



UD TRUCKS



# Better Life report FY2024

UD Trucks Corporation

October 2024

Going the Extra Mile

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## About this report

UD Trucks publishes a sustainability activity report every year for the purpose of providing stakeholders with information about its environmental, social and governance initiatives.

## Scope of the report

This report covers the activities of UD Trucks Corporation.

## Reporting period

This report mainly covers results and activities in fiscal 2024 (April 1, 2023, to March 31, 2024).

**Published in October 2024**





For 89 years, UD Trucks has provided innovative trucks and transportation solutions the world needs today and tomorrow



Sales and servicing in

**59** countries

UD Trucks has an extensive network of dealers offering sales and servicing in 59 countries. The UD Trucks Group provides 24-hour, 365-day support to commercial vehicle operators and drivers, including a telematics service connecting about 80,000 trucks around the world.

**21,300** trucks  
sold globally in FY2024

UD Trucks sold 20,988 trucks globally in FY2024, meeting a wide range of transport needs with its diverse lineup of truck models.

**89** years of history

Founded in 1935 as a diesel engine manufacturer, UD Trucks has always been a challenger at heart, responding to the needs of customers and the times

Diverse workforce of **8,333** employees

In Japan: **6,203**

Outside Japan: **2,130**

With employees from 40 countries working worldwide, UD Trucks recognizes that promoting a diverse workplace in which all employees can make the most of their abilities will lead to its continued success.

# UD Trucks Sustainability in numbers FY2024



## Reduction of CO2

**9%** in Ageo

UD Trucks has extensive efforts to reduce CO2 emissions by embedding sustainability into its operations and providing innovative transport solutions. These efforts are aligned with the company's ESG framework, which supports its purpose of delivering a Better Life for the planet.

## Employees are from

**40** Countries

UD Trucks aims to create an international environment and a diverse and inclusive workforce, we now employ individuals from 40 different nationalities.



## Recycle rate

**99.9%**

UD Trucks has made significant strides in sustainability by achieving a high recycling rate of total waste reused or recycled at its Ageo and Gunma facilities. By focusing on waste reduction and recycling, UD Trucks demonstrates its dedication to responsible manufacturing practices and sustainability leadership within the transport industry.

## Females Form

**5.9%** of Leaders

UD Trucks respects and actively promotes gender diversity, resulting in 27% of women in the workforce and 5.9% of our leadership positions being held by women.



## Lost Time Accident rate

**0**

UD Trucks has achieved a significant milestone in workplace safety, with the lost time accident rate reaching 0 and no accidents recorded over the year. By fostering a safe and supportive work environment, UD Trucks ensures that safety remains a top priority in its operations, further demonstrating its dedication to social responsibility.

## Quality Satisfaction

**No.1** in Japan

UD Trucks has consistently made efforts to maintain high product quality. According to our Business and Consumer Surveys (BCS) in Japan, customer satisfaction with UD Trucks' quality ranks the highest among truck brands in the country.

**In line with our Better Life purpose, management is working hand in hand with the Company's diverse employees to bring benefits to our customers and communities around the world.**

The logistics industry faces significant challenges, including increased freight demand post-COVID-19, a driver shortage, and stricter environmental regulations, alongside issues like climate change and rising energy costs. In response, commercial vehicle operators are focused on maximizing uptime and improving driver conditions.

UD Trucks is committed to tackling these challenges while fulfilling our crucial role in the industry. Our Better Life purpose positions us as a sustainability leader among Japanese commercial vehicle manufacturers, aligned with the UN Sustainable Development Goals. We are making tangible progress in these areas.

We've enhanced our Quon heavy-duty trucks with UD Active Steering to reduce driver fatigue and upgraded engines for better fuel efficiency.

Environmentally, we aim for net-zero CO2 emissions by 2050, in line with Isuzu's Environmental Vision 2050. This includes reducing emissions in sourcing and manufacturing, using renewable energy, and tracking CO2 across our value chain.

With over 8,000 employees from 59 countries, we are fostering a diverse and inclusive workplace, empowering our team to contribute to a better future for customers and communities worldwide.

We appreciate the support of our stakeholders as we pursue these initiatives.

**Kouji Maruyama**  
President,  
UD Trucks Corporation



# Our purpose: The Better Life

Our **PURPOSE** is to provide a Better Life for the planet, for the people, and for growth.

We believe that our role as a transport solutions provider extends beyond the transportation industry, and that we have a responsibility to contribute to a better life for all.

Our purpose represents our commitment to this responsibility, and our dedication to serving our customers with sustainable and innovative transport solutions.

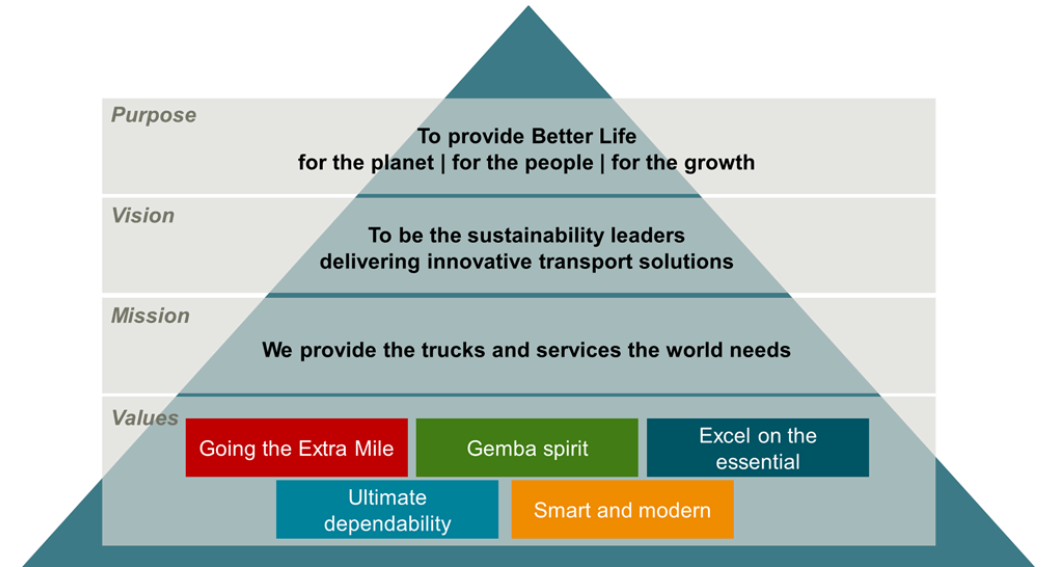
Our **VISION** is to be the sustainability leaders delivering innovative transport solutions.

