Energy & Climate

Related SDGs

	FY2023 Targets	FY2023 Results
Mitigate Climate Change	**Reduce greenhouse gas emissions by 10% compared to fiscal 2020** [1]	**GHG emissions were reduced 11% from fiscal 2020**
	Reduce greenhouse gas emission intensity by 10% compared to fiscal 2020 [1] [2]	**GHG emissions intensity was reduced 8% compared to fiscal 2020**
	Use 40% of electricity generated via renewable energy sources [3]	**Electricity generated via renewable energy sources accounts for 37% of total electricity used**
	Reduce greenhouse gas emissions by 3% compared to 2022 [4]	**GHG emissions of consolidated subsidiaries overseas 3% reduction vs. fiscal 2022**
Low-carbon transportation/offices: ***Introduce low-carbon technology** ***Enhance operational efficiency**	Continue field tests of new electric vehicles (EVs) and fuel cell vehicles (FCVs) (including medium size trucks for long-distance travel) with other industries	Started trial of FC large-size truck travel between Haneda Chrono Gate and Gunma Base
	Carry out investigations and collaborative research into automated mobility[5] with the aim of realizing a low-carbon transportation and preventing air pollution	Continued discussions and confirmation of technology regarding automated mobility with business partners
	Reduce the use of dry ice to refrigerate packages: Substitute with 13,000 mechanical cold boxes and 1,200 refrigerator trucks	Conducted supplementary procurement of cooling packs and adjusted the volume of coolant input. Substituted 1,262 freight carrier trucks with refrigerator trucks
	Electric vehicles (EVs) 1,500 units	Introduced 1,754 Evs
	Visualize operational status and enhance transport efficiency based on data by fully leveraging digital technologies. Promote eco-driving	Increased the number of roll box pallets loaded per vehicle by 2.3 pallets compared to fiscal 2020
	Promote modal shifts (180 units for rail and sea transports)	Increased loading efficiency by consolidating bases and adjusting cargo sorting precision. Annual number of inter-hub transport operations Reduced by 72,308 compared to fiscal 2020
	Conduct demonstration tests of a model sales office that uses 100% renewable energy	Continued demonstration tests of a model Sales Office that uses 100% renewable energy
	Consolidate touch points (locations) and install LED lights	Consolidated touch points (locations) and installed LED lights at 411 locations
Measure energy and optimize energy management	Reinforce energy management	Launched the development of a system to optimize EV operations, standardize charging, and implement flexible inter-base power distribution
Conduct financial analysis and promote low-carbon investment	Analyze scenario and reflect in financial planning (reflect in next medium-term plan)	Conducted additional financial analysis of physical risks for Yamato Transport in fiscal 2023, looking at the decrease in revenue due to flooding and damage to equipment and facilities
	Put internal carbon pricing (ICP) into operation, confirm effects, and consider use as an investment indicator	Examined the scope of application for ICP and implementation methods

[1] In-house emissions of consolidated companies and Swan Co., Ltd. in Japan (Scope1 & Scope2). [2] tCO_2e /100 million yen of operating revenues.

[3] Consolidated companies and Swan Co., Ltd. in Japan. [4] Overseas. Scope1 and Scope2. [5] Automated mobility such as autonomous driving and truck platooning.

Atmosphere

Related SDGs

Clean Up the Skies (Prevent Air Pollution)	FY2023 Targets	FY2023 Results
	Reduce NOx and PM emissions by 25% compared to 2020*6	Compared to fiscal 2020 NOx: 33% reduction PM: 33% reduction
	Introduce vehicles that emit fewer air pollutants	Introduced 8,951 vehicles that emit fewer air pollutants
Reduce air pollutant emissions from transportation	Carry out investigations and collaborative research into automated mobility*5 with the aim of realizing a low-carbon transportation and preventing air pollution	Continued conducting discussions and confirmation of technologies related to automated mobility with suppliers

*5 Automated mobility such as autonomous driving and truck platooning. *6 The range refers to Yamato Transport Co., Ltd.

