year we had 140 promotions and new hires in total.**



# ISUZU Graduate In Training Programme

ISUZU's Graduate-in-training programme is designed to bring young talented graduates from various institutions into the company and to provide them with valuable work experience. The programme is tailored around the future needs of the organisation and aims to build future leaders and technical specialists.

For a period of 24 months, graduate candidates are placed within a department which is related to their area of study and interest. They are also placed on a 2-year Management Development programme to capacitate them to become future leaders. Each graduate receives structured on-the-job cross functional training through a planned rotational development plan which covers all key areas of the business. There was a 100% retention of the last 7 graduate in trainees.

# ISUZU Youth Employment Services

ISUZU Motors South Africa supports the Youth Employment Service (YES) Programme and has to date placed 114 candidates over a 2-year period.

The **YES programme**, launched by President Cyril Ramaphosa during 2018, offers young South Africans a 12-month workplace experience opportunity.

ISUZU is committed to supporting economic transformation initiatives that promote the growth and development of young South Africans, especially in efforts to create a pipeline of talent for the future and to play a role in accelerating employability.



## Coaching and Mentoring

We at ISUZU Motors have put in place a structured coaching and mentoring programme for the young professionals to be mentored by industry experts and company veterans. The coaching programme is anchored by our Strategic Leadership Agenda that places a positive responsibility on the senior managers in the organization to mentor and coach the younger professionals coming up the ranks. At the centre of this approach is our vision of "Leaders as Coaches" who have, as part of their company duties, the added responsibility to develop the leadership pipeline.

# ISUZU Accelerated Artisan Development Programme

Since 2018 ISUZU Motors South Africa has supported the Accelerated Artisan Training Programme with the intention to capacitate its workforce is fit to respond to the demands of the 4th Industrial revolution(4IR).

ISUZU Motors South Africa's Artisan Programme is a joint effort between government (through liaison with MerSETA) and the private sector and focuses on building skills in Mechatronics, Auto Electrical, Electrical, Fitting, Diesel Mechanics and Motor Mechanics.

# ISUZU Social - Growing together with our suppliers

## Supply Chain an enabler for success and sustainability

ISUZU recognizes that gaining the cooperation and trust of its stakeholders, including its business partners is very important. ISUZU's role in areas such as the environment, quality, compliance, community/social contributions, is extremely important for fulfilling its corporate social responsibility.

Many of the parts and other items used in ISUZU's products are purchased from external business partners. The occurrence of a quality problem in a purchased product may cause significant inconvenience to customers using our products. Preventing such problems requires us to consistently secure good input materials. So, ISUZU has built a system for assuring the quality of purchased products while forging relationships of trust with our business partners. Going forward, ISUZU will continue its quality improvement activities with its business partners and strive to strengthen its supply chain.

**To guide our supply chain framework, we have in place a policy and strategies that guide the integrity of our procurement process. Our strategies address the following:**

### Quality:

Our Terms & Conditions (T&C) manages our expectations and rights with suppliers, which is stipulated within the request for quote and or technical documents furnished to the supplier at the time of quoting.

### Safety:

Our T&C governs supplier compliance with regards to hazardous material treatment, conditions of employment, sub-contractor selection, discrimination, anti-competitive business practices and bribery.

### Human rights:

Our T&C stipulates complete compliance with the latter and the spirit of the country's bill of rights.

**Labour:** This includes amongst others elimination of all forms of child labour.

We require all our business partners and service providers to be in full compliance with all labour legislations and regulations. This includes elimination of all forms of unfair discrimination, harassment, and violence in their respective workplaces. ISUZU Motors South Africa subscribes fully to the principles of diversity, inclusion and equality.



### Information disclosure:

Our T&C regulates information disclosure in line with the Protection of Personal Information Act and we have verification systems to combat corruption and theft.

### Transformation:

We enforce all provisions of B-BBEE act and the codes of good practice. Part of sourcing includes verification of B-BBEE status of all suppliers and service providers. Our Enterprise and Supplier development under BBBEE empowers and transforms suppliers.



