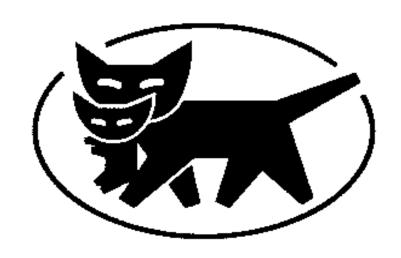
# Supplemental Materials for Settlement of Accounts for Year Ended March 31, 2015



July 31, 2014 YAMATO HOLDINGS CO., LTD.





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### Results 1. Performance

|   |  |       | (Millions of Yen)                                       |       |         |        |  |  |
|---|--|-------|---|-------|---------|--------|--|--|
|   | FY2015 Interim Re<br>From April 1,20<br>To June 30,201 | 14    | FY2014 Interim Re<br>From April 1,201<br>To June 30,201 | 13    | Change  |        |  |  |
|   | Amount   | (%)   | Amount  | (%)   | Amount  | (%)    |  |  |
| Operating Revenues                                | 323,968  | 100.0 | 314,551   | 100.0 | 9,417   | 3.0    |  |  |
| Operating Expenses                                | 319,035  | 98.5  | 305,414   | 97.1  | 13,621  | 4.5    |  |  |
| Operating Income                                  | 4,933  | 1.5   | 9,136   | 2.9   | △ 4,203 | △ 46.0 |  |  |
| Non-operating Revenues                            | 705  | 0.3   | 611   | 0.2   | 94      | 15.4   |  |  |
| Non-operating Expenses                            | 268  | 0.1   | 336   | 0.1   | △ 68    | △ 20.2 |  |  |
| Ordinary Income                                   | 5,370  | 1.7   | 9,412   | 3.0   | △ 4,041 | △ 42.9 |  |  |
| Extraordinary Profit                              | 258  | 0.0   | 0   | 0.0   | 257     | _      |  |  |
| Extraordinary Loss                                | 641  | 0.2   | 90  | 0.0   | 550     | 609.2  |  |  |
| Income Before Income Taxes and Minority Interests | 4,988  | 1.5   | 9,322   | 3.0   | △ 4,334 | △ 46.5 |  |  |
| Income taxes                                      | 2,815  | 0.8   | 4,627   | 1.5   | △ 1,811 | △ 39.2 |  |  |
| Income Before Minority Interests                  | 2,172  | 0.7   | 4,694   | 1.5   | △ 2,522 | △ 53.7 |  |  |
| Minority Interests                                | △ 71   | Δ 0.0 | △ 78  | △ 0.0 | 6       |        |  |  |
| Net Income  | 2,243  | 0.7   | 4,772   | 1.5   | △ 2,528 | △ 53.0 |  |  |
|   | II   |       |   |       |         |        |  |  |

#### Results 2. Segment Information

#### [FY 2015 1Q] (Millions of Yen)

|                         | Delivery | BIZ-Logistics | Home<br>Convenience | e-Business | Financial | Autoworks | Other  | Total   | Reconciliation | Consolidated |
|-------------------------|----------|---------------|---------------------|------------|-----------|-----------|--------|---------|----------------|--------------|
| Operating Revenues      |          |               |                     |            |           |           |        |         |                |              |
| Unaffiliated Customers  | 253,804  | 23,359        | 12,691              | 9,735      | 15,693    | 6,960     | 1,723  | 323,968 | _              | 323,968      |
| Inter-segment           | 15,292   | 2,879         | 3,075               | 6,667      | 834       | 7,328     | 31,283 | 67,360  | △ 67,360       | _            |
| Total                   | 269,096  | 26,238        | 15,767              | 16,402     | 16,528    | 14,288    | 33,007 | 391,329 | △ 67,360       | 323,968      |
| Operating Expenses      | 271,261  | 25,104        | 15,878              | 14,761     | 14,400    | 13,156    | 10,650 | 365,213 | △ 46,177       | 319,035      |
| Operating Income (Loss) | △ 2,165  | 1,134         | Δ 111               | 1,641      | 2,128     | 1,132     | 22,356 | 26,115  | Δ 21,182       | 4,933        |
| Profit Rate(%)          | △ 0.8    | 4.3           | △ 0.7               | 10.0       | 12.9      | 7.9       | 67.7   | 6.7     | -              | 1.5          |