We believe that sustainability is the key to creating a better future, and that innovation is the key to achieving this sustainability.

Our vision represents our aspiration to lead the industry with sustainable and innovative transport solutions that make a meaningful impact on our society and environment.

Our **MISSION** is to provide the trucks and services the world needs; At UDT, we understand that transport is an essential part of modern life, and that it has the power to improve the quality of life for all.

Our mission represents our commitment to providing the trucks and services that meet the changing needs of society, and our dedication to being the Heavy-Duty Specialist.



Finally, our **VALUES** guide us in everything we do. We believe in going the extra mile, embracing the Gemba spirit, excelling on the essential, delivering ultimate dependability, and being smart and modern in our approach.



# UD Trucks Sustainability Goal

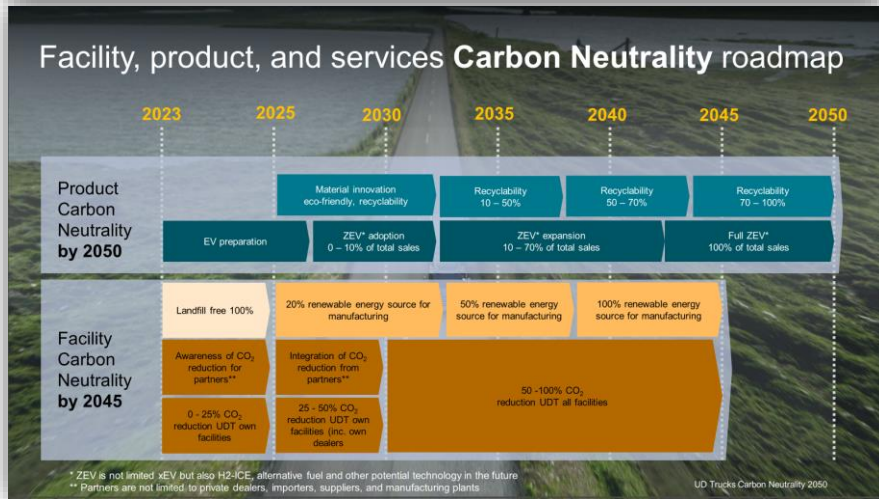


Our carbon neutrality goal is in line with our Better Life strategy, as UDT communicates to the global community our commitment to emerging as a frontrunner in sustainable transportation solutions.

UDT is responsible for ensuring that the company's goals are in harmony with Isuzu Group, the United Nations, and other pertinent authorities.

This objective will establish the basis for our organization to strive for carbon neutrality across all aspects, including products, services, and operations.

Additionally, as a company, it is required for us to declare our commitment to carbon neutrality publicly. Therefore, we also disclose our sustainability data via disclosure initiatives, such as GX League.

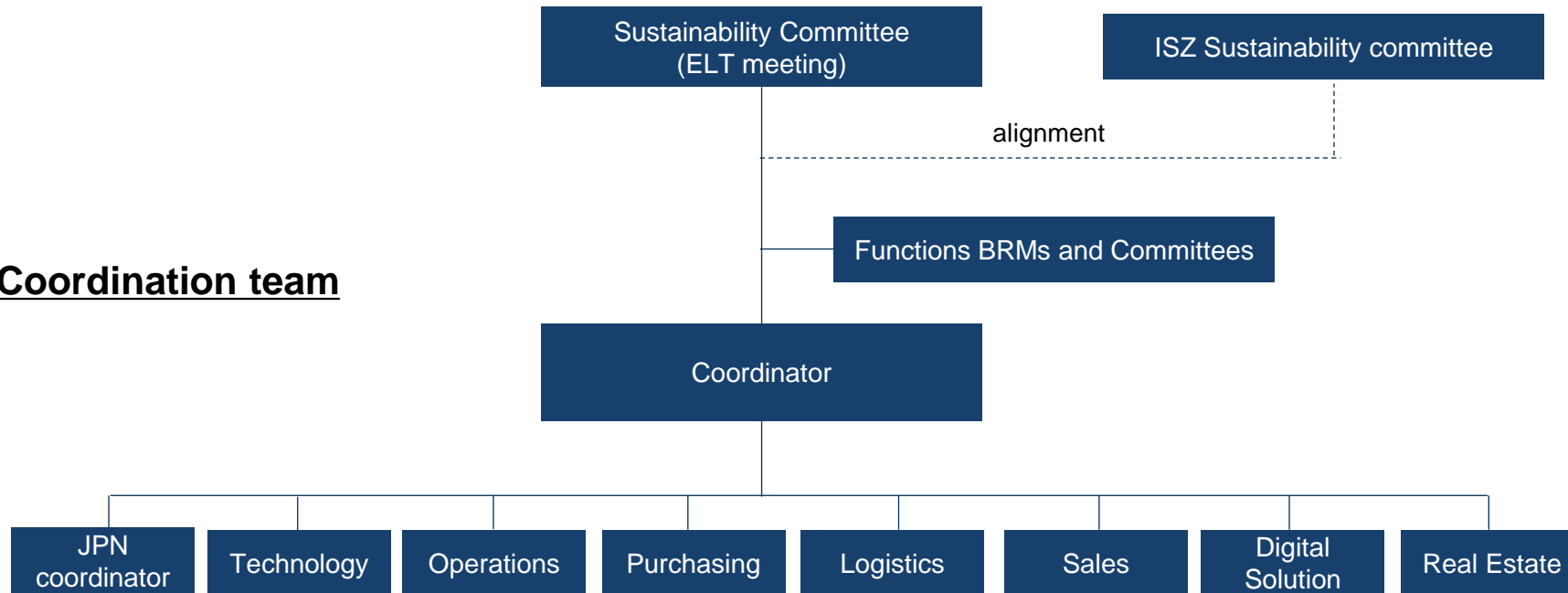


# UD Trucks Sustainability Governance

The UDT Sustainability Committee, which includes members of the ELT, oversees the overall sustainability strategy and activities. They work in collaboration with the ISZ Sustainability Committee to ensure alignment and support for the initiatives. This governance structure ensures a coordinated and comprehensive approach to achieving sustainability targets, leveraging expertise and resources across various committees and regional teams.

