



Group Philosophy

The JR East Group aims to contribute to the growth and prosperity of the East Japan area by providing quality leading-edge services, with train station and railway businesses at its core, to customers and communities.

We will continue to embrace the challenge of pursuing “extreme safety levels” and service quality reforms. Through technological innovation and globalization, we will strive to attain goals such as nurturing personnel with an expansive perspective, spurring the advancement of railways, and making line-side areas more attractive and convenient. To this end, JR East will continue to rigorously pursue its unlimited potential.

We aim to grow continuously while meeting our social responsibilities as a Trusted Life-Style Service Creating Group.



Further Information about JR East

Websites



Home Page

<http://www.jreast.co.jp/e/index.html>



Investor Relations

<http://www.jreast.co.jp/e/investor/index.html>

Publications

Fact Sheets

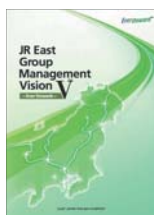
(Bilingual: Japanese/English)

<http://www.jreast.co.jp/e/investor/factsheet/index.html>



CSR Report

<http://www.jreast.co.jp/e/environment/index.html>



JR East Group

Management Vision V—Ever Onward

<http://www.jreast.co.jp/e/investor/everonward/index.html>

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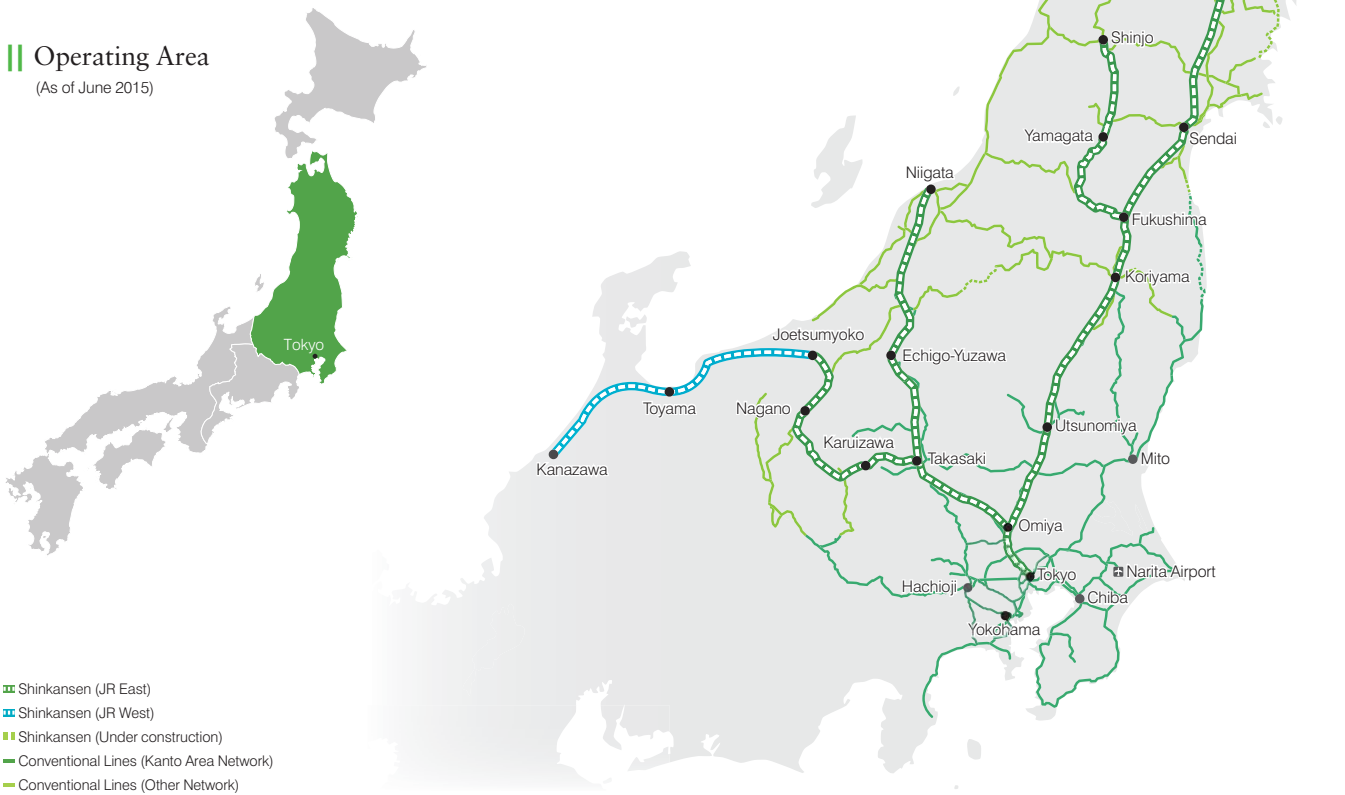
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Profile

East Japan Railway Company (JR East) is one of the largest passenger railway companies in the world, serving about 17 million passengers daily. JR East operates a five-route Shinkansen network between Tokyo and major cities in eastern Honshu, Japan's main island. JR East has the ability to leverage passenger traffic and railway assets to develop non-transportation businesses. JR East alone provides nearly half of the huge volume of railway transportation in the Tokyo metropolitan area.

