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(1)Reference guidelines (Index relevant to contents are shown above)

- Sustainability Report Guidelines (Global Reporting Initiative)
- Environmental Report Guidelines (Ministry of the Environment)

Editorial policy

This report covers the consolidated activities of both JR East and the companies, of JR East Group, and indicates the total environmental impact of 82 Group companies.

This report was prepared referring to GRI Guidelines¹ regarding reporting on the environmental, social and economic performances. In compliance with guidelines specified by Ministry of the Environment, we proactively disclose data on environmental issues. Special attention has gone into the design and expressions used in this report in the hopes that people from divergent backgrounds will understand our activities. The first half of the report highlights our major functions, making it easy for readers to quickly grasp JR East Group activities. For those interested in more detail, we have included specifics in the second half.

Other distinctive attempts

●Top interview

Ms. Tomoyo Nonaka, a prominent environment conscious journalist, interviews Mutsutake Otsuka, President of East Japan Railway Company. The president expresses JR East Group's vision and shares his thoughts on corporate social responsibility using clear, jargon-free terminology.

●Feedback from stakeholders

We have solicited honest opinions on activities of JR East Group from noted specialists in various fields, and are using these comments to help develop our future activities.

Term

This report covers FY 2002 (April 1, 2002 through March 31, 2003). Data is based on the results in the period. Initiatives begun prior to this period, as well as some more recent activities, are also referred to in certain sections.

Subject companies

East Japan Railway Company and 101 companies² of JR East Group (However, environmental impact data provided covers only 82 group companies.)

1 GRI (Global Reporting Initiative)

An international organization issuing "Sustainability Reporting Guidelines," international guidelines for reporting not only environmental issues but also social and economic issues.

The GRI was established in cooperation with UNEP (UN Environmental Plan) and others.

2 101 JR East Group Companies

As of the end of 2002; as of August 2003, the number of group companies was reduced to 97 due to consolidation.