

## Creation of a culture of safety

### Our 5 cultures of safety

To heighten levels of railway safety, it is necessary to establish and support unwavering cultures of safety. The cultures of safety we seek are based upon accident information from the past and we learn and act upon it in mutual trust.

#### ① A culture of proper reporting

Preventing the occurrence and recurrence of accidents through prompt and proper reporting of all accidents and incidents.

#### ② A culture of noticing

The prevention of accidents through an awareness of the causes of accidents and the sharing of information that would prevent these causes from leading to actual accidents.

#### ③ A culture of direct meeting and discussion

Allowing for the open and honest exchange of opinions and discussions enables us to identify the causes of accidents and to take appropriate countermeasures against recurrence.

#### ④ A culture of learning

Continuously learning about accidents and learning from accidents and incidents, which occur in all places of work, not just in one's own workplace.

#### ⑤ A culture of action

Safety can be ensured only by taking safe actions. Think and act by yourself. This is at the core of our safety.

### “Sangen Principle: Three Actualities Principle” as a standard for action

Accidents and incidents always occur at the Genba.\* This means that the sources of accident prevention can also be found at the Genba. In order to suitably understand and rectify each accident or incident, JR East approaches safety issues with the “Three Actualities Principle” as its standard for action: actual locations, actual objects, and actual people.

\* Genba: “Genba” means a field or workplace, where employees actually do their physical work in construction, production, maintenance, operation, etc., as distinguished from management or office work, in industrial sectors, such as construction and manufacturing.

### Changes with safety mission statements

JR East provides safety mission statements for the code of conduct for its safety-related employees. In learning from past disasters including the Great East Japan Earthquake, JR East has added a 5th safety mission statement. Based on its basic safety promotion concepts, “Think and act by ourselves” and “Remain calm,” JR East added the wording “think by ourselves” for the prevention of human error in the event of an emergency, and to encourage employees to take a deep breath before taking action.

#### ■ General principles of Safety

① Safety is the most important mission in transportation.

② Ensuring safety is based on exact observance of rules and procedures, and is achieved through constant practice.

③ Enforcement of confirmation and complete contact is most important for ensuring safety.

④ For ensuring safety we should cooperate together and go beyond our official responsibility.

⑤ When we have questions or must choose among several options, we should remain calm, think by ourselves, and take the safest course after thorough consideration.