

How do we facilitate environmental management?

The entire JR East Group supports environmental conservation by maintaining and reinforcing our environmental management system, and conducting environmental education to heighten employee awareness.

Environmental Management Implementation Structure

In-house Committee on Ecology

We established the Committee on Ecology to support corporate implementation of the environmental plan, which includes examining the environmental impact of all operations; establishing goals for environmental activities; implementing conservation initiatives; measuring the achievement of these goals; and executive oversight.

This Committee is a JR East cross-departmental organization. It consists of general managers from every department and is chaired by the Chairman of JR East. The Committee maintains offices in the Management Administration Department. In FY 1998, each of our branch offices established its own Committee consisting of a branch manager and all department managers. Currently, each committee is implementing environmental conservation activities that focus on local circumstances and business. In FY

2002 we established our first JR East Group Environmental Committee to foster ongoing working relationships and coordinate the activities of group companies more effectively.

Recognition for environmental merit

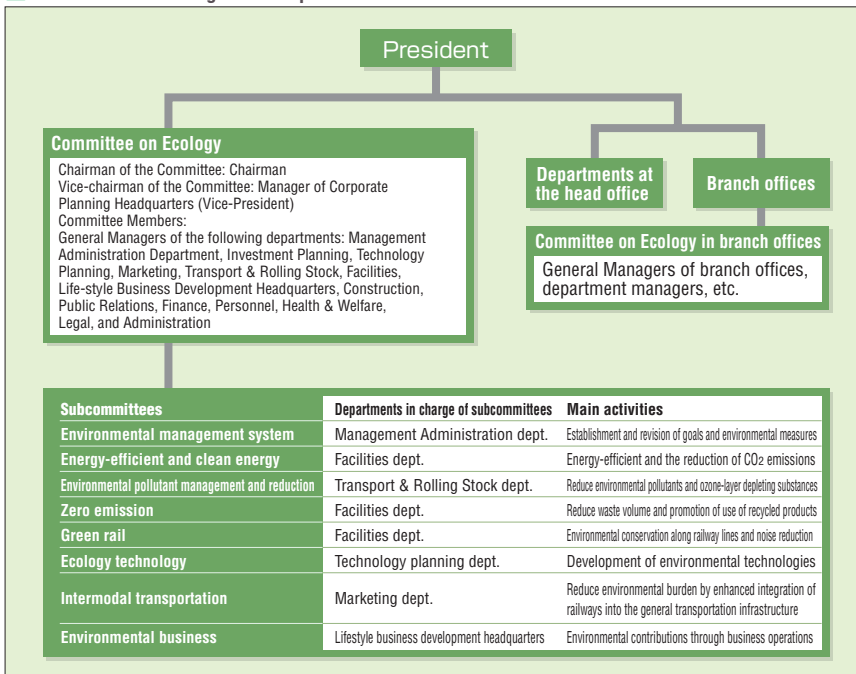
JR East honors excellence in our employees' autonomous small group activities and proposals, including environmental conservation work. In FY 2002, for example, in our small group competition the Koriyama Factory group *Kaeritize* received a special award for its resource conservation project. The group devised and implemented a multifaceted strategy to drastically reduce water and energy consumption by optimizing the temperature and volume of water used at the company shower facilities.

ISO14001 Certification

In FY 1998, our Niitsu Rolling Stock Manufacturing Factory became the first operating division of a railway company in Japan to acquire ISO14001 certification (the international industrial/business standard for environmental management systems). In FY 2000, our Kawasaki Thermoelectric Power Plant, Oi Rolling Stock Workshop, and Niigata Mechanical Technology Center all acquired the certification. The Omiya Plant also acquired ISO 14001 certification in FY 2001, and the Sendai General Rolling Stock Workshop was certified in 2002. Our Koriyama Plant is currently working toward certification.