## Decision body

## Coordination team



Notes:

- Finance team support is required to do financial project calculation including required investment and saving impact
- Communication team support is required to prepare communication material for internal and external



# Sustainability activities For the Planet

As a transport solutions provider, our purpose is to minimize our impact on the planet by developing and implementing sustainable transport solutions that reduce emissions, conserve resources, and promote a circular economy.

## UD Trucks launches new Kazet and Condor

UD Trucks has completely revamped its light and medium-duty models in Japan to deliver substantial upgrades in design, engine performance, and safety features.

These new models surpass fuel economy standards and feature a captivating exterior redesign. The interior is designed for maximum driver comfort and usability, and equipped with advanced displays and control systems.

Enhanced safety packages include Blind Spot Monitors, Driver Status Monitors, and Lane Keep Assist, all aimed at improving driver safety and environmental performance through increased fuel efficiency and reduced emissions.



### Impact

The new Condor and Kazet contributes to a better planet by significantly improving fuel efficiency and reducing emissions through their advanced 4JZ1 and 4HK1 engines, which meet or exceed Japan's 2025 fuel economy standards. These advancements, combined with fuel-efficient features and smart transmission systems, help reduce our trucks' carbon footprint, and support cleaner air and a more sustainable transport industry.

# Sustainability activities For the Planet

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## Launches of Euro 5 to support sustainability goals

UD Trucks has launched the Quester and Croner Euro 5 models in several countries, hosting press conferences and customer events that received positive feedback. These events reaffirmed UD Trucks and its partners' commitment to sustainable trucking and support for a cleaner future.

The Euro 5 series highlights reliability and innovation, featuring test drives that showcase advancements in fuel efficiency and environmental responsibility. With multiple horsepower options and enhanced safety features like Electronic Stability Control, these trucks are designed to boost profitability while promoting sustainability.

Equipped with Selective Catalytic Reduction (SCR) technology, our new models offer improved fuel efficiency, lower maintenance costs, and extended service intervals, enhancing business uptime. A new instrument cluster also provides real-time fuel coaching for drivers, further optimizing performance.

### Impact

The launch of the UD Quester and Croner Euro 5 models underscores UD Trucks' commitment to minimizing environmental impact. With SCR technology, our trucks significantly cut harmful nitrogen oxide emissions, helping our clients to reduce carbon footprint, and contributing to NDCs.

# Sustainability activities **For the Planet**

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## Unveils its new state-of-the-art dealership facility in Cape Town

On September 12, UD Trucks Southern Africa inaugurated a new, larger dealership in Cape Town, to show our commitment to growth and customer service in the expanding commercial vehicle market. Key executives, including Koichi Ito, Chairman of UD Trucks Corporation, and Jacques Michel, SVP of International Sales, attended the event, which highlights South Africa's importance in UD Trucks' global strategy.

The state-of-the-art facility includes eight double drive-through workshop bays, solar power generating 4.5 MWh monthly, and a water recycling system that reuses 90% of wash bay water. John Trollip, Managing Director, emphasized the facility's ability to improve customer visibility and service.



### Impact

UD Trucks Cape Town dealership's commitment helps create a better future by adopting eco-friendly practices and technologies. These efforts strengthen the dealership's role in promoting a healthier planet for future generations.



# Sustainability activities For the Planet

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## Donates Isuzu pickup truck to national park in India

UD Trucks India has donated an Isuzu Hi-Lander pickup to Bannerghatta National Park to help respond to wildlife and emergency situations on April 21. The truck, located near the park, is built for rough terrain and can quickly transport medical and firefighting equipment, which helps manage human-animal conflicts when large animals like elephants and cheetahs enter residential areas.

The donation was well-received by park officials, including Forest Ranger Guru Raj Sankeshwar and Deputy Conservator of Forests Prabhakar Priyadarshi, who expressed gratitude for UD Trucks' support in aiding the park's efforts to manage wildlife emergencies and protect both animals and local communities.



### Impact

UD Trucks India's donation of an Isuzu Hi-Lander pickup to Bannerghatta National Park strengthens the park's ability to manage wildlife conservation and respond to emergencies. This initiative helps preserve biodiversity by enabling quick responses to incidents involving large animals and helps protect both wildlife and communities.

# Sustainability activities **For the Planet**

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## Impact

The partnership between UD Trucks MEENA and the Arabian Ocean Rowing Team significantly raises awareness of plastic pollution in our oceans, aligning with the UN Environment Program's 'Clean Seas' initiative. Through their expedition, the team addressed the urgent environmental challenges posed by ocean contamination, and the need for sustainable practices and responsible waste management.

## Arabian Ocean Rowing team shares historic journey experience with UD Trucks

UD Trucks MEENA partnered with the Arabian Ocean Rowing Team for their 5,000-kilometer journey across the Atlantic Ocean, aiming to raise environmental awareness about plastic pollution as part of the UN Environment Program's 'Clean Seas' initiative.

Following the team's successful expedition, a recent event featured captain Toby Gregory, who shared the physical and psychological challenges faced during the voyage and highlighted the alarming levels of pollution encountered in the ocean. His insights underscored the urgent need for coordinated efforts to combat environmental degradation and promote responsible waste management, inspiring the UD Trucks MEENA team to adopt more sustainable practices in their operations.

The event also included a walkaround of the innovative rowing boat, providing attendees with a deeper understanding of the technology that supported the team's mission.

# Sustainability activities For the People

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## UD Trucks displays snowplows at Fuyu Topia Fair in Hokkaido

On January 10 and 11, UD Trucks participated in the 2024 Fuyu Topia Fair snow removal machinery exhibition in Kitahiroshima, Hokkaido, attracting around 1,900 visitors. The event, held annually in Northern Japan, showcased advanced snow removal equipment.

UD Trucks exhibited its CZ 6x6 vehicle, the base for snowplows, which shows exceptional performance in extreme snow conditions.

As the only truck manufacturer providing heavy-duty vehicles for snow removal, UD Trucks' booth garnered significant attention from both industry professionals and the general public. Next year's exhibition will take place in Niigata.



