



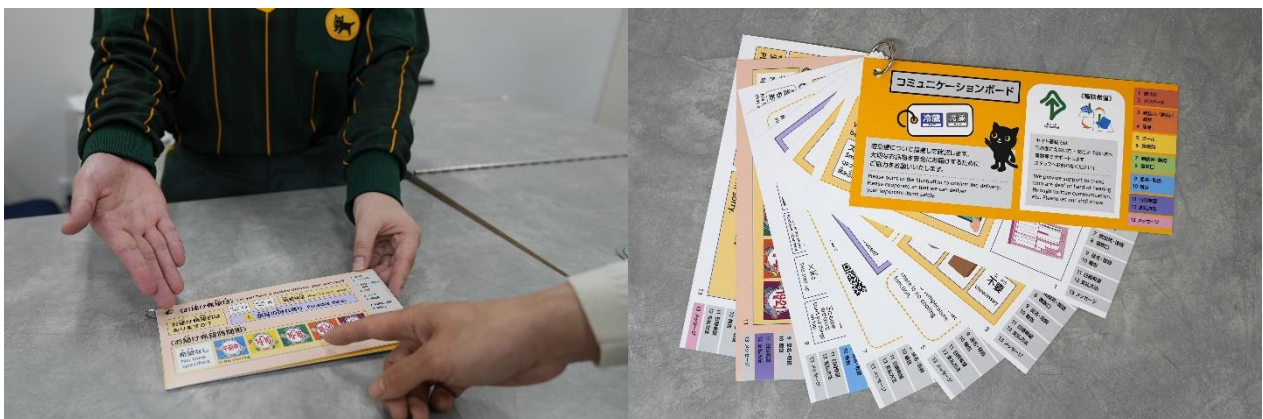
NEWS RELEASE

April 07, 2025

Yamato Transport Co., Ltd.

New Communication Board Enables Hearing-Impaired and Non-Japanese Speakers to Send TA-Q-BIN by Pointing to Illustrations Rollout at Expo 2025 service counters and 767 sales offices in Tokyo and Kansai to be followed by all of Japan in fall 2025

Yamato Transport Co., Ltd. (Headquarters: Chuo-ku, Tokyo; President: Seiichi Awa) hereby announces that it has, as of April 7, 2025, begun to introduce its original Communication Board. This new feature, which allows customers to complete procedures for sending TA-Q-BIN parcels by simply pointing to illustrations or characters, will be introduced at 767 sales offices in the Tokyo and Kansai areas. The service will also be introduced at Yamato Transport's West Gate Store and East Gate Store, which provide package delivery and baggage storage services at the venue of the Expo 2025 Osaka, Kansai, Japan, which begins on April 13, 2025. This is designed to create an environment with comfort and peace of mind for all customers, including those who are hearing-impaired or do not speak Japanese, as they use our TA-Q-BIN services.



Yamato Transport has been working to develop the Communication Board since 2024, prompted by a suggestion from a sales office employee who works directly with customers. These boards support Japanese and English speakers, with plans to add other languages, such as Chinese and Korean, depending on regional characteristics and customer needs. We plan to introduce the system to all of our sales offices in Japan by the fall of 2025 to coincide with the increase in inbound traffic and TOKYO 2025 Deaflympics to be held in Tokyo in November.

■Illustration of Communication Boards

Board 1: 《送り状の作り方》 How to make a waybill.
 How do you make it?
 おすすめ (We recommend it because it's affordable and convenient.)
 スマートフォン (Smartphone) QRコードを読み込んでください
 タブレット (タブレット) (ネコビット) Tablet
 てがき (Handwritten)

Board 9: 《品名》 どのようなものを送りますか? Item
 What kind of things do you send? Please enter the specific product name/product name.
 For example: × Miscellaneous goods/daily necessities ○ Clothing/Tableware
 《取り扱い》 (Are there any that apply?)
 フレモノ (Fragile) フレモノ (Fragile) フレモノ (Fragile) フレモノ (Fragile)
 お酒 (Alcohol) お酒 (Alcohol) お酒 (Alcohol) お酒 (Alcohol)
 ナマモノ (Raw food) ナマモノ (Raw food) ナマモノ (Raw food) ナマモノ (Raw food)
 お花 (Flower) お花 (Flower) お花 (Flower) お花 (Flower)
 精密機器 (Precision machinery) 精密機器 (Precision machinery) 精密機器 (Precision machinery) 精密機器 (Precision machinery)
 天地無用 (This side up) 天地無用 (This side up) 天地無用 (This side up) 天地無用 (This side up)
 下積厳禁 (Don't put things on top) 下積厳禁 (Don't put things on top) 下積厳禁 (Don't put things on top) 下積厳禁 (Don't put things on top)