[FY 2014 1Q] (Millions of Yen)

|                         | Delivery | BIZ-Logistics | Home<br>Convenience | e-Business | Financial | Autoworks | Other  | Total   | Reconciliation | Consolidated |
|-------------------------|----------|---------------|---------------------|------------|-----------|-----------|--------|---------|----------------|--------------|
| Operating Revenues      |          |               |                     |            |           |           |        |         |                |              |
| Unaffiliated Customers  | 249,937  | 21,415        | 11,636              | 9,410      | 14,726    | 6,081     | 1,344  | 314,551 | _              | 314,551      |
| Inter-segment           | 14,406   | 2,808         | 3,079               | 6,172      | 942       | 7,015     | 33,161 | 67,586  | △ 67,586       | _            |
| Total                   | 264,343  | 24,223        | 14,716              | 15,582     | 15,669    | 13,096    | 34,506 | 382,138 | △ 67,586       | 314,551      |
| Operating Expenses      | 261,149  | 23,262        | 15,091              | 14,048     | 13,453    | 12,138    | 10,090 | 349,235 | △ 43,821       | 305,414      |
| Operating Income (Loss) | 3,194    | 960           | △ 375               | 1,534      | 2,215     | 957       | 24,415 | 32,902  | △ 23,765       | 9,136        |
| Profit Rate(%)          | 1.2      | 4.0           | △ 2.6               | 9.8        | 14.1      | 7.3       | 70.8   | 8.6     | _              | 2.9          |

[Change] (Millions of Yen)

|                         | Delivery | BIZ-Logistics | Home<br>Convenience | e-Business | Financial | Autoworks | Other   | Total   | Reconciliation | Consolidated |
|-------------------------|----------|---------------|---------------------|------------|-----------|-----------|---------|---------|----------------|--------------|
| Operating Revenues      |          |               |                     |            |           |           |         |         |                |              |
| Unaffiliated Customers  | 3,867    | 1,943         | 1,055               | 325        | 967       | 879       | 379     | 9,417   | _              | 9,417        |
| Inter-segment           | 885      | 70            | △ 4                 | 494        | △ 108     | 312       | △ 1,877 | △ 226   | 226            | _            |
| Total                   | 4,752    | 2,014         | 1,050               | 820        | 859       | 1,192     | △ 1,498 | 9,191   | 226            | 9,417        |
| Operating Expenses      | 10,112   | 1,841         | 787                 | 713        | 946       | 1,017     | 559     | 15,977  | △ 2,356        | 13,621       |
| Operating Income (Loss) | △ 5,359  | 173           | 263                 | 106        | △ 87      | 175       | △ 2,058 | △ 6,786 | 2,582          | △ 4,203      |
| (%)                     |          |               |                     |            |           |           |         |         |                |              |
| Operating Revenues      | 1.8      | 8.3           | 7.1                 | 5.3        | 5.5       | 9.1       | △ 4.3   | 2.4     | _              | 3.0          |
| Operating Expenses      | 3.9      | 7.9           | 5.2                 | 5.1        | 7.0       | 8.4       | 5.5     | 4.6     | _              | 4.5          |
| Operating Income (Loss) | _        | 18.1          | _                   | 7.0        | △ 4.0     | 18.3      | △ 8.4   | △ 20.6  | _              | △ 46.0       |

<sup>\*</sup> The amounts of previous year (FY 2014) are reclassified to the reportable segments for this year(FY 2015).

