

## Pursuing “extreme safety levels”

### Our concept of safety

Since the establishment of JR East, safety has been our top management priority, 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 future accidents with our continued developments both in physical and operational terms.

Pursuit of safety measures can never end. We will continue to work tirelessly to improve safety by pursuing a goal of “zero accidents involving passenger injuries or fatalities and zero accidents involving employee fatalities (including employees of Group companies and partner companies).”

### Safety initiatives in our medium term management plan

In the JR East Group Management Vision V - Ever Onward, JR East sets its eternal mission to pursue “extreme safety levels,” and build a railway capable of withstanding natural disasters. In order to achieve this, we will continue our ceaseless efforts to increase the safety of our railways.

When the Great East Japan Earthquake occurred, the earthquake countermeasures that JR East had already been steadily implementing proved effective to a great extent. However, the earthquake also revealed issues that we must address to ensure a higher level of safety. Based on this experience, we have worked to implement earthquake countermeasures in preparation for events that are conceivable such as an earthquake directly beneath the Tokyo metropolitan area, and are focusing on both tangible and intangible aspects. In these ways, we are working to build a railway capable of withstanding natural disasters.

We are also further promoting initiatives to prevent train collisions, derailments and rail crossing accidents. At the same time, we are installing automatic platform gates for the Yamanote Line and exploring the possibility of installation for other lines. In these and other ways, we continue to promote the development of railways that passengers can use reliably. From FY2015, we will also bolster activities aimed at achieving “extreme safety levels” based on our newly formulated Group Safety Plan 2018.

### Group Safety Plan 2018: Our 6th 5-year safety plan

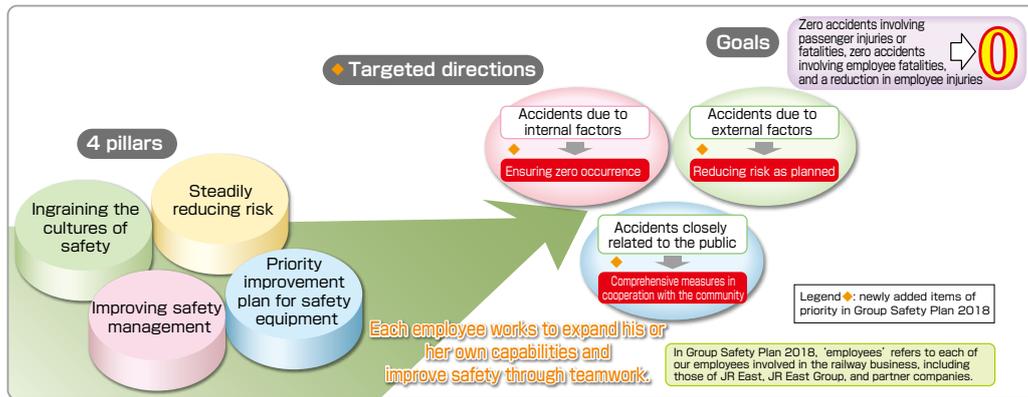
Since our establishment, JR East has continued to create and implement medium term safety plans. With the installation and further development of our safety equipment, along with companywide advancements in safety awareness and skill, we have succeeded in reducing the frequency of railway accidents drastically from levels at the time of the company’s establishment. FY2015 begins our 6th 5-year Safety Plan, Group Safety Plan 2018, aimed at expanding the individual capabilities of each employee in order to realize top levels of safety through teamwork. Each of us involved in the railway business remains committed to improving safety and our group-wide challenge to achieve “extreme safety levels.”

In Group Safety Plan 2018, together with redefining the direction we are taking as a company, we outline specific measures aimed at preventing accidents resulting from internal factors. Additionally, through our ongoing efforts to pass on technologies and promote measures to comprehensively understand the severity of accidents, we aim to further enhance safety management through the fostering of safety-conscious personnel.



Group Safety Plan 2018 Brochure

Overview of Group Safety Plan 2018



General principles of Safety

JR East provides safety mission statements for the code of conduct for its safety-related employees.

