

## 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.

### The Challenge Safety Campaign

In 1988, we started the Challenge Safety Campaign with the aim of encouraging our employees to actively take on the challenge of further improving safety levels, rather than just passively maintaining safety. The Challenge Safety Campaign aims to increase our employee awareness and sense of safety. We intend to guide all employees to more safety-oriented behavior by having them think about and discuss safety, act upon it, and feel a sense of achievement through doing so.