#### Results 3. Increases and Decreases in Operating Revenues by Division

(Millions of Yen) [ FY 2014 1Q] [ FY 2015 1Q] Change (%) (%)Amount Amount Amount (%)220,683 214.338 6.345 TA-Q-BIN 68.1 68.2 3.0 Kuroneko Mail 30.065 9.3 32.598 10.4  $\triangle$  2.532  $\triangle$  7.8 3.2 10.486 Express 10.495 3.3 0.1 Delivery The Others 16.643 5.1 15.167 4.8 1,476 9.7 △ 7.2 **△ 24.084**  $\triangle$  7.4 △ 22,653 △ 1.431 6.3 Eliminations Total 253.804 78.3 249.937 79.5 3.867 1.5 Trade Logistics Service 9.139 2.8 8.824 2.8 314 3.6 Sales Logistics Service 8.455 2.6 7.364 2.3 1.090 14.8 3.808 2.363 0.8 1.445 61.2 Multi Maintenance BIZ-Logistics 995 0.3 930 0.3 64 6.9 **Export Factory** 2.9 The Others 9,238 9.067 2.9 171 1.9 Eliminations **△** 8.278  $\Delta$  2.6 △ 7.135  $\triangle$  2.3 △ 1.142 16.0 23,359 Total 7.2 21,415 6.8 1.943 9.1 3.4 10.610 496 4.7 11,106 3.4 Home Convenience  $\triangle$  2.8 3,387 1.0 3,486  $\triangle$  98 **Business Convenience** 1.1 Home Convenience Technical Network 1,280 0.4 629 0.2 651 103.6 △ 3.083  $\triangle$  0.9 △ 3.089 △ 1.0  $\triangle$  0.2 Eliminations 1.055 9.1 12.691 3.9 11.636 3.7 Total 2,651 5.2 e-logistics Solution 8.0 2,519 8.0 131 1,981 0.6 1,899 0.6 81 4.3 Credit Card Solution 1.397 262 IT Oparating Solution 1.659 0.5 0.4 18.8 e-Business 1.372 0.4 1.398 0.5 e-shop Sales Solution  $\triangle$  26  $\triangle$  1.9 3.0 9.649 8,760 2.8 888 10.1 The Others  $\triangle$  7.578 **△** 2.3  $\triangle$  6.565  $\triangle$  2.1 △ 1.013 15.4 Eliminations 3.0 3.0 325 3.5 Total 9.735 9.410 TA-Q-BIN Collect 9.001 2.8 9.573 3.0 △ 571  $\triangle$  6.0 6.153 4.785 1.5 28.6 Leasing Operations 1.9 1.367 Credit Finance 858 0.3 801 0.3 56 7.1 Financial 533 0.2 530 0.2 The Others 0.7 △ 853 **△** 0.3 △ 964  $\triangle$  0.3 Eliminations 110  $\triangle$  11.5 967 Total 15.693 4.9 14.726 4.7 6.6 Truck Maintenance 13.062 4.0 12.040 3.8 1.021 8.5 The Others 1,814 0.6 1.635 0.5 179 11.0 **Autoworks △** 7.917  $\triangle$  2.4 △ 7.595 △ 2.4 △ 321 Eliminations 4.2 14.5 Total 6,960 6.081 1.9 879 JITBOX Charter 1,251 0.4 947 0.3 304 32.1 32,500 10.0 The Others 34.171 10.9  $\triangle$  1.671  $\triangle$  4.9 Other **△** 32.028  $\Delta$  9.9 △ 33.775  $\Delta$  10.8 1.746  $\triangle$  5.2 Eliminations 1.723 379 Total 0.5 1.344 0.4 28.2 Total 323.968 100.0 314.551 100.0 9.417 3.0

<sup>\*</sup> The amounts of previous year (FY 2014) are reclassified to the reportable segments for this year(FY 2015).