# ISUZU Corporate Social Investment

## Isuzu Cares, I Care Too

Social corporate responsibility creates shared value for the company and the community alike.

At ISUZU we believe that making a positive impact on the community and the environment as an integral part of our vision.

For the year 2021, we have taken a strong stance in leading and venturing into humanitarian projects ranging from skills development and education to environmental management and providing support to natural disaster relief.

As we plough back into communities, we do this by encouraging a spirit of volunteerism in our employees as part of our company's corporate culture. We are proud of employees who have shown exceptional ability and willingness to support communities through skills transfer, and dedicating their time to community initiatives, demonstrating that we live up to the ISUZU Motors South Africa slogan - **ISUZU Cares, We Care Too.**

### Some of the initiatives we took part in spearheading include:

#### External initiatives to support education:

- ISUZU Herald Quiz
- ISUZU Chair of Mechatronics in partnership with Nelson Mandela University
- Govan Mbeki Mathematics Development and Support Programme in partnership with Nelson Mandela University
- Community Chest
- Missionvale Care Centre
- Online Career Expo in Partnership with PE Express

#### External initiatives to support the community:

- ISUZU helps farmers survive drought
- COVID Support
- Buckets of blessings

### ISUZU Herald Quiz

The ISUZU Herald quiz was revived in 2021 after a break of several years. The competition is a general knowledge showdown for high school learners from the Nelson Mandela Bay region and Kouga municipality districts.

ISUZU partnered with the Herald in 2021 during lock down when all sports and most extra-murals were cancelled due to the pandemic. This accelerated participation amongst schools with 32 local schools entering 100 teams into the quiz.

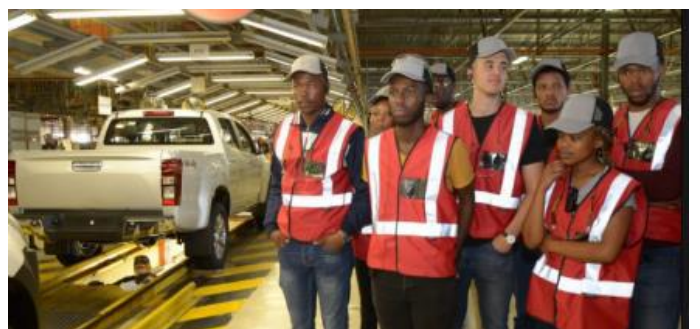
Schools were provided with copies of the Herald newspaper; and all questions were taken from the provided publications. All teams put in their all to study hard, and the final rounds were fiercely contested. Several of the learners spoke about how motivating the quiz had been considering so many activities being cancelled.



### ISUZU Chair of Mechatronics in partnership with Nelson Mandela University

The ISUZU Chair of Mechatronics is a platform for international engagement, mentorship, and practical industry research and development. It has facilitated the completion of numerous projects to date and boasts a strong project pipeline.

Prof Gorlach (Head of Faculty) meets with engineering managers at ISUZU to identify suitable projects for Mechatronics students in their third and final (honours) years as well as master's students.





## Govan Mbeki Mathematics Development and Support Programme in partnership with Nelson Mandela University

The Govan Mbeki Mathematics Development and Support programme started more than 2 decades ago and since 2017 an engagement center based in the Science Faculty of Nelson Mandela University was founded.

GMMDC focuses on customized practical 21st century tutoring and learning models & resources.

An innovative curriculum aligned digital resources package was created for Android devices called TouchTutor and MobiTutorZa Academy.

ISUZU Motors South Africa has been covering the running costs of this programme for 4 years.



## Community Chest

The partnership between ISUZU and Community Chest ensures that there are community initiatives run that address key needs related to education, health, skills development and community development.



## Missionvale Care Centre

The Missionvale Care Centre is an interdenominational non-profit organisation operating in the township of Missionvale in Gqeberha, South Africa. The partnership with ISUZU covers the facilitation of projects that aim to uplift the community. This partnership also provides additional support in Mathematics for primary school learners from previously disadvantaged communities.



