Safety

Society

Environment

## **CONTENTS**

Corporate Profile/Editorial Policy Group Philosophy/Basic Principles Top Message JR East Group Management Vision V — Ever Onward—	····3 ····4
Our fundamental concept of safety JR East's safety management organization Current safety record of JR East Our measures against earthquakes Efforts to further improve safety levels Special Topic 1 Toward Recovery from the Earthquake and	· 16 · 18 · 22
Revitalization of Communities	· 58
Relationship with Customers Special Topic 2	
Expansion of the Railway Network Relationship with Society Special Topic 3	68 72
Strengthening Collaboration with Communities ··· Special Topic 4	79
Tackling International Projects Relationship with Employees	
Measures to Prevent Global Warming Measures to create a sound material cycle Biodiversity Basic thoughts on noise reduction Improvement of the Environment along Railway Lines Chemical substance management Environmental Communication Environmental Management Structure Environmental accounting and management indicators Activities of Branch Offices Activities of Group Companies Special Topic 5	<ul> <li>90</li> <li>91</li> <li>92</li> <li>98</li> <li>101</li> <li>103</li> <li>104</li> <li>105</li> <li>106</li> <li>107</li> <li>109</li> <li>110</li> <li>111</li> </ul>
0,	112
Compliance	113 115 118
Management Planning Department	119
Service Area Business Outline/Businesses of the JR East Group Management Information Consolidated Financial Statements for Fiscal 2015 Organization Key Aspects of JR East Group's CSR (Materiality)	120 121 122 123 124 125 126 127

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	58,551 (as of April 1, 2015)

## **Editorial Policy**

The CSR Report 2015 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.

This report presents activities and progress in line with the JR East Group Management Vision V-Ever Onward.

While our desire remains to offer as much information as possible related to the safety, society, and environment, 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.

This report also serves as a safety report required to be publicly announced by the Railway Business Act.

References	G4 Sustainability Reporting Guidelines [Global Reporting Initiative] Environmental Reporting Guidelines 2012 [Japan Ministry of the Environment] Environmental Accounting Guidelines 2005 [Japan Ministry of the Environment]	
	This report basically covers our	
Reporting	activities from April 1, 2014 to March 31, 2015, although some events	
period	presented here happened earlier or in the period between the end of March	
	201'5 and the publication of this report in October 2015.	
Boundary of	This report covers activities of East Japan Railway Company and its	
reporting	72 Group companies. Except for those described individually, actual	
	performance data cover JR East alone.	
Figures in	Totals may not match the sum of	
this report	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 a  $\ensuremath{\Uparrow}$  for clarity.