### Impact

By providing reliable, heavy-duty vehicles for snow removal, UD Trucks helps keep transportation and logistics running smoothly, and reduce disruptions caused by extreme weather. This not only supports efficient operations but also enhances customer satisfaction on timely deliveries and consistent service even in challenging conditions.



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## VOIS – forum to enhance the D&I

VOIS (Volvo Group and Isuzu Group), is an initiative within the Volvo/Isuzu Strategic Alliance to advance activities such as D&I, with VOIS acting as the bridge between the companies to share best practices.

Started in 2022 and become a regular events with a good traction from the colleagues across the world from Isuzu Group and Volvo Group.

Discussions highlighted the value of cultural intelligence, cross-cultural collaboration, and the need for future leaders to embrace adaptability and inclusivity. Executives emphasized the role of D&I in driving business forward by leveraging diverse perspectives and fostering trust across teams.

### Impact

VOIS encouraged leaders to create workplaces that are inclusive, adaptable, and engaging for employees from all backgrounds.

By promoting on trust, cultural intelligence, and open communication, VOIS builds supportive environments where everyone feels respected and valued, improving collaboration and job satisfaction across generations and cultures.



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## Oya World Café: UD colleagues connect with elementary school students

On February 8, ten UD Trucks colleagues from seven countries participated in the "Oya World Café 2024" at Oya Elementary School in Ageo City, aimed at enhancing children's English communication skills.

Over 100 fifth graders engaged with UD representatives at country-themed tables, learning about food, culture, and traditions through photos and objects.

The event inspired students' curiosity about the world and aspirations to travel, while teachers praised UD Trucks for its diversity and contribution to global education. UD Trucks plans to continue fostering ties with local communities and supporting global learning initiatives for the next generation.

### Impact

UD Trucks helps students practice English and learn about different cultures. This event shows our commitment to diversity and community engagement. It also builds stronger connections with local communities and supports social development.

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## UD Trucks commended by Saitama Prefecture for excellent safety record

On March 8, 2024, UD Trucks was commended by the Saitama Labor Bureau for achieving 7 million hours without any occupational accidents involving fatalities or lost time injuries in Japan, earning the "Zero Accident Record Certificate" (Class 1) from the Ministry of Health, Labour and Welfare.

This milestone was reached between December 10, 2021, and September 23, 2023. Health & Safety Manager Mamoru Sato emphasized the importance of communication among managers and supervisors to ensure safe operations, supported by UD Trucks' "green cards" safety system.

The company now aims for 10.5 million accident-free hours (Class 2).



### Impact

Reaching 7 million accident-free hours shows UD Trucks' commitment to 'Better for People' by putting employee safety first. With strong safety protocols, clear communication, and 'green cards' for safety checks, UD Trucks ensures a safe work environment that protects employees from harm.



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## UD Trucks Ageo Stadium marks 65th Ageo City anniversary with baseball game

On Sunday, March 24, 2024, Ageo City's 65th anniversary was celebrated at UD Trucks Ageo Stadium, where a new full-color LED scoreboard was unveiled, followed by a minor league baseball game between the Saitama Musashi Heat Bears and Tochigi Golden Braves.

The event, which offered free admission, has invited the mayor of Ageo City to throw the first pitch and UD Trucks President Kouji Maruyama as the batter.

Attendees have enjoyed UD merchandise, explore the heavy-duty Quon truck, and take advantage of shuttle buses and food trucks on site. All colleagues and their families are invited.

### Impact

The event at UD Trucks Ageo Stadium supports 'Better for People' by connecting UD Trucks with its employees and the local community.

It promotes well-being, community spirit, and company pride.

# Sustainability activities For the People

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## UD Trucks on an eventful International Women's Day 2024

On March 8, 2024, UD Trucks held global events to celebrate International Women's Day (IWD) with the theme #InspireInclusion. In Japan, a morning workshop focused on creating female-friendly workplaces, addressing topics like menopause, gender equity, and women's career development.

The main global event featured guest speaker Corinne Johnson, who shared her personal journey on gender equity.

Across UD Trucks locations, various activities raised awareness, such as workshops, reading salons, and creative competitions. The events emphasized the importance of diversity and inclusion in the workplace, with a commitment to fostering gender equality and empowering women.

## Impact

The International Women's Day 2024 promotes an inclusive and supportive work environment and supports UD Trucks' 'Better for People' goal. UD Trucks' focus on diversity and inclusion helps build a stronger, more equitable workplace for all.

**UD SPEAKERS:**

**JANET FROST**  
HR DIRECTOR - SA

**KOICHI ITO**  
CHAIRMAN

**GUEST SPEAKER:**

**CORINNE JOHNSON**  
ADVISOR SHIMIZU CORP

**INTERNATIONAL WOMEN'S DAY 2024**  
2024年国際女性デー

Gender equity is essential to our success, join this event & show your support  
私たちの成功にとって、ジェンダーの公平は不可欠です。このイベントに参加して、あなたのサポートを示しましょう。

**When?** いつ  
16:00 JST, 8th March, 2024

**Location** 所在地  
Auditorium + MS Teams

**Contact us** お問い合わせ  
learning@udtrucks.com

**UD TRUCKS**

**LET'S CHALLENGE FOR BETTER LIFE**

# Sustainability activities For the People

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## Bangkok Plant sets another safety record of 800 days NO LTA

The Bangkok Plant achieved an impressive milestone of 800 days without any lost-time accidents (LTA) as of December 24, 2023, marking a first in the plant's history.

This success is attributed to a strong safety culture, proactive risk management, and the "safety starts with me" attitude embraced by all employees.

Regular morning talks, a "Safety Influencer" campaign, and cross-functional teamwork have reinforced a commitment to safety. Leadership praised the team for following safety standards, which have made the workplace safer and healthier, and committed to maintaining these high standards.

## Impact

UD Trucks Bangkok Plant's achievement of 800 days without lost-time accidents (LTA) shows our commitment to a safer, healthier work environment. A strong focus on risk management and safety protects safety and health of our employees.