## Online Career Expo in Partnership with PE Express

PE Express in partnership with ISUZU Motors South Africa host annual free career webinars for high school learners.

These webinars are on YouTube and Facebook. They are aimed at grade 12 learners to assist them in their selection of university studies for their first year.

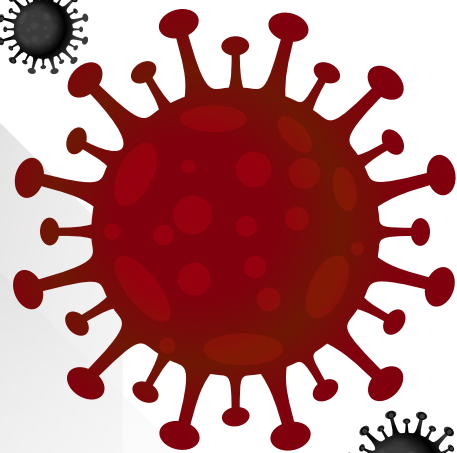
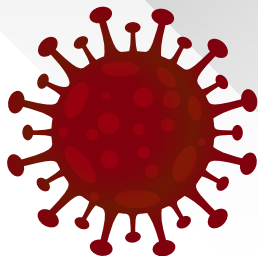
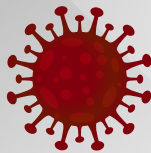
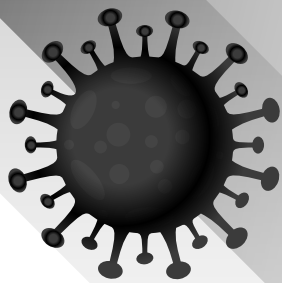
The themes of the webinars include amongst others mechatronics, artificial intelligence, education, journalism and logistics.

## ISUZU helps farmers survive drought

ISUZU in partnership with the non-profit organisation, Farmers Assist South Africa and Motus ISUZU Isando worked together to reduce the impact of the drought on farmers. The initiative included the delivery of farming essentials. The dealership supported Farmers Assist SA with two brand-new FVZ 1400 trucks, two drivers, and fuel.



Isuzu Cares,  
I Care Too 



## ISUZU Covid Support



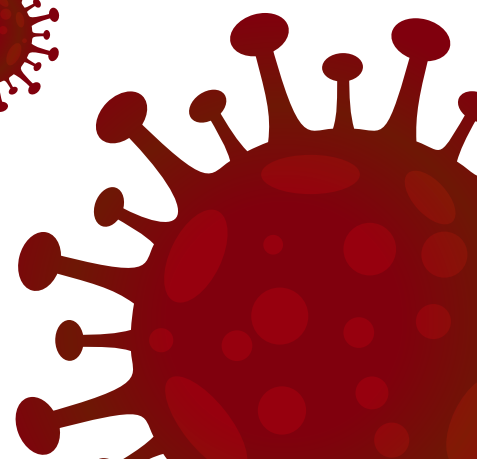
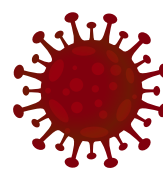
### ISUZU Motors South Africa provided vehicle fleet support during the pandemic

15 ISUZU D-MAX bakkies were made available to the Faculty of Health Sciences at the University of Pretoria. These vehicles were used to assist with the transportation of personal protective equipment and medical supplies.



### Livingstone and Provincial Hospital Renovations

During lockdown, ISUZU undertook the task of renovating the Livingstone and Provincial Hospitals to increase capacity to accommodate COVID-19 patients who required screening, testing and hospitalisation. ISUZU supported provincial government's vaccination drive by funding and refurbishing an old casualty ward of the Provincial hospital to be used as a vaccination centre





## Medical supplies storage and distribution

ISUZU's Vehicle Conversion and Distribution Centre (VDC) in Markman Industrial Township, Gqeberha, was availed to serve as a centralised logistics and distribution hub for medical supplies required by Nelson Mandela Bay's hospitals treating COVID-19 patients.



