

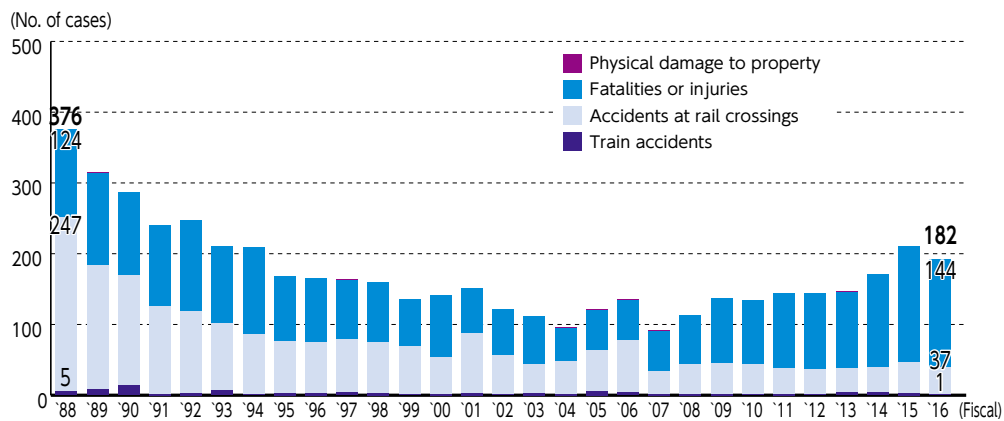
## I-3 Current safety record of JR East

### I-3-1 Railway accidents

In FY2016, JR East recorded 182 railway accidents. Approximately 80 percent of the total number of accidents involved an injury or fatality.

Train accidents	Train collisions, derailments, and train fire
Accidents at rail crossings	People or automobiles being hit by trains
Fatalities or injuries	People killed or injured by train operation excluding suicide
Physical damage to property	Accidents causing more than 5 million yen damage to property by train operation

■ Occurrences of railway accidents



#### ▶ Train accidents

JR East recorded one train accident in FY2016.

•On Dec. 11th, 2015, between Matsukusa and Hiratsuto stations on the Yamada Line, a train was derailed as it traveled over a landslide.

#### ▶ Accidents at rail crossings

JR East recorded 37 accidents at rail crossings in FY2016. The causes of the accidents included automobiles stalling on the tracks (nine cases) and crossing immediately prior to the passing of trains (28 cases).

#### ▶ Fatalities or injuries

JR East recorded 144 accidents involving injury or fatality in FY2016. A total of 83 of such accidents included customers on platforms or trespassers on tracks coming into contact with trains, and customers falling onto the tracks from platforms. Approximately 50 percent of these involved intoxicated customers.

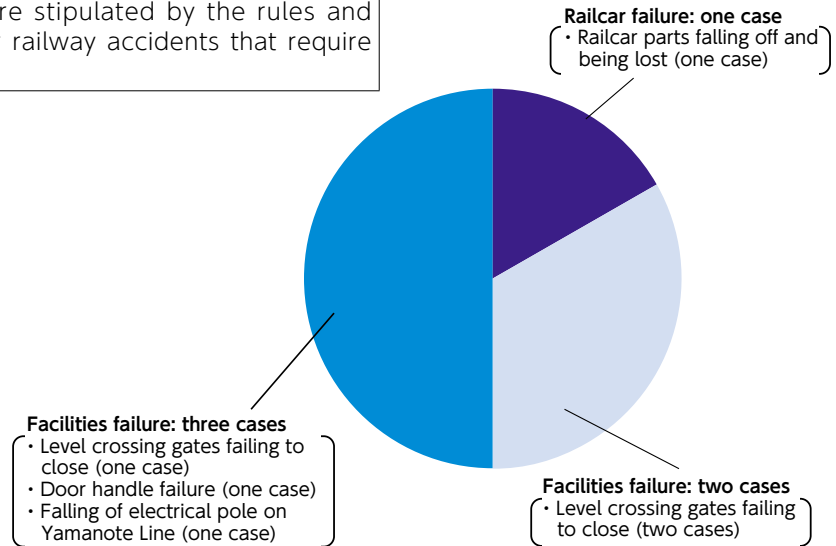
#### ▶ Physical damage to property

JR East recorded no accidents involving physical damage to property in FY2016.

