

Market Data

Growth in the Express Home Delivery Market

Trends in Parcel Delivery Volume

This survey uses company-reported parcel delivery volume data compiled by Japan’s Ministry of Land, Infrastructure, Transport and Tourism.

In the data, “parcels” denotes individual packages weighing less than 30 kg, irrespective of the type of delivery (C2C, B2C, or B2B).

However, lots in which multiple packages are sent together and parcels that do not require a signature on delivery are not counted as “parcels” for the purposes of the survey.

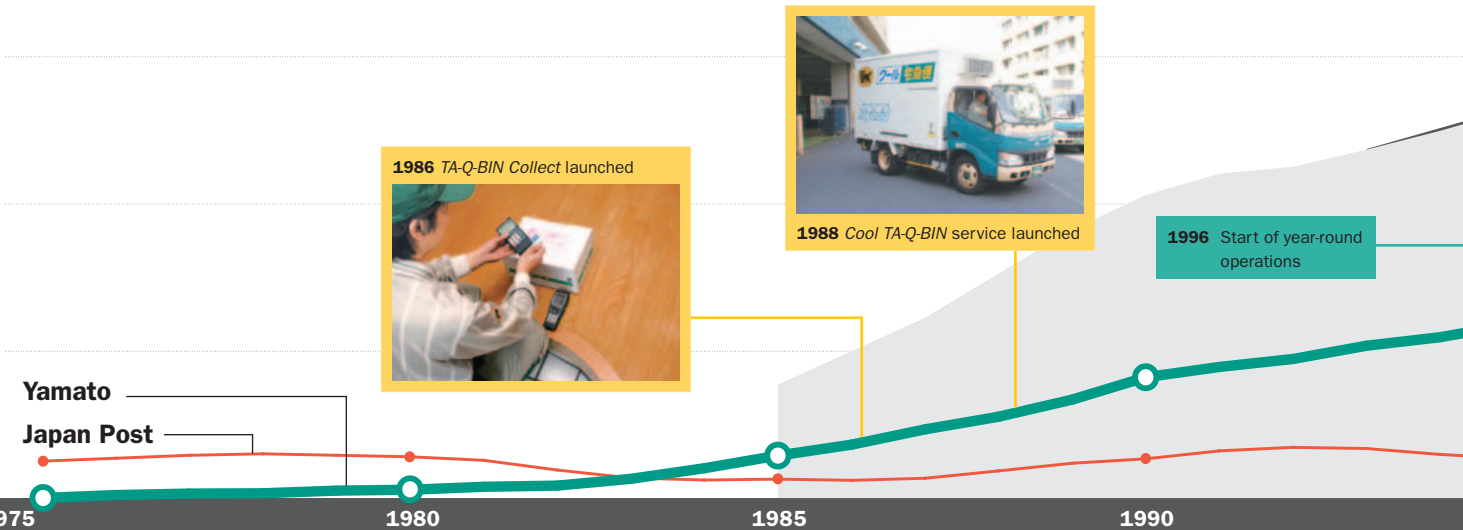
Growth of TA-Q-BIN

TA-Q-BIN is the Yamato Group’s flagship service offering. Since its launch in 1976, we have pursued a strategy of differentiation based on development of additional strategic offerings, such as *Cool TA-Q-BIN* and *TA-Q-BIN Collect*, and improvement of delivery quality, including enhanced features such as *Time Period Delivery* and *Driver Direct* services. As a result of these efforts, the Yamato Group has outperformed the growth in the express home delivery market as a whole, and steadily expanded our market share.

(Millions of
Parcels)

4,000
3,500
3,000
2,500
2,000
1,500
1,000
500
0

Timeline of New Product Development



Source: Japan Post Holdings Co., Ltd.
Japan Post Co., Ltd.

Note: “Total Number of Deliveries” includes express home delivery services involving transport by truck, air, and other methods.
Source: Statistical survey by the Ministry of Land, Infrastructure, Transport and Tourism

Moreover, the Yamato Group is developing its overseas *TA-Q-BIN* business across Asia.

