

		📻 YAMATO HOLDINGS CO., LT
First Half FY2017 Results	Main Points	
results in the Delivery Busines Compact" and "Nekopos" serv services in the non-delivery bu Despite a rise in personnel exp	s where TA-Q-BIN d ices amid growth in sinesses. enses because of th ion of cost controls	• ¥22.9 billion YoY. The increase was partially due to positive elivery volume increased resulting from the growth of "TA-Q-BIN the mail order market, and also due to firm results from existing ne tightening labor market, operating income increased by ¥2.9 geared toward keeping costs in line with operating volumes,
Trends of Delivery Busi	ness	
operators, and also due to increas	e in delivery volume o	progress made in expanding sales centered on mail-order business of "TA-Q-BIN Compact" and "Nekopos" services underpinned by factors Unit price decreased by 4.3% YoY due to a shift in the product mix.
Although the overall market is shr particularly among our existing land		Bin volume increased by 0.4% YoY due to the increase in deliveries
Autough the eventual market le en	ge-lot customers. Uni	Bin volume increased by 0.4% YoY due to the increase in deliveries
particularly among our existing lan	rge-lot customers. Uni USINESS Despite favorable resu began handling in the	Bin volume increased by 0.4% YoY due to the increase in deliveries
particularly among our existing lar Trends of Non-Delivery Bu - BIZ-Logistics Business	rge-lot customers. Uni USINESS Despite favorable resu began handling in the overseas transport se Revenue increased du Service <sup>°</sup> and other fact	Bin volume increased by 0.4% YoY due to the increase in deliveries t price decreased by 3.4% YoY. Its with respect to use of business-to-business logistics related services that we previous fiscal year, revenue and income decreased due to lackluster results in
<ul> <li>Particularly among our existing lan</li> <li>Trends of Non-Delivery Bit</li> <li>BIZ-Logistics Business</li> <li>Home Convenience Business</li> </ul>	rge-lot customers. Uni USINESS Despite favorable resu began handling in the overseas transport se Revenue increased du Service" and other fact gains generated in the Revenue and income i	Bin volume increased by 0.4% YoY due to the increase in deliveries t price decreased by 3.4% YoY. Its with respect to use of business-to-business logistics related services that we previous fiscal year, revenue and income decreased due to lackluster results in rvices and a decrease in business involving product recalls. e to favorable results with respect to use of the "Comfortable Lifestyle Support ors, but income decreased because earnings were insufficient to cover income previous fiscal year largely from business involving product recalls.
particularly among our existing la	rge-lot customers. Uni USINESS Despite favorable resu began handling in the overseas transport se Revenue increased du Service" and other fact gains generated in the Revenue and income i mobile virtual network Revenue increased an	Bin volume increased by 0.4% YoY due to the increase in deliveries t price decreased by 3.4% YoY. Its with respect to use of business-to-business logistics related services that we previous fiscal year, revenue and income decreased due to lackluster results in rvices and a decrease in business involving product recalls. e to favorable results with respect to use of the "Comfortable Lifestyle Support ors, but income decreased because earnings were insufficient to cover income previous fiscal year largely from business involving product recalls.

### [Results main points]

- (1) In the six months ended September 30, 2016, both revenues and income increased YoY and they were roughly in line with forecast.
- (2) Operating revenue (YoY ↑ ¥22.9 billion)
  - Delivery Business: TA-Q-BIN delivery volume increased due to continued growth in the mail order market and progress made in expanding sales of the "TA-Q-BIN Compact" and "Nekopos" services.
    - Non-delivery businesses: Non-delivery business results were firm primarily from existing services, despite lackluster performance in trading logistics and other overseas transport services.
- (3) Operating income (YoY ↑ ¥2.9 billion)

Operating revenue has increased and cost controls geared toward keeping costs in line with operating volumes have been implemented, primarily in the Delivery Business. However, personnel expenses including commission expenses have been trending higher due to increases in operating volumes combined with the tightening labor market.