**SAFETY STARTS WITH ME**

No LTA 1,000 DAYS  
As of 27 Jan, 25

No LTA 1,000 DAYS  
As of 11 Jul, 24

No LTA 800 DAYS  
As of 24 Dec, 23

**Sawika Kaewsai**  
Director – Warehouse Operations

*"While working with equipment or machines, there is a risk of causing an accident during operations at any time. Therefore, we must adhere to operational standards and be aware of safety precautions as possible. This is important to ensure zero losses during operations."*

**Suwit Suwanrunroj**  
Sr. Engineering Manager  
CAB MED

*"Do it the safe way. Do it the right way. Do it everyday. Let's work together to make a safe workplace for all."*



# Sustainability activities For the People

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## UD Trucks MEENA holds road safety and driver competency initiative

UD Trucks, in collaboration with partner Al Masood, recently conducted the Driver Guard training event for 40 drivers in Abu Dhabi, which focused on enhancing safe driving skills through both classroom and hands-on sessions.

Under the leadership of Ashley D'Souza, the classroom sessions provided valuable coverage of training topics, including vehicle maintenance, safety protocols, and effective driving techniques. Participants expressed their appreciation for the knowledge gained and acknowledged areas where they could further improve their driving skills.

This training initiative shows UD Trucks and Al Masood's commitment to safer driving in the Middle East and improving commercial drivers' skills. Future training programs are also planned.

### Impact

Participants recognized their driving weaknesses and expressed a desire to improve their performance. This initiative benefits both individual drivers and the transportation industry and shows UD Trucks' dedication to improving lives in the region.



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## UD Trucks Thailand supports drivers with eye exam campaign

From June 22 to 23, UD Trucks Thailand launched the 'UD We Care for Your Eyes' initiative at its Nakhon Ratchasima dealership, offering free eye exams to 60 participants, predominantly truck drivers.

This inaugural event aimed to raise awareness about vision health, with exams conducted by a specialist checking for short-sightedness, far-sightedness, and blurred vision. Participants also received giveaways, including UD-branded sunglasses and snacks.

A local driver, Mr. Sompot Komsungnoen, has expressed gratitude for the initiative, noting its importance for those with long shifts. Narissara Kumkhainum, GM of Marketing and Communication, emphasized the goal of improving drivers' health and shared plans to expand the initiative to more dealers due to positive feedback.

### Impact

The 'UD We Care for Your Eyes' initiative made a big impact by offering eye care services that are often neglected due to busy work schedules. By providing free eye exams, UD Trucks Thailand addressed the health needs of truck drivers and raised awareness about vision health during operation.



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## Impact

UD Trucks' CSR initiative gives children in orphanages learning experiences and creates cross-cultural friendships. With road safety activities and virtual wildlife interactions, the program encourages empathy, awareness, and important life skills while building a sense of community.

## UD Trucks Singapore drives road safety awareness for disadvantaged children

On November 23, UD Trucks Singapore partnered with the Singapore Zoo to host a hybrid CSR event for children from orphanages in Malaysia, Japan, and the Philippines.

The event included a road safety session where children learned about truck blind spots through interactive activities with heavy-duty trucks, followed by a virtual tour of the Singapore Zoo to observe animals and their habitats.

The awareness event ended with a pen-pal program to promote cross-cultural understanding and friendship among the children. UD Trucks colleagues were excited about its potential to enrich young minds, build lasting connections, and emphasized the importance of empathy and cultural appreciation through letter exchanges.



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## Impact

UD Trucks is dedicated to creating an inclusive workplace for individuals with disabilities by employing around 120 colleagues and implementing initiatives like sign language training and environmental adaptations. By embracing a social model of disability, UD Trucks aims to remove barriers and create a supportive environment where everyone can thrive.

## UD Trucks International Day of Persons with Disabilities

On December 3, the International Day of Persons with Disabilities, UD Trucks reflected on ways to create a more inclusive workplace and highlighted its ongoing efforts. The social model of disability, which places responsibility on society to remove barriers, is central to UD Trucks' approach.

The company employs around 120 colleagues with disabilities in Japan and has implemented initiatives like sign language learning sessions, workplace adaptations, and offering support tools for deaf employees.

UD Trucks aims to foster a diverse, inclusive environment and continue improving conditions for employees with disabilities, aligning with societal expectations and upcoming legal changes in Japan.

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## Impact

UD Trucks actively promotes a better life and enhances community well-being through initiatives like the Ageo City Half Marathon, fostering teamwork and a sense of belonging among employees and their families. By encouraging participation in community events, UD Trucks strengthens bonds within the company while also contributing to a healthier lifestyle.

## Ageo City Half Marathon 2023 - UD goes the extra mile!

On November 19th, over 120 UD Trucks employees and their families participated in the Ageo City Half Marathon, marking the company's ninth year as a sponsor of this popular event, which featured 3km, 5km, and 21km races with over 7,000 total runners.

ELT members joined to cheer on participants alongside the local community. This event aligns with UD Trucks' brand promise, "Going the Extra Mile," which reflects the dedication and determination required in both running and our commitment to fuel efficiency and uptime.

Congratulations to all participants, and UD Trucks looks forward to seeing even more colleagues at next year's marathon!

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## Impact

The Quality Carnival at the UD Trucks Pretoria Plant enhanced employee engagement and collaboration, and promotes a culture of continuous improvement and accountability. By providing various interactive activities and competitions, it empowered employees to develop their skills, share knowledge, and take pride in their work, ultimately fostering a supportive workplace environment.

## UD Pretoria Plant Quality Carnival promotes zero-defect mindset

From July to November 2023, the UD Trucks Pretoria Plant in South Africa hosted its Quality Carnival, which aimed to create a zero-defect mindset through a series of engaging events.

The carnival began in July with a quiz competition to promote learning, followed by an awareness session called Quality Microscope in August that emphasized the importance of getting things right the first time. In September, a Root Cause Analysis Quiz helped employees develop problem-solving skills, and October featured a TIMWOODS proposal competition focused on waste reduction.

In November, the event ended with a Poster and Slogan Campaign for Quality Month, where employees shared logos and slogans to express their commitment to quality and were recognized for their efforts.



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## UD Trucks South Africa receives prestigious award for women empowerment

On October 13, UD Trucks Southern Africa received recognition at the NAAMSA Annual Accelerator Awards in Johannesburg for its commitment to promoting women and youth empowerment in the automotive industry.

The awards celebrate top-performing brands across various segments and categories, and UD Trucks was acknowledged for its Ultimate Women program, which aims to reshape the perception of women in the male-dominated transport sector.

