



Safety



Society



Environment

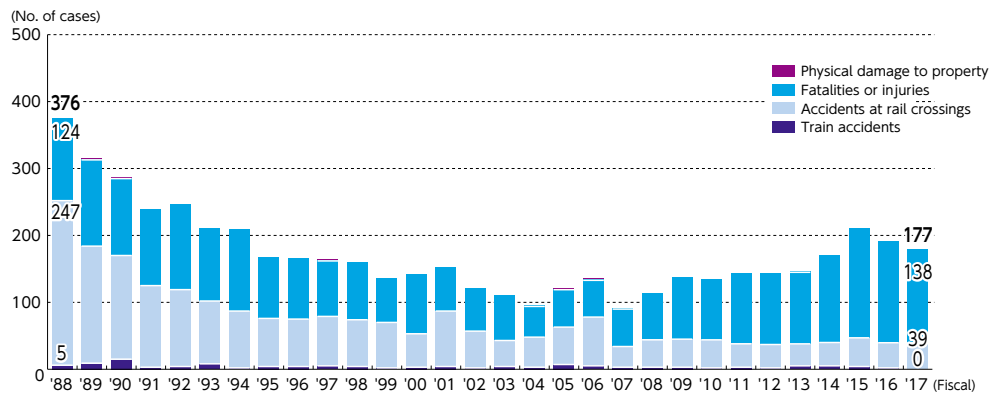
## Current safety record of JR East

### Railway accidents

In FY2017, JR East recorded 177 railway accidents, a reduction of nearly 50% since the company's foundation. 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 ]



\* From the third quarter of FY2014, incidents which could not be determined to be a suicide are involved in accidents at rail crossings or fatalities or injuries.

#### Train accidents

JR East recorded zero train accidents in FY2017.

#### Accidents at rail crossings

JR East recorded 39 accidents at road crossings in FY2017. The accidents were caused by automobiles stalling on the tracks (9 cases), pedestrians/automobiles crossing the track immediately prior to the passing of trains (29 cases), and others (1 case).

#### Fatalities or injuries

JR East recorded 138 accidents involving injury or fatality in FY2017. A total of 77 of these accidents related to customers on platforms or trespassers on tracks coming into contact with trains, and customers falling onto the tracks from platforms. Approximately 60% of these involved intoxicated customers.

#### Physical damage to property

JR East recorded zero accidents involving physical damage to property in FY2017.

### Incidents

JR East recorded four incidents in FY2017: 2 failures to close level crossings, 1 failure with signals, and 1 failure in maintenance work.

*Incidents	"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.
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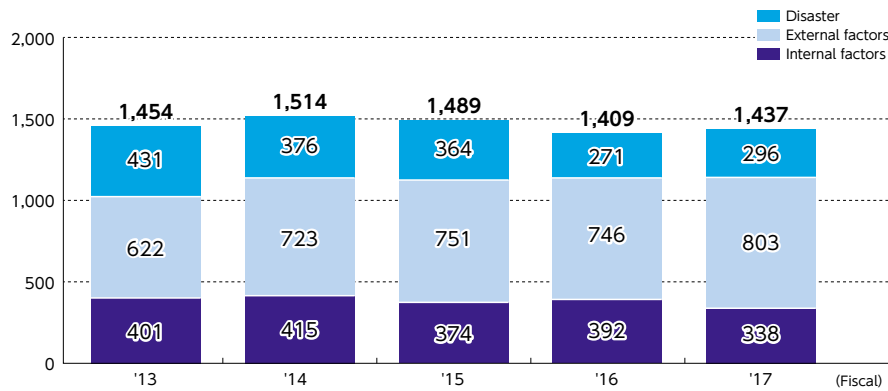
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## Transport disorders

JR East recorded 1,437 cases of transport disorder in FY2017.

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.
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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





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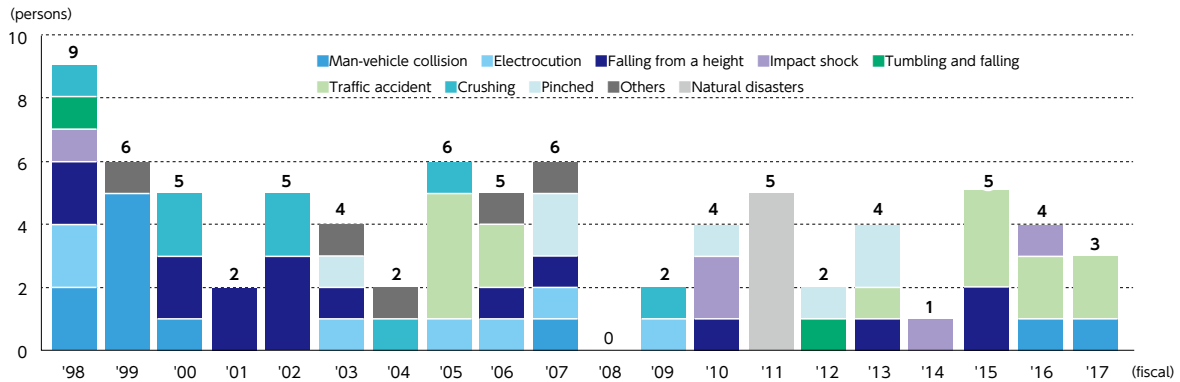
## Current state of employee accidents

In FY2017, three lives were lost due to fatal accidents, and 201 accidents resulted in 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.

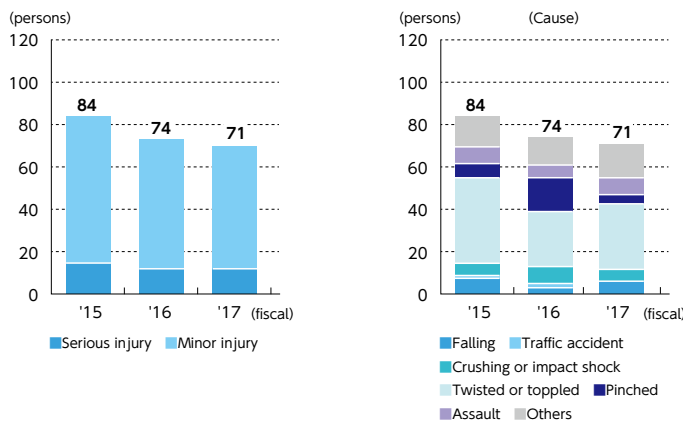
### [ Status of accident fatalities

(\*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.) ]

