Yamato Holdings Co., Ltd.

● For more information about this report, please feel free to contact us. ●

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Yamato Group Corporate Social Responsibility Report 2016

We are committed to becoming a company most loved and trusted by society

Yamato Holdings Co., Ltd

We are committed to becoming a company most loved and trusted by society

It is our goal to become "a company most loved and trusted by society" as "Asia's No. 1 solution provider in distribution and lifestyle support" by 2019 when we will celebrate our 100th anniversary.
This report introduces our efforts as a company that forms an important part of social infrastructure.

Table of Contents

Yamato Group's CSR ····· 3

Feature Articles

1 Supporting people's daily lives using community hubs ····· 5

2 Watching over the elderly with our TA-Q-BIN network ····· 9

3 Revitalizing local economies by expanding sales channel with International Cool TA-Q-BIN ····· 11

Safety

- Formulation of safety plans ····· 14
- Training of sales drivers ····· 14
- Promotion of safety awareness among employees ····· 15
- Maintenance of equipment and safety systems ····· 16
- Overseas rollout of measures to assure safety ····· 16

Environment

- Eco in transport ····· 18
- Eco in facilities ····· 19
- Eco in products ····· 19
- Eco with local communities ····· 20

Society

- Efforts for customers ····· 22
- Efforts for partners ····· 22
- Efforts for shareholders and investors ··· 22
- Efforts for communities ····· 23
- Efforts for employees ····· 24

Overview of the Yamato Group ··· 25
TA-Q-BIN Turns 40 in 2016 ····· 29

Yamato Holdings' corporate website features a wide range of data and videos about the Yamato Group's various CSR activities. Please visit our website to learn more.

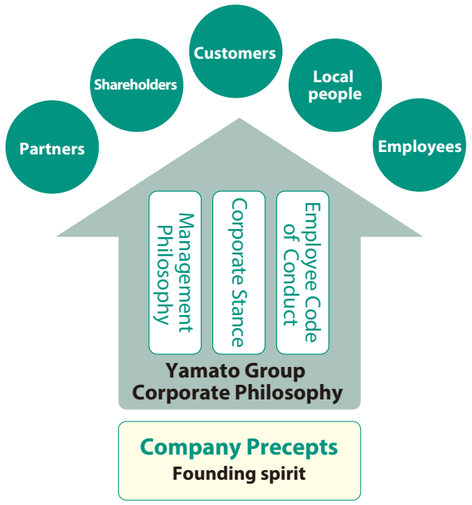
Yamato Group's CSR

Yamato Group aspires to be a company that grows in a sustainable manner together with our society and that provides employees with a sense of pride in their work. We share our corporate philosophy among all Yamato Group employees in order to further advance our CSR activities. Over the years, we have pursued continual innovation to solve social issues and provide all around the world with novel services that create new value.

These efforts will help us to develop trust with stakeholders and meet their expectations.

▼ Yamato Group Corporate Philosophy

Structural Diagram of the Yamato Group Corporate Philosophy



Company Precepts

1. We 'all' represent the company
2. We deliver with a personal touch
3. We work with gratitude and politeness

Management Philosophy

Yamato Group helps to enrich our society by enhancing its TA-Q-BIN network as social infrastructure, creating more convenient services for comfortable lifestyles, and developing innovative logistics systems.

Corporate Stance

1. Pursuit of customer satisfaction
2. Respect for human life
3. Pleasure of work
4. Adherence to laws and fair practices
5. A corporation trusted by the local community
6. Promoting environmental protection
7. Protection of personal information
8. Communication and mutual benefits
9. Disclosure of corporate data and accountability practices
10. Response to allegations of corporate misconduct

Employee Code of Conduct

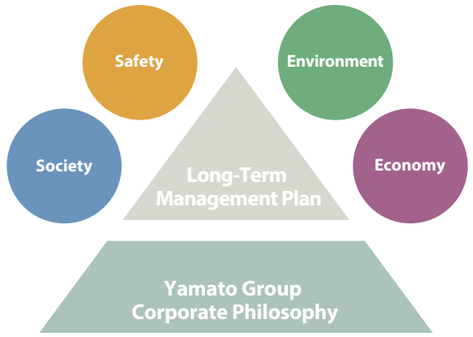
1. Our role as a member of society
2. Action based on laws and ethics
3. Strict observation of workplace rules
4. Creation of a work environment that respects human character
5. Maintaining favorable relations with business partners
6. Providing the best possible service to customers

We are committed to fulfilling our responsibilities in the four areas of safety, environment, society and economy

Yamato Group's CSR activities are deployed with a focus on safety, environment, society and economy, in accordance with the Yamato Group Corporate Philosophy.

We have established the strengthening of governance and promotion of CSR in the current long-term management plan "DAN-TOTSU Management Plan 2019." Efforts to continually build a sound corporate culture will contribute to business activities that comply with laws and align with social norms. In turn this will make it possible for the entire Yamato Group to continue operations indefinitely into the future.

▼ Yamato Group's CSR

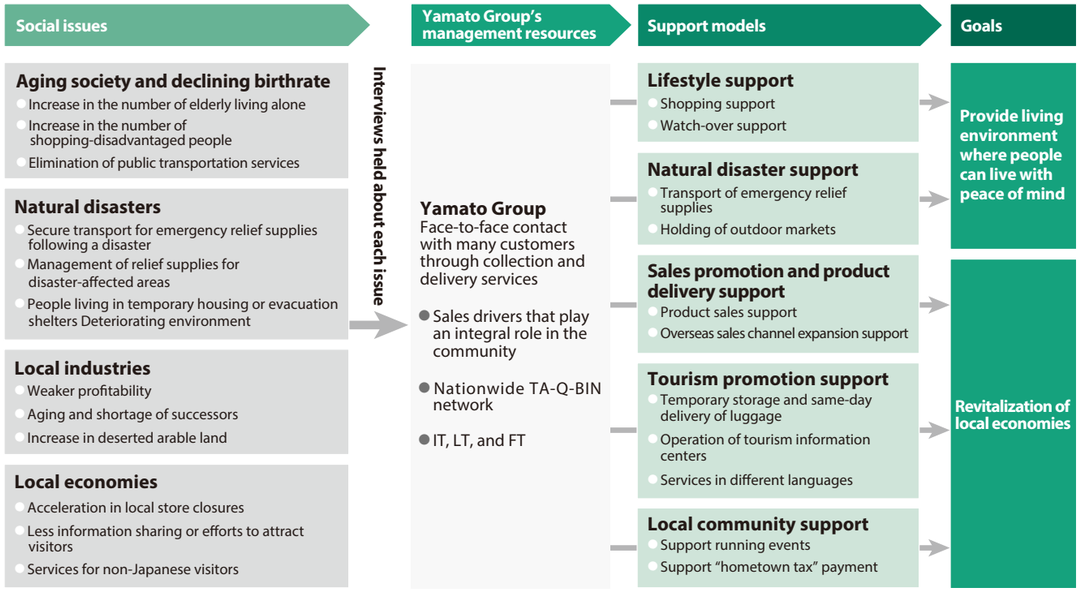


We are committed to working with local governments and other institutions to resolve social issues using the approach of CSV