## Results 4. Delivery Volume

# ① TA-Q-BIN(in Japan)

|                           | 【 FY 2015 | 1Q]   | 【 FY 2014 | 1Q]   | Change  |       |  |
|---------------------------|-----------|-------|-----------|-------|---------|-------|--|
|                           | Amount    | (%)   | Amount    | (%)   | Amount  | (%)   |  |
| TA-Q-BIN Total(Thousands) | 374,351   | 100.0 | 374,522   | 100.0 | △ 171   | △0.0  |  |
| Cool TA-Q-BIN             | 36,312    | 9.7   | 36,150    | 9.7   | 161     | 0.4   |  |
| TA-Q-BIN Collect          | 29,913    | 8.0   | 31,969    | 8.5   | △ 2,056 | △ 6.4 |  |
| TA-Q-BIN Time-Service     | 2,945     | 0.8   | 3,267     | 0.9   | △ 322   | △ 9.9 |  |
| TA-Q-BIN Unit-price(Yen)  | 587       |       | 571       |       | 16      |       |  |

# ② Kuroneko Mail (in Japan)

|                                | 【 FY 2015 1Q】 | 【 FY 2014 1Q】 | Change   |       |  |
|--------------------------------|---------------|---------------|----------|-------|--|
|                                | [ F1 2013 1Q2 | [ F1 2014 1Q] | Amount   | (%)   |  |
| Kuroneko Mail Total(Thousands) | 489,462       | 538,410       | △ 48,948 | △ 9.1 |  |
| Kuroneko Mail Unit-price(Yen)  | 61            | 61            | 0        |       |  |

# Results 5. Increases and Decreases in Operating Expenses

|  |  |  |  |  | e |  |
|--|--|--|--|--|---|--|
|  |  |  |  |  |   |  |
|  |  |  |  |  |   |  |
|  |  |  |  |  |   |  |
|  |  |  |  |  |   |  |

|                             | [ FY 2015 1Q] |        | 【 FY 2014 1 | Q]     | Change  |        |  |
|-----------------------------|---------------|--------|-------------|--------|---------|--------|--|
|                             | Amount        | (%)    | Amount      | (%)    | Amount  | (%)    |  |
| Operating Revenues          | 323,968       | 100.0  | 314,551     | 100.0  | 9,417   | 3.0    |  |
| Operating Expenses          | 319,035       | 98.5   | 305,414     | 97.1   | 13,621  | 4.5    |  |
| Personnel Expenses          | 172,443       | 53.2   | 168,850     | 53.7   | 3,592   | 2.1    |  |
| Employee Salary             | 119,552       | 36.9   | 116,019     | 36.9   | 3,533   | 3.0    |  |
| Retirement Benefit Expenses | 3,123         | 1.0    | 3,661       | 1.2    | △ 538   | △ 14.7 |  |
| Other Expenses              | 49,767        | 15.3   | 49,169      | 15.6   | 597     | 1.2    |  |
| Subcontracting Expenses     | 128,715       | 39.7   | 120,373     | 38.3   | 8,341   | 6.9    |  |
| Commission Expenses         | 49,857        | 15.4   | 47,981      | 15.3   | 1,876   | 3.9    |  |
| Vehicle Hiring Expenses     | 42,193        | 13.0   | 38,240      | 12.2   | 3,952   | 10.3   |  |
| Other Expenses              | 36,663        | 11.3   | 34,151      | 10.9   | 2,512   | 7.4    |  |
| Vehicle Expenses            | 11,758        | 3.6    | 11,076      | 3.5    | 681     | 6.2    |  |
| Other Operating Expenses    | 68,482        | 21.2   | 62,708      | 19.9   | 5,773   | 9.2    |  |
| Eliminations                | △ 62,363      | Δ 19.2 | △ 57,595    | Δ 18.3 | △ 4,767 | 8.3    |  |

#### Results 6. Employee Breakdown

(Number) [ FY 2014 1Q] [ FY 2015 1Q] Change Part-time Part-time Full-time Part-time (%) Full-time Total Full-time Total Total Total Employees 88,640 106,954 195,594 85,404 97,035 182,439 3,236 9,919 13,155 7.2 73,843 91,402 165,245 70,903 82,309 153,212 2.940 12,033 7.9 Delivery 9.093 **BIZ-Logistics** 5,309 307 5.8 4,018 1,598 5,616 3,913 1.396 105 202 Home Convenience 2,756 5,181 2.754 2.457 △ 32 △ 30  $\triangle$  0.6 2,425 5,211 2 5,221 85 83 1.6 e-Business 4,116 1,105 4.031 1.107 5,138  $\triangle$  2 Financial 646 220 866 647 224 871  $\triangle$  1  $\triangle$  4  $\triangle$  5  $\triangle$  0.6 1,222 651 1,873 597 41 54 95 5.3 Autoworks 1,181 1,778 2,039 11,592 1,975 672 Other 9,553 8,945 10,920 64 608 6.2

