

Closing

Thank you for taking the time to read JR East Group's CSR Report 2017.

JR East Group is celebrating its 30th anniversary since its foundation this year. Thirty years ago, the company was founded in an extremely challenging environment that required regaining the trust of our customers and achieving profitability. In such circumstances, we committed to rehabilitating and revitalizing our railway services and have been continuing in our efforts to do so at each one of our workplaces ever since. Now, after 30 years, JR East is steadily growing. However, we would never have been able to achieve this growth without the cooperation, understanding and support of our customers, the people in local communities, and all our stakeholders.

This CSR Report 2017 was prepared to offer an overview of JR East Group's current business activities to all stakeholders. This Report includes quantitative data on activities relating to safety, society and the environment that are undertaken by our group. All the data are presented in an easy-to-understand manner through the use of photographs and diagrams. Additionally, to highlight the major events that have occurred since CSR Report 2016, a list of Special Topics is provided in the first part of the Report. Also, in the main part of this year's Report, we have included numerous articles to introduce the specific efforts made by some of our employees. We hope that this CSR Report will be of assistance to all stakeholders in further deepening understanding of JR East Group.

We will continue to fulfill our Eternal Mission as expected by our customers and people in local communities, and to pursue the Unlimited Potential of the JR East Group, never becoming complacent with the current situation. By humbly continuing to address our daily challenges, we will strive to realize the sustainable growth of JR East Group and the development of the eastern part of Japan.

While closely keeping an eye on business trends both at home and overseas, we will continue in our efforts as a corporate group to respond to the expectations of society and satisfy the trust that all our stakeholders have placed in us. We sincerely ask for your continued understanding in regard to JR East Group's business operations, and your honest opinions are always welcome. Thank you.



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