By partnering with the Commercial Transport Academy (CTA), UD Trucks Southern Africa is sponsoring women to participate in truck driver training programs. This shows our dedication to driving socio-economic transformation in South Africa, as emphasized by Managing Director Filip Van den Heede and Director of Human Resources Janet Frost.



### Impact

UD Trucks Southern Africa's initiatives significantly empower women and youth in the historically male-dominated transport sector. This supports the broader equality movement in South Africa by ensuring women and youth have equal opportunities in this important industry. Such equality promotes gender equality and economic independence.

# Sustainability activities **For the People**

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## Bangalore Purchasing team hosts supplier coaching event

On September 15, the Bangalore Purchasing team hosted a successful supplier coaching event attended by approximately 70 participants, including over 50 UD Trucks suppliers.

The event included presentations and workshops focused on improving supplier quality and performance, in order to promote a zero-defect mindset with a four-step process: meeting standards, not passing defects, not creating defects, and preventing defects.

Topics included Japanese quality practices, problem-solving strategies, and data-driven improvements, with suppliers like JK Fenner sharing best practices for upskilling human resources to tackle industry challenges. Attendees gave overwhelmingly positive feedback, reinforcing UD Trucks' commitment to strong quality management and customer focus.



### Impact

The supplier coaching event in Bangalore provided a collaborative platform which empowered suppliers to enhance their quality management practices. It directly benefits their workforce and ultimately leading to better products for customers. This initiative not only strengthened relationships with suppliers but also contributed to a culture of continuous improvement that prioritizes employee development and customer satisfaction.

# Sustainability activities **For the People**

Our purpose is to improve the quality of life for people around the world by providing safe, reliable, and efficient transport solutions that connect communities, enable trade, and support economic growth. We are dedicated to creating a better life for all, including our customers, employees, partners, and society at large.

## UD Trucks Singapore Family Day promotes fun and unity

On June 24, UD Trucks Singapore held a successful Family Day at the SAFRA recreational center, with 104 employees and their families enjoying a fun-filled day, especially in a bowling tournament.

The event also included an interactive booth from the IT department to raise cybercrime awareness and provide attendees with key tips for online safety.

This initiative demonstrates UD Trucks' commitment to improving the well-being of employees and their families, promoting unity and teamwork for a positive work environment.



### Impact

UD Trucks Singapore's Family Day event positively impacted employees and their families by building a sense of community. Activities like the bowling tournament also encouraged teamwork and strengthened relationships among colleagues.



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## UD Trucks LGBTQ+ Ally in the workplace

In the final article celebrating Pride Month, the focus is on how individuals can become supportive allies for LGBTQ+ colleagues and create an inclusive workplace.

Being an ally involves actively understanding and supporting LGBTQ+ individuals, which has been shown to enhance psychological safety in the workplace. To foster an inclusive environment, allies can express their support through diversity-conscious behaviours, such as using gender-neutral language, addressing jokes or prejudices against the LGBTQ+ community, increasing their knowledge about LGBTQ+ issues, and using rainbow-themed items to symbolize their allyship.

Additionally, allies are encouraged to report any harassment they witness to management or HR, further promoting a safe and respectful atmosphere for all employees.

### Impact

The initiative encourages individuals to actively support LGBTQ+ colleagues, fostering a more inclusive and psychologically safe work environment. By promoting allyship and addressing prejudices, employees can contribute to a culture of respect and acceptance, which benefits everyone in the workplace.



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## **UD Trucks connects with children in need in Malaysia**

On May 30, UD Trucks Malaysia organized a charity event at Rumah K.I.D.S, a home for abused, neglected, and orphaned children, to support their mission of providing care and education.

The event, themed 'Sharing is Caring,' included the donation of 10 laptops, clothing, toys, and groceries, as well as engaging activities such as word puzzles, coloring competitions, and road safety awareness sessions for 30 children.

During the event, Steve Hedouin, Managing Director of UD Trucks Hub Malaysia, has highlighted the company's commitment to improving lives through education and positive experiences. David Nathan, Senior Manager of Rumah K.I.D.S, thanked them for their support and emphasized how education helps the children lead productive lives.

### **Impact**

UD Trucks Malaysia promotes digital literacy, helping the next generation in our society engage with technology in environmentally responsible ways. These efforts reflect our commitment to sustainability and community responsibility.



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## 60 UD Trucks India colleagues run extra mile in Bangalore 10K and 5K races

On May 21, 60 UD Trucks India employees took part in the TCS World 10K Bengaluru 2023, which demonstrates our commitment to health and fitness. This popular event, held since 2008, attracted around 27,000 participants, including elite international runners, and featured races of various distances.

UD colleagues took advantage of this branding opportunity, proudly wearing UD logo T-shirts and displaying banners. Among the participants, Mamta Rawat finished fourth in the under-30 female open category, completing the 10K run in an impressive 47 minutes and 5 seconds, ranking 34th among nearly 3,000 female runners.

Both Mamta and Sriram Iyer, Group Manager of Product Quality, have expressed pride and excitement about the event. This shows shared camaraderie and motivation among our colleagues.

### Impact

The participation of UD Trucks India colleagues in the TCS World 10K Bengaluru 2023 strengthen brand appearance, sense of community and promoting health and fitness of our employees.





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## Impact

The cycling event organized by OCBC Bank gave UD Trucks Singapore employees and their families a chance to stay active while supporting cancer research.

It strengthened team building to boosted workplace morale and well-being of our employees, while contributing to donations to the vulnerable groups in the society.

## UD Trucks Singapore cycles the extra mile

On May 7, UD Trucks Singapore participated in a cycling adventure organized by OCBC Bank, which featured 20km and 40km challenges, with entry fees supporting cancer research.

Being our second consecutive year of participation, over 20 colleagues and their families joined the event. The 20km route passes Singapore's iconic landmarks, including the Benjamin Shears Bridge and Gardens by the Bay, and finished at the National Stadium. UD Trucks encourages a vibrant lifestyle through such initiatives, allowing participants to enjoy a manageable yet challenging course, and to promote a Better Life,

Despite rain forecast, the UD Trucks team, dressed in vibrant T-shirts. Despite the rain forecast, our team stayed determined and completed the 20km ride in 2.5 hours with strong team spirit.