Since launching our TA-Q-BIN network, we have come up with a wide range of related services and pursued our Creating Shared Value (CSV) that delivers both economic and social value while solving challenges faced by customers.

Japan is facing major challenges that include an aging society and regional depopulation. Given this situation, we are making efforts for "Project G (Government)," which seeks to solve social issues with the assistance of local governments. As of June 2016, we had reviewed 1,770 solutions and of these 529 are now in use as actual services.

▼ Goals of "Project G"



Feature Article 1

Supporting people's daily lives using community hubs

Tokyo's Tama New Town was master planned and developed as Japan's largest new town.

Nearly 50 year have passed since it was first developed and amid the emergence of issues caused by changes in the lifestyles of residents, Yamato Group launched its lifestyle support service as an all new initiative.

Neko Support Station set up as a community hub in the Nagayama and Kaidori complexes of Tama New Town

Revitalizing the local community with the lifestyle support service

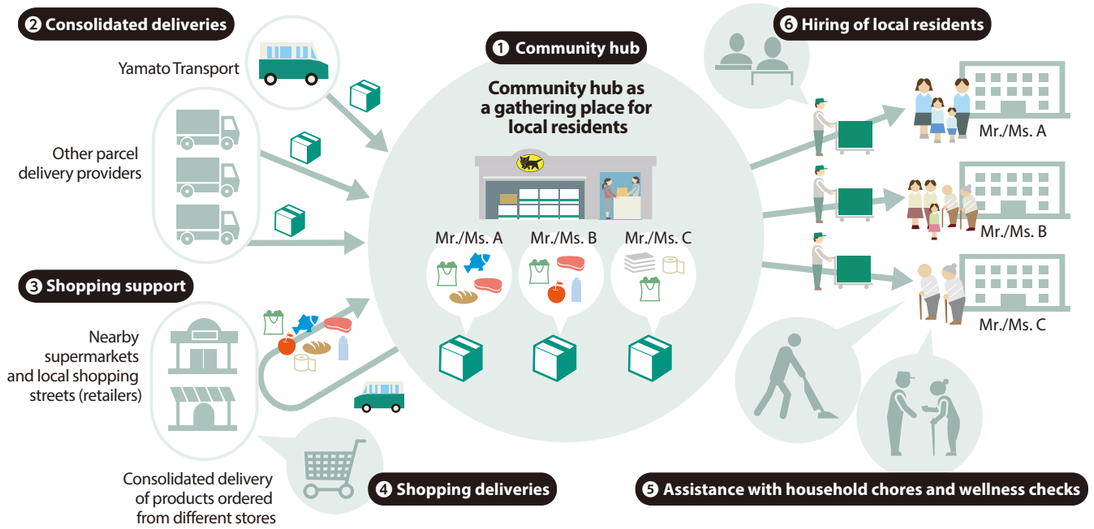
On April 28, 2016, Yamato Group launched the lifestyle support service with the aim of enriching the lives of people living in Tokyo's Tama New Town area.

Using the Neko Support Station newly set up as a community hub inside two complexes, we are working to revitalize the local community and deliver services that support the lifestyle of local residents with the assistance of the local government and other private sector companies, including consolidated deliveries of parcels from other providers offered by Yamato Transport. We also plan on hiring many people from the local community to be in charge of various operations.

Top: A Yamato Transport truck delivering parcels to customers in Tama New Town

Right: The parcel pick-up lockers set up in front of the Neko Support Station are accessible 24 hours a day, 365 days a year

▼ Mechanisms of the Lifestyle Support Service



① Yamato Group sets up two locations within Tama New Town area, they not only accept parcels for sending, but also take orders for shopping support, work with local NGOs and neighborhood associations, and share information from the municipality and local community.

② Yamato Transport delivers not only TA-Q-BIN parcels, but the parcels of other providers, too.

③ Yamato Group staff members take orders for goods on behalf of local retailers by telephone, over the Internet and in person, and then arranges for orders to be picked up and delivered from the retailer to the customer's home.

④ For persons who have a hard time purchasing and taking goods home from a store, Yamato Transport delivers goods from the local retailer to their home on the same day.

⑤ A household chore assistance service is provided that includes cleaning, changing light bulbs, and assembling furniture, etc.

⑥ Local residents will be hired as staff to process orders and deliver parcels, which will help to revitalize the local community.

Making the mature Tama New Town a more appealing community for all

Tama New Town is a vast area covering some 2,884 hectares spreading across Tama City, Hachioji City, Inagi City and Machida City in Tokyo. It represents Japan's largest new town developed during the period of rapid economic growth to increase the number of people living in urban areas.

Currently, Tama New Town has a population of around 200,000. However, the mix of residents has changed dramatically, caused by the graying of those who first moved into the area in the 1970s and the exodus of younger generations to attend school, find employment or get married. Today, about 50 years after it was first developed, the Tama New Town area needs to redefine itself by creating an environment where the elderly can continue to live and making itself attractive to draw in new younger generations.

Yamato Group is working on Project G, which aims to solve community issues through its businesses and through partnerships with local governments. As part of this project, we work to revitalize local industries by expanding the sales channels of local specialty items and to provide living assistance to local residents in the form of shopping support and wellness checks.

Our new lifestyle support service provided in Tama New Town represents a compilation of the knowledge and know-how of Yamato Group, the Urban Renaissance Agency, and the City of Tama, which is in turn used to improve the convenience of residents, encourage inflows of young people raising children, and promote a community where multiple generations are linked together. The ultimate goal is to make the mature Tama New Town a more appealing community for all.

