

# 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.

## 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.



### ■ Home Convenience

In the Home Convenience Business, the Yamato Group is working to deliver greater convenience and comfort to the lives of customers through the provision of its lifetime lifestyle support services, including "Raku Raku Household TA-Q-BIN" service, which helps transport and set up large furniture and household appliances, and the "Comfortable Lifestyle Support" service, which works to reduce daily household inconveniences.



### ■ 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, which combines logistics and financial technology with information technology.



### ■ 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.



### ■ Autoworks

In the Autoworks Business, the Yamato Group develops services that improve the operating efficiency of customer assets through providing value in the form of "improving vehicle maintenance convenience" and "reducing maintenance expenses."



### ■ Other Services

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

Composition Ratio of Operating Revenues

Operating Revenues

¥1,625.3 billion

79.8%

9.1%

2.1%

1.6%

4.9%

1.6%

0.9%

(Year Ended March 31, 2019)