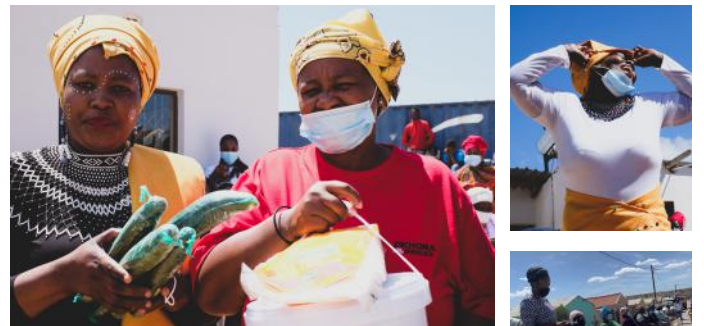
## Food parcels distribution

In partnership with Gift of the Givers, ISUZU handed over food parcels during the hard lockdown to destitute communities around Nelson Mandela Bay.



## Buckets of blessings

During the Christmas period of 2021, ISUZU partnered with Love Story, a non-profit organisation, to package and deliver 600 buckets containing grocery essentials to less privileged communities within Gqeberha. These buckets of blessings were mainly donated by ISUZU employees, which were matched by the company.



# ISUZU Employee Wellness

## Employee Wellness for Sustainability

Stress, fatigue and burn-out are some of the challenges that workplaces have to contend with when it comes to our most important resource, our workforce. At ISUZU we have put in place strategies to assist employees to find healthy coping mechanisms and to establish a good work/life balance.

The ISUZU Health and Wellness workplace programme follows a holistic approach. This involves the health and well-being of the whole person and not just the physical aspect.

The on-site clinic provides Wellness screening that includes weight, height, body mass index, blood pressure, HGT (Hemo Glucose test) cholesterol screening as well as voluntary HIV Counselling and testing. Occupational health comprises of medical surveillance, treatment, and management of injury on duty and medical emergencies.

The Health and Wellness programme is designed according to health trends and needs. Educational communication is distributed monthly which covers health movements and developments. This information is gathered from the yearly Health Calendar as well as referrals from the Employee Assistance Programme (EAP) and the onsite clinic.

Annual Corporate Wellness Days are held when various stakeholders are invited to participate in activities to network with employees.

Events that are focused on creating health awareness, e.g. The Big Cancer Walk, is sponsored by ISUZU to highlight the importance of sharing health information. This also includes HIV/Aids, Candlelight Memorial, 16 Days of Activism for no violence against Women and Children, World Aids Day.

Financial Wellness workshops, Retirement preparation, Stress workshops are held, and surveys are conducted to assess how existing programmes can be augmented to better suit the changing needs of our employees.

The EAP programme is managed by a qualified Social Worker. The Company recognizes that personal problems exist, and that it could impair the ability of an employee to perform an efficient and meaningful role to be productive. EAP is accessible to all employees; participation is voluntary and strictly confidential.

The Peer Educator programme consists of Peer Educators that work on ground level with all employees. They are trained to identify needs and challenges amongst employees. They are passionate, good listeners and trustworthy. This group also represents the community and reaches out to the disadvantaged and destitute people who need so many essential services.





# 7 HEALTH TIPS

Everyone should take to heart



**1) Stop smoking.**

Doing so will greatly reduce your chances of developing lung and heart disease.



**2) Stay on top of your annual wellness checks\*.**

This habit can increase the chances of early detection of disease or chronic conditions, which in turn increases your chances of doing something about any health problems you develop.



**3) Don't skimp on sleep.**

Besides fighting the signs of aging, regular sleep promotes mental alertness and helps keep your stress levels in check.



**4) Avoid the sun during 10 a.m. and 2 p.m.**

When you do have to be outside, wear a broad-spectrum sunscreen with a SPF of 30 or higher.