Top left/bottom: Shopping support involves not only order taking by telephone and over the Internet, but also in-person at the "Neko Support Station."
Right: Goods picked out at the retailer are collected by Yamato Transport from the store and delivered to the customer's home.

Top: Electric bicycles with trailers are used to deliver parcels within apartment complexes.
Bottom left: Parcels from other providers are delivered all at once by Yamato Transport
Bottom right: Household chore assistance service

As a new model case for community revitalization in urban areas

Neko Support Station holds Neko Support Café sessions with the assistance of Comprehensive Regional Support Centers. Going forward, events targeting younger generations raising children will be held to further revitalize local communities.

The lifestyle support service offers a host of services. For example, Yamato Transport provides consolidated deliveries that include parcels of other providers, so residents can receive parcels from many different providers at the same time. This will reduce the number of delivery trucks in the community and result in lessening environmental impacts and reducing traffic accidents.

The shopping support service allows residents to order goods by telephone, over the Internet, and in-person at a "Neko Support Station" and have goods delivered from retailers to their home. We have seen a steady increase in users of this service because many people felt inconvenienced by shopping since few supermarkets are located nearby. The household chore assistance service has seen an increase in inquiries from local residents and based on feedback received we plan on expanding the types of services offered.

Yamato Group will continue to work closely with the Urban Renaissance Agency, City of Tama and local residents so that its initiatives in Tama New Town serve as a new model case for the future revitalization of other urban areas.

To learn more,
visit our corporate website.

Feature Article 2

Watching over the elderly with our TA-Q-BIN network

Since 2010, Yamato Transport has embarked on a number of trial-and-error concepts while working closely with local governments throughout Japan to tackle the issue of watching over elderly living alone as part of Project G.

As of June 2016, we have concluded agreements with 125 local governments and have worked on various initiatives to address issues faced by local communities.

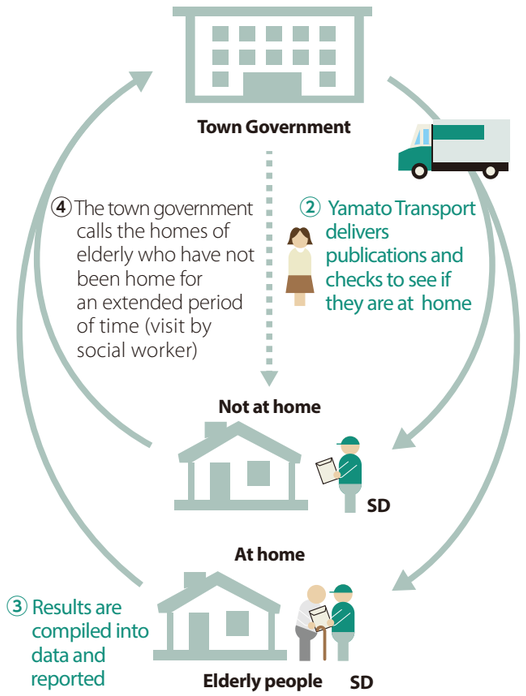
Sales Drivers check in on elderly residents living alone during their deliveries

Providing greater peace of mind to elderly living alone in their own communities

The problem of elderly dying alone in their home has become a social issue in recent years. To prevent this from happening, more than one person needs to watch over the elderly living alone. However, local governments across Japan face a shortage of social workers who can fulfill this role, and so collaborative arrangements with private sector companies have become necessary.

As a result, Yamato Transport works on watching over elderly throughout Japan using a simple, low cost solution for providing peace of mind utilizing its extensive nationwide TA-Q-BIN network in concert with local governments.

▼ Example of assistance for watching over the elderly through the delivery of periodicals



Some elderly very much look forward to delivery from Sales Drivers.

Delivering periodicals published for the elderly by local governments via TA-Q-BIN serves as a way to watch over the elderly

This standardized service first involves the local government publishing periodicals aimed at elderly residents. Next, Yamato Transport Sales Drivers (SD) deliver these periodicals directly to the elderly at home via TA-Q-BIN. SD then report to the local government about their delivery result information. In this manner, local governments are able to regularly monitor the situation of elderly residents living alone through this service.

The format of this service for watching over the elderly varies somewhat from community to community based on local issues. For example, in communities with a large number of shopping-disadvantaged people, we offer both shopping and watch-over services as part of a packaged solution.

Going forward, Yamato Group will continue to contribute toward safer and more secure living for the elderly together with local communities based closely on the needs of the communities.

To learn more, visit our corporate website.

Feature Article 3

Revitalizing local economies by expanding sales channel with International Cool TA-Q-BIN

Yamato Group launched International Cool TA-Q-BIN services in 2013 in an effort to deliver fresh seasonal foods from Japan to markets in Asia using frequent small volume shipments.

This service helps to expand sales of highly competitive agricultural and marine produce from throughout Japan to overseas markets.

Listening to the various needs of customers

Foods requiring freshness are transported via refrigerated trucks

A Yamato Transport (HK) truck out delivering parcels to customers in Hong Kong

Sashimi made from live scallops from Aomori Prefecture delivered to a restaurant in Hong Kong

Growing demand for Japanese food in Asian markets. The key to expanding sales channels is logistics

In recent years, there has been growing demand in Asian markets for Japanese agricultural and marine products because they are prized as safe foods. The Government of Japan, too, is promoting the development of sixth order industries and expansion of exports of agricultural and marine products given the trend for greater free trade as exhibited in the TPP* and other agreements.

However, there are very few cold international logistics services that transport small parcels in small lots, and as a result there has been demand for a mechanism to transport agricultural and marine products in a manner that ensures freshness is maintained. There were also issues facing producers who wanted to expand their sales channels into overseas markets.

