

# Pursuing “ultimate 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 unflagging commitment to “ultimate 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 risk assesment. 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 “ultimate safety levels” through the concerted efforts of all of its employees.



2013 Safety Vision Brochure

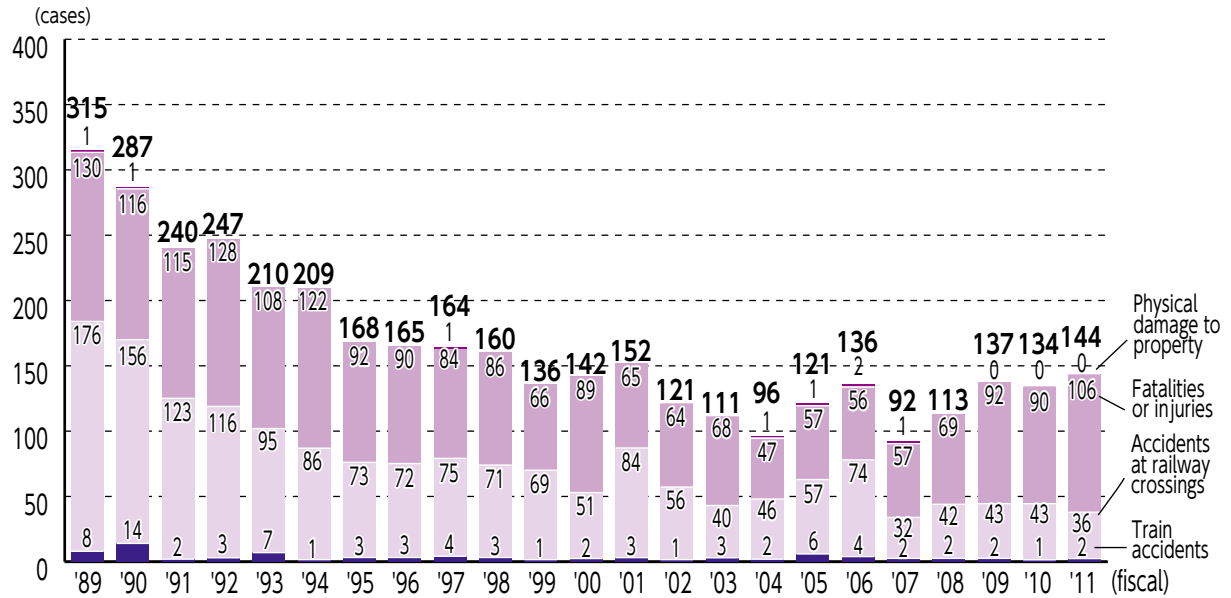
## ■ Overall view of the 2013 Safety Vision



### Trends in railway accidents

In the fiscal year ending March 2011, JR East recorded 2 railway accidents, 36 accidents at level crossings and 106 accidents involving passenger injuries or fatalities. 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



- Physical damage to property: accidents causing more than 5 million yen damage to property by train operation
- Fatalities or injuries: people killed or injured by train operation
- Accidents at railway crossings: people or automobiles being hit by trains
- Train accidents: train collisions, derailments, and train fires