(Billions of Yen)		First Half FY2017	First Half FY2016	FY2017 (July 2016	YoY Change		Forecast Change (A-B)		
	(Actual) (Actual) (Actual) B		Amount	[%]	Amount	[%]			
Operating r	evenues								
	Delivery	554.8	533.5	-	21.3	4.0	-	-	
Non-Delivery		151.8	150.2	-	1.5	1.0	-	-	
	Total	706.6	683.7	710.0	22.9	3.3	(3.3)	(0.5)	
Operating income		20.9	18.0	21.0	2.9	16.4	(0.0)	(0.3)	
	[Profit margin]	3.0%	2.6%	3.0%	-	-	-	-	
Ordinary in	come	20.9	18.6	21.0	2.2	12.3	(0.0)	(0.4)	
	[Profit margin]	3.0%	2.7%	3.0%	-	-	-		
Profit attrib	utable to owners	11.5	9.7	11.5	1.7	18.4	0.0	0.5	
of parent	[Profit margin]	1.6%	1.4%	1.6%	-	-	-		

[Operating results in the six months ended September 30, 2016]

- (1) The increase in expenses attributable to external factors
  - The effect of higher retirement benefit expenses attributable to a shift in the discount rate and the increase in the size-based enterprise tax combined amount to approximately ¥3.0 billion.

	alysis of Con: 22.9 b (↑ 3.3%) Delivery BIZ-Logis ↑ 21.3 ↓ 2.5	Convenience	rating Revenu	IES Schwarto He Autoworks ↑0.6	OLDINGS CO., LTD.
683.7	1. Delivery Trend of TA-Q-BIN (Domestics) 19.4% 898,343 thousand 1. Retail 14.4% 448,112 thousand (Breakdown) (Individual customer (Individual customer (Small lot commercial		3. Home Convenience Trend of main sub-segments 1. Home Convenience 1.0.2 b(1.1%) 2. Business Convenience 1.0.0 b(10.5%) 3. Technical Network 4. Elimination / Other 1.0.6 b(-%)	4. e-Business Trend of main sub-segments 1. e-Logistics Solution 1. 0.7 b († 14.6%) 2. Credit Card Solution 1. 0.0 t (10.6%) 3. IT Operating 1. 0.1 b († 5.8%) 4. V4b-Based Mail Order 1. 0.1 b († 3.9%) 5. Elimination / Other 1. 0.2 b (-%)	706.6
	15.5%) 377,156 thousand 2. Large lot commercial 14.8% 450,232 thousand * April 2016 to September 2016 (Breakdown) 1. Shanghai 3.032 thousand 2. Singapore 364 thousand 3. Hong Kong 505 thousand 4. Malaysia 838 thousand	(Breakdown)	5. Financial Trend of main sub-segments 1. Payment *1 10.0 b (1 0.1%) 2. Lease 12.0 b (1 3.2%) 3. Credit Finance 10.0 b (1 4.1%) 4. Elimination / Other 10.8 b (-%)	6. Autoworks Trend of main sub-segments 1. Truck Solution 1. 0.4 b (1.1.7%) 2. Elimination / Other 1.0.1 b (-%)	
First Half FY2016 (Actual)		*1 Effective	from FY2017, TA-Q-BIN Collect	has been renamed Payment.	First Half FY2017 (Actual)

[Major factors of changes in revenues by segment]

Positive: Factors underpinning revenue gains; Negative: Factors underpinning revenue losses

- (1) Delivery Business (Revenue and income increase)
- Positive: TA-Q-BIN delivery volume: ↑ 9.4%

(Retail: ↑ 4.4%; Large lot commercial: ↑ 14.8%); operating revenue: ↑ 4.6 %
 Delivery volume in the small-lot commercial business was favorable at a gain of 5.5% YoY.
 "TA-Q-BIN Compact" and "Nekopos" services also contributed to boosting delivery volume results.
 Negative: Kuroneko DM-Bin volume: ↑ 0.4%; operating revenue: ↓ 3.3%

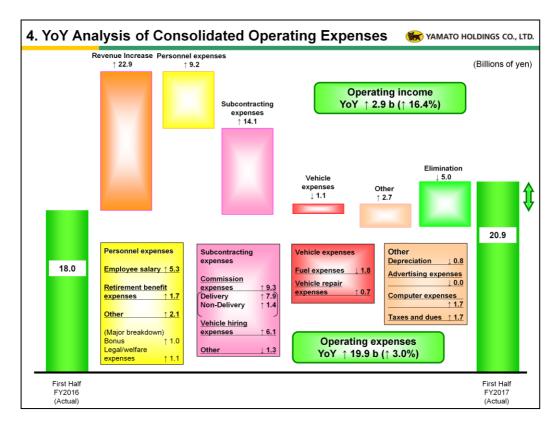
- (2) BIZ-Logistics Business (Revenue and income decrease)
  - Positive: Sales & Logistics (favorable results in use of services by existing customers)
    - Negative: Overseas transport services (Sluggish freight movement mainly among automotive customers in trading logistics)

