



LET'S MAKE A DIFFERENCE

**CORPORATE SOCIAL
RESPONSIBILITY**

Corporate Social Responsibility (CSR)



Service camps

Customer satisfaction is the company's top priority. Total Support to customers is provided by reaching Hino customers through country-wide Service Camps. During the year, HPML team successfully inspected 822 vehicles by conducting 18 service camps in different cities across the Pakistan. These camps provide opportunity to get free of cost inspection.

Eco-Drive Seminar 2018-19

HPML conducts Eco-Driving trainings for its customers throughout the country in order to support safe and economical driving. During the year, 18 Eco Drive Seminars were conducted for Hino customers at different parts of the country. Total 304 drivers and technical staffs joined these special training programs. Special training sessions conducted during the year for the drivers and technical staff of PEPSI and Pakistan Army.

Skill Contest 2018-19

To enhance skill level and motivate Dealer Technical Staff, HPML conduct Skill Contest for their Dealers country wide on regular basis. In December 2018, HPML conducted 3S Skill Contests at Karachi in which total 29 staff members of dealership network participated.

Vendor's Convention 2018-19

HPML Vendors' Convention was held on December 3, 2018 at PC Hotel, Karachi to appreciate the outstanding vendors on

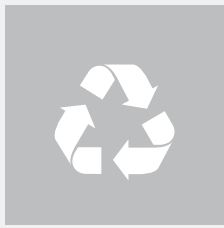
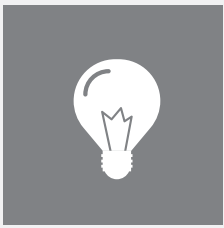
quality, cost, delivery and overall performance through distribution of awards. The chief guest on the occasion was Chairman PAAPAM. The overall theme of the event was also set as "Achieving Global Standards" to stress the importance of subject for continuity and sustainability of both HPML and its vendors' business.

Internal and External Audits of QMS ISO 9001:2008

Second Surveillance Audit of QMS against ISO 9001:2008 standards was conducted in February, 2018 and the registrar Bureau Veritas Certification confirmed their satisfaction in compliance with the requirement of the standards and recommended HPML for the continuation of certification. A comprehensive internal audit against ISO 9001:2008 standards was also conducted prior to the external audit.

Internship Programs and scholarships 2018-19

HPML provides Summer and Winter internship programs every year. This year 173 interns were inducted on various technical and non-technical projects throughout the company. Apart from this, 750 students and teachers belonging to various academic institutions of Pakistan visited Hinopak's assembly and manufacturing facilities. Furthermore, for technical education, need-merit based scholarships have been provided to 10 engineering students of N.E.D. University.



The purpose of such programs is to contribute to the society for the human development through information sharing and to provide the students feel of practical working environment.

Hinopak won 1st Prize in 68th Pakistan Horticulture Competition 2019

Hinopak participates actively in the horticultural activities and our horticultural team ensures that our gardens are well maintained and ready before spring season. This year Hinopak won 1st prize in the office industrial garden competition which was organized by Horticulture Society of Pakistan in February, 2019.

14th EFP Best Practices Award on Occupational Health and Safety 2019 (OSH)

In continuation of maintaining standards with zeal and hard work, once again Hinopak received 1st prize for Best Practices in Occupational Health & Safety in Automotive Sector from Federal Minister of Education during 14th EFP awards ceremony.

Merit-based Scholarships to 174 Workers' Children

Scholarships encourage students to learn more with dedication and hard work. This is consecutive eighth year that Hinopak has awarded merit based scholarships to 174 workers' children. This aims at recognizing academic merit of the workers' children as well

as for their future academic encouragement.

Strengthening Labour Management Relationship

Literacy is very important for development, personal growth and culture. For the same purpose, Hinopak continued to encourage computer literacy amongst workers and their children by distributing nine laptops amongst permanent workers through lucky draw.

9th Hinopak Inter-Department Hardball Cricket Tournament 2019

This year HPML arranged 9th HPML Inter-Department Hardball Cricket Tournament. All teams made great efforts to win. The winner was Hino Green Dolphin from Chassis Assembly Plant and runner up team was Finance Eagles.

Monthly donations to "Dar ul Sukun"

Special and disabled people are also a part of our society who should be taken care of. This year HPML management visited "Dar ul Sukun" (home for mentally & physically disabled people) and supported them in bearing monthly medical expense coverage throughout the year.