

## Pursuing “extreme safety levels”



### Our concept of safety

Since the establishment of the company, safety has been the top management priority at JR East, and we have worked relentlessly to heighten our levels of safety. Our earnest efforts to learn from unfortunate accidents in the past have enabled JR East to further the prevention of accidents in the future with our continued developments both in soft and hard.

### Safety initiatives in our medium term management plan

In the JR East 2020 Vision - *i do mu* -, we have set 2 goals to represent our unflagging commitment to “extreme safety levels”: we will continue implementing our priority improvement plan for safety equipment, reinforce safety weak points, and reduce risks; we will expand and improve education and training on safety and prevent accidents by correctly understanding and analyzing previous accidents and incidents.

### Launch of our 5th 5-year Safety Plan, 2013 Safety Vision

Since our establishment, JR East has continued to create and implement medium term safety plans. With the installation and further development of our safety equipment, along with companywide advancements in safety awareness and skill, we have succeeded in reducing the frequency of railway accidents drastically from levels at the time of the company’s establishment.

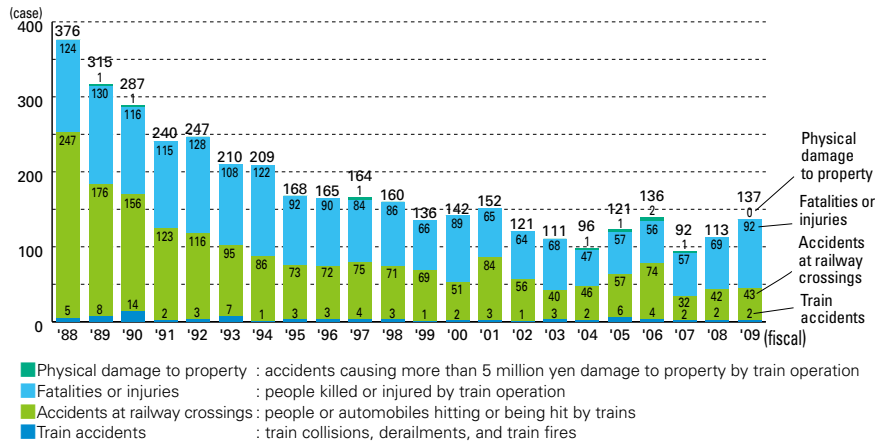
In fiscal ending March 2010, JR East formulated a new 5-year safety plan, 2013 Safety Vision. With this plan, we are undertaking a variety of measures. New to the 2013 Safety Vision are two approaches: safety-related human resource development and system improvements; and, the prevention of accidents before they occur through evaluation of possible risks. In addition, as with our previous Safety Plan, we will continue to target zero accidents involving passenger injuries or fatalities, and zero accidents involving employee fatalities (including employees of Group companies and Partner companies). JR East will continue to remain steadfast in its efforts to achieve “extreme safety levels” through the concerted efforts of all of its employees.

– Pursuing “extreme safety levels” –

**Trends in railway accidents**

In the fiscal year ended March 2009, JR East recorded 137 railway accidents. Most of these accidents were collisions with automobiles or people at level crossings, customers on platforms coming into contact with trains, and customers falling onto the tracks from platforms.

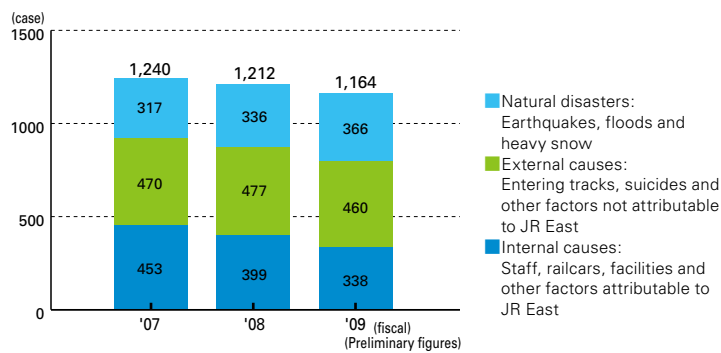
■ Trends in railway accidents



**Occurrences of transport disruptions**

Transport disruptions refer to suspensions in operations or to delays of 30 minutes or more. In the fiscal year ended March 2009, JR East recorded a total of 1,164 transport disruptions, 48 less than the previous year, with decreases in both the number of disruptions due to external causes and the number due to internal causes.

■ Trends in Transport Disruptions



## Major transport disruptions in the fiscal year ended March 2009

### Details of the Kokubunji Substation fire and its effect on train operations

On April 10th, 2008, railway service was disrupted by a fire at our Kokubunji Substation. The causes of the fire were that a circuit breaker was pushed out, weakening its connection to the main circuit. This resulted in overheating and an eventual fire, the ground connection failed, and this trouble with the grounding wires led to communication lines being burned and to failure of the circuit breaker system. In response, we have installed a locking system to prevent the circuit breaker from being pushed out, improved grounding wires, introduced a back-up system for status monitoring of substations, and employed optical fiber cables for our communication lines.

### Shinkansen service disruptions on Dec. 29th, 2008

On December 28, 2008, railcar troubles on the Nagano Shinkansen and snow and wind damage to the Yamagata and Akita Shinkansen resulted in time schedule disruptions. The day's train service was finally terminated at 1:33 a.m., and there were many changes to plans and data entries to ensure regular operations of all Shinkansen trains on the following day, December 29. These included changes to overnight storage of trains that were not completed until after 5:00 a.m.

Since we had to switch the date of the train control system for the Shinkansen after 5:00 a.m., all Shinkansen operations were postponed until 8:55 a.m. on December 29.

As a countermeasure of this trouble, when effects of train operation disruptions are expected to continue past midnight, the date of the system will be switched no later than 5:00 a.m., through limitations to plan changes and enforcement of working procedures.