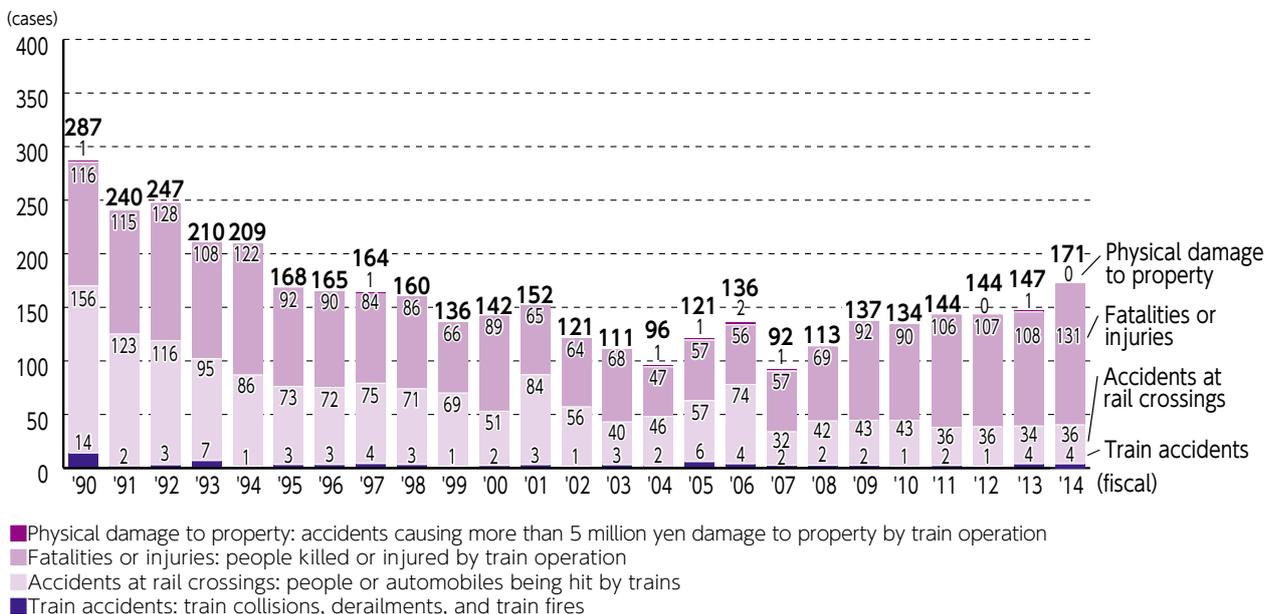
General principles of Safety

- 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.

Trends in railway accidents

In FY2014, JR East recorded 171 railway accidents, including 36 accidents at level crossings involving people or automobiles being hit by trains, accounting for approximately 20 percent of the total accidents. Additionally, JR East recorded 131 accidents involving injury or fatality, including customers on platforms or trespassers on tracks coming into contact with trains, and customers falling onto the tracks from platforms, totaling approximately 70 percent of the total number of accidents. Approximately 70 percent of these injuries or fatalities occurred on platforms, and approximately 60 percent of these involved intoxicated customers.

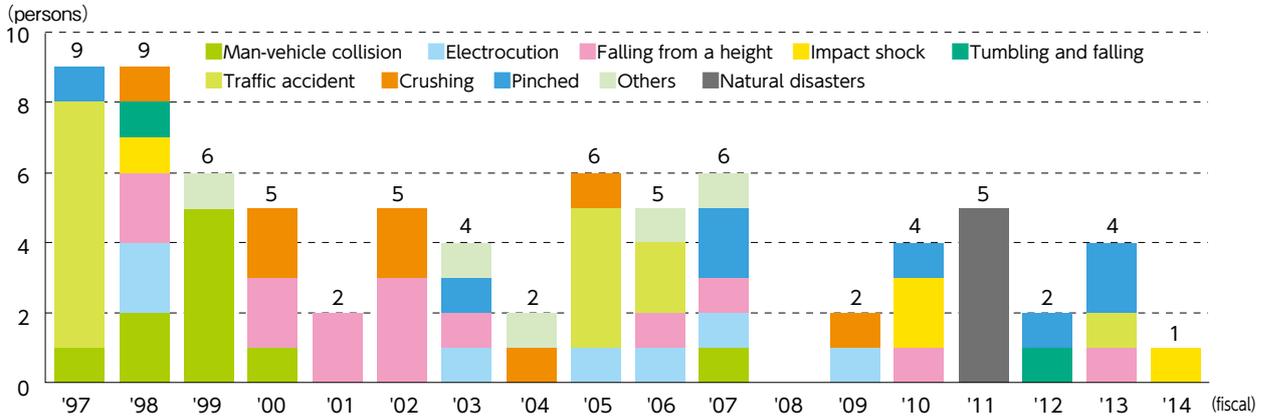
Trends in railway accidents



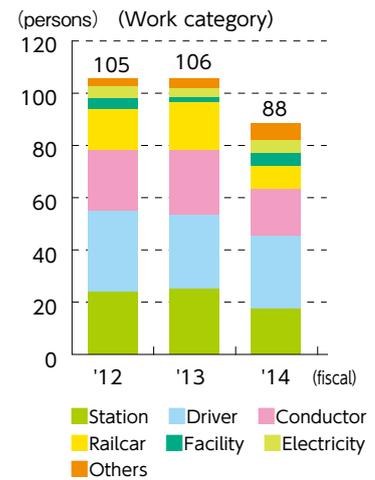
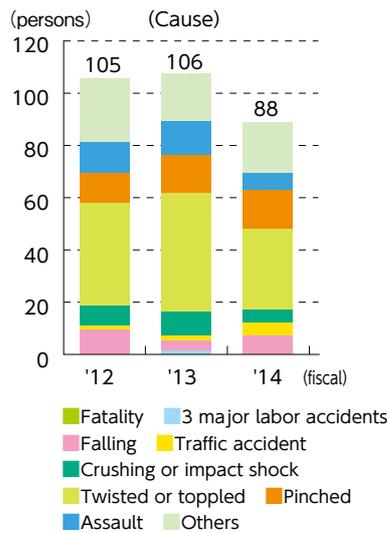
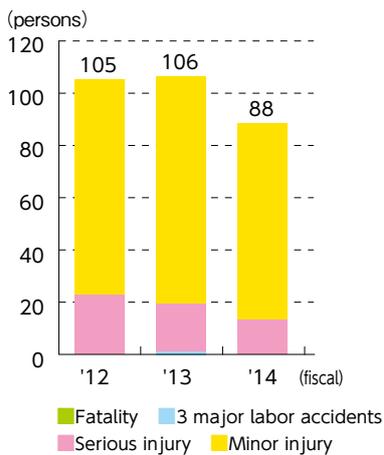
### Current state of employee accidents

In FY2014, it is regrettable that one of our related-company employees was lost in a fatal accident. Accordingly, as set out in Group Safety Plan 2018, we will continue our efforts to ensure that safety systems and rules are clearly defined and complied with across the entire JR East Group in our aim to achieve zero passenger accidents involving injury or fatality, and zero employee fatalities\* (for both Group and Partner companies).

#### ■ Status of accident fatalities (including employees of both Group and Partner companies)



#### ■ Accidents with lost work time and fatality (JR East employees)



#### ■ Accidents with lost work time and fatality (employees of both Group and Partner companies)

