

Special Topic 3 Establishment of our 5th 5-year Safety Plan, 2013 Safety Vision

With Our Two New Approaches, We Aim to Further Increase Our Levels of Safety



Safety is Our Management's Top Priority

Ever since the establishment of the company, safety has been the priority of JR East's top management. In our JR East Vision 2020 - *i do mu* -, as part of our unwavering commitment to achieve "extreme safety levels," JR East has committed itself to improving its levels of safety. More specifically, we aim to eliminate the number of avoidable accidents through improvements to our operations and maintenance systems. Furthermore, we also aim to increasingly reduce risk from external factors such as natural disasters. In addition, in cooperation with our customers and society, we aim to further improve safety levels at level crossings and platforms.

Establishment of 2013 Safety Vision

JR East has established and implemented four previous 5-year safety plans. With these plans, we have invested a total of 2.2 trillion yen on safety equipment, making a significant contribution towards the improvement of safety on our railway.

A major characteristic of JR East's 5th 5-year Safety Plan, 2013 Safety Vision, is that we have employed two new approaches: safety-related human resource development and system improvement; and the evaluation of areas of possible risk in order to prevent accidents before they occur.

More specifically, we will continue with our development of Key Safety Leaders and Safety Professionals to serve at the core of our safety programs. Our Key Safety Leaders, to be assigned to each field organization, will possess in-depth knowledge on safety-related matters and be capable of guiding employees and nurturing their successors. Safety Professionals, in addition to holding an in-depth knowledge of safety-related matters, will be capable of addressing a wide variety of issues which occur at accident sites or in unusual situations, and provide appropriate guidance to field organizations in these situations. They will be assigned to each branch office. Both Key Safety Leaders and Safety Professionals will be trained to exert strong leadership for the establishment of safety measures at branch offices and field organizations.

JR East has established a new system to evaluate accident risk as another measure aimed at preventing accidents before they occur. With this new method, we are able to take into account measures for assessing areas of possible risk, which were underestimated in our conventional methods, because accidents fortunately cause no considerable damages. Our new system evaluates all areas of possible risk, prioritizes them and identifies measures, starting with the highest in priority.

In addition, as one of the major characteristics of our 2013 Safety Vision and a true hands-on approach to properly recognizing accident situations, JR East has clearly defined its “*sangen* principle (three actualities)” as its safety action standard, identifying the “*sangen* principle” as actual locations, actual objects, and actual people.

Safety Needs to be Created

Safety is not something which exists naturally. It is something that needs to be created. In order for us to create safety, JR East Group employees need to “think and act for themselves,” as indicated in the subtitle of the 2013 Safety Vision. Each employee needs to be able to identify problems and areas of weakness and help to resolve them by him or herself. JR East is committed to heightening our levels of safety through the cooperative wisdom and effort of all Group employees.



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