<sup>\*</sup> The number of previous year (FY 2014) are reclassified to the reportable segments for this year(FY 2015).

|  |               |               | (%)    |
|--|---------------|---------------|--------|
|  | 【 FY 2015 1Q】 | 【 FY 2014 1Q】 | Change |
| Ratio of Personnel Expenses<br>Over Operating Revenues | 44. 7         | 45. 4         | Δ 0.7  |
| Ratio of Personnel Expenses<br>Over Net Revenues       | 67. 2         | 67. 2         | 0.0    |

#### Results 7. Increases and Decreases in Consolidated Balance Sheet

### ① Increases and Decreases in Assets

(Millions of Yen)

|                | 【 FY 2015 1Q】 | 【 FY 2014 】   | Change   | Remark |
|----------------|---------------|---------------|----------|--------|
|                | June 30,2014  | March 31,2014 | Onango   | romant |
| Current Assets | 510,898       | 527,359       | △ 16,461 |        |
| Fixed Assets   | 507,660       | 504,774       | 2,885    |        |
| Total          | 1,018,558     | 1,032,134     | △ 13,575 |        |

#### 2 Increases and Decreases in Liabilities and Equity

(Millions of Yen)

|                     | 【 FY 2015 1Q】 | 【 FY 2014 】   | Change            | Remark  |
|---------------------|---------------|---------------|-------------------|---|
|                     | June 30,2014  | March 31,2014 | 211011.60         |   |
| Current Liabilities | 333,203       | 347,360       | △ 14,157          |   |
| Fixed Liabilities   | 131,801       | 124,601       | 7,199             |   |
| Equity              | 553,553       | 560,172       | $\triangle$ 6.618 | An adjustment to retained earnings at the beginning of fiscal year with applying revised accounting standard for retirement benefits $\Delta 4,080$ |
| Total               | 1,018,558     | 1,032,134     | △ 13,575          |   |

## 3 Interest-bearing Debt

|                          | 【 FY 2015 1Q】 | 【 FY 2014 】   | Change |     |
|--------------------------|---------------|---------------|--------|-----|
|                          | June 30,2014  | March 31,2014 | Amount | (%) |
| Interest-bearing<br>Debt | 114,731       | 107,842       | 6,888  | 6.4 |

## Results 8. Capital Expenditure and Depreciation

#### (Millions of Yen)

|                     | [ FY 2015 1Q] |       | 【 FY 2014 1Q】 |       | Change   |        |
|---------------------|---------------|-------|---------------|-------|----------|--------|
|                     | Amount        | (%)   | Amount        | (%)   | Amount   | (%)    |
| Capital Expenditure | 12,896        | 100.0 | 24,237        | 100.0 | △ 11,340 | △ 46.8 |
| Vehicles            | 10,828        | 84.0  | 9,767         | 40.3  | 1,060    | 10.9   |
| Land                | 15            | 0.1   | 11            | 0.0   | 4        | 39.2   |
| Buildings           | 802           | 6.2   | 13,100        | 54.1  | △ 12,298 | △ 93.9 |
| Equipments          | 420           | 3.3   | 791           | 3.3   | △ 371    | △ 46.9 |
| Others              | 830           | 6.4   | 566           | 2.3   | 263      | 46.6   |

|              | [ EV 2015 10] | 【 FY 2014 1Q】 | Change |       |  |
|--------------|---------------|---------------|--------|-------|--|
|              | 【 FY 2015 1Q】 | [ F1 2014 1Q] | Amount | (%)   |  |
| Depreciation | 10, 146       | 8, 794        | 1, 351 | 15. 4 |  |