*Trans-Pacific Partnership

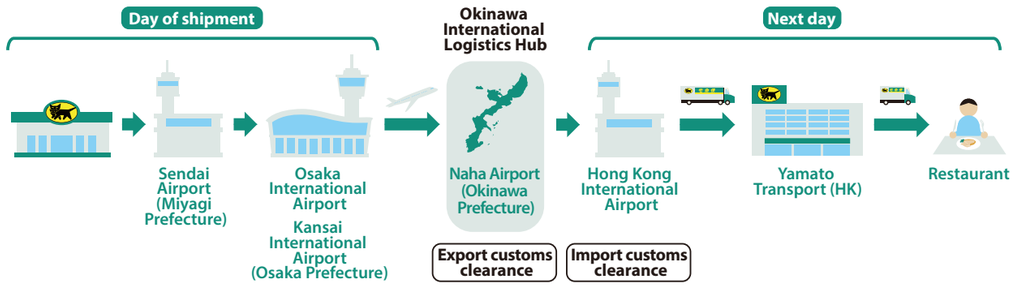
Supporting producers and local governments aiming to revitalize the local economy

To address these issues, Yamato Group launched the world's first international integrated small-lot cold transport service for Hong Kong called International Cool TA-Q-BIN. Since then, we have expanded service coverage to include Taiwan, Singapore, and Malaysia.

As of May 2016, Yamato Group has concluded agreements with a total of seven local governments including Aomori Prefecture and made efforts to expand sales channels for local agricultural and marine products to overseas markets. In the future, we will continue to support producers and local governments looking to revitalize the local economy by providing multifaceted support utilizing the "function" and "network" of Yamato Group companies.

World's first international integrated small-lot cold transport service for Hong Kong – International Cool TA-Q-BIN

Delicious agricultural products and seafoods from Japan can be delivered in a fresh state to Hong Kong via carefully temperature-controlled cold (cold or frozen) transport and shortened lead times using the Okinawa International Logistics Hub that offers customs clearance 24-hours a day 365 days a year.
In June 2016, Yamato Transport received the Minister of Land, Transport, Infrastructure and Tourism Award for the International Cool TA-Q-BIN service at the first Nihon Service Award sponsored by SPRING.



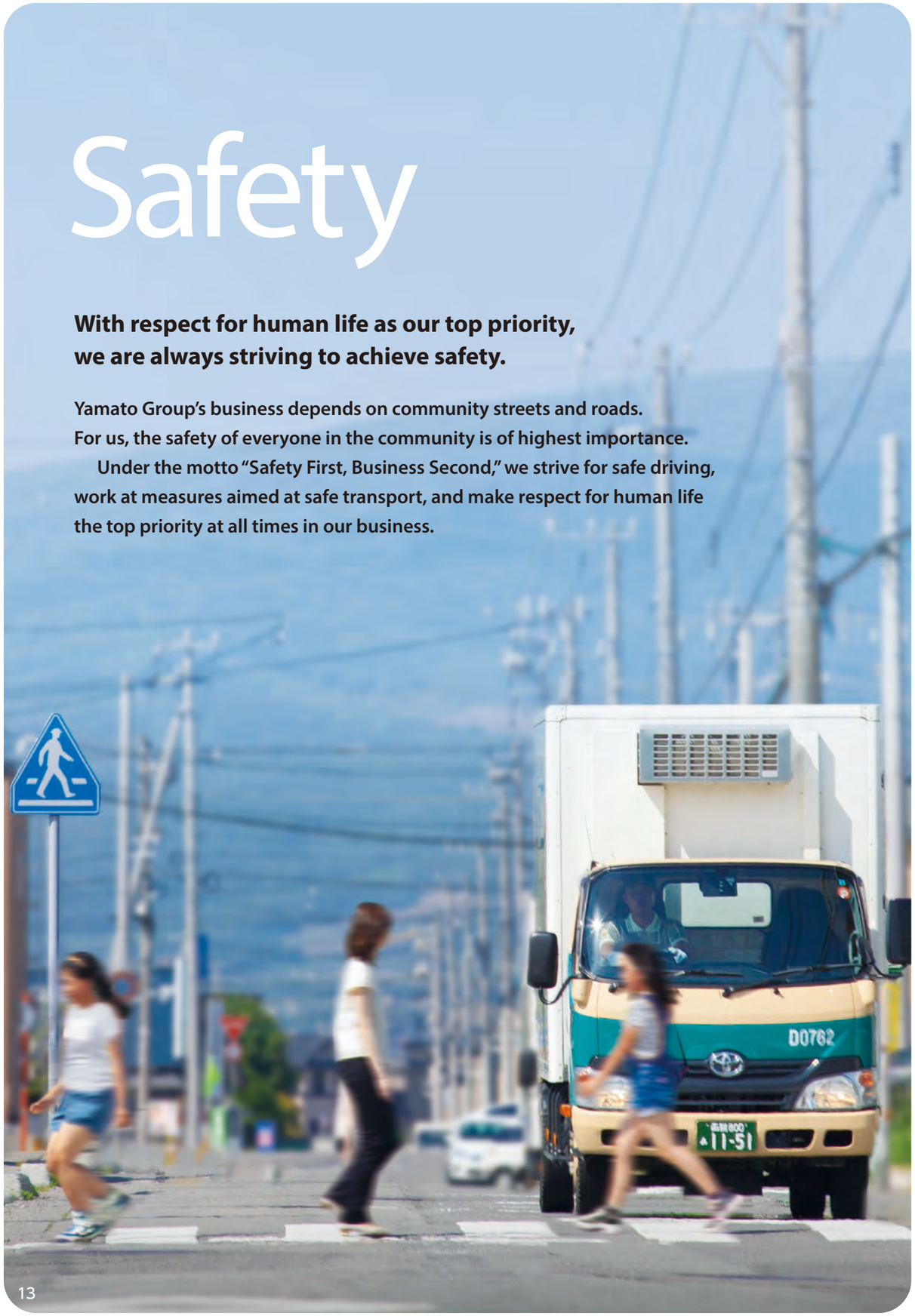
To learn more, visit our corporate website.

Safety

With respect for human life as our top priority, we are always striving to achieve safety.

Yamato Group's business depends on community streets and roads. For us, the safety of everyone in the community is of highest importance.

Under the motto "Safety First, Business Second," we strive for safe driving, work at measures aimed at safe transport, and make respect for human life the top priority at all times in our business.



Formulation of safety plans

Plans to assure transport safety

Every year, Yamato Group formulates a plan and focus measures to assure transport safety. This plan is made known to all employees in an effort to raise greater awareness about safety in transport.

Posters containing the year's targets and initiatives are displayed in all workplaces at Yamato Transport.

