

C O N T E N T S

Editorial Policy	2
Group Philosophy/Basic Principles	3
Top Message	4
Special Topics: Damage following the Great East Japan Earthquake and efforts toward restoration and reconstruction	6

Environment

Basic Concept on Environmental Protection and Targets	10
JR East Group's environmental impact.....	11
Targets and outcomes	12
Measures to Prevent Global Warming	14
Measures to create a sound material cycle	21
Biological diversity	25
Basic thoughts on noise reduction	27
Improvement of the Environment along Railway Lines ..	28
Chemical substance management.....	29
Environmental Management System.....	31
Environmental Communication	34
The efforts of each organization.....	35
Reports on Ecological Activities at JR East Group Companies	37
Environmental accounting and management indicators.....	39
Railway Technical Development on Environment	41

Safety

Pursuing "ultimate safety levels"	43
Creation of a culture of safety	45
Improvement of safety equipment	49
Measures taken since the accident on the Uetsu Line	54
Technological developments supporting railway safety ..	56

Society

Relationship with Customers	58
Technology Development Toward New Railway Services	70
Relationship with Society	72
Relationship with Employees	78
CSR Management	84
Compliance.....	86
Independent Assurance Report	88
Summary from the General Manager of the Management Planning Department	89
History of JR East Group's environmental and social activities/History of Awards	90
Corporate profile/Businesses of the JR East Group	91

More detailed information is available on our website:

<http://www.jreast.co.jp/e/aboutus/>

Editorial Policy

We are publishing the JR East Group Sustainability Report 2011 with the aim of introducing our various initiatives in an accurate and easy-to-understand form.

In the "Special Topics" we have taken up the Great East Japan Earthquake and tsunami, covering the extent of damage suffered by JR East and our approach to restoration and reconstruction.

The information that we wish to communicate to our stakeholders consists of three aspects: **Environment, Safety, and Society.**

Since this report presents information on matters that have made progress in particular, please refer to our website for information on overall activities of our Group companies.

References

Environmental Reporting Guidelines 2007
[Japan Ministry of the Environment]

Environmental Accounting Guidelines 2005
[Japan Ministry of the Environment]

Reporting period

This report basically covers our activities in fiscal 2011 (from April 1, 2010 to March 31, 2011), although some events presented here happened earlier or in the period between the end of March 2011 and the publication of this report in October 2011.

Boundary of reporting

This report covers activities of East Japan Railway Company and its 74 Group companies. Except for those described individually, actual performance data cover JR East alone.

Note: External Assurance on environmental performance and environmental accounting data

KPMG AZSA Sustainability Co., Ltd. has been engaged to provide external assurance on a set of selected environmental performance and environmental accounting indicators so that the reliability of the data is ensured. The particular indicators that are assured are marked with ☆ for clarity.