

■ Corporate profile (as of March 31, 2006)

Corporate name: East Japan Railway Company

Address : 2-2, Yoyogi 2-chome, Shibuya-ku, Tokyo, Japan

Established : April 1, 1987

Capital : 200 billion yen

Number of employees : 63,897

Passenger line network : Shinkansen lines : 1,052.9 km
Conventional lines : 6,473.9 km

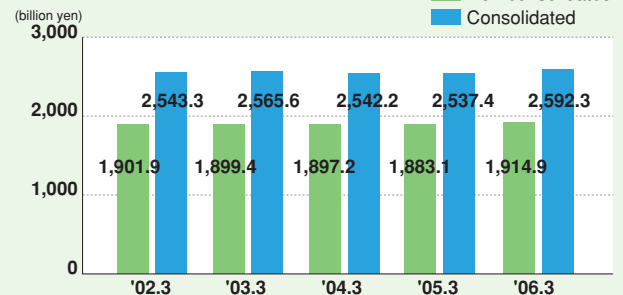
Number of stations : 1,699

Total number of trains in operation per day : 12,545
(timetable revised in March 2006)

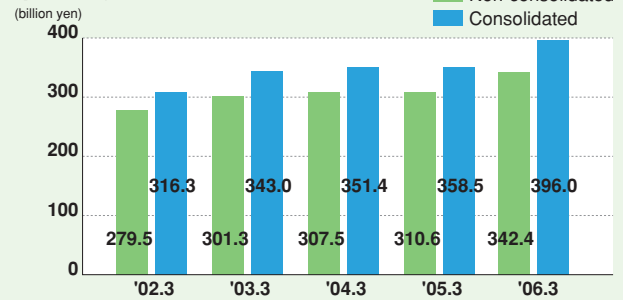
Total number of passengers per day : 16.19 million

Business areas : Transportation, station space operation,
shopping center and office building operation,
and other services

■ Operating revenue



■ Operating income



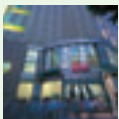
■ Businesses of the JR East Group (as of April 2006)



Transportation services

Safety is our top priority, and we work constantly to enhance the speed, convenience, and comfort of transportation services.

JR Bus Kanto Co., Ltd. /JR Bus Tohoku Co., Ltd. /Tokyo Monorail Co., Ltd.



Shopping center operations

We develop and manage shopping centers, utilizing the amenities of our assets in and near stations.

Tetsudo Kaikan Co., Ltd. /Kamata Station Building Co., Ltd. /The EKIBIRU Development Co. Tokyo /LUMINE Co., Ltd. /Ikebukuro Terminal Building Co., Ltd. /Boxhill Co., Ltd. /Kawasaki Station Building Co., Ltd. /Tsurumi Station Building Co., Ltd. /Yokohama Station Building Co., Ltd. /SHONAN STATION BUILDING Co., Ltd. /Kichijoji Lonlon Co., Ltd. /JR East Department Store Co., Ltd. /Hachioji Terminal Building Co., Ltd. /Utsunomiya Station Development Co., Ltd. /Mito Station Development Co., Ltd. /Iwaki Chuo Station Building Co., Ltd. /Kinshicho Station Building Co., Ltd. /Chiba Station Building Co., Ltd. /Hirosaki Station Building Co., Ltd. /Station Building MIDORI Co., Ltd.



Office operations

We operate offices, utilizing the convenience of direct connections to stations. We are also preparing for the new building project near Tokyo Station.

JR East Building Co., Ltd.



Hotel operations

We operate various types of hotels to meet different customer needs.

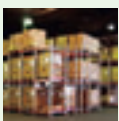
Nippon Hotel Co., Ltd. /Takasaki Terminal Building Co., Ltd. /Sendai Terminal Building Co., Ltd. /Morioka Terminal Building Co., Ltd. /Akita Station Building Co., Ltd. /Hotel Metropolitan Nagano Co., Ltd.



Retail shop and restaurant businesses

We run shops and restaurants with the aim of offering more convenience and pleasure, both in and near stations, to our customers.

East Japan Kiosk Co., Ltd. /Nippon Restaurant Enterprise Co., Ltd. /JR East Food Business Co., Ltd. /Delicious Link Co., Ltd. /JR East Station Retailing Co., Ltd.



Trading and logistics businesses

We play important roles in procuring and delivering materials to facilitate business activities of other Group companies.

East Japan Railway Trading Co., Ltd. /JR East Japan Logistics Co., Ltd. /JR East Logistics Platform Co., Ltd.



Travel agent and car rental services

We offer travel packages and car rental services to meet travelers' needs.

View World Co., Ltd. /JR East Rental Co., Ltd.



Sports and leisure businesses

We operate sports clubs and leisure facilities to support the healthy lives and leisure of our customers.

JR East Sports Co., Ltd. /Gala Yuzawa Co., Ltd.



Real estate management

We develop and manage houses, apartment complexes, and stores under the theme of "creating people- and environmentally-friendly housing."

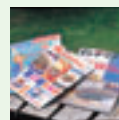
JR East Urban Development Corporation /JR East Housing Development & Realty Co., Ltd.



Information, financial, and personnel services

We provide comprehensive information services for other Group companies.

JR East Japan Information Systems Company /JR East Netstation Company /JR East Management Service Co., Ltd. /JR East Personnel Services Co., Ltd.



Advertising and publishing

We provide information through in-train and station media.

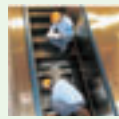
East Japan Marketing & Communications, Inc. /Tokyo Media Services Co., Ltd. /The Orangepage, Inc.



