

Yamato Group Human Rights Policy

As a social infrastructure company, the Yamato Group's mission is to continuously contribute to realizing the well-being and enrichment of society. We recognize that respecting human rights is our corporate responsibility while running our business with the cooperation of our diverse stakeholders, including customers, business partners,* local communities, and employees in Japan and overseas. Furthermore, we will contribute to the creation of a society that "leaves no one behind" and which respects human rights and recognizes diversity by achieving decent work.

The Yamato Group supports the Ten Principles of the United Nations (UN) Global Compact and respects guidelines including the International Bill of Human Rights and other international treaties regarding human rights, as well as the UN Guiding Principles on Business and Human Rights. Additionally, we understand the need to comply with the principles set out in the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work, which fall under the categories of "freedom of association and the effective recognition of the right to collective bargaining, the elimination of forced or compulsory labour, the abolition of child labour, and the elimination of discrimination in respect of employment and occupation."

We established the Yamato Group Human Rights Policy as our basic principle and will promote initiatives regarding human rights based thereon.

* Includes suppliers, pickup and delivery subcontractors, and transportation partners

1. Scope

This policy applies to all Yamato Group executives and employees. We also respect the human rights of all of our stakeholders—including customers, local communities, and business partners—and understand and recognize the potential impact we may have. Furthermore, we expect all of our business partners to support and comply with this policy while engaging in respecting human rights across the entire supply chain.

2. Significant Human Rights Issues

The Yamato Group has identified the following as key human rights issues based on the diversity of its employees, on the characteristics of its businesses using vehicles, and on business expansion in Japan and overseas.

- (1) Discrimination and harassment: We will not carry out any form of discrimination or harassment based on nationality, race, ethnicity, religion, ideology, birthplace, gender, age, disability, gender identity, sexual orientation, form of employment, or any other factor.
- (2) Overwork: We will manage the regular working hours and overtime hours of all employees and adhere to appropriate working hours. We will also promote work-life balance to enable flexible work styles.

- (3) Rights of people in vulnerable positions: We will employ diverse human resources, including female employees, non-Japanese employees, and employees with disabilities. We will respect diversity and create an environment where employees can work comfortably.
- (4) Occupational health and safety: We will establish a workplace environment that allows all employees to work safely and in good health.
- (5) Road traffic accidents: As our business activities are mainly carried out on public roads, it is essential to ensure the safety of local communities. We are responsible for the local communities in which we carry out our business activities and will accordingly endeavor to prevent road traffic accidents.
- (6) Personal information and privacy: We handle the personal information of our customers and business partners on a daily basis. We thus recognize our social responsibility toward information security and will endeavor to prevent information leaks.

3. Human Rights Due Diligence and Remedy

Based on the UN Guiding Principles on Business and Human Rights, the Yamato Group has implemented human rights due diligence. Accordingly, we are enacting the following human rights due diligence initiatives.

- (1) We will regularly identify and assess human rights impacts.
- (2) We will take preventive and mitigation measures to prevent these human rights impacts from occurring and will promote engagement between employees and stakeholders. Additionally, we will implement regular human rights training for all employees that enables them to act in a way that respects human rights.
- (3) We will create an appropriate and effective grievance mechanism. When it becomes clear, through our whistle-blower system, customer call center, or online customer inquiry page, that a human rights violation has been caused or contributed to by a business partner, we will protect whistle-blowers through appropriate procedures and work to remedy the situation.
- (4) We will track the effectiveness of initiatives to mitigate human rights impacts enacted by the Yamato Group and all of our business partners.
- (5) We will regularly disclose information regarding the status of initiatives for responding to human rights impacts.

4. Reporting and Stakeholder Engagement

The series of initiatives under this policy is disclosed on our website, among other sources. Furthermore, we endeavor to engage with the relevant stakeholders, so as to ensure they appropriately understand and respond to the impact of human rights.

Established in 2021