I-3-2 Incidents\*

JR East recorded six incidents in FY2016.

\*Incidents In addition to JR East's definition (please see p.25), "incidents" mean situations that could lead to a railway accident. The definitions of incidents are stipulated by the rules and regulations for railway accidents that require reporting.



► Overview of major incident and subsequent preventative measures (Falling of electrical pole on Yamanote Line)

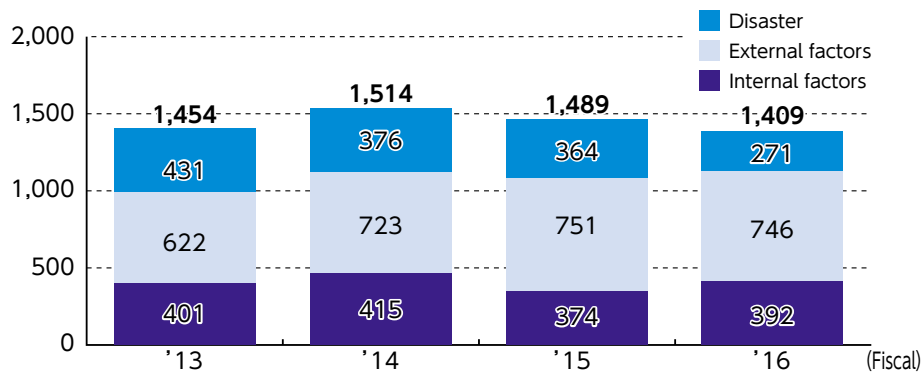
On April 12th, 2015, between Kanda and Akihabara Stations on the Yamanote Line regarding the major incident involving electric poles leaning over the tracks.

<p>● Overview</p> <p>At around 6:10 a.m. on April 12th, 2015, between Kanda and Akihabara Stations on the Keihin Tohoku Line, the train crew activated the emergency brake to stop the train when finding electric poles leaning over the track. According to maintenance crews, a pair of electric poles installed between the tracks of the inbound and outbound Yamanote Lines was leaning toward the direction of Kanda Station and partially blocking the tracks of the inbound and outbound Yamanote Lines. Additionally, another pair of electric poles next to the leaning poles was also leaning over but did not have an impact on the trains.</p>		
<p>● Major countermeasures</p> <p><b>(1) Strengthening risk management and technical support</b></p> <ul style="list-style-type: none"> <li>① Strengthening technical support to properly conduct safety confirmation in design and construction</li> <li>② Management of facilities requiring priority safety confirmation in construction as special structural facilities</li> <li>③ For repair and installation of special structural facilities, occasions for risk reviewing were newly created.</li> </ul> <p><b>(2) Setting of judgment criteria and thorough information sharing</b></p> <ul style="list-style-type: none"> <li>① Setting criteria to stop trains when incidents such as leaning electric poles are observed</li> <li>② Thorough information sharing among relevant personnel</li> </ul> <p><b>(3) Strengthening of safety awareness and succession of technologies for future generations</b></p> <p>JR East will continue with its efforts toward an overall improvement of safety awareness and succession of technologies, in addition to making further improvements to our technological capabilities.</p>		

### I-3-3 Transport disorders

JR East recorded 1,409 cases of transport disorders in FY2016.