**5) See your doctor every year.**

Even if you are feeling fine, regular wellness checks and health screenings can increase your chances of early detection of problems.



**6) Make physical activity\* an important part of your life.**

Even if you only have time for 20 minutes of exercise a day, a lifelong habit of regular activity benefits your healthy heart and helps you stay on top of your weight and your stress levels.



**7) Make good nutrition a priority.**

Avoid crash diets or overindulgence in favor of a realistic diet that features plenty of fruits and vegetables.



# ISUZU Commercial Sponsorships

Sponsorship is a driving force for ISUZU. It holds immense potential for rights holders, which is why ISUZU chooses sponsorship initiatives with care. We also evaluate potential sponsorship partners in detail to minimise the risk of sponsorships being perceived as disingenuous. We see the primary purpose of sponsorship as supporting partner organisations and their projects effectively, while also elevating the visibility of our brand. It is part of our belief that it possible to do well in our business while also doing well by our communities.





**Our sponsorship collaborations position us with unique brands, and specific events or experiences that align with our values. In the year 2021 ISUZU supported sustainable lifestyle and sporting brands and events that included:**

The Blue Bulls, the most successful South African franchise in Vodacom Super Rugby. The Bulls have been victorious in three finals since the tournament started in 1996. We are proud to be the official vehicle sponsorship partner to an iconic brand supported by millions of people.

We are the title sponsor of the 2022 IRONMAN® African Championship and inaugural IRONMAN® 70.3® Nelson Mandela Bay. ISUZU also supports this event with 10 light commercial vehicles which deliver critical transport support during the weeks of planning and set-up before and after the annual competition.

Triathlons are a fast-growing sport in South Africa, and we are pleased to be associated with this event. The decision to partner with the Ironman brand was informed by the synergies between our two brands: ISUZU stands for endurance, conquering harsh terrains and being “with you for the long run” These are the same qualities that make Ironman brand so exciting.

We have also partnered with the largest triathlon organisation in South Africa, ATC multisport, affiliated with the Western Province Triathlon Association and Triathlon South Africa. ATC multisport will use ISUZU vehicles and our valuable resources for the club and its activities for more than four years.

Move the Nation is a year-long series of fitness and healthy living activations, races and educational events centred on building endurance. Proceeds of Move the Nation races go towards early childhood development initiatives. We are pleased to have entered into a sponsorship agreement to support this great initiative and to promote healthy and active living.

The above-mentioned sponsorships not only drive sportsmanship and healthy lifestyles in the various









# ISUZU Governance

## Ethics and corporate governance

In order for ISUZU to continuously increase revenues and enhance corporate value through its corporate activities, the Company believes that it is essential to establish a corporate governance system that provides a framework for regulating such activities. Governance Furthermore, we believe that the fundamental purpose of corporate governance is to respect the perspectives of, and build constructive relationships with, all of our stakeholders, and to that end we endeavour to ensure fairness and transparency in our corporate affairs through timely and appropriate disclosure of important information. In particular, we believe that a key element of corporate governance is to develop an internal structure and environment that protects the rights and interests of all stakeholders and ensures equality among stakeholders.

ISUZU is committed to doing the right thing and operating the business responsibly and with integrity. The Ethics Policy applies across the company, including to its board of directors.

Ethics are indispensable to any organisation aiming to have longevity and sustainability. However, the idea that they are important because they translate to more profits is a myopic view that centres profit as the motivating factor for ethical behaviour. An organisation taking this view is likely to abandon its ethics when "doing the right thing" becomes expensive.

At ISUZU Motors South Africa we view ethics not as a means to an end but as an integral component across all our operations. We, therefore, always behave ethically not because it is profitable but because it is simply the honourable path.

ISUZU Motors South Africa takes a values-based approach to ethics, operating our business responsibly and with integrity. We therefore place the safety and wellbeing of our employees and our communities as a high priority. We have a moral obligation not to have a negative impact on our stakeholders, and we work tirelessly to gain their trust.