#### Results 9. Domestic Network

|                          | 【 FY 2015 1Q】 | 【 FY 2014 】   | Change  |
|--------------------------|---------------|---------------|---------|
|                          | June 30,2014  | March 31,2014 | Change  |
| Vehicles(Number)         | 51,073        | 50,532        | 541     |
| Large Freight Vehicles   | 2,150         | 2,184         | △ 34    |
| Midsize Freight Vehicles | 1,561         | 1,578         | Δ 17    |
| Small Freight Vehicles   | 35,975        | 35,370        | 605     |
| Subcompact Vehicles      | 5,084         | 5,082         | 2       |
| Other Vehicles           | 6,303         | 6,318         | △ 15    |
| Delivery Channels (※)    | 6,879         | 6,840         | 39      |
| Base Terminals           | 75            | 76            | Δ1      |
| Centers                  | 6,066         | 6,031         | 35      |
| Moving Centers           | 138           | 138           | 0       |
| Logistics Centers        | 302           | 302           | 0       |
| Others                   | 298           | 293           | 5       |
| Sub-agents               | 238,288       | 239,514       | △ 1,226 |

<sup>※</sup> It shows the number of organizations.

# Forecasts 1. Performance

|           |                                | 1   |   | (Million  | ns of Yen)   |
|-----------|--------------------------------|---|---|---|--|
| 【 FY 2015 | ]                              | 【 FY 2014                                   | .]  | Change  |  |
| Amount    | (%)                            | Amount                                      | (%)   | Amount  | (%)  |
| 1,437,000 | 100.0                          | 1,374,610                                   | 100.0   | 62,389  | 4.5  |
| 70,000    | 4.9                            | 63,096                                      | 4.6   | 6,903   | 10.9   |
| 71,000    | 4.9                            | 64,664                                      | 4.7   | 6,335   | 9.8  |
| 41,000    | 2.9                            | 34,776                                      | 2.5   | 6,223   | 17.9   |
|           | Amount 1,437,000 70,000 71,000 | 1,437,000 100.0<br>70,000 4.9<br>71,000 4.9 | Amount       (%)       Amount         1,437,000       100.0       1,374,610         70,000       4.9       63,096         71,000       4.9       64,664 | Amount       (%)       Amount       (%)         1,437,000       100.0       1,374,610       100.0         70,000       4.9       63,096       4.6         71,000       4.9       64,664       4.7 | Change         Amount       (%)       Amount       (%)       Amount         1,437,000       100.0       1,374,610       100.0       62,389         70,000       4.9       63,096       4.6       6,903         71,000       4.9       64,664       4.7       6,335 |

#### Forecasts 2. Increases and Decreases in Operating Revenues by Division

(Millions of Yen) [ FY 2015 ] [ FY 2014] Change (%)(%) (%) Amount Amount Amount Delivery 1,137,500 79.2 1,099,399 0.08 38,100 3.5 TA-Q-BIN 1,003,000 69.8 958,573 69.7 44,426 4.6 Kuroneko Mail 119,000 8.3 126.035 9.2 △ 7,035  $\triangle$  5.6 45,500 45.047 452 **Express** 3.2 3.3 1.0 98,000 90,254 BIZ-Logistics 7,745 6.8 6.6 8.6 Home Convenience 51,000 3.5 48.723 3.5 2.276 4.7 46,000 40,831 e-Business 3.2 3.0 5,168 12.7 Financial 69,000 62,727 6,272 4.8 4.6 10.0 28,000 25,650 2,349 Autoworks 2.0 1.9 9.2 Other 7,500 0.5 7,022 0.5 477 6.8 1,437,000 1,374,610 100.0 62.389 Total 100.0 4.5

<sup>\*</sup> The amounts of previous year (FY 2014) are reclassified to the reportable segments for this year(FY 2015).