Transport disorders	Apart from railway accidents, transport disorders means train service cancellations due to failures of trains or facilities, or mishandling by attendants, or disasters, or delaying passenger trains for over 30 min. or other trains for over 1 hour.
Disaster	Natural phenomena such as powerful storms, heavy rainfall, heavy snowfall, flooding, high tides, earthquakes, tsunamis, etc.
External factors	External factors such as trespassing or suicide
Internal factors	Internal factors such as those related to crews, trains, or facilities



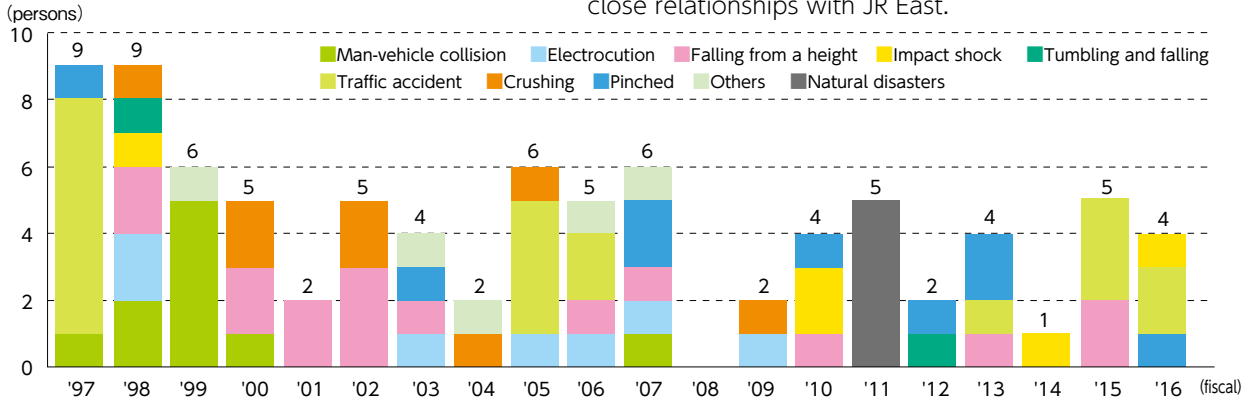
### I-3-4 Current state of employee accidents

In FY2016, four lives were lost due to fatal accidents, with 175 accidents accompanied by lost work time. Accordingly, as set out in Group Safety Plan 2018, we will continue our efforts to ensure that safety systems and rules are clearly defined and complied with across the entire JR East Group in our aim to achieve zero passenger accidents involving injury or fatality, and zero employee fatalities for both Group and Partner companies.

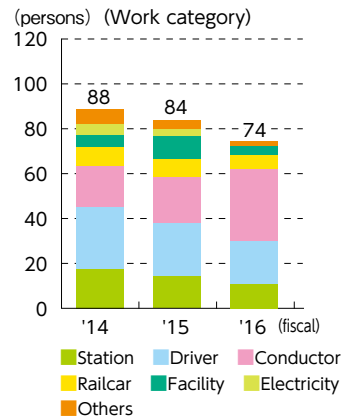
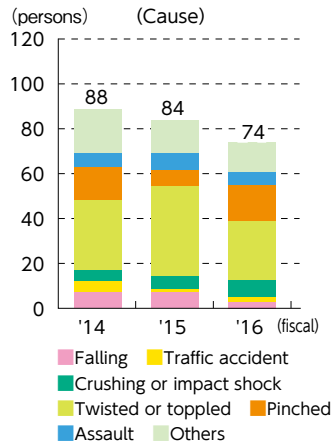
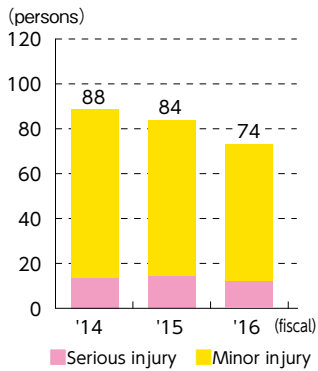
#### ■ Status of accident fatalities

(\*Employees of JR East and Group companies, etc.)

\*Employees of Group companies, etc. include those of consolidated subsidiaries and partner companies with close relationships with JR East.



#### ■ Accidents with lost work time and fatality (JR East employees)



#### ■ Accidents with lost work time and fatality (employees of Group companies, etc.)

