

Questions and Answers (Digest)
The Financial Results Meeting
for the fiscal year ended March 31, 2019
held on May 7, 2019

Q1 Please give us your outlook with respect to TA-Q-BIN delivery volume and unit price.

- As for TA-Q-BIN delivery volume, we anticipate an increase in delivery volume involving corporate clients given that our capacity has expanded through efforts to develop our collection and delivery framework.
- As for unit price, we will keep promoting our adequate pricing initiatives centered on large-lot corporate clients, while taking into consideration our cost environment and the status of our business with customers.

Q2 Please explain how you expect the one-time expenses incurred during the fourth quarter of the fiscal year ended March 31, 2019 will subside.

- Effects of the one-time expenses are likely to persist during the first half of the fiscal year ending March 31, 2020, carrying over from the fourth quarter of the fiscal year ended March 31, 2019. However, those one-time expenses are likely to subside beginning in the second half of the fiscal year onward as a result of our efforts to strengthen cost controls by drawing on estimates of appropriate operating volumes.

Q3 Please go over your initiatives geared to achieving sustainable growth going forward.

- We aim to achieve our medium-term management plan objectives which will involve enhancing our management foundations in a manner geared to achieving sustainable earnings growth as we accordingly move steadily forward with our “reforming working styles” and “structural reforms” initiatives.
- In addition, we will actively carry out growth investment geared to achieving earnings growth beyond our current medium-term management plan period, particularly with respect to labor saving strategies involving digitization.