### Forecast 3. Operating Income of Segment Information

|                  |             |       |            |            | (Million | s of Yen) |
|------------------|-------------|-------|------------|------------|----------|-----------|
|                  | 【 FY 2015 】 |       | 【 FY 2014】 | 【 FY 2014】 |          |           |
|                  | Amount      | (%)   | Amount     | (%)        | Amount   | (%)       |
| Delivery         | 41,000      | 45.3  | 35,784     | 42.1       | 5,215    | 14.6      |
| BIZ-Logistics    | 4,700       | 5.2   | 3,403      | 4.0        | 1,296    | 38.1      |
| Home Convenience | 500         | 0.5   | 217        | 0.3        | 282      | 129.9     |
| e-Business       | 8,400       | 9.3   | 8,057      | 9.5        | 342      | 4.3       |
| Financial        | 9,600       | 10.6  | 9,405      | 11.1       | 194      | 2.1       |
| Autoworks        | 3,600       | 4.0   | 3,272      | 3.8        | 327      | 10.0      |
| Other            | 22,700      | 25.1  | 24,956     | 29.3       | △ 2,256  | △ 9.0     |
| Total            | 90,500      | 100.0 | 85,097     | 100.0      | 5,402    | 6.3       |
| Reconciliation   | △ 20,500    | 1     | △ 22,000   |            | 1,500    | _         |
| Consolidated     | 70,000      |       | 63,096     |            | 6,903    | 10.9      |

<sup>\*</sup> The amounts of previous year (FY 2014) are reclassified to the reportable segments for this year(FY 2015).

### Forecasts 4. Delivery Volume

# $\textcircled{1} \ \mathsf{TA-Q-BIN} (\mathsf{in} \ \mathsf{Japan})$

|                           | //          |       |            |       |         |        |
|---------------------------|-------------|-------|------------|-------|---------|--------|
|                           | 【 FY 2015 】 |       | 【 FY 2014】 |       | Change  |        |
|                           | Amount      | (%)   | Amount     | (%)   | Amount  | (%)    |
| TA-Q-BIN Total(Thousands) | 1,700,000   | 100.0 | 1,665,870  | 100.0 | 34,129  | 2.0    |
| Cool TA-Q-BIN             | 193,000     | 11.4  | 193,039    | 11.6  | △ 39    | △ 0.0  |
| TA-Q-BIN Collect          | 131,000     | 7.7   | 133,056    | 8.0   | △ 2,056 | △ 1.5  |
| TA-Q-BIN Time-Service     | 12,000      | 0.7   | 13,437     | 8.0   | △ 1,437 | △ 10.7 |
| TA-Q-BIN Unit-price(Yen)  | 587         |       | 574        |       | 13      |        |
|                           |             |       |            |       |         |        |

## ② Kuroneko Mail(in Japan)

|                                 | 7           |            |           |       |  |
|---------------------------------|-------------|------------|-----------|-------|--|
|                                 | 【 FY 2015 】 | 【 FY 2014】 | Change    |       |  |
|                                 | [ F1 2013 ] | [ F1 2014] | Amount    | (%)   |  |
| Kuroneko Mail Total (Thousands) | 1,945,000   | 2,084,831  | △ 139,831 | △ 6.7 |  |
| Kuroneko Mail Unit-price(Yen)   | 61          | 61         | 0         |       |  |

