

Management Philosophy

The Yamato Group helps enrich our society by enhancing the social infrastructure of *TA-Q-BIN* networks, creating more convenient services for comfortable lifestyles, and developing an innovative logistics system.

Yamato Group's Precepts, Which Have Represented Its Corporate Spirit since Foundation

1. We 'all' represent the company

The Yamato Group is a company that was established based on the concept that people present a greater asset than money and equipment. Our employees are regarded not simply as "human resources," but as individuals who benefit the company. Above all, we respect the individual. Each employee's ability to provide balance, cooperation, cohesiveness, and symmetry strengthens the Yamato Group. Our employees demonstrate the independence and initiative encompassed in the idea, "If I don't do it, then who will?" Each individual recognizes that their behavior must reflect their responsibility and role in representing the Group through their interactions with customers and partners.

2. We deliver with a personal touch

The fundamental business of the Yamato Group is transportation business. Just like railway, telephone, gas, and water services, the delivery of goods is a highly public operation indispensable to society. Through our transport services we take possession of our customer's (sender's) personal sentiments, and it is our aim to speedily and accurately deliver the packages entrusted to us with a sense of responsibility, goodwill, and sincerity.

To do so, it is important that every Yamato Group employee always possess an attentive and eager attitude that asks, "What can I do to bring the customer more satisfaction?" That kind of initiative translates to improved performance that promises lasting growth and success for our company.

At the same time, Yamato Group employees must constantly strive to revise and improve our distribution network to streamline operations. It is also imperative that we prevent all accidents. Achieving this requires that the company and all employees continuously learn and work together.

3. We work with gratitude and politeness

Every Yamato Group employee is engaged in a highly public service indispensable to society, and must always ask himself or herself, "How can I be useful to society and people's lives?" At present, the important responsibility that Yamato Group employees have been charged with is to take the capabilities we have been given and improve them by enhancing quality. Therefore, each and every employee must adhere to high moral principles (courtesy and moderation), and as a member of society, must strictly observe all laws and ethics. Employees must make every effort towards self-improvement and self-growth.

Editorial Policy

Having built up long-standing relationships of trust with all its many and varied stakeholders, the Yamato Group discloses information not only of a legal nature but also information considered necessary for those stakeholders. The Yamato Group adopted the policy that such information shall be conveyed promptly and accurately as well as fairly and equitably. Conveying information, including that of a nonfinancial nature, on such aspects as management strategies, business overviews, corporate governance and corporate social responsibility (CSR) activities, this annual report is intended to comprehensively deepen the reader's understanding of the Yamato Group. Please visit our website for more detailed information.

Toward Further Evolution with an Abiding Spirit

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Profile

The special characteristic of management at the Yamato Group is its “management starts in the field” way of thinking. Formulated in 1931 to serve as its founding spirit, the Company’s precepts, which have not changed once since the *TA-Q-BIN* services were started in 1976, are positioned as the genesis of the Yamato Group. The Yamato Group is a logistics company but has been creating unprecedented services that are needed by society to keep pace with changes in the social structure, markets, and customers (companies and consumers) that have been subtly perceived by employees in the field on the front line of business. These efforts have given the Yamato Group of today its competitive edge.