



Tokyo Operation Control Center

Toward the utmost level of safety

With the specific target of reducing accidents causing fatalities and injuries to zero, we aim for the highest possible level of safety through the partnership of our employees, safety equipment and rules.

Every year more than 40% of our total investment is allocated to safety investment and we have striven to achieve a culture that pursues safety. As a result, the number of railway accidents has been reduced to 1/4 the number at the time of our establishment.

Perfection, however, is not possible, but we must never fail to be fully aware of potential dangers. This is why we aim for “the utmost level of safety” rather than “absolute safety.”

Three-pronged approach

We believe we have to take on safety issues in a three-pronged approach. First is the pursuit of safety by equipment and systems. As long as machines and systems are operated by people, there can be no perfection even if we strive diligently for accuracy. Thus, in areas involving the core of safety, where mistakes cannot be permitted, such devices as Automatic Train Control (ATC) and Automatic Train Stop (ATS) have been introduced. Furthermore, we have incorporated a “fail safe” concept, which, as much as possible, is designed to cause trains to stop or make them operate in safety mode if a problem or incident occurs.

Second is organization and rule making designed to eliminate

JR East's
Three
Perspectives
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[Safety]

Taking safety an important step further



the potential for mistakes. Rules are simplified as much as possible and all employees try to strictly abide by them. Even so, if an unexpected contingency occurs, the impact is kept to a minimum by clarifying the priority order that “safety takes precedence over everything.” At the same time, measures are taken to provide normal transport services to customers by restoring services at the earliest possible time while fully taking into account all aspects of safety.

It is important to construct a system where everyone shares information in order to “nip accidents in the bud” before actual incidents occur. We have worked steadily to nip accidents in the bud through the Challenge Safety Campaign in all workplaces with the objective of creating a culture of safety enhancement.

What we learn from accidents

Third is the development of human resources. We at JR East believe that fostering employees through education and work is the greatest of all possible safety measures. In order to enable employees to learn from past accidents and internalize the lessons learned, we established the Accident History Exhibition Hall in October 2002. During visits, employees can understand that current facilities and rules to ensure safety were established based on past accidents and reflections. They can also hold discussions concerning past, present and future rules and regulations.

Railway operators have a responsibility to constantly work toward the improvement of safety. At JR East, the entire company is committed to strive for the utmost level of safety and aims for continued evolution of our safety DNA.

Drill using training tracks of JR East Research & Development Center



Challenge Safety Campaign during which discussions on safety were conducted in each workplace and accidents “nipped in the bud”



Shinkansen operator training simulator that conducts accident prevention training

Aiming for a trusted JR East - Our initiatives



From my seniors to myself, and then to my juniors. I want to pass on the “safety DNA.”

Kazuma Daikou
Train Driver
Morioka Transportation Depot

I always have both ordinary situations and emergency situations in mind.

In normal times, I confirm things accurately and without hurry. In addition to consciously confirming by pointing my fingers and vocalizing, I try to stick to the basic movements that my senior operators built up.

On the other hand, in times of trouble, the safety and security of customers take precedence. I try to think by myself and act by focusing on what is best to be done, such as transmitting the on-site situation to the transport dispatchers and proposing countermeasures.

In all cases, it is not an individual that protects the safety of customers. From my seniors to myself, and on to my juniors, we must ensure that know-how is transmitted. To that end also, I am making efforts to learn from the experiences of my seniors and supervisors through drills, etc. and improve my ability to make judgments as well as to value an atmosphere where people can talk about their experiences of failure and, actively participate in the Challenge Safety Campaign.



Know the background of the rules and understand their essence

Koji Sakuma
Chief facilities engineer
Sendai Track Maintenance Technology Center

Track maintenance operators who maintain and manage tracks bear the heavy responsibility of having customers’ lives in their hands. To maintain this awareness in each and every person and translate it to actual action, there are three things that we do.

First, we abide by rules. Each rule has a clear basis and there are many regulations that were created after learning the lessons of past accidents. As part of an effort to understand such backgrounds and the essence of rules, we prepare educational pamphlets and distribute them to people working near railway tracks, to call for continued safety.

Second, we share information. We regularly hold meetings with the participation of all staff members and discuss accidents experienced and near misses that have occurred. There are many things we come to notice through this process of discussing and thinking about things together.

Third, we conduct training. Assuming daily problems and large-scale earthquakes, we conduct simulation drills on a routine basis so as to enhance customer safety and restore service promptly in both cases.