Our ethics policy is the lodestar document which regulates the conduct of all our employees, ensuring that they always act in line with our company values. The policy also ensures that we have an accountability mechanism for any behaviour that transgresses our values of integrity, fairness, transparency and honesty.

The ethics policy has great scope and reach as it is applicable not only to ISUZU Motors South Africa South Africa employees but also to subsidiaries, and to third parties such as suppliers, contractors, agents and consultants. This gives us the jurisdiction to ensure that all those we associate with behave in a way that is consistent with our principles and company values.





## Transformation as a business imperative

ISUZU Motors South Africa is mindful of South Africa's intentions to address inequality in the private sector. As a business operating in this environment, we have embraced transformation as a vehicle to transition people into a brave new world of equality, unity in diversity and respect for our shared dignity.

Transformation is a business imperative for an organisation wanting to have long-term sustainability in the national and international business world. This is reflected in the great strides that we have made to maintain our Level 1 B-BBEE rating for two consecutive years.

Transformation and diversity is a core tenet of our operational philosophy.

## Diversity in leadership

Our diverse leadership represents the best possible talent regardless of race, gender, age, religious belief, or sexual orientation. This enables us to set an example for our workforce and inspire a sense of pride and confidence in all our stakeholders. We believe strongly that talent comes in a variety of faces, and our leadership team thus reflects the demographics of South Africa.

## Shared and inclusive growth

ISUZU Motors South Africa remains committed to inclusive and shared economic prosperity. We have contributed meaningfully to the Automotive Industry Transformation Fund set up by the Department of Trade and Industry, working together with Original Equipment Manufacturers as an Equity Equivalent Investment Programme as defined in the B-BBEE codes.

This fund aims to accelerate transformation across the automotive value chain through access to developmental funding, access to markets and access to capacity development. We remain strongly committed to supporting qualifying BEE companies to grow into sustainable operations and to drive job creation across the automotive value chain.

## Information Security

As the risks of information security become more serious, we are working to reinforce our information security across the Group under the leadership of the ISUZU Group CISO (Chief Information & Security Officer).

To facilitate the management of our information security, we maintain the ISUZU Group Information Security Policy and lay out rules for companies of the ISUZU Group. Each of the rules is based on the Cybersecurity Management Guidelines provided by the Ministry of Economy, Trade and Industry, ISO21434, ISO27001, NIST SP800-171 and other laws, regulations and standards. Furthermore, we take part in Auto-ISAC\*2, an organization that has started operating in Japan and the United States and gathers and analyses information on vehicles' cybersecurity. In this way, we are structurally growing capable of collecting and addressing the issues detected within the industry.

## ISUZU 2021 Wins

- ISUZU has a strong footprint throughout Africa, with a total of 84 dealers in Southern Africa and 26 across the rest of Africa.
- The success of ISUZU Motors South Africa since its inception has been supported by three key drivers; **Resilience** to withstand tough times and face global challenges, **Transformation** efforts have created a unified team and **Careful product planning** has resonated with local demand.
- Our market share YTD is 16.4%
- While many are finding a decline in sales we have experienced an increase of about 1.2% in market share from 2020
- ISUZU maintains an automotive industry-leading Level One in its Broad-Based Black Economic Empowerment (BBBEE) audit for a second consecutive year.
- ISUZU retained number 1 position in the medium and heavy commercial vehicle market.
- At the 26th annual Southern African Vehicle Rental and Leasing Association (SAVRALA) Manufacturer of the Year 2021 (MOTY) Awards, ISUZU was announced as the overall winner in both the Rental and Leasing categories.
- Launch of new mu-X.
- ISUZU continues to engineer its bakkies for local market conditions.





# ISUZU

*With you, for the long run*

**Struanway, Struandale,  
Port Elizabeth, 6001,  
South Africa**

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**Tel: +27 (041) 403 9111**

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-  Isuzu South Africa
-  @isuzusa
-  Isuzu Motors South Africa
-  @isuzusa
-  [www.isuzu.co.za](http://www.isuzu.co.za)