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## Impact

UD Trucks Thailand and Tak dealership's initiative gives students hands-on experience and knowledge about the trucking industry, improving their vocational training.

The program prepares students for careers as mechanics and technicians by linking education with practical skills.

## UD Trucks Thailand passes on vehicle knowhow to 60 vocational students

UD Trucks Thailand, in collaboration with the Northern Thailand dealer Tak, hosted a one-day session for 60 vocational students from Rajamangala University of Technology Lanna to provide them insights into the operations of UD Trucks and safety features.

The event offers opportunities for students to have practical experiences, such as test-driving a UD vehicle in a controlled environment. By doing this, we aim to cultivate interest in careers within the trucking industry and support the development of future mechanics and technicians.

The Tak dealership manager have made a speech about the importance of this hands-on training for final-year students and encouraged them to consider a future in the industry. We have also celebrated the dealership's achievements, including the "Happy Customer Award 2022."

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## Impact

UD Trucks Astra Motor Indonesia's initiative to support 1,000 truck drivers during Ramadan shows our commitment to valuing and prioritizing the well-being of truck drivers. It helps us to collaborate with and draw social awareness on the skilled truck drivers in maintaining safer roads and successful logistics across Indonesia.

## UD Trucks Indonesia shows its appreciation to 1000 truck drivers

During the Ramadan fasting period from April 12-19, UD Trucks Astra Motor Indonesia (UDAMI) expressed gratitude to 1,000 dedicated truck drivers across Java, Sumatra, and Kalimantan by giving away equipment such as sarongs, towels, shirts, and hats, along with safe driving tips.

This initiative has started in 2018. It aims to support drivers during the busy delivery season and raise safety awareness amid a rise in traffic accidents in Indonesia.

Toshihiko Odawara, President Director of UDAMI, emphasized the importance of appreciating truck drivers' efforts and ensuring their safety, especially as they strive to celebrate Eid al-Fitr with their families. We also engage in ongoing driver training and competitions to support the crucial role of truck drivers in Indonesia's logistics sector.



# Sustainability activities For the Growth

Our purpose is to contribute to sustainable economic growth by providing the trucks and services that meet the changing needs of society. We aim to be a growth enabler, driving innovation, creating value, and supporting the development of our industry and the communities we serve.

## UD marks 39 years of collaboration with Gaya Motor in Indonesia

UD Trucks Indonesia celebrated 39 years of collaboration with PT Gaya Motor on December 22, 2023, marking the conclusion of their partnership as production transitions to the Isuzu Karawang Plant (IKP) under Isuzu Group's strategic decision.

The event gathered Gaya Motor management, current and former employees, and honored contributions from Nissan Diesel Japan engineers who are devoted in production milestones since 1984.

President Director Toshihiko Odawara praised the production of 76,000 trucks at Gaya Motor, and the lasting impact of the partnership on UD Trucks' history.

### Impact

The strategic shift to the Isuzu Karawang Plant will help us to further optimize growth by streamlining production under Isuzu Group, positioning UD Trucks for continued success and expansion in the region.



# Sustainability activities For the Growth

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## UD Trucks MEENA awarded Outstanding Manufacturer of the Year

UD Trucks MEENA was named Overall Manufacturer of the Year at the Truck and Fleet 2024 Awards in Dubai. The award recognized our excellence in truck and fleet management.

Managing Director Mourad Hedna accepted the award. In the speech, he has highlighted our commitment to innovative solutions that enhance performance, fuel efficiency, driver safety, and sustainability.

This award recognized UD Trucks' position as a leader in the commercial vehicle industry, and has reflected our long-standing dedication to quality, durability, and environmental responsibility in the Middle East region.



### Impact

This recognition boosts UD Trucks' reputation, strengthens customer trust, and opens new business opportunities, which are keys in growth and expansion in the Middle East and beyond.

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## Impact

The joint Customer Center (CC) opened by UD Trucks and Isuzu Motors in Nagano Prefecture enhances operation efficiency in customer service, and drives business growth. By leveraging over 400 service locations in Japan, the collaboration helps UD Trucks and Isuzu to meet evolving market needs and to increase competitiveness in the commercial vehicle sector.

## UD Trucks and Isuzu open joint CC in Nagano

On December 19, UD Trucks and Isuzu Motors opened a joint Customer Center (CC) in the Minami-Shinshu region of Nagano Prefecture, which will house the relocated Iida Service Center jointly operated by Isuzu Chubu Motors Limited.

The CC is located near the Matsukawa Interchange on the Chuo Expressway, and it will provide convenient maintenance services for both Isuzu and UD vehicles.

The facility includes sustainable features like LED lighting, a bio-based wastewater treatment system, recycled materials, heat-reflective roofing, and improved conditions for mechanics.

The center also provides charging facilities for battery-electric vehicles (BEVs) to support its sustainability efforts. As part of a service network with over 400 locations in Japan, the center is dedicated to maximizing customer satisfaction and uptime.



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## UD Trucks Partner Conference

"The UD Partner Conference (UDPC) had 15 speakers, including UD executives, partners, and Isuzu Group President Shinsuke Minami, who shared insights on business strategies. Jacques Michel, SVP of International Sales, stressed the importance of understanding partner needs, while UD Trucks Chairman Koichi Ito encouraged ongoing collaboration to improve customer value.

The event concluded with the UD Awards Dinner, where Volvo Group Australia was named Partner of the Year for outstanding performance.

After the conference, partners attended JMS 2023, showcasing UD Trucks vehicles like the popular Quester model, and participated in test drives at the UD Experience Center, exploring the future at the UD Design Studio.

### Impact

The UD Partner Conference enabled stakeholders to network and exchange knowledge, and to strengthen networking & partnerships for business growth. The event promoted collaboration and encouraged market expansion by showing innovative strategies and recognizing top performers.

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## UD and Isuzu launch joint warehousing and parts delivery operation

On November 30, UD Trucks and Isuzu launched their joint warehousing and parts delivery operation at the Tohoku Parts Center in Kitakami City, Iwate.

The event celebrated the first joint delivery truck and included a flower presentation from Isuzu Group executives to partner companies for their support. The new center will improve aftermarket parts delivery for 18 UD Trucks and 48 Isuzu Customer Centers, and allow two daily deliveries instead of one.