Multi Maintenance business (Lack of revenues sufficient to cover revenue gains of business involving product recalls achieved in the previous fiscal year)

(3) Home Convenience Business (Revenue increase, income decrease)

Negative: Technical Network business (Slump in sales of solar cells and eco-equipment for home use such as Ene-Farm home fuel cells across the entire industry, in addition to a lack of revenues sufficient to cover revenue gains of business involving product recalls in the previous fiscal year)

- (4) e-Business (Revenue and income increase)
  - Positive: e-Logistics Solution (Growth of mail-order business and delivery logistics for companies) Setup and Logistics services (favorable results of services geared toward mobile virtual network operators)
- (5) Financial Business (Revenue increase, income decrease)
  - Positive: Lease business (Steady results generated from financial leases primarily involving trucks and installment sales)
  - Negative: Lackluster results of the Payment business (formerly referred to as the TA-Q-BIN Collect business) due to a shrinking market for cash-on-delivery settlements.
- (6) Autoworks Business (Revenue and income decrease) Positive: Number of vehicles serviced increased. Negative: Impact of lower unit prices on fuel sales.

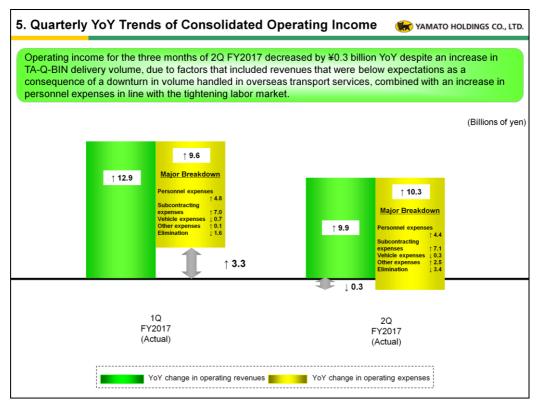


[Major changes in consolidated operating expenses]

- (1) Consolidated operating expenses increased by 3.0% YoY.
- (2) Company operating in a business environment that is becoming less favorable
  - •Tax increase in size-based enterprise tax ( ↑ ¥1.6 billion)

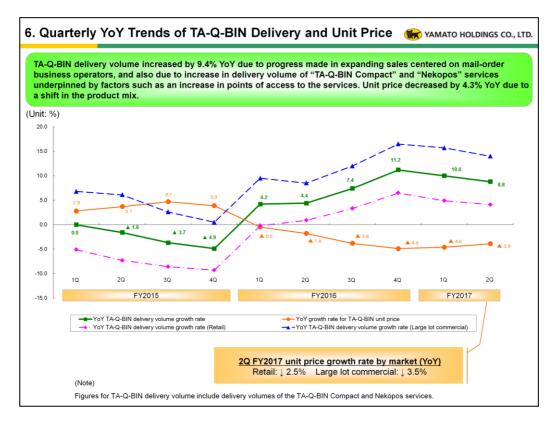
 $\rightarrow$  Increase of taxes and dues

- Increase in retirement benefit expenses (
   <sup>1</sup> ¥1.5 billion due to shift in the discount rate)
- Tightening labor market → In conjunction with higher operating volumes, increase in personnel expenses mainly associated with pickup/delivery such as wages and commission expenses
- (3) We continue to bolster recruitment efforts while promoting initiatives to boost productivity and thoroughly implementing cost controls.



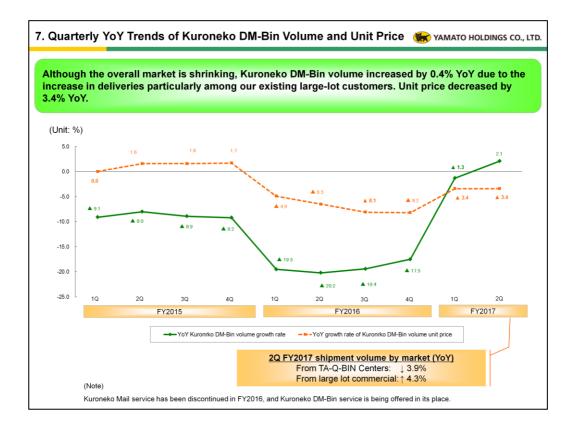
[Quarterly trends of operating income]

- (1) Bar chart of a YoY comparison of operating revenues and operating expenses
- (2) In the three months of 2Q, operating income decreased by ¥0.3 billion YoY.
- (3) Major factors of changes in operating income in 2Q
- Revenues: Despite revenue increased largely due to higher TA-Q-BIN delivery volumes, revenues were below expectations in overseas transport services, particularly trading logistics.
- Expenses: In addition to higher operating volumes, there was an increase in labor costs mainly associated with pickup/delivery such as personnel expenses and commission expenses, due to the tightening labor market.



