

Key Aspects of JR East Group's CSR (Materiality)

In preparing this report, we have referred to the fourth edition of the Sustainability Reporting Guidelines (G4) which is global guideline. Below, we shall explain JR East Group's approach to key aspects of CSR (materiality).

Taking railway privatization and the Great East Japan Earthquake as starting points, we formulated Group Management Vision V: Ever Onward to re-consider the role that our corporate group should play in future and what we should aim for in order for the company to evolve. In addition to the basic concept, which defines the overall direction of our group, the document establishes the basic direction by identifying six key issues. These provide the basis of materiality for our company.

1. Pursuing "extreme safety levels"—building a railway capable of withstanding natural disasters
2. Service quality reforms—enhancing rail transportation network and other measures
3. Strengthening collaboration with local communities—supporting earthquake recovery, stimulating tourism, and revitalizing communities
4. Technological innovations—forming an energy strategy, using ICT, and operating at faster speeds
5. Tackling new business areas—globalization
6. Developing employees and creating a corporate culture that empowers people

We have identified six essential issues based on the basic concept and are seeking to realize continuous growth by implementing various measures aligned with our management environment. Group Management Vision V: Ever Onward, the medium-term management plan that presents these important issues, was developed in consultation with our top decision-making body, the board of directors, and has been published both internally and externally.