## Forecasts 5. Increases and Decreases in Operating Expenses

|                             |           |        |           |            | (WILLIOUS OF LELL) |       |  |
|-----------------------------|-----------|--------|-----------|------------|--------------------|-------|--|
| _                           | 【 FY 2015 | ]      | 【 FY 2014 | 【 FY 2014】 |                    |       |  |
|                             | Amount    | (%)    | Amount    | (%)        | Amount             | (%)   |  |
| Operating Revenues          | 1,437,000 | 100.0  | 1,374,610 | 100.0      | 62,389             | 4.5   |  |
| Operating Expenses          | 1,367,000 | 95.1   | 1,311,513 | 95.4       | 55,486             | 4.2   |  |
| Personnel Expenses          | 729,000   | 50.7   | 704,338   | 51.2       | 24,661             | 3.5   |  |
| Employee Salary             | 500,000   | 34.8   | 484,094   | 35.2       | 15,905             | 3.3   |  |
| Retirement Benefit Expenses | 14,000    | 1.0    | 14,834    | 1.1        | △ 834              | △ 5.6 |  |
| Other Expenses              | 215,000   | 14.9   | 205,408   | 14.9       | 9,591              | 4.7   |  |
| Subcontracting Expenses     | 557,000   | 38.8   | 528,105   | 38.4       | 28,894             | 5.5   |  |
| Commission Expenses         | 214,000   | 14.9   | 211,837   | 15.4       | 2,162              | 1.0   |  |
| Vehicle Hiring Expenses     | 182,000   | 12.7   | 168,104   | 12.2       | 13,895             | 8.3   |  |
| Other Expenses              | 161,000   | 11.2   | 148,163   | 10.8       | 12,836             | 8.7   |  |
| Vehicle Expenses            | 48,500    | 3.4    | 46,288    | 3.4        | 2,211              | 4.8   |  |
| Other Operating Expenses    | 296,500   | 20.6   | 277,920   | 20.2       | 18,579             | 6.7   |  |
| Eliminations                | △ 264,000 | △ 18.4 | △ 245,140 | △ 17.8     | △ 18,859           | 7.7   |  |
|                             | 1         |        |           |            |                    |       |  |

(04)

#### Forecasts 6. Employee Breakdown

(Number) [ FY 2015 ] [ FY 2014] Change Full-time | Part-time (%)Total Full-time | Part-time Total Full-time Part-time Total Total Employees 89,850 114,150 204,000 87,279 105,867 193,146 2,571 8,283 10.854 5.6 74.400 98.500 163,791 5.6 Delivery 172.900 72.783 91.008 1.617 7.492 9.109 **BIZ-Logistics** 4,150 1,870 6,020 3,884 1,496 5,380 266 374 640 11.9 2,900 2,450 5.350 2.759 2.379 5.138 141 71 212 4.1 Home Convenience 5,120 5.8 e-Business 4,240 880 4.005 834 4,839 235 46 281 650 220 870 Financial 637 220 857 13 13 1.5 **Autoworks** 1.450 800 2.250 1,193 616 1,809 257 184 441 24.4 Other 2,060 9,430 11,490 2,018 9,314 11,332 42 116 158 1.4

\* The number of previous year (FY 2014) are reclassified to the reportable segments for this year (FY 2015).

| <u> </u>   |             |            | (%)    |
|--|-------------|------------|--------|
|  | 【 FY 2015 】 | 【 FY 2014】 | Change |
| Ratio of Personnel Expenses<br>Over Operating Revenues | 43.0        | 43.5       | △ 0.5  |
| Ratio of Personnel Expenses<br>Over Net Revenues       | 64.0        | 64.7       | △ 0.7  |

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|       |     |       |          |    |      |

|                     |           |       | (Willions of Ten) |            |          |        |
|---------------------|-----------|-------|-------------------|------------|----------|--------|
|                     | 【 FY 2018 | 5 ]   | 【 FY 2014         | 【 FY 2014】 |          | е      |
|                     | Amount    | (%)   | Amount            | (%)        | Amount   | (%)    |
| Capital Expenditure | 80,000    | 100.0 | 88,517            | 100.0      | △ 8,517  | △ 9.6  |
| Vehicles            | 46,000    | 57.5  | 39,963            | 45.1       | 6,036    | 15.1   |
| Land                | 500       | 0.6   | 1,637             | 1.9        | △ 1,137  | △ 69.5 |
| Buildings           | 17,500    | 21.9  | 33,101            | 37.4       | △ 15,601 | △ 47.1 |
| Equipments          | 12,000    | 15.0  | 9,006             | 10.2       | 2,993    | 33.2   |
| Others              | 4,000     | 5.0   | 4,809             | 5.4        | △ 809    | △ 16.8 |

|              | 【 FY 2015 】 | 【 FY 2014】 | Change | (%)  |
|--------------|-------------|------------|--------|------|
| Depreciation | 48,000      | 42,265     | 5,734  | 13.6 |