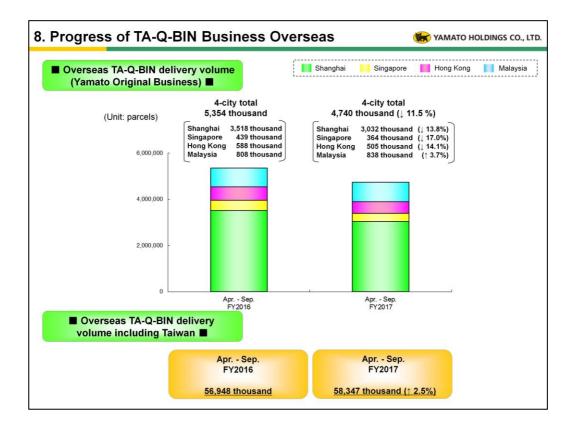
# [Trends of TA-Q-BIN]

- (1) Delivery volume and unit price were largely in line with expectations.
- (2) TA-Q-BIN delivery volume up 9.4% YoY
  - Business involving large-lot mail-order customers continued to grow substantially.
  - Sales of "TA-Q-BIN Compact" and "Nekopos" services were expanded.
  - · Shipments for small-lot commercial have been heading higher.
- (3) The unit price was down 4.3% YoY.
  - The decrease was associated with an increase in shipments primarily for large-lot mail-order customers and increasing sales of "TA-Q-BIN Compact" and "Nekopos" services.
- (4) Trends with "TA-Q-BIN Compact" and "Nekopos" services
  - Increasing number of delivery locations continuing on from Q1
  - · Taking steps to further increase delivery volume going forward



[Trends of Kuroneko DM-Bin]

- (1) Kuroneko DM-Bin volume exceeded expectations, and unit price was largely in line with expectations.
- (2) Kuroneko DM-Bin volume up 0.4% YoY
  - Adverse effects of discontinuing the Kuroneko Mail service have subsided, and Kuroneko DM-Bin deliveries particularly among existing large-lot customers have increased.
  - The market is shrinking and competitors continue to lower prices.
- (3) Unit price: YoY  $\downarrow$  3.4%
  - The unit price has decreased as a result of the increase in deliveries among large-lot customers.



[Progress achieved by the TA-Q-BIN business overseas]

- (1) Delivery volume continued to decrease as a result of efforts to review unprofitable transactions.
- (2) Operating income has been improving overall.

## 9. Forecast of FY2017 Operating Results (1)

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(Billions of Yen)		FY2017 (New FY2016		FY2017 (July 2016	YoY Cł	YoY Change		Forecast Change (A-B)	
		Forecast) A	(Actual)	Forecast) B	Amount [%]		Amount [%]		
Operating	revenues								
		1,460.0	1,416.4	1,460.0	43.5	3.1	0.0	0.0	
Operating income		65.0	68.5	65.0	(3.5)	(5.2)	0.0	0.0	
	[Profit margin]	4.5%	4.8%	4.5%	-	-	-	-	
Ordinary income		65.5	69.4	65.5	(3.9)	(5.7)	0.0	0.0	
	[Profit margin]	4.5%	4.9%	4.5%	-	-	-	-	
Profit attributable to owners		39.0	39.4	39.0	(0.4)	(1.1)	0.0	0.0	
of parent	[Profit margin]	2.7%	2.8%	2.7%	-	-	-	-	

[Forecast of FY2017 operating results]

(1) Consolidated operating revenues:	Projections for operating revenues remain unchanged from the previous forecast.
	We continue our efforts to achieve results in line with the revenue forecast.
	YoY $\uparrow$ ¥43.5 billion, $\uparrow$ 3.1%
(2) Consolidated operating income:	Projections for operating income also remain unchanged from the previous forecast.
	The increase in expenses due to external factors (¥8.0 billion, full-year) remains unchanged from initial forecasts.
	YoY $\downarrow$ ¥3.5 billion, $\downarrow$ 5.2%

(3) External factors are likely to substantially affect expenses, along with ongoing increases in personnel expenses.

