

## Pursuing “extreme safety levels”

### Our concept of safety

Since the establishment of JR East, safety has been our top management priority, and we have worked relentlessly to heighten our levels of safety. Our earnest efforts to learn from unfortunate accidents in the past have enabled JR East to further the prevention of future accidents with our continued developments both in physical and operational terms.

Pursuit of safety measures can never end. We will continue to work tirelessly to improve safety by pursuing a goal of “zero accidents involving passenger injuries or fatalities and zero accidents involving employee fatalities (including employees of Group companies and partner companies).”

### Safety initiatives in our medium term management plan

In the JR East Group Management Vision V - Ever Onward, JR East sets its eternal mission to pursue “extreme safety levels”, and build a railway capable of withstanding natural disasters. In order to achieve this, we will continue our ceaseless efforts to increase the safety of our railways.

When the Great East Japan Earthquake occurred, the earthquake countermeasures that JR East had already been steadily implementing proved effective to a great extent. However, the earthquake also revealed issues that we must address to ensure a higher level of safety. Based on this experience, we have worked to implement earthquake countermeasures in preparation for events that are conceivable such as an earthquake directly beneath the Tokyo metropolitan area, focusing on both tangible and intangible aspects. In these ways, we are working to build a railway capable of withstanding natural disasters.

We are also further promoting initiatives to prevent train collisions, derailments and road crossing accidents. At the same time, we are installing automatic platform gates for the Yamanote Line and exploring the possibility of installation for other lines. In these and other ways, we continue to promote the development of railways that passenger can utilize reliably. We will also bolster activities aimed at achieving “extreme safety levels.” For example, we will steadily make progress on initiatives based on 2013 Safety Vision, while formulating our next medium-term safety plan.

### Launch of our 5th 5-year Safety Plan, 2013 Safety Vision

Since our establishment, JR East has continued to create and implement medium term safety plans. With the installation and further development of our safety equipment, along with companywide advancements in safety awareness and skill, we have succeeded in reducing the frequency of railway accidents drastically from levels at the time of the company’s establishment.

In the 2013 Safety Vision, our 5th 5-year safety plan from FY2010, in addition to continuing to promote the measures we have implemented to date, we will take on the challenge of pursuing extreme safety levels, supported by four pillars: creating a culture of safety, rebuilding the safety management system, taking sure steps to reduce risks, and promoting priority improvement plans for safety equipment. We will approach this challenge from the twin perspectives of safety-related human resource development and system improvement, and not just working to prevent the recurrence of accidents after an accident has already happened, but also evaluating possible risks to prevent accidents before they occur.



2013 Safety Vision Brochure

Overall view of the 2013 Safety Vision



General principles of Safety

JR East provides safety mission statements for the code of conduct for its safety-related employees.

General principles of Safety

- ① Safety is the most important mission in transportation.
- ② Ensuring safety is based on exact observance of rules and procedures, and is achieved through constant practice.
- ③ Enforcement of confirmation and complete contact is most important for ensuring safety.
- ④ For ensuring safety we should cooperate together and go beyond our official responsibility.
- ⑤ When we have questions or must choose among several options, we should remain calm, think by ourselves, and take the safest course after thorough consideration.

Trends in railway accidents

In the fiscal year ending March 2013, JR East recorded 147 railway accidents, including 34 accidents at level crossings involving people or automobiles being hit by trains, accounting for approximately 20 percent of the total accidents. Additionally, JR East recorded 108 accidents involving injury or fatality, including customers on platforms or trespassers on tracks coming into contact with trains, and customers falling onto the tracks from platforms, totaling approximately 70 percent of the total number of accidents. Approximately 80 percent of these injuries or fatalities occurred on platforms, and approximately 60 percent these involved intoxicated customers.

Trends in railway accidents