Safety Experts stationed nationwide

301 persons

Acquisition of the Excellent Safe Driving Business "G-Mark*" at

2,698 offices

Major accidents

7 (Total at Yamato Group in fiscal 2015)

Training of sales drivers

Education to improve skills

To improve driving skills, Yamato Group works to enrich our training programs and provide careful, detailed instructions on a daily basis. At Yamato Transport, Safety Experts and Safety Speakers assigned to district branches provide regular ride-along instruction and training.

Ride-along instruction by Safety Experts

Sales Drivers who received ride-along instruction from Safety Experts

38,432 persons (fiscal 2015)

Safety training provided to employees by Safety Experts

20,303 persons (fiscal 2015)

* Symbol mark for an Excellent Safe Driving Business awarded by the Japan Trucking Association.

Promotion of safety awareness among employees

Implementation of the Zero Traffic Accidents Campaign

Yamato Group implements the Zero Traffic Accidents Campaign every spring and autumn. Yamato Transport (J) has conducted the campaign continually since 1970.

Spring 2015 Zero Traffic Accidents Campaign poster

Yamato Global Express forklift championship

Initiatives to prevent occupational accidents

Yamato Group performs internal sharing of information on near-miss incidents that can lead to major accidents, in an effort to realize safe workplaces. In addition, all group companies implement measures such as forklift safety seminars and Safety Week, which aims to improve safety consciousness.

Commendations and contests

Each year we host the Yamato Transport Nationwide Safety Meet so as to promote greater safety awareness and operator skills. Every year, Sales Drivers who excel in safe driving and who remain accident-free are commended or awarded based on the number of years and distance driven accident free.

Yamato Transport Nationwide Safe Driving Contest

Long-Running No-Accident Commendation at Yamato Transport

Long-Running No-Accident Commendation awardees*

9,361 persons

*Total for Yamato Transport and four other companies

Maintenance of equipment and safety systems

Vehicle maintenance

Superworks are Yamato Autoworks' 24-hour, 365-day maintenance plants that feature greatly enhanced work efficiency. Of the company's 73 plants nationwide, 23 are designated Superworks.

Vehicle maintenance at a Superworks plant

Vehicle maintenance plant Superworks

23 sites

Number of mechanics

About 940 persons

Number of mechanics who are qualified vehicle inspector

About 590 persons

See-T Navi installed in a delivery vehicle

Adoption of equipment and tools

Yamato Transport supports the safe driving of its Sales Drivers by digitizing safe pick-up and delivery routes using Yamato Transport's unique car-mounted system, "See-T Navi," and introducing drive recorders.

Overseas rollout of measures to assure safety

Safety measures matched to local traffic conditions

Even outside of Japan, business sites hold safe driving contests and participate in safety events.

Driving Contest in progress at Yamato Transport (S) Pte. Ltd.

Yamato Transport (M) Sdn. Bhd. participated in a safety event sponsored by the national government and won second place.

Environment

Under the key word "Necology," we create environmentally friendly logistics.

Yamato Group refers to our environmental conservation initiatives as "Necology." With environmental conservation a part of a corporation's responsibility to society, we encourage all employees to be constantly aware of environmental conservation as they conduct their daily tasks, in addition to ensuring that our corporate activities remain environmentally friendly.

We establish environmentally-friendly logistics by ensuring environmental friendliness in all aspects of transport, especially in packaging, transportation, and delivery.

We are committed to becoming a company that works hand in hand with the community to build a better society through the provision of these environmentally-friendly products and services.

Eco in transport

New three-wheelers

Hand-pushed trolleys

Pursuing delivery that involves as little use of vehicles as possible

In our pursuit of delivery that avoids the use of vehicles whenever possible, Yamato Group uses new three-wheelers (electric bicycles with trailers) and hand-pushed trolleys. When vehicles are required, we shift to low-emission vehicles. Also, we transport more efficiently through joint operations with other companies and with a modal shift using trains and ships.

Number of new three-wheelers

About **5,000**

Number of low-emission vehicles

About **26,000**

(50.9% of all Yamato Group vehicles)

Total volume of TA-Q-BIN transported by rail and ship

About **450,000** tons

(About 32,600 railway containers)

Practicing eco-driving

Yamato Transport's proprietary See-T Navi vehicular system helps Sales Drivers to visualize fuel consumption and other aspects of their driving, while eco-driving training and other methods are used to refine eco-driving practices.

TOPICS

Reducing CO_2 emissions from re-delivery by delivering parcels once.

Yamato Transport made it possible to make changes to delivery time and pick-up locations even on LINE by linking our individual membership service called Kuroneko Members with the communication app LINE. In addition, we are installing parcel lockers that can be used by multiple vendors. This has improved convenience for customers and also lowered CO_2 emissions caused by re-delivery.

LINE screen

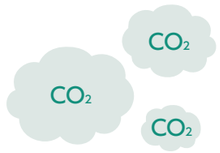
Eco in facilities

Haneda Chronogate

Photovoltaic panels on the rooftop of the forum building within the Haneda Chronogate

Promoting energy conservation at facilities

Incorporating the latest environmental technology that makes use of natural energy, Haneda Chronogate has reduced CO_2 emissions by about 46% compared to other logistics facilities of the same size.



Haneda Chronogate produces

about **46** %

less CO_2 emissions than other logistics facilities similar in size.

Eco in products

Promoting the development of environmentally conscious products

Yamato Packing Technology Institute develops packaging material that does not require package cushioning, and packaging material that can be easily separated from other waste.

Neco fit, which requires no cushioning

Quick Fit for easy waste sorting

Confidential document recycling service

ECOBox system for recycling important documents

Initiatives to recycle

Yamato Group provides a recycling service that collects and dissolves important documents no longer needed by customers using a chemical treatment process.

Eco with local communities

Participating in environmental protection activities in the community

Yamato Group companies actively take part in neighborhood clean-up activities as a member of the local community.

Clean-up activity around a business site

Kuronekoyamato Environmental Class

Yamato Transport holds environmental classes mainly for elementary schools students to convey the importance of the environment. To date, these classes have been held a total of 2,993 times, reaching a cumulative audience of 222,743.

Held **204** times in fiscal 2015 with a total audience of **14,309**

Travelling sales of refurbished products

Yamato Home Convenience cleans and repairs unwanted home electronics and furniture thrown out during moves and then travels around Japan for Kuroneko Caravan outreach sales of refurbished products.

