

Business Structure

Delivery Business



■ Delivery

In the Delivery Business, the Yamato Group concentrated on *TA-Q-BIN*-centered business development, aiming to provide infrastructure that best suits our customers and contribute to enriching people's lives.

Composition Ratio of Operating Revenues
78.1%

Operating Revenues
¥1,538.8 billion

Non-Delivery Businesses



■ BIZ-Logistics

In the BIZ-Logistics Business, the Yamato Group is providing customers with innovative logistics systems by combining management resources such as the *TA-Q-BIN* network with logistics functions, maintenance and recall handling functions, cleansing functions for medical devices, and international transportation functions.

7.9%



■ Home Convenience

In the Home Convenience Business, the Yamato Group is working toward enabling customers to achieve greater convenience and comfort in their lives through lifetime lifestyle support businesses and corporate enterprise support business that draw on the Yamato Group's nationwide network.

3.2%



■ e-Business

In the e-Business, the Yamato Group helps customers streamline their business processes and solve potential issues by proactively developing the solution platform business that combines logistics technology and financial technology with information technology. In addition, with the aim of helping to accelerate growth of Yamato Group businesses, we have been moving beyond conventional information technologies through efforts geared to promoting use of emerging technologies that harness artificial intelligence (AI), the Internet of Things (IoT), and other such innovations.

3.0%



■ Financial

In the Financial Business, the Yamato Group has been developing settlement and financial services tailored to a range of customer needs for payment collection of mail-order products, business-to-business transaction settlement, and vehicle leasing.

5.4%



■ Autoworks

In the Autoworks Business, the Yamato Group develops its "24-hour-a-day, 365-day-a-year service that enables customers to service their vehicles without stopping operation," thereby providing value to logistics operations and logistics service providers in the form of "improvement of vehicle maintenance convenience" and "reduced maintenance expenses." Furthermore, to better provide one-stop service solutions geared toward customer business operations, we have added services for "maintaining and safeguarding logistics facilities and equipment, and improving such workplace environments," along with "offering insurance plans tailored to customer risk management needs," which provide coverage for such assets.

1.6%



■ Other Services

The Yamato Group's Other Services segment provides box charter business, such as the *JITBOX Charter* service, and extensive shared services centered on the trunk-route transport business.

0.8%

(Year Ended March 31, 2018)