Resource Conservation & Waste

Related SDGs

Promote Resource Conservation and Reduce Waste	FY2023 Targets	FY2023 Results
	Use 55% renewable resources and recycled materials for paper materials*7	Used 64% renewable resources and recycled materials for paper materials
	Reduce landfill disposal rate (final disposal rate) to 5% or less*8	The landfill disposal rate (final disposal rate) was 5%
	Provide products utilizing recycled materials and resource-saving materials	Created improved samples for three products Completed calculation of paper and film reduction volume
Reduce use of resources, reduce waste, and recycle	Reduce amount of paper material used by 2% compared to fiscal 2021*9	The amount of paper used decreased 17% compared to fiscal 2021
	Reduce landfill waste volume (final disposal volume) by 40% compared to fiscal 2020	Landfill waste volume (final disposal volume) decreased 55% compared to fiscal 2020
	Reduce waste intensity by 3% compared to fiscal 2020	Waste volume intensity was reduced 13.8% compared to fiscal 2020
	Raise recycling rate to over 80%	Recycling rate 84%
	Reduce amount of resources used; Reduce waste volume; and Promote recycling*9	Reduced packaging materials in forwarding operations at some overseas local subsidiaries
Use renewable resources, recycled materials, and less plastic	Use 30% renewable resources/ recycled materials for containers/ packaging materials*10	Used 34% renewable resources and recycled materials for containers/packaging materials
	Promote the use of recycled materials for packaging*9 *11	Started use of shrink-wrap with 50% reduction in volume at overseas relocation business
Develop reusable materials and provide framework for material sharing usage*12	Promote the practical application of materials for reuse and provide transportation with shared reusable materials	Transitioned wooden pallets to returnable pallets (containers) in packing business 20% reduction in waste pallets
	Launch a model for sharing reusable things and expand user base	Reduced packaging material usage in packing business by transition to use of common materials
Reduce water usage and improve water quality	Reduce water intensity 2%, compared to fiscal 2020	Water intensity was reduced 8.7% compared to fiscal 2020
	Advance water reuse and water quality conservation	Continued use of soap with low environmental impact
	Advance activities to reduce volume of water used*10	Collected performance data and good examples from overseas local subsidiaries

*7 Paper material refers to cardboard for shipping, pickup and delivery materials, etc. *8 Equivalent to reduction by half compared to the past.

*9 Overseas. All other items in Japan. *10 Containers/packaging material includes packaging used for shipping and cushioning materials.

*11 Overseas logistics/moving-related services. *12 External collaboration.

Resilience of Companies & Society

Related SDGs: 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE | 11 SUSTAINABLE CITIES AND COMMUNITIES | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION | 13 CLIMATE ACTION | 15 LIFE ON LAND | 17 PARTNERSHIPS FOR THE GOALS

Support a Society That Combats Environmental Changes	FY2023 Targets	FY2023 Results
	Green logistics in collaboration with our business partners	Started calculating GHG emissions of transportation partners
	Collaborate with society to improve environmental resilience (Test a model and begin distributing information for adapting to climate change)	Started trials for use of cartridge batteries
	Provide environmentally friendly products and services*14	Developed system for calculating GHG emissions
Collaborate with Society to Improve Environmental Resilience	Reinforce resilient logistics to support mitigation and adaptation measures	Disseminated information and continued to revise manual through response to actual disasters (torrential rain, typhoons, earthquakes) and drills
Engage in environmental communication	Reinforce information distribution through enhanced disclosure and holding information sessions. Hold dialogues with investors and relay the content within the company	Conducted sustainability (environment and society) briefings Conducted ESG dialogues with institutional investors (major shareholders)
	Enhance information disclosure according to recommendations of the Task Force on Climate-related Financial Disclosure (TCFD)	Conducted financial analysis of physical risks for Yamato Transport in fiscal 2021
	Enhance risk communication	Conducted check of environmental laws and regulation observation status in Compliance and Risk Committee
	Establish ourselves as an environmentally friendly company. Create an atmosphere where environmental initiatives can be used to encourage sales/communication	Disseminated information on environmental initiatives via TV commercials, social media, and company newsletters
Green Logistics in Collaboration with Our Business Partners	Work with our transportation partners to understand their greenhouse gas emissions, accumulate data, and implement a system to support improvement	Started calculating GHG emissions of transportation partners
	Compliance with environment-related laws and management: Provide environmental certification for partner companies and suppliers, and support improvement	Conducted monitoring (face-to-face) of 40 transportation partners

*13 Products and services with environmental value and a low burden on the environment.

