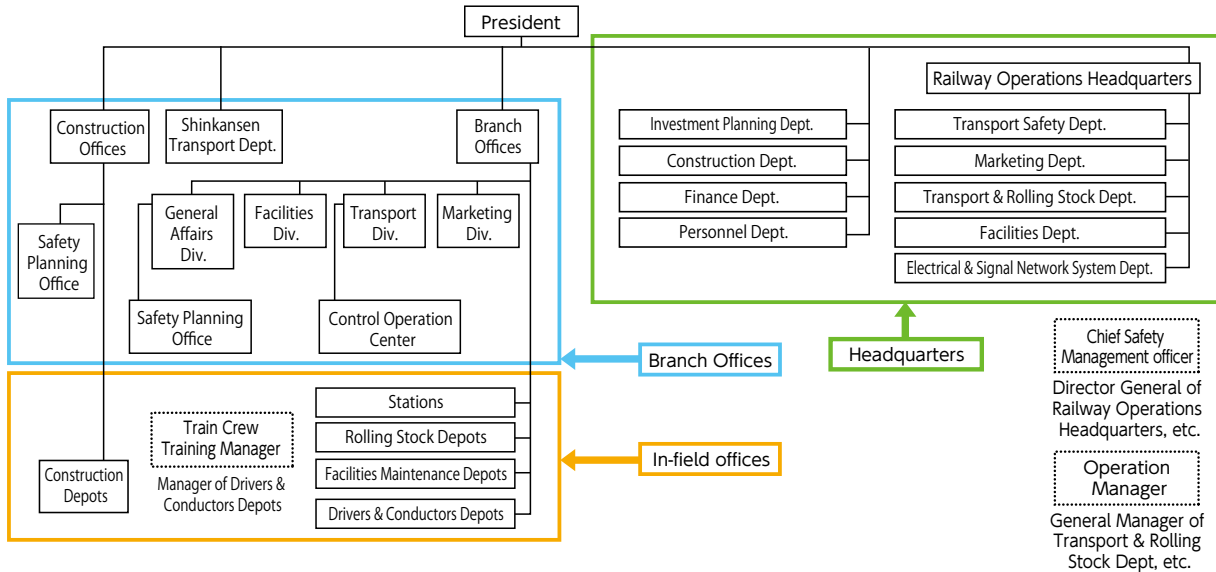


## JR East's safety management organization

### Safety management regulations

In response to the revision of the Railway Business Act, JR East formulated its safety management regulations on October 1st, 2006. The safety management regulations make stipulations on various safety management-related matters such as the responsibilities of top management executives in ensuring the safety of operations and on organizational matters such as the selection of chief safety management officer, operation managers, and train crew training manager.

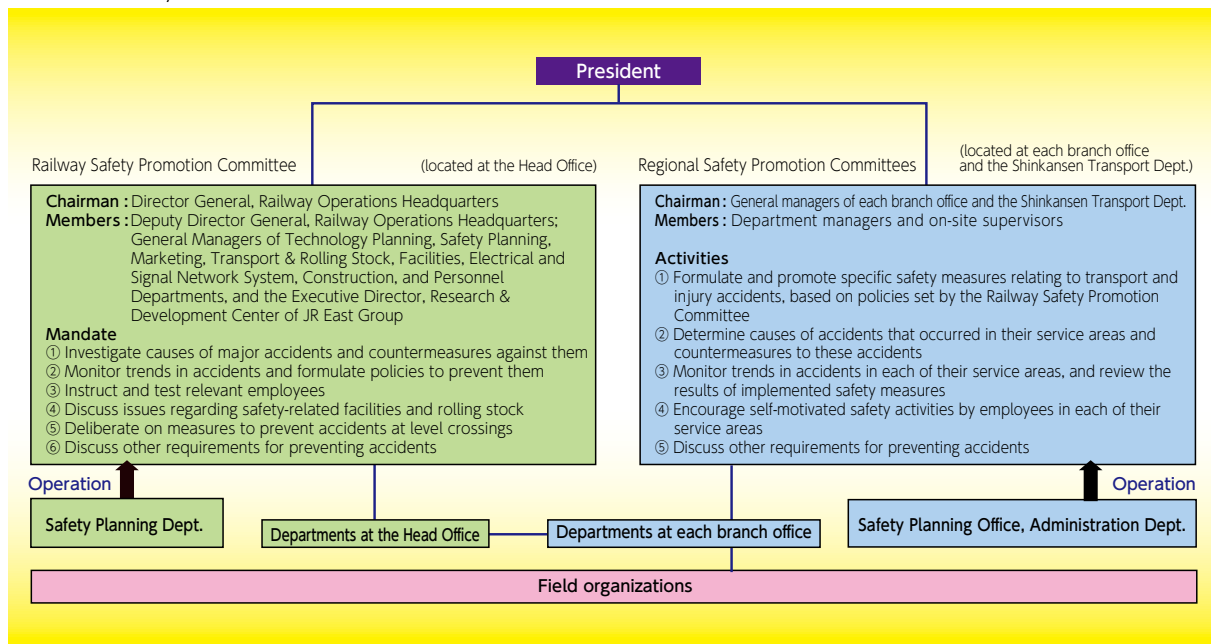
### Management structure for transport safety



### Railway Safety Promotion Committee

JR East established the Railway Safety Promotion Committee at its Head Office, chaired by the Director General from Railway Operations Headquarters, as its safety promotion network in 1987 at the time of its corporate establishment. The committee aims to improve safety in railway operations and prevent accidents by investigating the causes of major accidents, formulating preventative measures to avoid reoccurrences, and implementing safety-related countermeasures for facilities and trains.

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 Planning Department at Head Office and Safety Planning Office at branch offices, etc.

Since its foundation in 1987, JR East has made safety its top management priority. To promote this, we set up the Safety Measures Department in Railway Operations Headquarters at Head Office.

Furthermore, after the train collision accident at Higashi Nakano station on the Chuo line on Dec. 5th, 1988, to strengthen its comprehensive safety management organization by centralization of safety-related work, JR East established Safety Measures Offices at branch offices to further reinforce its safety measures. On April 1st, 2009, we renamed the Safety Measures Department the Safety Planning Department and placed it at the head of the Railway Operations Headquarters. At the same time, the Safety Measures Offices at branch offices were renamed Safety Planning Offices. The renaming and reorganization aimed to clearly indicate JR East's stance on taking all possible countermeasures before potential risks arise, in addition to measures against reoccurrences of accidents in the past.

The Safety Planning Department at Head Office and Safety Planning Offices at branch offices work together on measures to improve the safety levels of our railways with respect to both tangible and intangible aspects by formulating and promoting safety-related medium-term plans.

### Rules for reporting accidents and incidents

To prevent the occurrence and reoccurrence of railway accidents, it is crucial to properly understand the details of accidents and incidents, analyze their causes and take appropriate countermeasures. To this end, JR East has set rules to report accidents and established categorizations. In December 2007, we revised these rules and clarified the definitions of these categorizations with the following objectives:

- ① To implement thorough analysis and countermeasures against potential sources of accidents with high risk of fatality or injury of customers and employees
- ② To actively search for hidden potential sources of accidents that were not recorded as incidents

Field sites, branch offices, and Head Office each play their own role in further improving their capabilities to properly understand and analyze the causes of accidents and incidents, and to take preventative measures against occurrences and reoccurrences of accidents. Additionally, by actively searching for hidden risks for near-misses and taking preventative measures, JR East aims to further heighten the safety levels in its railway operations.



### 4M4E analysis

To properly understand the causes of accidents and incidents, JR East promotes the utilization of 4M4E analysis.