Operating Area (As of June 2015)



TRANSPORTATION MARKET

Railway Line Networks Kilometers

Country	Line Length (km)
JR East	7,458
U.K.	15,734
Germany	33,506
France	30,013
U.S.	34,082

Passenger Kilometers Millions

Country	Passenger Kilometers (Millions)
JR East	130,068
U.K.	58,299
Germany	80,210
France	85,634
U.S.	10,331

Number of Passengers Millions

Country	Number of Passengers (Millions)
JR East	6,218
U.K.	1,507
Germany	1,966
France	1,114
U.S.	29

- Figures are as of March 2015 for JR East, March 2013 for the U.K., December 2012 for France and Germany, and September 2010 for the U.S.
 - U.K.: Association of Train Operating Companies (Railway tracks are owned by Network Rail Ltd.); Germany: Deutsche Bahn AG; France: Société Nationale des Chemins de fer Français (SNCF) (Railway tracks are owned by Réseau Ferré de France (RFF)); and U.S.: National Railroad Passenger Corporation (Amtrak).
 - Figures for JR East do not include Tokyo Monorail.
 Source: *International Railway Statistics 2012*, Statistics Centre of the International Union of Railway, Sep. 2014.

History

April 1987

East Japan Railway Company (JR East) is established, assumes operations from Japanese National Railways (JNR), and begins passenger railway operations, bus transportation operations, and other operations.

October 1993

The Japanese National Railways Settlement Corporation (currently Japan Railway Construction, Transport and Technology Agency) sells 2.5 million shares of JR East.

JR East lists on the first sections of the Tokyo Stock Exchange, Osaka Securities Exchange, and Nagoya Stock Exchange and on the Niigata Stock Exchange.

August 1999

Japan Railway Construction Public Corporation (JRCC) sells 1 million shares of JR East.

December 2001

The enforcement of a partial amendment of the Law for Passenger Railway Companies and Japan Freight Railway Company (the JR Law) means JR East is no longer subject to the JR Law.

June 2002

JR East becomes fully privatized because JRCC sells 0.5 million shares of JR East.

Our Businesses

Railway Transportation

- Railway Business, Bus Services, Railcar Manufacturing Operations



Station Space Utilization

- Retailing, Restaurants in Stations



Shopping Centers & Office Buildings

- Shopping Center Operation, Office Leasing



Others

- Advertising, Hotel Operations, Credit Card Business, etc.



Thriving with Communities, Growing Globally

Eternal Mission

Even amid major upheaval following the Great East Japan Earthquake, the fundamental mission of JR East will never change. However, the content and quality of services that customers and communities expect of the JR East Group will change in step with shifting social conditions. Our mission is to provide safe and high-quality services that customers expect of the JR East Group and conduct railway and life-style service businesses, with the aim of contributing to the growth and prosperity of communities. We have once again positioned this mission as a key tenet of management. At the same time, we will make relentless efforts to ensure that the content and quality of our services properly answer the expectations of society.

Strengthening collaboration with local communities

Supporting earthquake recovery, stimulating tourism,
and revitalizing communities

Service quality reforms

Enhancing railway transportation
networks and other measures

Pursuing “extreme safety levels”

Building a railway capable of
withstanding natural disasters



Thriving with Communities, Growing Globally

Technological innovation

Forging strategies for conserving energy and the environment, utilizing ICT (information and communication technology), and operating Shinkansen at faster speeds

Tackling new business areas

Globalization

Developing employees and creating a corporate culture that maximizes human potential

Pursuing Unlimited Potential

The JR East Group must achieve sustainable growth in order to continue to fulfill its three-part eternal mission in the years ahead. In a fast-changing environment, maintaining the status quo will only mean falling behind. Unless we constantly take on the challenge of reaching new goals, we will be unable to achieve growth. The JR East Group and every Group employee have the unlimited potential needed to achieve further growth. We have technologies underpinning business operations such as railways, markets for our business activities, and people supporting these two elements. From these three perspectives, we will pursue the JR East Group's unlimited potential.