Cleaning and linen supply services

We provide maintenance and cleaning services at stations and in trains for travelers.

Shinkansen Cleaning Service Co., Ltd. /Kanto Railway Servicing Co., Ltd. /East Japan Railway Servicing Co., Ltd. /East Japan Eco Access Co., Ltd. /Takasaki Railway Servicing Co., Ltd. /Mito Railway Servicing Co., Ltd. /Chiba Railway Servicing Co., Ltd. /JR Technoservice Sendai Co., Ltd. /East Japan Amenitec Co., Ltd. /Akita Clean Servicing Co., Ltd. /Niigata Railway Servicing Co., Ltd. /Nagano Railway Servicing Co., Ltd. /Shinnihon Linen Co., Ltd.



Construction consulting and maintenance services

We provide consulting and maintenance services for railway facilities, equipment, and facilities in the lifestyle business.

JR East Consultants Company /JR East Design Corporation /JR East Facility Management Co., Ltd. /JR East Mechatronics Co., Ltd. /Union Construction Co., Ltd. /East Japan Transport Technology Co., Ltd. /Tohoku Kotsu Kikai Co., Ltd. /Niigata Rolling Stock Machinery Co., Ltd.



Group companies of our branch offices

We develop unique businesses catering to each region.

JR Tokyo Planning & Development Co., Ltd. /JR Kanagawa Planning & Development Co., Ltd. /JR Kaiji Planning & Development Co., Ltd. /JR Utsunomiya Planning & Development Co., Ltd. /JR Takasaki Trading Co., Ltd. /Mito Service Development Co., Ltd. /Keiyo Planning & Development Co., Ltd. /Tohoku Sogo Service Co., Ltd. /Juster Co., Ltd. /JR Atlas Co., Ltd. /Tokky Co., Ltd. /Shinano Enterprise Co., Ltd.



Editorial policy

The JR East Group publishes this ***Sustainability Report 2006*** to provide information on our environmental and social initiatives in an accurate and easy-to-understand manner.

The report consists of two sections: the Highlights Section and the Comprehensive Section.

The Highlights Section describes our approaches to railway safety and global environmental conservation, and the frank views of outside experts on our initiatives.

In the Comprehensive Section, we summarize social, environmental, and economic aspects of the JR East Group's activities with reference to *Sustainability Reporting Guidelines* issued by the GRI^{*1}. We have also increased the content relating to our social aspects, and placed it ahead of our environmental aspects. We also proactively disclose our year-by-year environmental data, with reference to the Environmental Reporting Guidelines issued by the Japan's Ministry of the Environment.

Additionally, we did our utmost to clearly describe our initiatives with significant progress in sidebar articles, such as our gender-equality initiative, and two environmental efforts closely related to our daily work: the JR East Eco Activities, and our research and development efforts for environmental conservation.

References

Sustainability Reporting Guidelines (2002 edition), Global Reporting Initiative.

Environmental Reporting Guidelines (2003 edition), Japan Ministry of the Environment.

Reporting period

This report basically covers our activities in fiscal 2005 (from April 1, 2005 to March 31, 2006), although some activities presented here are those before fiscal 2005 or in the period between the end of fiscal 2005 and September 2006, the time of the publication of this report.

Scope of reporting

This report covers activities of East Japan Railway Company and 86 Group companies^{*2}.

*1 GRI (Global Reporting Initiative)

The Global Reporting Initiative (GRI) is an international organization that issues the "*Sustainability Reporting Guidelines*," globally-recognized guidelines for reporting on the environmental, social and economic aspects of corporate activities. The United Nations Environmental Programme (UNEP) was one of the key players in the establishment of the GRI.

*2 East Japan Railway Company and 86 Group companies

This figure is as of the end of fiscal 2005. The number of our Group companies was reduced to 84 in April 2006 due to corporate consolidation, etc.

CONTENTS

| | |
|-------------------------------|---|
| JR East Group profile | 2 |
| Contents and editorial policy | 3 |
| Top message | 4 |

Highlights Section

| | |
|--|----|
| Our challenge to achieving the utmost level of safety | 6 |
| The accident of the limited express train <i>Inaho No.14</i> on the Uetsu Line | 9 |
| JR East's responsibility to the global environment | 10 |

Comprehensive Section

Management aspects

| | |
|--------------------------|----|
| Group management and CSR | 14 |
|--------------------------|----|

Social aspects

| | |
|-------------------------------|----|
| Safety management | 18 |
| Measures to ensure safety | 22 |
| Relationship with customers | 24 |
| Relationship with communities | 28 |
| Relationship with employees | 30 |
| Gender equality initiatives | 32 |

Environmental aspects

| | |
|---|----|
| Basic concept of environment protection | 34 |
| JR East Group's environmental impacts | 35 |
| Targets and results | 36 |
| Environmental management | 38 |
| Environmental accounting and environmental management indicator | 40 |
| JR East Eco Activities | 42 |
| Research and development contributing to environmental conservation | 43 |
| Measures to prevent global warming | 44 |
| Measures to create a sound material cycle | 48 |
| Chemical substance management | 51 |
| Environmental activities along railway lines | 52 |
| Environmental communication | 54 |

Economic aspects

| | |
|------------------|----|
| Economic aspects | 56 |
|------------------|----|

| | |
|---|----|
| Independent review report, and future prospects | 58 |
|---|----|

| | |
|--|----|
| History of JR East Group's environmental and social activities | 59 |
|--|----|

Cover: The FASTECH 360S Prototype Shinkansen Train

We are developing this new Shinkansen train with the world's highest performance in every aspect, including speed, safety, environmental conformity, and comfort.