

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 software and in hardware.

Safety initiatives in our medium term management plan

In the JR East 2020 Vision - *i do mu* -, we have set two goals to represent our unflinching 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.

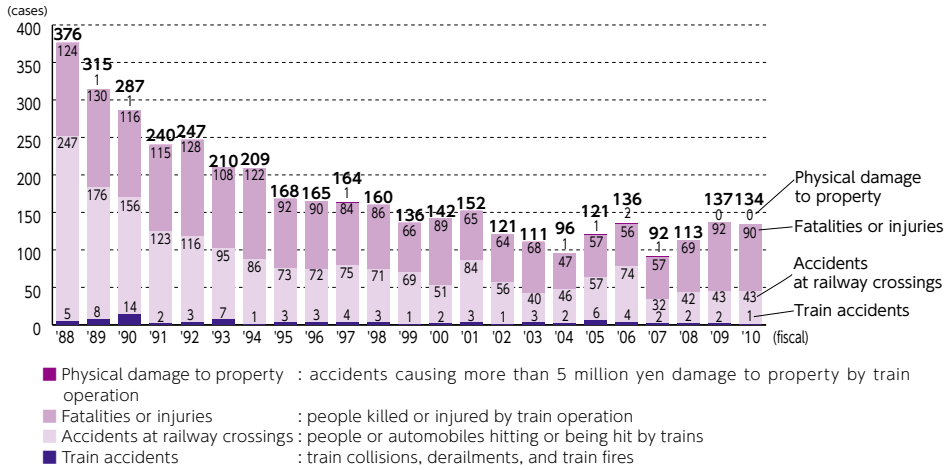
In the fiscal year ended March 2010, JR East formulated a new 5-year safety plan, 2013 Safety Vision. With this plan, we are undertaking a variety of measures. New to the 2013 Safety Vision are two approaches: safety-related human resource development and system improvements; and, the prevention of accidents 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.

Trends in railway accidents

In the fiscal year ending March 2010, JR East recorded 134 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.

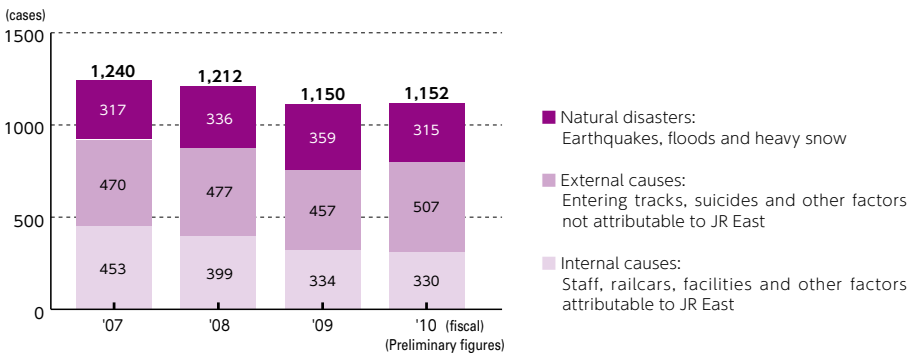
■ Trends in railway accidents



Occurrences of transport disruptions

Transport disruptions refer to suspensions in operations or to delays of 30 minutes or more. In the fiscal year ending March 2010, JR East recorded a total of 1,152 transport disruptions, 2 more than the previous year.

■ Trends in Transport Disruptions



Major transport disruptions occurring in the fiscal year ending March 2010

General descriptions and measures against transport disruptions similar to a railcar failure on the Yokosuka Line

At around 6:48 a.m. on May 7th, 2009, an electric train on the Yokosuka Line going from Kurihama to Tsudanuma came to a stop between Yokohama and Shin-Kawasaki Stations and was unable to start again for a long time. The cause was a broken wire behind a switch that conductors use to stop trains in case of an emergency. The wire had been pinched between the board and the carbody, resulting in the activation of the emergency brake, and the resulting short-circuit prevented the emergency brake from being released. In response to this event we further committed ourselves to ensuring proper wiring in railcar production and remodeling. Additionally, we reviewed our trouble shooting procedures for cases in which an emergency brake fails to be released after being accidentally applied. As a result of reviewing our quick-response capability for incidents of this kind in the Tokyo metropolitan area, JR East decided to install a new satellite inspection office in Yokohama.

General descriptions and measures against transport disruptions similar to the smoke and fumes at the Etchūjima Substation of the Keiyo Line

At around 13:51 on July 30th, 2009, electrical transmissions from the Etchūjima Substation failed and resulted in transport disruptions. The failure resulted from ground faulting which occurred inside a high voltage power distribution line box on an electric train running between Tokyo and Kasai Rinkai Koen Stations. At this time a breaker was activated at the Etchūjima Substation, and this created an arc to the metal screw of a handle inside the breaker box, burning part of the wiring and stopping electrical transmissions from the Etchūjima Substation. The electrical transmission system of the Etchūjima Substation was subsequently disconnected, and at 18:22 electrical transmissions resumed from a neighboring substation. This made it possible to locate the railcar failure, and operations resumed at 20:57.

As a countermeasure, we thoroughly checked for any erosion in the wiring inside high voltage power distribution line boxes for our electric trains, conducted emergency inspections of breakers of the kind that failed, and improved the breaker design so that an arc cannot jump to metallic parts.