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Expense Analysis Assumptions of Forecasts

### 10. YoY Analysis of Consolidated Operating Expenses 🛭 🟍 YAMATO HOLDINGS CO., LTD.

(Millions of Yen)	First Half	First Half	YoY Ch	ange
	FY2017 Actual	FY2016 Actual	Amount	[%]
Operating revenues	706,689	683,785	22,903	3.3
Operating expenses	685,745	665,785	19,960	3.0
Personnel expenses	368,456	359,163	9,292	2.6
Employee salary	253,115	247,781	5,333	2.2
Retirement benefit expenses	8,429	6,666	1,763	26.4
Other personnel expenses	106,911	104,715	2,195	2.1
Subcontracting expenses	281,087	266,928	14,158	5.3
Commission expenses	113,113	103,804	9,308	9.0
Vehicle hiring expenses	91,702	85,549	6,153	7.2
Other subcontracting expenses	76,271	77,573	(1,302)	(1.7)
Vehicle expenses	20,382	21,511	(1,128)	(5.2)
Fuel expenses	9,551	11,431	(1,879)	(16.4)
Other operating expenses	149,349	146,638	2,710	1.8
Depreciation	20,829	21,665	(835)	(3.9)
Elimination	(133,529)	(128,456)	(5,073)	3.9

[Analysis of consolidated operating expenses]

- (1) Operating expenses increased by 3.0% YoY against a 3.3% YoY increase in operating revenues.
- (2) Personnel expenses: YoY ↑ ¥9.2 billion (↑2.6%)
   Patient expenses: YoY ↑ X4 7 billion (↑2.6%)

Retirement benefit expenses: YoY ↑ ¥1.7 billion (↑26.4%) ......Of this amount, a ¥1.5 billion increase is attributable to the shift in the discount rate (from 0.9% to 0.1%)

Other personnel expenses: YoY  $\uparrow$  ¥2.1 billion

- Legal welfare expenses.....YoY ↑ ¥1.0 billion
- •Short-span part timer wages......YoY  $\downarrow$  ¥0.03 billion
- (3) Subcontracting expenses: YoY ↑ ¥14.1 billion (↑5.3%)
  - Commission expenses: YoY ↑ ¥9.3 billion (↑9.0%)
    - •Delivery Business......YoY ↑ ¥7.9 billion

TA-Q-BIN delivery volume increased along with increased outsourcing of TA-Q-BIN deliveries as a consequence of tight labor markets.

Use of outsourcing increased particularly in 2Q largely due to recruitment delays.

•Non-delivery businesses......YoY ↑ ¥1.4 billion

Primarily in the e-Business segment, there was increased use of subcontracting and other such services associated with higher revenues due to greater numbers of projects.

Vehicle hiring expenses: YoY  $\uparrow$  ¥6.1 billion ( $\uparrow$ 7.2%)

In line with accounting item reclassification taking effect this fiscal year, expressway tolls incurred by hired vehicles, which were previously recorded under "expressway tolls," are now recorded under "vehicle hiring expenses" (over ¥2.0 billion). Vehicle hiring expenses increased by 4.4% excluding effects of this change, which reflects efforts to keep such expenses appropriately under control relative to delivery volume increases.

Other subcontracting expenses: YoY  $\downarrow$  ¥1.3 billion

- → Cost of sales increased due to robust results in the lease business.
   Cost of purchases decreased due to lower crude oil prices.
   Mixed freightage expenses decreased due to a downturn in revenues of overseas transport services.
- (4) Vehicle expenses: YoY  $\downarrow$  ¥1.1 billion ( $\downarrow$ 5.2%) Impact from lower crude oil prices
- (5) Other operating expenses: YoY  $\uparrow$  ¥2.7 billion ( $\uparrow$ 1.8%)
  - •Size-based enterprise tax...... ↑ ¥1.6 billion
    - → Effect on net profit: The increase in size-based enterprise tax had a ¥1.1 billion negative effect on net profit, and the corporate tax rate decrease had a ¥0.4 billion positive effect.

