

Unflagging Commitment to “Extreme Safety Levels”

In transportation operations, nothing is more important than safety because companies have customers' lives in their hands. The same holds true for the services offered by our life-style businesses, which large numbers of customers use every day.

Since its establishment, JR East has reduced the occurrence of operational railway accidents to approximately one quarter. However, major accidents have occurred in recent years, with an accident on the Uetsu Line in 2005 in which five passengers lost their lives.

We pledge that such an accident will never be repeated. Further, the entire company, from frontline operations through to the Head Office, will work in unison to further cultivate JR East's safety culture and continue targeting “the complete elimination of accidents resulting in the death or injury of customers or the death of employees (including employees of group companies and partner companies).”

Measures to prevent accidents are never finished. We will tirelessly work to improve safety and aim for “extreme safety levels.”

01 We will continue implementing our priority improvement plan for safety equipment, reinforce safety weak points, and reduce risks

We will eradicate accidents that we can prevent by upgrading systems for railway operations and maintenance.

We will steadily and continuously reduce risks related to such external factors as natural disasters.

Regarding accidents at level crossings and platforms—which represent a large proportion of operational railway accidents—we will collaborate with customers and society and take comprehensive measures based on analysis of the psychology and behavior of customers and vehicle drivers passing over level crossings.

We will introduce automatic platform gates on the Yamanote Line.

02 We will expand and improve education and training on safety and prevent accidents by correctly understanding and analyzing previous accidents and incidents

We will first accurately grasp the causes of accidents and incidents, then analyze them objectively and scientifically, and finally further strengthen preventative measures.

In addition to studying and learning from past accidents, employees will frankly discuss hidden factors that could potentially cause accidents and safety weak points, thereby heightening the capabilities of the individual employees that are responsible for ensuring future safety and strengthening the organization.