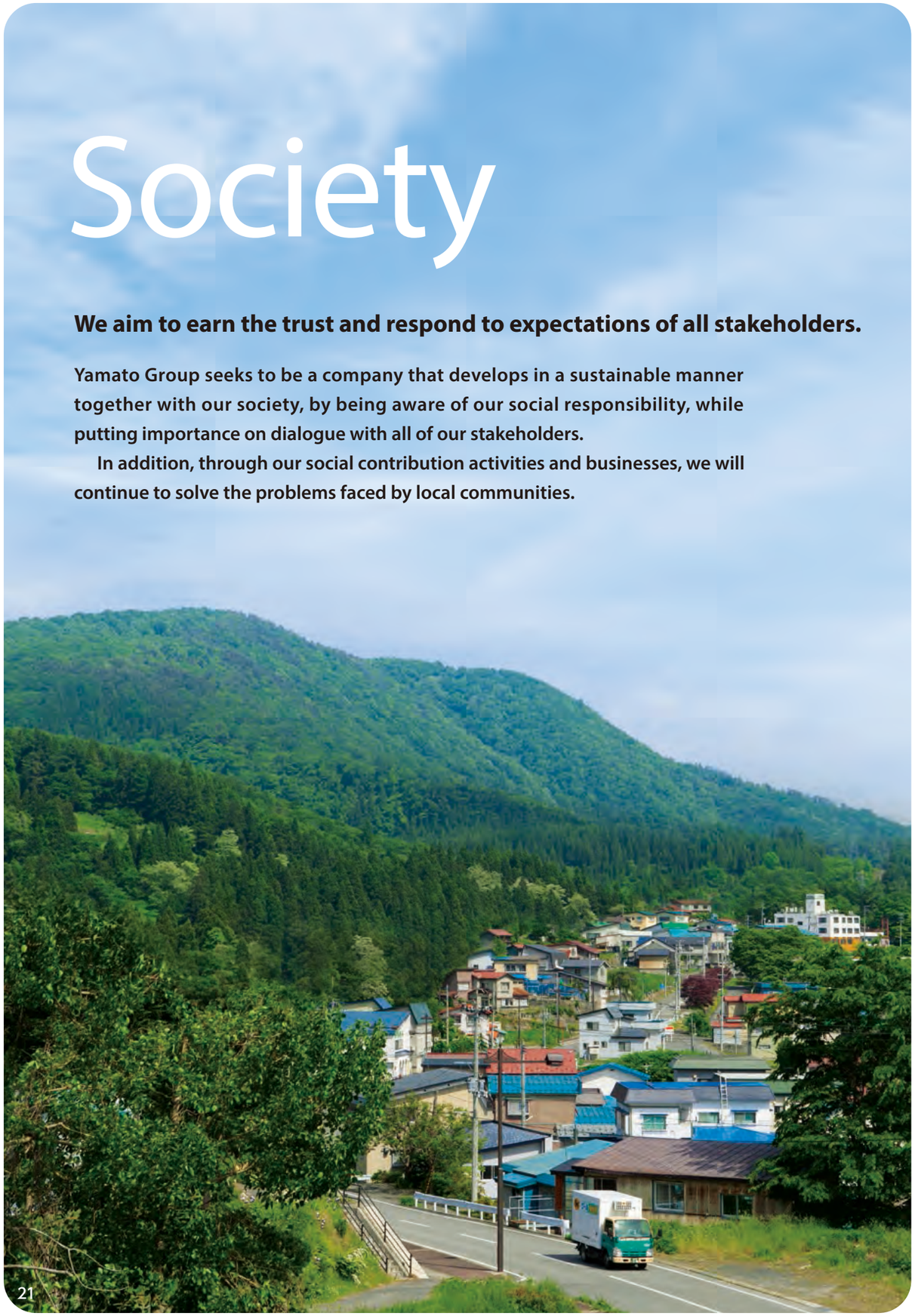
Kuroneko Caravan outreach sales of refurbished products

Society

We aim to earn the trust and respond to expectations of all stakeholders.

Yamato Group seeks to be a company that develops in a sustainable manner together with our society, by being aware of our social responsibility, while putting importance on dialogue with all of our stakeholders.

In addition, through our social contribution activities and businesses, we will continue to solve the problems faced by local communities.



Efforts for customers

Improvement of response quality

Yamato Transport constantly works to enhance service quality by training and educating employees on how to improve their level of customer service. Yamato Transport also holds a customer service contest regularly.
This involves assessing and awarding the customer service (facial expression, gestures, way of talking, choice of words, etc.) of Sales Drivers and Guest Operators who meet customers at TA-Q-BIN Centers and other locations on a daily basis in terms of their product knowledge and communication skills.

A Sales Driver providing customer service during the contest

Efforts for partners

Visits by Sales Drivers

Information magazine "Kuroneko-Dayori."

Communication with TA-Q-BIN service partners

Our Sales Drivers make daily visits to service partners. We also issue the information magazine "Kuroneko-Dayori" to general service partners such as liquor and rice shops.

TA-Q-BIN service partners

About **220,000** stores

Efforts for shareholders and investors

Appropriate and fair information disclosure and enhancement of communication

We publish an annual report and a booklet for shareholders to actively disclose information. We also conduct earnings presentations 4 times per year, as well as overseas briefings for institutional investors in Japan, North America, Europe, and Asia.

Annual report

Efforts for communities

Music TA-Q-BIN "Kuroneko Family Concert"

We initiated the Kuroneko Family Concert series in 1986 with the hope of bringing authentic, great music to the people of all ages across Japan. The year 2015 marked the 30th anniversary of this series. As of 2015, we have held concerts on 302 occasions, with cumulative attendance of about 440,000 people.

Yamato Transport Business Seminar for High School Students

Yamato Transport has held business seminars for high school students every year since 2006 in order to broaden the perspectives of students and teach them about their involvement in society so that they can make their own decisions about their future paths. In fiscal 2015, a total of 19 teams and 95 high school students participated.

Children's Traffic Safety Workshop

Yamato Transport holds traffic safety workshops across Japan to educate children in the community about traffic rules and the importance of traffic safety. Since 1998, these workshops have been held a total of 26,117 times, reaching a total of 2,802,852 children.