Related SDGs: 3 GOOD HEALTH AND WELL-BEING | 7 AFFORDABLE AND CLEAN ENERGY | 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION | 13 CLIMATE ACTION | 15 LIFE ON LAND

Reinforce Environmental Management

	FY2023 Targets	FY2023 Results
	Maintain and improve effectiveness of environmental management system (improve management levels)	Environmental management system and environmental management system*14 Operation and improvement of environmental management system
	Implement environmental accounting (Group Companies in Japan)	Completed preparations for expanding the scope of disclosure at consolidated companies in Japan
	Enhance development of human resources with deep knowledge of the environment and grant incentives	• Environmental management training (for officers, department managers at the head office, managers, Compliance Officers, Main Branch Managers) • Training for internal auditors (for people responsible for environmental issues) • Sustainability training (for operational managers) • Environmental training (for employees at the head office), etc. • Continued to introduce reduction targets for ESG metrics into Directors' remuneration

*14 Operates an environmental management system based on the international standard ISO14001

Labor

Related SDGs

	FY2023 Targets	FY2023 Results
Create a Work Environment Where Employees can Thrive	**Improve operating revenue per employee**	**Operating revenue per employee was 13,532,000 yen (up 4.6% year on year).**
	Reduce overtime for employees by 20% compared with FY2020	**Overtime per employee were reduced by 7.2% compared with FY2020**
	Ensure annual paid leave utilization rate is 90%	**Percentage of paid leave taken was 89.4%**
Consider a high-value-added model for labor by promoting optimization and labor-saving and improving the work environment through the utilization of technology and digital transformation	Reinforce personnel and labor measures aimed at achieving "decent work" through implementing employee awareness surveys and improve survey scores[15]	• In the Employee Awareness Survey, the score improved year on year for one of five items (Rate of fairness and equality). • Started an initiative to hold half-yearly discussions for improving our workplaces, using the results of the Employee Awareness Survey and stress checks
	Establish fair working conditions regardless of employment status (equal pay for equal work)[15]	• Organized a definition of duties to clarify which employees are responsible for which duties • Completed updates of definition of duties, including organization reforms and organization rules • Examined introduction of personnel evaluation and revision of personnel system based on definition of duties
	Establish a diverse, flexible employment system depending on job type, role, etc.[15]	
	Establish an environment where employees can work comfortably[15]	Implemented discussions for improving the workplace environment at all workplaces
	Create employee welfare measures in order to maximize the effectiveness of human resources[15]	・Encouraged employees to review their own insurance participation ・Prepared a lineup of highly-discounted home-use medicines and changed the availability period for discount purchases from half the year to all year ・Prepared to hold financial literacy improvement seminars for all directors and employees
Create a work environment where employees can thrive and play an active role by improving personnel system, developing individual skills, and placing the right person in the right position (promote decent work)	Launch educational organization and create new training structure[15]	Formulated ten-year development plans for regular graduate recruits
	Increase time spent in training by expanding opportunities for uniform training based on position and developing training for all employees[15]	Completed development and started implementation of self-learning program using digital tools for education of operational managers prior to appointment
	Ensure 100% attendance rate for specific health checkups[16]	Ensured 98.8% attendance rate for specific health checkups

*15 For consolidated companies in Japan. *16 For offices covered by the Yamato Group Health Insurance Association.

Human Rights & Diversity*17

Related SDGs

	FY2023 Targets	FY2023 Results
Create a Corporate Culture that Respects Human Rights and Diversity	**Ensure 100% attendance rate in human rights training for all employees**	**Ensure 100% attendance rate in human rights training for all employees**
	Ensure percentage rate of employees with disabilities is 2.5%	**Percentage of employment with disabilities was 3.1%**
	Double number of female managers (executives) compared with FY 2020 and ensure 10% of all managers are female	**The number of female managers (executives) increased 1.1-fold compared with FY2020 (362 managers)/ Percentage of female employees in management posts 5.9%**
Create initiatives for business activities that do not violate human rights and foster a corporate culture that respects human rights	Create a framework for human rights due diligence and complete demonstrations (level where we can set monitoring indicators after fiscal 2024)	• Completed verification of human rights due diligence (women/non-Japanese employees) • Completed preparation for human rights impact assessment for redefinition and consideration of human rights issues
	Carry out labor-related human rights risk assessments, as well as revision/improvement activities (focused particularly on foreign employees)	Completed nationwide establishment of consultation contact points for non-Japanese workers
	Reinforce harassment prevention measures	Implemented education on human rights and harassment prevention for all employees
Create an environment where diversity is respected and diverse employees can play an active role	Understand the issues faced by foreign employees and create a work environment where no one is left behind in the workplace	Completed nationwide establishment of consultation contact points for non-Japanese workers
	Implement active support for female employees	Examine initiatives to increase female managers
	Share internal best practices regarding employment and advancement of people with disabilities and rollout these best practices on a Groupwide basis	Held meetings to share best practices for people responsible for promoting employment of people with disabilities
	Understand the issues faced by employees who are experiencing LGBT-related difficulties and create a work environment in which employees can reach out to others	Implemented human rights harassment training, including explanation on LGBTQ+, for managers and ordinary employees
	Develop LGBT-related points of contact and employees available for consultation	

