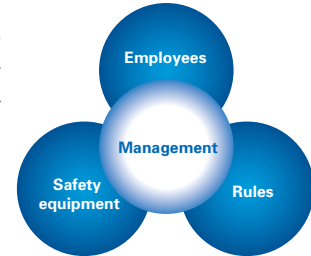


Safety management

Eliminating the 'buds' of accidents

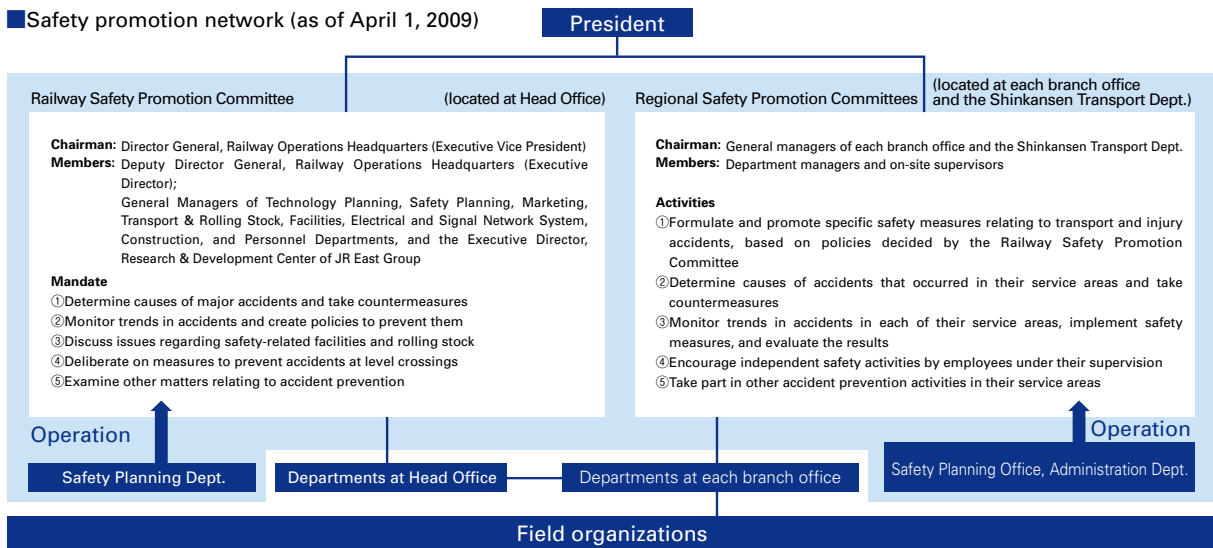
We believe that safety is ensured through management systems that synergistically link the 3 major variables of Employees, Rules, and Safety Equipment. JR East, together with our front-line employees, Head Office, and Group companies as a whole, is working to improve operational safety through the Railway Safety Promotion Committee, Head Office Safety Campaign, and JES-Net. The Railway Safety Promotion Committee is responsible for thorough cause investigation and taking prompt countermeasures at the occurrence of an accident. In our Head Office Safety Campaign, front-line employees and executive officers from the Head Office participate in direct discussion about safety matters. JES-Net functions to enhance our safety promotion network among Group and other related companies.



Railway Safety Promotion Committee

JR East has established a Railway Safety Promotion Committee at its Head Office, chaired by the Director General from Railway Operations Headquarters. The committee reviews the organization's basic policies to respond to and prevent accidents, and promotes safety measures within the railway business. There are also Regional Safety Promotion Committees at each branch office and the Shinkansen Transport Dept., chaired by the general managers of the branch offices and the department. These committees implement specific measures in cooperation with the Railway Safety Promotion Committee, and investigate the causes of accidents, implement concrete preventive measures, and promote activities to enhance safety in their service areas.

■ Safety promotion network (as of April 1, 2009)



Head Office Safety Campaign

JR East runs a Head Office Safety Campaign once a year. The campaign gives executive officers from the Head Office and front-line employees a chance to hold direct discussions. In the fiscal year ended March 2009, executive officers from the Head Office and front-line employees had heated discussions on the theme: "Why do the same sort of accidents and events keep occurring?". The campaign included inspection of nighttime maintenance work, extended discussion time with front-line employees, and sharing of the understanding of the current situation between front-line employees and executive officers from the Head Office.

Collaboration with group companies

The JR East Safety Network (JES-Net) was established in the fiscal year ended March 2005 as a safety promotion network. This network is comprised of Group and other related companies engaged in work or construction which have a direct influence upon train operations. By April 2009 the number of companies in the network had expanded to 29. JR East is committed to improving the levels of safety throughout the JR East Group through the united effort of each company among the JES-Net members.