Board 11: 《お届け希望日》 Do you have a desired delivery date and time?
 お届け希望日はありますか? (Yes/No)
 最短希望 (Hope for early arrival)
 遅延の恐れあり (Possible delay)
 《お届け希望時間帯》
 希望なし (No time specified)
 午前中 (In the morning) 14-16 16-18 18-20 19-21

Board 13: 《指差しメッセージ》 Pointing message
 お手伝いできることはありますか? (May I help you?)
 ご不明な点はありますか? (Do you have any questions?)
 確認します (I will confirm.)
 ありがとうございます (Thank you.)
 少しお待ちください (Please wait a moment.)
 申し訳ございません (I'm sorry.)

■Background of Introduction of Communication Boards

With the April 2024 revision of the Act for Eliminating Discrimination against Persons with Disabilities^{*1}, "reasonable accommodation" by businesses for customers with disabilities has been changed from an obligation to cooperate to a full obligation, requiring companies to make efforts to ensure that their services are not limited by the presence or absence of disabilities in the course of business. In addition, the need for multilingual support is increasing as the number of inbound visitors grows.

■Past Initiatives of the Yamato Group

In February 2024, the Yamato Group formulated its Medium-Term Management Plan "Sustainability Transformation 2030 ~1st Stage~." With a social vision of "contribution to the co-development of a fair society that 'Leaves No One Behind,'" we respect our employees' human rights and diversity and aim to improve their engagement and realize diversity and inclusion.

In 2022, in order to provide appropriate support for people with disabilities, we, alongside Mirairo Inc., jointly developed the Yamato Group's original Universal Manners Test^{*2} in line with our daily work. Courses for this test launched for Yamato Transport employees, and in fiscal 2024, approximately 35,000 employees took the course, with a total of approximately 58,000 employees having completed the program so far.

For users who speak languages other than Japanese, since October 2024, we have also been providing a tool that enables the issuance of a TA-Q-BIN waybill from a dedicated website supporting four languages^{*3} for hotels, airports, and other tourist facilities.

*1 Cabinet Office: “Act for Eliminating Discrimination Against Persons with Disabilities”

URL: <https://www8.cao.go.jp/shougai/english/pdf/act-2.pdf>

*2 This certification test is designed to systematically learn and acquire the mindset and actions for addressing a diverse range of people, including the elderly and people with disabilities.

*3 Japanese, English, Chinese (traditional and simplified), Korean

Contact

General inquiries:

Call Center, Yamato Transport Co., Ltd.

TEL(from Japan only, toll-free number): 0120-01-9625 (Japanese)/0120-67-9625(English)

Press inquiries

Corporate Communications, Yamato Transport Co., Ltd.

TEL: +81-3-3248-5822

Reference

Press Releases

Yamato Holdings Co., Ltd.: Sustainability

URL: <https://www.yamato-hd.co.jp/english/csr/>

Yamato Holdings Co., Ltd.: Yamato Group sets Medium-Term Management Plan "Sustainability Transformation 2030 ~1st Stage~"

URL: https://www.yamato-hd.co.jp/english/news/2023/pdf/newsrelease_20240205_en02.pdf

Yamato Transport Co., Ltd.: Jointly Developed the Yamato Group's Original Universal Manner Test and Launched Programs for Yamato Transport Employees in September 2022 (September 8, 2022)

URL: https://www.yamato-hd.co.jp/news/2022/newsrelease_20220908_1.html

Yamato Transport Co., Ltd.: Launch of Smartphone Waybill Issuance Tool Across Japan (September 30, 2024)

URL: https://www.yamato-hd.co.jp/english/news/2024/pdf/newsrelease_20240930_en01.pdf

Yamato Transport Co., Ltd.: Courier Delivery and Temporary Baggage Storage Counters to be Established at Expo 2025 Osaka, Kansai, Japan (March 25, 2025)

URL: https://www.yamato-hd.co.jp/english/news/2024/pdf/newsrelease_20250325_en01.pdf