

JR East Group Sustainability Report 2005

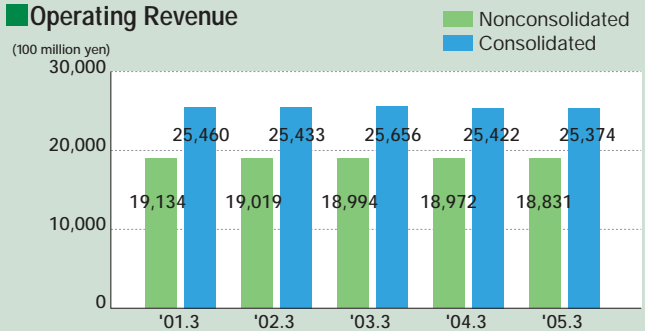
Aiming for a Sustainable Society



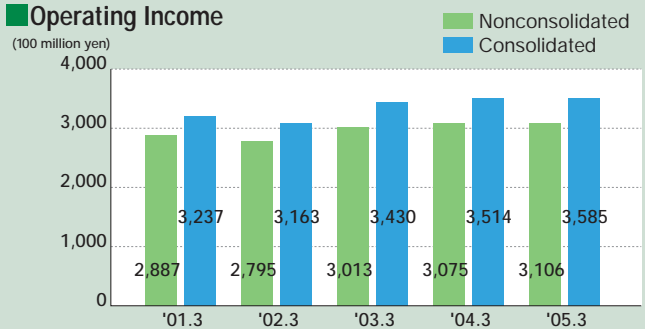
■ Corporate Profile (as of March 31, 2005)

Corporate Name : East Japan Railway Company
 Address : 2-2, Yoyogi 2-chome, Shibuya-ku, Tokyo, Japan
 Established : April 1, 1987
 Capital : 200 billion yen
 Number of employees : 66,207
 Passenger line network : *Shinkansen* lines : 1,052.9 km
 Conventional lines : 6,473.9 km
 Number of stations : 1,699
 Average daily train runs : 12,478 (revised timetable March 2005)
 Average daily number of passengers : 16.06 million
 Business description : Transportation, station space utilization, shopping centers and office buildings, and other services

■ Operating Revenue



■ Operating Income



■ Businesses in the JR East Group (as of July 2005)



Transportation Services

Safety is the top priority for the JR East Group. These companies work constantly to enhance the speed, convenience, and comfort of transportation services.

JR Bus Kanto Co., Ltd. /JR Bus Tohoku Co., Ltd. /Tokyo Monorail Co., Ltd.



Shopping Centers

These JR East Group companies develop and manage shopping centers, utilizing the amenities offered by Group assets in and near stations.

Tetsudo Kaikan Co., Ltd. /Kamata Station Building Co., Ltd. /The EKIBIRU Development Co. TOKYO /LUMINE Co., Ltd. /Shinjuku Station Building Co., Ltd. /Ikebukuro Terminal Building Co., Ltd. /Boxhill Co., Ltd. /Kawasaki Station Building Co., Ltd. /Tsurumi Station Building Co., Ltd. /Yokohama Station Building Co., Ltd. /Shonan Station Building Co., Ltd. /Kichijoji Lonlon Co., Ltd. /Kokubunji Terminal Building Co., Ltd. /JR East Department Store Co., Ltd. /Hachioji Terminal Building Co., Ltd. /Kofu Station Building Co., Ltd. /Utsunomiya Station Development Co., Ltd. /Mito Station Development Co., Ltd. /Iwaki Chuo Station Building Co., Ltd. /Kinshicho Station Building Co., Ltd. /Chiba Station Building Co., Ltd. /Hiroasaki Station Building Co., Ltd. /Station Building MIDORI Co., Ltd.



Offices

This JR East Group company develops office projects that benefit from proximity to train stations. It is preparing for the new building project near Tokyo Station.

JR East Building Co., Ltd.



Hotel Operations

These JR East Group companies provide hotel services that respond to a variety of customer needs.

Nippon Hotel Co., Ltd. /Takasaki Terminal Building Co., Ltd. /Sendai Terminal Building Co., Ltd. /Morioka Terminal Building Co., Ltd. /Akita Station Building Co., Ltd. /Hotel Metropolitan Nagano Co., Ltd.



Retail Shops and Food Services

Shops and restaurants of the JR East Group companies offer customers a convenient and pleasurable experience both at and around stations.

East Japan Kiosk Co., Ltd. /Nippon Restaurant Enterprise Co., Ltd. /JR East Food Business Co., Ltd. /JR East Station Retailing Co., Ltd.



Trading and Logistics

These JR East Group companies play an important role in providing material procurement, delivery, and other services to facilitate the business activities of other Group companies.

East Japan Railway Trading Co., Ltd. /JR East Japan Logistics Co., Ltd. /JR East Logistics Platform Co., Ltd.



Travel Agencies and Car Rental

These JR East Group companies provide travel packages, car rentals, and other services to meet travelers' needs.