*17 All above figures are for consolidated companies in Japan and Swan Co., Ltd.

Safety & Security

Related SDGs: 3 GOOD HEALTH AND WELL-BEING | 8 DECENT WORK AND ECONOMIC GROWTH | 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE | 10 REDUCED INEQUALITIES | 11 SUSTAINABLE CITIES AND COMMUNITIES | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Create Initiatives to Carry Out Business in a Safe and Secure Manner		FY2023 Targets	FY2023 Results
		Achieve zero serious traffic accidents (fatal traffic accidents where the Company is responsible)	Achieved zero serious traffic accidents (fatal traffic accidents where the Company is responsible)
		Reduce number of traffic accidents (where bodily injury occurs) by 50% compared with FY 2019	Reduced number of traffic accidents (involving physical injury) by 26% compared with FY 2019
		Achieve zero serious occupational diseases (work-related deaths)	Achieved 1 serious occupational diseases (work-related deaths)
		Reduce frequency of lost workday injuries by 20% compared with FY 2019	Frequency of lost workday injuries increased 4% compared with FY 2019
	Create initiatives in order to carry out business in a safe and secure manner and establish a safe work culture	Carry out annual Groupwide management review (traffic safety[18] and occupational safety and health[19])	Carry out annual Groupwide management review (traffic safety and occupational safety and health)
		Attain 100% attendance rate in traffic safety training for drivers and managers[18]	Attain 100% attendance rate in traffic safety training for drivers and managers
		Nurture mentors and implement in-house training based on mentors[18]	Implemented monthly e-learning on traffic laws and regulations for operational managers
		Implement safety measures utilizing technology-based hardware[18]	Installed rear sensors and wide-angle rear cameras in vehicles
		Attain 100% attendance rate in occupational health and safety training by all employees (full-time and parttime workers)[19]	Attain 100% attendance rate at occupational health and safety training by all employees (full-time and part-time workers)
		Decide on occupational health and safety policies[19]	Formulated a plan to ensure safety in transportation and formulated basic policies, targets, and concrete initiatives related to occupational health and safety
		Create a management system (create system, develop procedure manual, gather information on figures, create framework for monitoring, conduct thorough audits, etc.)[19]	Implemented advance introduction of occupational health and safety management system at 13 regional branches
	Create an internal infrastructure to realize a society with zero stakeholder dissatisfaction (stress)[20]	Perfect the definition of reliable service and create implementation policies/evaluation standards to provide such service[20]	• Implemented Net Promoter Score (NPS) surveys to quantify and visualize customers' evaluation of the Company • Analyzed NPS survey results for use in further increase and improvement of customer satisfaction
		Create a system/framework to assess the status of providing reliable service and complete demonstrations (internal assessment)[20]	When commencing operation of new products and services, promptly measured customers' evaluation and utilized this to improve operations and increase convenience (Reference example: Launch of Kuroneko Yu-Packet)
		Begin to disclose information regarding the status of providing reliable service[20]	Disseminated examples of improvements to operations and services externally on our website ("examples of improvement based on customer feedback")

[18] For consolidated companies in Japan. [19] For consolidated companies in Japan and Swan Co., Ltd. [20] For Yamato Transport Co., Ltd.

