CONTENTS

Editorial Policy	2
Group Philosophy, Basic Principles ————	3
Top Interview	4

[Special Topics]

1 Environmental Measures Put into Action — 10
2 Establishment of Environmental Engineering Research Laboratory — 12
3 Establishment of our 5th 5-year Safety Plan, 2013 Safety Vision — 14
4 Continuing the Challenge — Improving customer satisfaction — 16
5 Maximizing Group Value — 18
6 Future of IT and Suica Businesses 20

[Environment]

Basic Concept on Environmental Protection and Targets	22
JR East Group's environmental impact ——	23
Targets and outcomes ————	24
Measures to Prevent Global Warming ——	26
Measures to create a sound material cycle $-$	32
Chemical substance management ———	35
Reducing Noise along Railway Lines ———	37
Improvement of Environment along Railway Lines	38
Measures for Biodiversity —	39
Development of Environmental Technology -	41
Environmental Management System ———	43
Environmental Communication ———	46
Reports on Ecological Activities at JR East-	47
Reports on Ecological Activities at JR East Group Companies ————	49
Environmental accounting and management indicators	51

[Safety]

Pursuing "extreme safety levels"	53
Creation of a culture of safety	56
Safety management	58
Improvement of safety equipment ———	59
Measures taken since the accident on the Uetsu Line	63
Safety Research and Development —	65

[Society]

Relationship with Customers	67
Relationship with Society	75
Relationship with Employees	78
Maintaining Customer Confidence and Trust Independent assurance report	
	00
Following an interview with the President/ Future prospects	86
History of JR East Group's environmental and social activities —	87
Corporate profile/Businesses of the JR East Group -	88
Editorial Postscript ———	89

Editorial Policy

The JR East Group is publishing this Sustainability Report 2009 in order to provide information on our environmental and social initiatives in an accurate and easy-to-understand manner. This year's report is divided into two parts — the special topics section and the details section.

The special topics section, which is based on JR East Vision $2020 - i \ do \ mu$ - published on March 31, 2008, contains the statements of relevant directors regarding the direction they believe we should take.

The details section contains our attitude and approach to the environment, safety, and society which we regard as particularly important to the achievement of the Group's corporate social responsibilities.

In this year's report, in order to make the Group's undertakings more easily understandable to a larger number of people, we have focused on areas in which we made special progress during the fiscal year that ended March 2009. Year-on-year information and other details are available on our website.

References	Environmental Reporting Guidelines (Fiscal Year 2007 Version) [Japan Ministry of the Environment] Environmental Accounting Guidelines 2005 [Japan Ministry of the Environment]
Reporting period	This report basically covers our activities in fiscal 2009 (from April 1, 2008 to March 31, 2009), although some events presented here happened earlier or in the period between the end of March 2009 and the publication of this report in September 2009.
Boundary of reporting	This report covers activities of East Japan Railway Company and 82 Group companies*

*East Japan Railway Company and 82 Group companies There were 82 Group companies as of the end of March 2009.