View World Co., Ltd. /JR East Rental Co., Ltd.



Sports and Leisure Businesses

These JR East Group companies offer leisure facilities and sports clubs to support customers as they lead healthy lives and enjoy their free time.

JR East Sports Co., Ltd. /Gala Yuzawa Co., Ltd.



Real Estate Management

These JR East Group companies develop and manage detached houses, apartment complexes, and stores under the theme of "creating people- and environmentally-friendly housing."

JR East Urban Development Corporation /JR East Housing Development & Realty Co., Ltd.



Information, Financial, and Personnel Services

These JR East Group companies provide comprehensive information services for other Group companies.

JR East Japan Information Systems Company /JR East Netstation Company /JR East Management Service Co., Ltd. /JR East Personnel Services Co., Ltd.



Advertising and Publishing

These JR East Group companies provide information through in-train and station media.

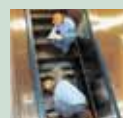
East Japan Marketing & Communications, Inc. /Tokyo Media Services Co., Ltd. /The Orangepage, Inc.



Cleaning Services

These JR East Group companies provide maintenance and cleaning services to provide clean stations and trains for customers.

Shinkansen Cleaning Service Co., Ltd. /Kanto Railway Servicing Co., Ltd. /East Japan Railway Servicing Co., Ltd. /East Japan Eco Access Co., Ltd. /Takasaki Railway Servicing Co., Ltd. /Mito Railway Servicing Co., Ltd. /Chiba Railway Servicing Co., Ltd. /JR Technoservice Sendai Co., Ltd. /East Japan Amenitec Co., Ltd. /Akita Clean Servicing Co., Ltd. /Niigata Railway Servicing Co., Ltd. /Nagano Railway Servicing Co., Ltd.



Construction Consulting and Maintenance Services

These JR East Group companies provide consulting and maintenance services concerning railway and personal service facilities, and machine equipment.

JR East Consultants Company /JR East Design Corporation /JR East Facility Management Co., Ltd. /JR East Mechatronics Co., Ltd. /Union Construction Co., Ltd. /East Japan Transport Technology Co., Ltd. /Tohoku Kotsu Kikai Co., Ltd. /Niigata Rolling Stock Machinery Co., Ltd.



Group Companies under Branch Offices

These JR East Group companies develop unique businesses catering to the character of each region.

JR Tokyo Planning & Development Co., Ltd. /JR Kanagawa Planning & Development Co., Ltd. /JR Kaiji Planning & Development Co., Ltd. /JR Utsunomiya Planning & Development Co., Ltd. /JR Takasaki Trading Co., Ltd. /Mito Service Development Co., Ltd. /Keiyo Planning & Development Co., Ltd. /Tohoku Sogo Service Co., Ltd. /Juster Co., Ltd. /JR Atlis Co., Ltd. /Tokky Co., Ltd. /Shinano Enterprise Co., Ltd.



Editorial Policies

The JR East Group publishes this **Sustainability Report 2005** to provide information, in an accurate and easy-to-read format, concerning its activities on environmental and social dimensions.

As last year, the report consists of a "Highlights Section" and a "Comprehensive Section."

The Highlights Section introduces *New Frontier 2008*, our newly-formulated medium-term business plan, and shines the spotlight on noteworthy initiatives of the JR East Group, in many cases told in the words of our own employees.

In the Comprehensive Section, we summarize the "Environmental," "Social," and "Economic" aspects of our activities, with reference to the GRI^{*1} guidelines on sustainability reporting. We have added four pages to this year's report, to provide additional information on the social aspect of the JR East Group and an article about the "Dialogue with Stakeholders." We also continue our proactive disclosure of year-by-year environmental data, with reference to the Environmental Reporting Guidelines issued by Japan's Ministry of the Environment.

In addition, we report the activities of JR East in response to the Niigata-Chuetsu Earthquake (Oct. 2004) and to a train derailment on the Fukuchiyama Line of JR West (April 2005).

References

Sustainability Reporting Guidelines (2002 edition), Global Reporting Initiative.
Environmental Reporting Guidelines (2003 edition), Japan Ministry of the Environment.

Reporting Period

This report covers fiscal 2004 (April 1, 2004 through March 31, 2005). Activity data are based on this period, although some sections also cover some initiatives that started before and some that occurred after this period.

Scope of Reporting

East Japan Railway Company and 92 companies^{*2} of the JR East Group

*1 GRI (Global Reporting Initiative)

The Global Reporting Initiative (GRI) is an international organization that issues the "Sustainability Reporting Guidelines," globally-recognized guidelines for reporting on the environmental, social and economic aspects of corporate activities. The United Nations Environmental Programme (UNEP) was one of the main players in the establishment of the GRI.

*2 East Japan Railway Company and 92 Companies of the JR East Group

This figure is as of 31 March 2004. The number was further reduced to 84 in April 2005 due to corporate consolidation, etc.



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