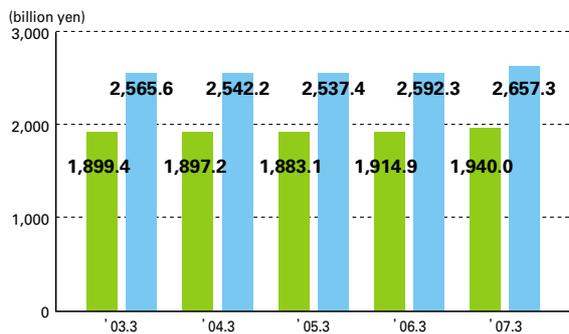


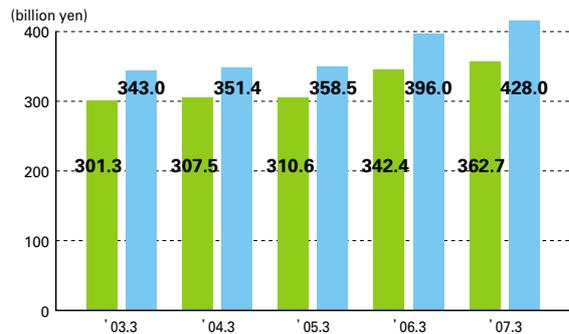
## ■ Corporate profile (as of March 31, 2007)

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	63,140 (as of April 1, 2007)
Passenger line network	Shinkansen lines/1,052.9km Conventional lines/6,473.9km
Number of stations	1,702
Total number of trains in operation per day	12,671 (timetable revised in March 2007)
Total number of passengers per day	16.41 million
Business areas	Transportation, station space operation, shopping center and office building operation, and other services

## ■ Operating revenue



## ■ Operating income



## ■ Businesses of the JR East Group (as of July 2007)



### Transportation services

Safety is our top priority, and we 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 center operations

We develop and manage shopping centers, fully utilizing the outstanding customer flow in and around stations.

Tetsudo Kaikan Co., Ltd. / The EKIBIRU Development Co. Tokyo / LUMINE 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. / JR East Department Store Co., Ltd. / JR Tokyo-West EKIBIRU Development Co. / 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. / Hirosaki Station Building Co., Ltd. / Station Building MIDORI Co., Ltd.



### Office operations

We operate offices, utilizing the convenience of direct connections to stations. We are also preparing for the new building project near Tokyo Station.

JR East Building Co., Ltd.



### Hotel operations

We operate various types of hotels to meet different customer needs.

Nippon Hotel Co., Ltd. / Takasaki Terminal Building Co., Ltd. / Sendai Terminal Building Co., Ltd. / Morioka Terminal Building Co., Ltd. / Aki-ta Station Building Co., Ltd. / Hotel Metropolitan Nagano Co., Ltd.



### Retail shop and restaurant businesses

We run shops and restaurants with the aim of offering more convenience and pleasure, both in and near stations, to our customers.

JR East Retail Net Co., Ltd. / Nippon Restaurant Enterprise Co., Ltd. / JR East Food Business Co., Ltd. / Delicious Link Co., Ltd. / JR East Station Retailing Co., Ltd. / JR East Water Business Co., Ltd.



### Trading and logistics businesses

We play important roles in procuring and delivering materials to facilitate business activities of other Group companies.

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



### Travel agent and car rental services

We offer travel packages and car rental services to meet travelers' needs.

JR East View Travel Service Co., Ltd. / JR East Rental Co., Ltd.

## Editorial Policy

The JR East Group publishes this Sustainability Report 2007 to provide information on our environmental and social initiatives in an accurate and easy-to-understand manner.

This report details the attitude and approach of the JR East Group to its social responsibilities in terms of "safety", "service" and "environment", JR East's Three Perspectives, in the first half. Also covered in the Special Topic are JR East's current important issues and its environmental activities.

In the second half, social and environment protection activities are summarized for each subject and year-by-year comparisons are presented.