(Millions of Yen)		First Half FY2017	First Half FY2016	YoY Change		
		Actual	Actual	Amount	[%]	
Operating rev	venues	554,849	533,519	21,330	4.0	
Operating ex	penses	547,844	529,352	18,491	3.5	
Personnel ex	penses	318,755	310,503	8,252	2.7	
Employee	salary	218,783	213,777	5,006	2.3	
Retirement	benefit expenses	7,023	5,550	1,472	26.5	
Other perso	onnel expenses	92,947	91,174	1,772	1.9	
Subcontracting expenses	167,900	153,906	13,993	9.1		
Commissio	n expenses	62,727	54,777	7,949	14.5	
Vehicle hiri	ng expenses	87,508	81,439	6,069	7.5	
Other subc	ontracting expenses	17,664	17,689	(24)	(0.1)	
Vehicle expe	nses	18,103	18,839	(736)	(3.9)	
Fuel expen	ses	7,937	9,433	(1,496)	(15.9)	
Other operati	ng expenses	102,639	104,270	(1,630)	(1.6)	
Depreciatio	n	13,755	14,942	(1,187)	(7.9)	
Elimination		(59,553)	(58,167)	(1,386)	2.4	
(Notes)	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~		•			

[Analysis of operating expenses in Delivery Business]

For this slide, refer to explanation given in relation to the previous slide.

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(Millions of Yen) Operating revenues		FY2017	FY2016	FY2017 (July 2016	YoY Cł	nange	Forecast Change (A-B)	
		(New Forecast) (Actual)		Forecast) B	Amount	[%]	Amount	[%]
	Delivery	1,150,000	1,111,875	1,148,000	38,124	3.4	2,000	0.2
	BIZ-Logistics	104,500	106,822	107,000	(2,322)	(2.2)	(2,500)	(2.3
	Home Convenience	49,500	48,981	49,500	518	1.1	0	0.0
	e-Business	47,000	43,357	46,500	3,642	8.4	500	1.1
	Financial	75,000	72,446	75,000	2,553	3.5	0	0.0
	Autoworks	25,000	24,458	25,000	541	2.2	0	0.0
	Other	9,000	8,470	9,000	529	6.3	0	0.0
	Total	1,460,000	1,416,413	1,460,000	43,586	3.1	0	0.0
Operating	income							
	Delivery	36,000	38,176	36,000	(2,176)	(5.7)	0	0.0
	BIZ-Logistics	5,300	4,905	5,800	394	8.0	(500)	(8.6
	Home Convenience	1,500	1,146	1,500	353	30.8	0	0.0
	e-Business	9,300	9,009	8,800	290	3.2	500	5.
	Financial	8,800	8,702	8,800	97	1.1	0	0.0
	Autoworks	3,600	3,372	3,600	227	6.7	0	0.
	Other	34,500	26,515	34,500	7,984	30.1	0	0.
	Subtotal	99,000	91,829	99,000	7,170	7.8	0	0.0
	Elimination	(34,000)	(23,288)	(34,000)	(10,711)	46.0	0	0.
	Total	65,000	68,540	65,000	(3,540)	(5.2)	0	0.0
	[Profit margin]	4.5%	4.8%	4.5%	-	-	-	-
Ordinary i		65,500	69,426	65,500	(3,926)	(5.7)	0	0.0
	[Profit margin]	4.5%	4.9%	4.5%	-	-	-	-
	butable to owners	39,000	39,424	39,000	(424)	(1.1)	0	0.0
of parent	[Profit margin]	2.7%	2.8%	2.7%	-	-	-	-
	(Note)							
	Starting with FY2017, Y	amato Payment Se	rvice (HK) Ltd. whi	ch was previouely i	ncluded in Fina	ncial Rusines	segment	
	has been shifted to Del							
	Business segment and							

[Operating results forecast by business segment]

- (1) Delivery Business
  - TA-Q-BIN: Increase of 6 million parcels from the previous forecast to reflect prevailing circumstances

(We forecast a 7.5% YoY increase for the full year, and a 5.8% increase in the latter half, indicating a slowing rate of growth in comparison with the first half. This reflects a tapering off of rapid growth associated with launching new TA-Q-BIN services, in conjunction with results of initiatives largely involving a shift to more rational business transactions and effects of the leap year in the previous fiscal year.)

· Kuroneko DM-Bin: Increase of 60 million units from initial forecast

(We forecast a 1.7% YOY decrease for the full year, and a 3.7% decrease in the latter half. The volume forecast has been upwardly revised to reflect actual results in the first half, but we anticipate no substantial changes in the trend of a shrinking overall market and the competitive landscape.)

