

CONTENTS

	Corporate Profile/Editorial Policy	2
	Group Philosophy/Basic Principles	3
	Management Information	4
	Service Area	5
	Business Outline/Businesses of the JR East Group	6
	Top Message	7
	JR East Group Management Vision V — Ever Onward—	10
	Special Topic 1	
	Aiming to achieve “extreme safety levels”	14
	Special Topic 2	
	Toward Restoration from the Earthquake and Revival of Communities	16
	Basic Concept for Environmental Protection and Targets	20
	JR East Group’s environmental impact	21
	Progress Report on Environmental Targets	22
	Environmental Targets for FY2015 and Beyond	23
	Concept for Establishing FY2017 Targets	24
	Measures to Prevent Global Warming	26
	Measures to create a sound material cycle	32
	Biodiversity	36
	Basic thoughts on noise reduction	38
	Improvement of the Environment along Railway Lines	39
	Chemical substance management	40
	Environmental Communication	41
	Environmental Management Structure	42
	Environmental accounting and management indicators	44
	Activities of Branch Offices	45
	Activities of Group Companies	46
	Special Topic 3	
	Energy & Environment Strategy	47
	Pursuing “extreme safety levels”	49
	Ingraining the cultures of safety	52
	Enhancing safety management	53
	Promoting the priority improvement plan for safety equipment	56
	Measures against earthquakes	61
	Measures taken since the accident on the Uetsu Line	62
	Relationship with Customers	64
	Special Topic 4	
	Innovation of Service Quality	77
	Relationship with Society	79
	Special Topic 5	
	Initiatives to Enhance the Value of Areas Along our Railway Lines	86
	Special Topic 6	
	Toward the Development of Railways Throughout the World	89
	Relationship with Employees	91
	CSR Management	99
	Compliance	101
	Independent Assurance Report (website version)	104
	Summary from the General Manager of the Management Planning Department	105
	History of JR East Group’s environmental and social activities	106
	Organization	107
	Consolidated Financial Statements for Fiscal 2014	108

Environment

Safety

Society

More detailed information is available on our website:

<http://www.jreast.co.jp/e/environment/>

Corporate Profile

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	59,237(as of April 1, 2014)

Editorial Policy

The CSR Report sets forth various initiatives being taken in the JR East Japan Group. It is published for the purpose of providing an accurate and simple description of these initiatives as well as promoting communication with our diverse stakeholders. The 2014 edition presents feature articles and interviews in line with the JR East Group Management Vision V - Ever Onward, which was formulated in October 2012.

While our desire remains to offer as much information as possible related to the environment, safety, and society, the report itself focuses in particular on areas where there have been notable changes. For more information on the overall activities of the JR East Group, please go to our website.

References

- Environmental Reporting Guidelines 2012 [Japan Ministry of the Environment]
- Environmental Accounting Guidelines 2005 [Japan Ministry of the Environment]

Reporting period

This report basically covers our activities from April 1, 2013 to March 31, 2014, although some events presented here happened earlier or in the period between the end of March 2014 and the publication of this report in October 2014.

Boundary of reporting

This report covers activities of East Japan Railway Company and its 73 Group companies. Except for those described individually, actual performance data cover JR East alone.

Figures in this report

Totals may not match the sum of individual figures due to rounding.

**Note: External Assurance on environmental performance and environmental accounting data**

KPMG AZSA Sustainability Co., Ltd. has been engaged to provide external assurance on a set of selected environmental performance and environmental accounting indicators so that the reliability of the data is ensured. The particular indicators that are assured are marked with ☆ for clarity.