Data Utilization & Security*21

Related SDGs

Create an Information Security Infrastructure	FY2023 Targets	FY2023 Results
	Develop an infrastructure for creating businesses that utilize data to resolve social issues	**Develop an infrastructure for creating businesses that utilize data to resolve social issues**
	Achieve zero serious information security incidents	**Achieve zero serious information security incidents**
	Ensure 100% deployment of information security managers at major organizations and 100% implementation of training for information managers*22	**Ensure 100% deployment of information security managers at major organizations and 100% implementation of training for information managers**
Develop an infrastructure for creating businesses that utilize data to resolve social issues	Improve data governance	Strengthened governance by starting operation of a consultation contact point for data utilization
	Put data management into practice	Established rules and accumulated knowledge for data utilization
	Improve data quality	
	Identify issues through data analysis and visualization and examine the social outcomes of resolving these issues	Reduced load on data analysis platform and implemented continuous improvement of information security management system (ISMS)
Create an information security infrastructure to support the shift to data-driven management	Attain 100% attendance rate in information security training for all employees (full-time and part-time workers)	Attain 100% attendance rate in information security training for all employees (full-time and part-time workers)
	Begin deployment of incident-sharing tools for business partners (part-time work, Kuroneko-Mate, pickup and delivery consignment, temporary workers, and subcontractors) at our offices	• Provided educational materials on prevention of inappropriate social media posts at partner liaison committee meetings • Implemented awareness-raising using internal newsletters
	Create a PDCA cycle for consistent personnel and technical measures (create Groupwide rules/frameworks with the aim of preventing recurrence of information security incidents)	• Revised information security guidelines • Held meeting of personnel assigned to promote continued ISMS certification and implemented internal audit of certified stores
	Expand training content and tools	Implement information security training

*21 For consolidated companies in Japan and Swan Co., Ltd. (except *22) *22 For Yamato Transport Co., Ltd.

Supply Chain Management*23

Related SDGs: 8 DECENT WORK AND ECONOMIC GROWTH | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION | 17 PARTNERSHIPS FOR THE GOALS

Develop a Common Understanding with Stakeholders	FY2023 Targets	FY2023 Results
	Complete creation and demonstration of monitoring framework	**Complete creation and demonstration of monitoring framework**
Formulate a common understanding with internal and external stakeholders	Select key suppliers for periodic monitoring and communicate with suppliers at least once every three years	• Select key suppliers for periodic monitoring • Completed the first communication with key suppliers
	Select key employees (departments) responsible for in-house implementation and implement training at least once every three years	• Selected key employees (departments) responsible for internal promotion • Implemented training for key personnel
	Create a system to monitor the status of our business partners	Completed construction of a system to monitor the status of business partners
	Share information with clients and hold periodic explanations and reviews (reinforce communication)	Held briefings, surveys, and reviews for key suppliers

*23 All above figures are for Yamato Transport Co., Ltd.

Local Community*24

Related SDGs: 3 GOOD HEALTH AND WELL-BEING | 4 QUALITY EDUCATION | 8 DECENT WORK AND ECONOMIC GROWTH | 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE | 10 REDUCED INEQUALITIES | 11 SUSTAINABLE CITIES AND COMMUNITIES | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION | 17 PARTNERSHIPS FOR THE GOALS

Create Corporate Citizenship Activities that are Rooted in Local Communities and Create a Framework for Business Creation	FY2023 Targets	FY2023 Results
	Complete creation of a framework to measure effectiveness of corporate citizenship activities and business in resolving social issues	**Completed creation of an inhouse environment for visualization to support for projects to resolve social issues**
Establish corporate citizenship activities that are rooted in local communities and are unique to the Yamato Group	Undertake corporate citizenship activities that enrich local communities (equivalent to 1% of annual revenues)	• Held the Music *TA-Q-BIN* Kuroneko Family Concert • Held Children's Traffic Safety Workshop • Revamped the Kuroneko Yamato Environment Class (on-site lessons)
	Establish in-house rules (evaluation standards, reporting lines, etc.)	Appointed Sustainability Ambassadors to promote sustainability activities in every region, and held eight exchange meetings for sharing information
	Create environment for staff to volunteer (volunteer leave, information sharing environment, rules for participation, etc.)	
Create an in-house environment for business creation	Complete creation of new business development system aimed at resolving social issues	Set project themes based on social issues and promoted initiatives to address them
	Consider what kind of business we should be as an integral member of an ideal society	
	Manage internal data comprehensively (external information, internal know-how, etc.) and consider methods and projects	Introduced a system for centralizing information on projects that contributed to resolving social issues
	Hold training on social issues and social trends (SDGs, etc.)	Created sales promotion tools for local governments (proposal documents/videos/pamphlets)

*24 All above figures are for consolidated companies in Japan and Swan Co., Ltd.