- The operating revenue forecast has been upwardly revised by ¥2.0 billion from the previous forecast to reflect the upward revision of the TA-Q-BIN delivery volume projection.
- (2) Non-delivery businesses
  - We have increased the operating revenue forecast by ¥0.5 billion in comparison with the previous forecast in the e-Business segment, and decreased it by ¥2.5 billion in the BIZ-Logistics Business segment to reflect prevailing circumstances.
  - We have increased the operating income forecast by ¥0.5 billion in comparison with the previous forecast in the e-Business segment, and decreased it by ¥0.5 billion in the BIZ-Logistics Business segment.

Millions of Yen)	n) FY2017 (New		FY2017 (July 2016	YoY Ch	nange	Forecast ( (A-E		Assumptions of forecasts
	Forecast) A	(Actual)	Forecast) B	Amount	[%]	Amount	[%]	Operating revenues
Operating revenues	1,460,000	1,416,413	1,460,000	43,586	3.1	0	0.0	Delivery Business  • TA-Q-BIN parcels (forecast)
Operating expenses	1,395,000	1,347,872	1,395,000	47,127	3.5	0	0.0	1,861,000 thousand (YoY ↑ 7.5%
Personnel expenses	744,000	718,980	748,000	25,019	3.5	(4,000)	(0.5)	TA-Q-BIN unit price (forecast)
Employee salary	511,000	499,660	515,000	11,339	2.3	(4,000)	(0.8)	¥557 (YoY ↓ 3.6% • Kuroneko DM-Bin units (forecast)
Retirement benefit expenses	17,500	13,404	17,500	4,095	30.6	0	0.0	1,510,000 thousand (YoY ↓ 1.7%)
Other personnel expenses	215,500	205,915	215,500	9,584	4.7	0	0.0	<ul> <li>Kuroneko DM-Bin unit price (forecast)</li> </ul>
Subcontracting expenses	573,000	550,188	569,000	22,811	4.1	4,000	0.7	¥55 (YoY ↓ 3.5%
Commission expenses	226,000	217,524	221,000	8,475	3.9	5,000	2.3	Personnel expenses
Vehicle hiring expenses	186,000	176,885	186,000	9,114	5.2	0	0.0	Employee salary
Other subcontracting expenses	161,000	155,778	162,000	5,221	3.4	(1,000)	(0.6)	(consolidated; forecast) Total 200,500 persons
/ehicle expenses	42,000	40,924	42,000	1,075	2.6	0	0.0	(YoY ↑ 3,918 / ↑ 2.0%)
Fuel expenses	22,000	20,987	22,000	1,012	4.8	0	0.0	Full-time 90,800 persons (YoY ↑ 1,688 / ↑ 1.9%)
Other operating expenses	311,000	299,296	311,000	11,703	3.9	0	0.0	Part-time 109,700 persons
Depreciation	47,000	46,739	47,000	260	0.6	0	0.0	(YoY ↑ 2,230 / ↑ 2.1%) • Other personnel expenses
Elimination	(275,000)	(261,517)	(275,000)	(13,482)	5.2	0	0.0	Increase due to revision to the rate of social insurance

#### [Forecast of operating expenses]

(1) With respect to our full-year forecast for overall operating expenses, we have not made any changes from the previous forecast.

We project increases in operating revenues and operating expenses of 3.1% YoY and 3.5% YoY, respectively.

Higher expenses due to external factors are weighing substantially on results.

- (2) On the revenue front, we are promoting business models that generate high added value. On the cost front, we are working on our network reforms and taking steps to boost profit margins.
- (3) Changes from the previous forecast
  - We decreased the forecast for employee salary by ¥4.0 billion in comparison with the previous forecast to reflect the prevailing recruitment situation.
  - We increased the forecast for commission expenses by ¥5.0 billion in comparison with the previous forecast in order to ensure sufficient workforce capacity.
  - We decreased the forecast for "other subcontracting expenses," listed under "subcontracting expenses," by ¥1.0 billion in comparison with the previous forecast, given the likelihood of lower mixed freightage expenses based on circumstances with respect to overseas transport services.

These presentation materials (with explanatory notes) and the minutes of the financial results meeting Q&A are posted in PDF format on the Company's website in the Investor Relations section.

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