

## Afterword

The question of sustainability has been frequently brought up in Japan, and here it is interpreted to mean the sustainable development of our society. Recognizing that many customers use our social and community-based services every day, JR East is fully aware of its great responsibilities.

This fiscal year, we have prepared the Social and Environmental Report as a way of reviewing business activities in terms of sustainability and also to provide more detailed information on those activities. In the course of developing this report, we began by focusing on those activities that would enhance the satisfaction of the various stakeholders (our customers, local communities, stockholders and employees, etc.) who are related to the company in some way; however, we also felt that there were many things that needed to be improved or addressed and thus the activities covered need to be expanded. We would like to promote these activities more effectively in collaboration with our group companies in the future.

We have compiled this report on the environment in order to make available more information on non-railway business fields than has formerly been included in the Annual Environment Report, and to provide more information on the steady efforts of group companies.

Information on data and environmental accounting contained in this report is, however, still confined to the East Japan Railway Company, on a non-consolidated basis. Therefore, after the next fiscal year, in this report, our intention is to gradually increase the amount of data and environmental accounting information concerning our group companies.

In the preparation of this report, we have attempted to organize the content and page design in such a way that more stakeholders will be able to understand our activities easily when they read it. We'd like to improve the activities outline in the Social Environmental Report, referring to the opinions of people of various ages as well as people living in other countries and regions. We invite your opinions concerning this report by e-mail, fax or mail through the questionnaire attached to this report.

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冨田 哲郎

Tetsuro Tomita  
Director and General Manager  
Management Administration Department  
East Japan Railway Company