Workplace Experience Program

Yamato System Development organizes a workplace experience program for junior high school students. In fiscal 2015, this program was held in October, November and January, with a total of 12 participants.

Support for economic independence for people with disabilities

Through the Yamato Welfare Foundation, we are carrying out a variety of initiatives to assist the preparation of economic independence. We operate a total of 29 Swan Bakery shops across Japan that employ 365 people with disabilities.

Swan Bakery

Efforts for employees

Encouraging diversity

We hold diversity management trainings on a regular basis for the some 400 senior executives in the Yamato Group in order to foster greater awareness of diversity at the management level.

Diversity management training

Number of employees who took childcare leave

610 persons
(of these, 41 were male)

Number of employees who choose short-time working for childcare

474 persons
(of these, 9 were male)

Number of employees who took nursing care leave

25 persons
(of these, 9 were male)

Number of employees who choose short-time working for nursing care

29 persons
(of these, 13 were male)

Promoting work-life balance

As of April 2015, four companies of our group have received the above certification as "a company that actively supports the balance between work and family life" from the Ministry of Health, Labour and Welfare.

<Certified companies>
Yamato Management Service Co., Ltd. (2015)
Yamato Transport Co., Ltd. (2014)
Yamato Logistics Co., Ltd. (2013)
Yamato System Development Co., Ltd. (2011)

"Kurumin" Next-Generation Certification Mark

Encouraging the hiring of people with disabilities

We are endeavoring to make workplaces more accessible to all employees through barrier free designs, and people with disabilities make up 2.19% of our workforce.

Number of employees with disabilities

2,317 persons

Training matched to career plans

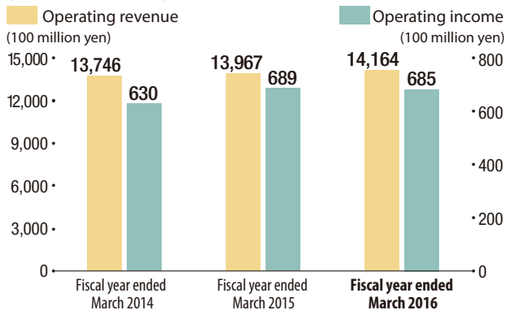
We conduct a variety of training programs, including Junior Leader School, intra-group job rotation, global human resources communication training, and training on our corporate philosophy.

Overview of the Yamato Group

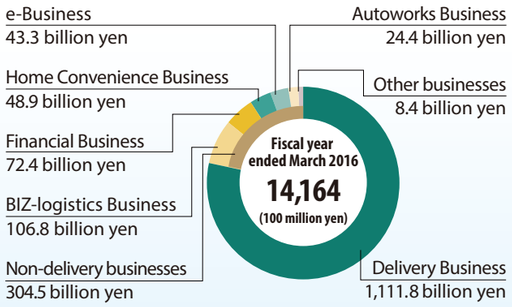
Company Overview (As of March 31, 2016)

Company name	Yamato Holdings Co., Ltd.
Headquarters	16-10 Ginza 2-chome, Chuo-ku, Tokyo 104-8125
Established	November 29, 1919
Capital	127,234 million yen
Stock	Total number of authorized shares: 1,787,541,000 Total number of shares outstanding: 411,339,992
Number of shareholders	35,079
Number of employees	197,056
Business lines	Holds the shares of companies running various businesses including the trucking business, governs the management of those companies, and runs related service operations.

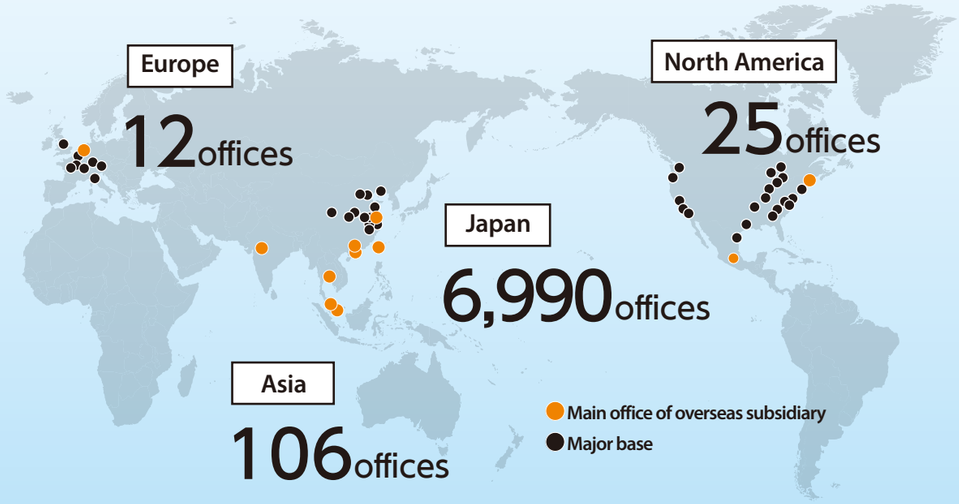
Operating revenue and operating income (consolidated)



Breakdown of operating revenue (consolidated)



International Presence (As of June, 2016)



Delivery Business

TA-Q-BIN services delivering new forms of convenience in Japan and in Asia

The small parcel delivery business—most recognized for our TA-Q-BIN services—and domestic air cargo transportation business represent the driving force behind the collective strengths of the Yamato Group.

We also provide the same highly reliable TA-Q-BIN services as in Japan in many parts of Asia, including Taiwan where services started in October 2010, Shanghai and Singapore in January 2010, Hong Kong in February 2011, and Malaysia in September 2011.

Group companies: Yamato Transport Co., Ltd. / Okinawa Yamato Transport Co., Ltd. / Yamato Global Express Co., Ltd. / Yamato Dialog & Media Co., Ltd. / Express Network Co., Ltd. / Yamato Contact Service Co., Ltd. / Yamato Staff Supply Co., Ltd. / Yamato (China) Transport Co., Ltd.

BIZ-logistics Business

Helping corporate customers find solutions to their various logistics challenges

Our services and solutions focus on the efficient storage and flow of goods. Through close collaboration with our network of international subsidiaries we deliver integrated transport services and provide lifestyle support solutions, while in Japan we offer support with product recalls and logistics for pharmaceuticals.