This enhancement will increase parts availability, help inventory management and reducing carbon footprint. Executives expressed confidence in the initiative's success and its potential for nationwide expansion.

### Impact

The joint warehousing and parts delivery operation between UD Trucks and Isuzu aims to enhance growth by doubling delivery frequency, improve parts availability, and reduce inventory levels. This collaboration not only optimizes logistics and operational efficiency but also helps both companies to better respond to customer needs and market demands.

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## **Bangalore commemorates 10 years of Quester and 25 years as a site**

On October 6, over 300 UD Trucks India colleagues, along with visiting ELT members and special guests, gathered at the Hosakote.

Development Center in Bangalore to celebrate the 10th anniversary of the Quester truck and the 25th anniversary of the site.

The celebration included various activities and an awards ceremony honoring tenured colleagues with over 20 years of service, along with a dialogue session that emphasized the team's role in the company's transformational journey ahead.

### **Impact**

The 10th anniversary of the Quester and the 25th anniversary of the Hosakote Development Center underlined UD Trucks India's commitment to growth and innovation. These milestones reflect achievements in localization, a stronger presence in the heavy-duty truck market, and pave the way for future growth through continued product and technology development.





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## Isuzu and UDT announce jointly developed vehicles

On March 29, Isuzu Motors and UD Trucks held a press conference at the Ageo Auditorium to unveil their new GIGA and Quon heavy-duty tractors for the Japanese market.

This marks the first products developed together since UD Trucks joined the Isuzu Group in April 2021.

Set to launch on April 4, the models aim to tackle logistics challenges.

### Impact

Isuzu Motors and UDT are collaborating on the new GIGA and Quon heavy-duty tractors to boost growth in the transportation sector. By combining our expertise and resources, we aim to develop innovative solutions to tackle challenges like driver shortages and enhance working conditions.



Isuzu's Director, Shinsuke Minami, highlighted the importance of collaboration, while UD Trucks' Douglas Nakano celebrated their return to the 6×4 tractor segment after 13 years.

The joint effort focuses on enhancing load capacity, drivability, and safety, ultimately improving driver conditions and addressing industry driver shortages.

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## JMS 2023 - Isuzu and UD Trucks joint booth

On October 25, the Japan Mobility Show 2023 (JMS 2023) Press Day took place. The event changed its name from the Tokyo Motor Show to attract broader participation, with nearly 500 exhibitors attending.

The Isuzu Group booth, a joint effort by Isuzu and UD Trucks, has themed with 'Discover a future you can't wait to navigate' and the tagline 'Innovation for You - Accelerate the Future of Transport.' The booth highlighted three innovation categories under 'INNOVATION FOR LIFE'.

During the press event, the leaders of Isuzu and UD Trucks emphasized their commitment to addressing industry challenges and working together to create an exciting future of transport.

## Impact

The Japan Mobility Show 2023 demonstrated the strong partnership between Isuzu and UD Trucks. Our focus on innovation and sustainable transportation solutions aims to enhance our competitive edge in the market.



For more information about UD Trucks, please refer to the following websites:

- Global website: <https://www.udtrucks.com/>
- Facebook: <https://www.facebook.com/UDTrucksJP>
- YouTube: <https://www.youtube.com/user/udtrucksvideos>



# About UD Trucks Corporation

Since its founding in 1935, UD Trucks has been a key player in Japan's transport and logistics industry as a commercial truck manufacturer.

The Company currently provides high-performance trucks and services in response to the needs of customers in roughly 59 countries worldwide.

## History

Decade	History of the company	Technical development and product launches
1930	1935 Originally established as Nihon Diesel Industries, Ltd., in the city of Kawaguchi, Saitama Prefecture	1938 First diesel engine 1939 First diesel truck
1940	1942 Renamed as Kanega-Fuchi Diesel Co., Ltd. 1946 Renamed as Minsei Sangyo Co., Ltd.	
1950	1950 Renamed as Minsei Diesel Co., Ltd.	1955 Proprietary UD Engine, a powerful lightweight diesel engine 1958 6TW model truck, the first in Japan with a load capacity exceeding 10 tons
1960	1960 Renamed as Nissan Diesel Motor Co., Ltd. 1962 Commenced operations of the Ageo Plant	
1970		1975 Condor medium-duty truck
1990		1990 Big Thumb heavy-duty truck
2000	2007 Joined the Volvo Group	2004 Quon flagship heavy-duty truck
2010	2010 Renamed as UD Trucks Corporation	2013 Quester heavy-duty truck for emerging markets 2014 Kazet light-duty truck 2017 New Quon and Condor truck models Croner medium-duty truck and Kuzer light-duty truck for emerging markets
2020	2021 Joined the Isuzu Group	

## Company overview (as of April 1, 2023)

<b>Company name</b>	<b>UD Trucks Corporation</b>
<b>Date of foundation</b>	December 1, 1935
<b>Head office address</b>	1-1, Ageo-shi, Saitama 362-8523, Japan
<b>Capital</b>	77.5 billion yen
<b>Number of employees</b>	6,203 employees (Japan) 2,130 employees (Overseas)
<b>Main business</b>	<p><b>Japanese business</b> Development, manufacture, export, and sales of heavy-duty trucks; sales of medium- and light-duty trucks; manufacture and sales of vehicle components; maintenance and sales of service parts for trucks and buses; import and sales of Volvo brand products.</p> <p><b>Businesses outside of Japan</b> Development, manufacture, and sales of heavy-, medium-, and light-duty trucks for growth markets; manufacture and sales of vehicle components; maintenance and sales of service parts for trucks and buses</p>
<b>Operations in Japan</b>	Headquarters and Ageo Plant; Gunma, Hokkaido, Sanyo, and Kyushu parts distribution centers; Volvo Penta Office
<b>Subsidiaries in Japan</b>	New-Mech Co., Ltd
<b>Operations outside of Japan</b>	UD Trucks Singapore Office; UD Trucks Thailand, UD Trucks Malaysia, UD Trucks Middle East / North Africa, UD Trucks Southern Africa, UD Trucks Latin America, UD Trucks North America, UD Trucks India, Thailand Plant, South Africa Plant, Singapore parts center, South Africa parts center, Middle East parts center (in Dubai)