Among our group companies, East Japan Eco Access Co., Ltd. was certified in FY 1999. As for the LUMINE Co., Ltd. its corporate headquarters and all eight outlets received certification in FY 2000 and 2001. The Production Operation Division for box lunches and other products in Nippon Restaurant Enterprise Co., Ltd. was certified in FY 2002, while JR East Mechatronics Co., Ltd. received certification in July 2003.

Environmental management implementation structure



Sendai General Rolling Stock Workshop and ISO14001 certificate



Nippon Restaurant Enterprise Co., Ltd. and ISO14001 certificate

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Internal environmental audit

JR East is implementing environmental management based on PDCA (Plan-Do-Check-Action) cycle, primarily overseen by the Committee on Ecology. For example, we send a number of employees from rolling stock maintenance facilities for outside training. When they return, they conduct regular audits at their own and other in-house facilities concerning specific environmental activities.

Through internal environmental audits, there were some that had not met the targets for waste separation and reduction of packaging materials. However, we have already improved them.

Environmental risk management

We have compiled emergency response manuals for the handling of chemicals and other hazardous substances at, for example, thermoelectric power plants and rolling stock maintenance facilities. In order to thoroughly familiarize workers with risk control procedures, we conduct study groups and on-site training exercises for handling such substances.

We have established a rigid management policy concerning chemical substances in accordance with new Pollutant Release and Transfer Register (PRTR) regulations. We are also establishing a system to prevent environmental spills and other accidents, and taking steps to avoid soil contamination by properly managing PCBs and other hazardous materials.

Environment-related accidents

In FY 2002 we had no accidents that adversely affected the environment and were subject to no fines.

Environmental education

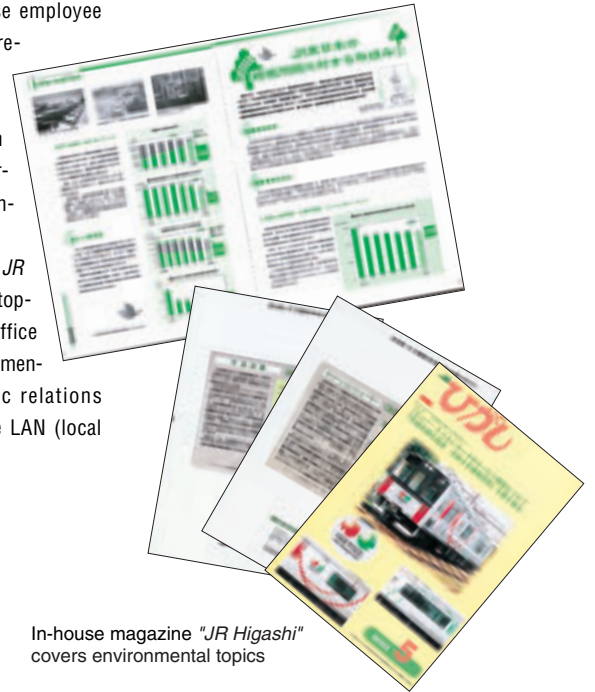
Because JR East is now implementing environmental conservation measures, it is very important that all employees be aware of environmental issues. We therefore provide environmental awareness training to all new recruits and new management staff, and organize environment-focused seminars and lectures for a broad range of employees.

In a continuing effort to increase employee awareness, we also offer nine correspondence courses, including "The Earth-friendly Environmental Seminar" and "Introduction to ISO 14001." In FY 2002, some 2,362 employees participated in various forms of environmental education.

Our monthly in-house magazine, *JR Higashi*, also covers environmental topics in every issue. Each branch office also provides information on environmental issues through its own public relations newsletters and intra-branch office LAN (local area network).



Environmental lecture for employees



In-house magazine "JR Higashi" covers environmental topics

Environmental education programs during FY 2002

Seminars and lectures	No. of sessions	No. of participants
Training for new on-site supervisors	8	160
Training for implementation managers	1	200
Training for new recruits	1	1,390
Training for new management staff	2	80
Training session for internal auditors	1	10
Environmental seminars	3	260