Group companies: Yamato Logistics Co., Ltd. / Yamato Global Logistics Japan Co., Ltd. / Yamato Multi-Maintenance Solutions Co., Ltd. / Yamato Packing Service Co., Ltd. / Yamato Packing Technology Institute Co., Ltd. / Konan Industry Co., Ltd. / Yamato Transport U.S.A., Inc. / Yamato Transport Mexico S.A.de C.V. / Yamato Transport Europe B.V. / Yamato Logistics (HK) Ltd. / Taiwan Yamato International Logistics Inc. / Yamato International Logistics Co., Ltd. / Shanghai Wai Gao Qiao Bonded Logistics Zone Yamato Warehouse Co., Ltd. / Yamato Transport (S) Pte. Ltd. / Yamato Tidiki Express Pte. Ltd. / Yamato Unyu (Thailand) Co., Ltd. / Yamato Transport (M) Sdn. Bhd. / Yamato Logistics India Pvt. Ltd. / Pt. Yamato Indonesia / Yamato Logistics Vietnam Co., Ltd.

Home Convenience Business

Supporting all aspects of living, with a focus on moving as well as furniture/home electronics deliveries and set up

We deliver a host of lifestyle support services, including moving as well as the delivery and setup of household items. We also help to make people's lives richer by eliminating inconveniences at home or at work, including delivering rare and unique products from across Japan directly from producer to customer.

Group companies: Yamato Home Convenience Co., Ltd.

e-Business

Harnessing ICT to streamline customer business processes

We deliver services within and outside the Yamato Group under the three key words tracing (leveraging our refined traceability capabilities in logistics) security (delivering added peace of mind), and packaging (aiding early introduction and implementation).

Group companies: Yamato System Development Co., Ltd. / Yamato Web Solutions Co., Ltd.

Financial Business

Providing a host of essential settlement services for product shipment, including COD, e-money, and credit card payments

The Yamato Group offers collections, leasing and credit finance at the time of product shipment. We also help customers access increased sales opportunities by facilitating settlements for mail order businesses and B2B logistics.

Group companies: Yamato Financial Co., Ltd. / Yamato Credit & Finance Co., Ltd. / Yamato Lease Co., Ltd.

Autoworks Business

Delivering a broad range of services for transport providers, from vehicle management to logistics facility maintenance

The Yamato Group offers advanced vehicle maintenance solutions and leveraging this experience we provide integrated support to truck and bus operators. Our services also include the supply of fuel, automotive insurance, and logistics facility maintenance, among others.

Group companies: Yamato Autoworks Co., Ltd. / Yamato Autoworks Hokushinetsu Co., Ltd. / Yamato Autoworks Okinawa Co., Ltd. / Yamato Autoworks Iwate Co., Ltd. / Yamato Autoworks Shikoku Co., Ltd.

Other businesses

We engage in the arterial transport business, box charter business as well as provide shared services

Group companies: Box Charter Co., Ltd. / Yamato Box Charter Co., Ltd. / Yamato Management Service Co., Ltd. / Yamato Multi Charter Co., Ltd. / Kobe Yamato Transport Co., Ltd. / Swan Co., Ltd. / Yamato Asia Pte. Ltd.

Organizations

These organizations provide welfare services and offer benefit programs within the group

Organizations: Pension Fund of Yamato Group / Yamato Group Health Insurance Societies / Yamato Welfare Foundation / Yamato Self-support Center / Yamato Group Research Institute

TA-Q-BIN Turns 40 in 2016

In January 2016, the Yamato Group's core TA-Q-BIN service celebrated its 40th anniversary. Since sending the first TA-Q-BIN parcel back in 1976, over the years we have expanded this service to include a host of new offerings including Ski TA-Q-BIN and Cool TA-Q-BIN, among others.

At the root of these efforts is the backbone of our corporate philosophy, "for the benefit of the world and of society," which has been passed down as the founding spirit of our company.

Going forward, we will continue to create new services while meeting and exceeding the expectations of TA-Q-BIN customers through our efforts to continually resolve many issues around the world.

(billion parcels)

2.0

1.5

1.0

0.5

0

1975 1980 1985 1990 1995 2000 2005 2010 2016

Number of TA-Q-BIN parcels handled annually

FY1978 Exceeded **10 million** parcels

FY1983 Exceeded **100 million** parcels

FY1992 Exceeded **500 million** parcels

FY2003 Exceeded **1 billion** parcels

FY2013 Exceeded **1.5 billion** parcels

FY2015 Exceeded **1.7 billion** parcels

1976
Launch of TA-Q-BIN service

At the time, the only way to send consumer-to-consumer parcels was the post office or Japan's national railway. TA-Q-BIN proved to be a game changer because it allowed consumers to send call to collect their parcel for next-day delivery.

1983
Ski TA-Q-BIN

This service was proposed by a local employee who wanted customers to enjoy skiing without the hassle of carrying their heavy skis and ski equipment bags to the slopes. This represented the first solution combining TA-Q-BIN with leisure needs.

1987
Cool TA-Q-BIN

Cool TA-Q-BIN was launched to deliver fresh foods and frozen foods quickly in the right temperature controlled environment to any destination, given rising demand for fresh food.

1998
Time Period Delivery Service

This service was born from the need to satisfy customers who wanted to designate when they received a parcel, given changes taking place in people's lifestyles.

2000
Launch of TA-Q-BIN in Asia

Starting with Taiwan, the same quality TA-Q-BIN services as in Japan are offered in Singapore, Shanghai, Hong Kong and Malaysia.

2007
Individual Membership Service "Kuroneko Members"

Services were launched with added customer convenience in mind, for both sending and receiving parcels. IT services were also greatly expanded, including enabling customers to easily create labels on in-store terminals called NekoPit.

2013
International Cool TA-Q-BIN

Since the service launch for Hong Kong, International Cool TA-Q-BIN was expanded to Taiwan and Singapore in 2015 and Malaysia in 2016, making it possible to send fresh seasonal Japanese food products throughout Asia.

2015
TA-Q-BIN Compact/ Nekopos

The rising popularity of online shopping and online auctions increased demand for shipping smaller items. This lead to the development of TA-Q-BIN Compact, which uses a dedicated box for shipments available at an inexpensive price, and Nekopos, which is dropped in the mailbox for delivery.