

CONTENTS

| | | |
|------------------------------------|--|----|
| | Editorial Policy | 2 |
| | Group Philosophy/Basic Principles | 3 |
| | Top Message | 4 |
| | JR East Group Management Vision V — Ever Onward | 7 |
| | Special Topic 1 | |
| | Toward the Development of World Railways | 11 |
| | Special Topic 2 | |
| | Toward Restoration from the Earthquake and Revival of Community | 13 |
| | Basic Concept for Environmental Protection and Targets | 17 |
| | JR East Group's environmental impact | 18 |
| | Progress Report on Environmental Targets | 19 |
| | Measures to Prevent Global Warming | 20 |
| | Measures to create a sound material cycle | 27 |
| | Biodiversity | 31 |
| Environment | Basic thoughts on noise reduction | 33 |
| | Improvement of the Environment along Railway Lines | 34 |
| | Chemical substance management | 35 |
| | Environmental Communication | 36 |
| | Environmental Management Structure | 38 |
| | Actions by Tohoku Construction Office | 40 |
| | Reports on Ecological Activities at JR East Group Companies | 41 |
| | Environmental accounting and management indicators | 42 |
| | Special Topic 3 | |
| | Energy & Environment Strategy | 43 |
| | Pursuing "extreme safety levels" | 45 |
| Safety | Creation of a culture of safety | 47 |
| | Restructuring safety management | 48 |
| | Improvement of safety equipment | 51 |
| | Measures against earthquakes | 56 |
| | Measures taken since the accident on the Uetsu Line | 57 |
| | Relationship with Customers | 59 |
| Society | Special Topic 4 | |
| | Station Renaissance: Present and Future | 71 |
| | Relationship with Society | 73 |
| | Special Topic 5 | |
| | Preservation and Restoration of the Tokyo Station Marunouchi Building and the surrounding area | 80 |
| | Relationship with Employees | 82 |
| | CSR Management | 89 |
| | Compliance | 91 |
| Independent Assurance Report | 94 | |
| | Summary from the General Manager of the Management Planning Department | 95 |
| | History of JR East Group's environmental and social activities/History of Awards | 96 |
| | Corporate profile | 97 |
| | Businesses of the JR East Group | 98 |

More detailed information is available on our website:

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

Editorial Policy

Since 2002, we have annually published the JR East Group Sustainability Report with the aims of introducing various Group initiatives accurately and in an easy-to-understand format, and communicating with our diverse stakeholders. In light of recent social circumstances and having positioned our relationship with communities as the key to business operations in the "JR East Group Management Vision V-Ever Onward", announced last year, however, from this fiscal year, we have decided to publish the report as a CSR Report. The CSR Report 2013 features our activities over the past year in regard to recovery and restoration from the 2011 Great East Japan Earthquake, along with our initiatives for the development of world railways, energy and environmental strategy, our Station Renaissance project, and the preservation and restoration of the Tokyo Station Marunouchi Building and the surrounding area, under "Special Topics". We have also included interviews with employees and others as part of communication with our stakeholders.

While our desire remains to offer as much information as possible related to the environment, safety, and society, the report itself focuses in particular on areas where there have been notable changes. For more information on the overall activities of the JR East Group, please go to our website.

References

Environmental Reporting Guidelines 2012
[Japan Ministry of the Environment]
Environmental Accounting Guidelines 2005
[Japan Ministry of the Environment]

Reporting period

This report basically covers our activities in fiscal 2013 (from April 1, 2012 to March 31, 2013), although some events presented here happened earlier or in the period between the end of March 2013 and the publication of this report in October 2013.

Boundary of reporting

This report covers activities of East Japan Railway Company and its 72 Group companies. Except for those described individually, actual performance data cover JR East alone.

Figures in this report

Totals may not match the sum of individual figures due to rounding.

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.