In editing, we made efforts to specifically describe the activities that are conducted in the workplace today, by introducing comments of employees on the social and environmental activities that are part of their front-line work.

Where we have made significant advances, we tried to provide our readers with an overall understanding of Group activities by highlighting them in the Columns.



### Sports and leisure businesses

We operate sports clubs and leisure facilities to support the healthy lives and leisure of our customers.  
JR East Sports Co., Ltd. / Gala Yuzawa Co., Ltd.



### Real estate management

In ways that are closely tied to the railway business, we develop and manage houses, apartment buildings, and stores along JR East railway lines as part of our overall development plan.  
JR East Urban Development Corporation / JR East Housing Development & Realty Co., Ltd.



### Information, financial, and personnel services

We 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

We provide information through in-train and station media.  
East Japan Marketing & Communications, Inc. / Tokyo Media Services Co., Ltd. / The Orangepage, Inc.



### Cleaning and linen supply services

We provide maintenance and cleaning services at stations and in trains for travelers.  
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. / Shinnihon Linen Co., Ltd.



### Construction consulting and maintenance services

We provide consulting and maintenance services for railway facilities, equipment, and facilities in the lifestyle business.  
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 of our branch offices

We develop businesses that meet the needs of individual regions.  
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.

### References

Sustainability Reporting Guidelines (2002 edition), Global Reporting Initiative<sup>\*1</sup>  
Environmental Reporting Guidelines (2003 edition), Japan Ministry of the Environment

### Reporting period

This report basically covers our activities in fiscal 2006 (from April 1, 2006 to March 31, 2007), although some activities presented here are those before fiscal 2006 or in the period between the end of fiscal 2006 and September 2007, the time of the publication of this report.

### Scope of reporting

This report covers activities of East Japan Railway Company and 85 Group companies<sup>\*2</sup>

<sup>\*1</sup> 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 key players in the establishment of the GRI.

<sup>\*2</sup> East Japan Railway Company and 85 Group companies

This figure is as of the end of fiscal 2006. The number of our Group companies was reduced to 82 in April 2007 by business combinations.

### [Cover]

Today, when global warming has become a challenge for society, how can we hand over the one and only earth to the next generation? We, the JR East Group, will continue to work on safe and comfortable transportation, establishment of a seamless society, and environmental conservation toward a sustainable society, and to actively fulfill our responsibilities.

## CONTENTS

JR East Group Profile, Contents and Editorial Policy — 2  
Stakeholders and the JR East Group — 4  
Top message — 6

### [JR East's Three Perspectives]

[Safety]  
Taking safety an important step further — 8  
[Service]  
It is our happiness to make customers smile — 10  
[Environment]  
Responsibility for global environmental issues — 12

### [Special Topic]

[Safety]  
Measures taken since the accident on the Uetsu Line — 14  
[Safety]  
Measures after the Niigata Chuetsu Earthquake — 15  
[Measures for transport disruptions]  
Measures for reducing transport disruptions in the Tokyo metropolitan area — 16  
[Environment]  
Expanding the circle of "Eco Activities" — 17  
[Round-table discussion]  
Environmental efforts within the diverse businesses of our group companies — 18

### Management

Group management and CSR — 20  
Economics — 23

### Safety

Safety management — 24

### Society

Relationship with customers — 30  
Relationship with communities — 34  
Relationship with employees — 36

### Environment

Basic concept on environmental protection — 38  
JR East Group's environmental impacts — 39  
Targets and outcomes — 40  
Environmental management — 42  
Environmental accounting and the environmental management indicator — 44  
[Column] Research and development contributing to environmental conservation — 45  
Measures to prevent global warming — 46  
Measures to create a sound material cycle — 50  
Chemical substance management — 53  
Environmental activities along railway lines — 54  
Environmental communication — 56

Independent review report, Third party opinion and Future prospects — 58  
History of JR East Group's environmental and social activities and Editorial Postscript — 59