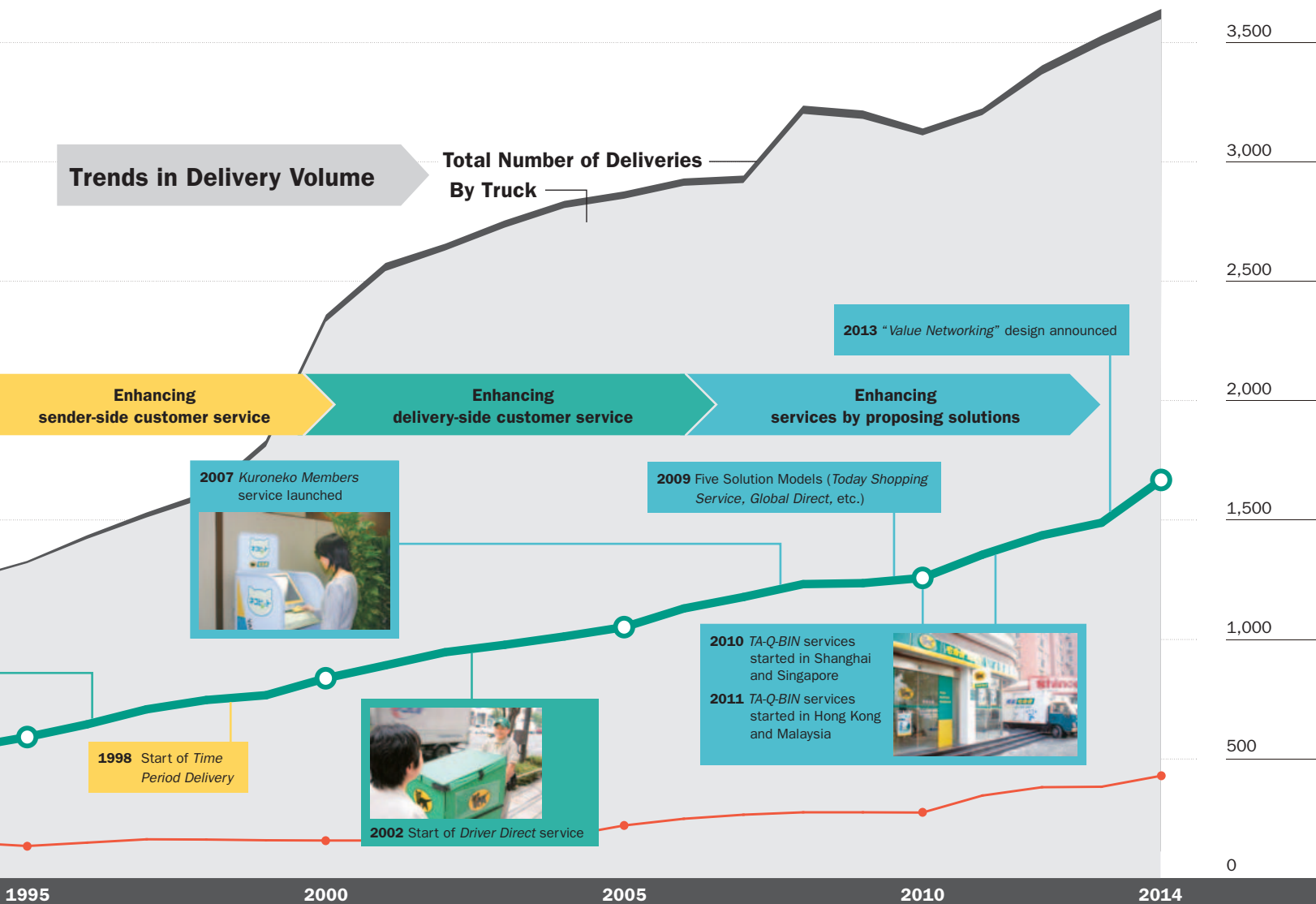
In addition to operations that have already begun in Shanghai, Singapore, and Hong Kong, in September 2011, the Group launched a *TA-Q-BIN* operation in Malaysia.

Moving forward, the Yamato Group will expand the *TA-Q-BIN* business in markets across Asia where rapid economic growth is expected to continue. By penetrating these markets with high-quality door-to-door delivery services and a business model honed in Japan, the Yamato Group aims to contribute to the prosperity of societies

across Asia, and to evolve as the leading provider of distribution and lifestyle support services in the region.

In July 2013, Yamato Holdings announced the *Value Networking* concept as a pillar for growth going forward. By integrating the overwhelming speed of our large-scale, value-added distribution centers with our proprietary information technology (IT), logistics technology (LT), financial settlement technology (FT) and last-mile delivery network throughout Japan and in other parts of Asia, the Yamato Group will pursue growth by developing logistics as a means for generating value.

(Millions of
Parcels)
4,000



1999

In fiscal 1999*¹, certain firms switched their existing parcels to express home delivery, and the data for the year reflects this increase. Excluding this extraordinary factor, year-on-year growth was 5.9%.

*1 The period April 1999 through March 2000 in this graph only

2007

As a result of the privatization of the postal service in October 2007, Japan Post Co., Ltd. now falls under the jurisdiction of the Motor-Truck Transport Business Law, and is included in the survey starting from fiscal 2007*².

*2 The period April 2007 through March 2008 in this graph only