GRI Content Index (General Standard Disclosures)

The G4 Sustainability Reporting Guidelines of GRI is a guideline for sustainability reporting. In accordance with the guidelines considered as a global standard, many companies prepare their sustainability reports.
JR East Group CSR Report 2017 has been written in accordance with the Core option of GRI's G4 Sustainability Reporting Guidelines.

※GRI：Global Reporting Initiative is a cooperation organization (NGO) authorized by the United Nations Environment Programme (UNEP) aiming to establish guidelines for sustainability reporting.

The response status to the general standard of disclosure items for this report is as follows.

		Indicator	Relevant Pages in Reports / Print Version
General Standard Disclosures	**Strategy and Analysis**		
	G4-1	Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	P4,5 (Top Message)
	Organizational Profile		
	G4-3	Report the name of the organization.	P2 (Corporate Profile)
	G4-4	Report the primary brands, products, and services.	P67(Business Outline of the JR East Group)
	G4-5	Report the location of the organization's headquarters.	P2 (Corporate Profile)
	G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	P46 (Developing Our Business around the World)
	G4-7	Report the nature of ownership and legal form.	P2 (Corporate Profile)
	G4-8	Report the markets served (including geographic breakdown, sectors served, and types ofcustomers and beneficiaries).	P66 (Service Area)
	G4-9	Report the scale of the organization, including: •Total number of employees •Total number of operations •Net sales (for private sector organizations) or net revenues (for public sector organizations) •Total capitalization broken down in terms of debt and equity (for private sector organizations) •Quantity of products or services provided	P2 (Corporate Profile) P67(Business Outline of the JR East Group) P68 (Management Information) P68 (Consolidated Financial Statements for Fiscal 2017)
	G4-10	•Report the total number of employees by employment contract and gender. •Report the total number of permanent employees by employment type and gender. •Report the total workforce by employees and supervised workers and by gender. •Report the total workforce by region and gender. •Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors. •Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).	P70 (Personnel-related data)
	G4-11	Report the percentage of total employees covered by collective bargaining agreements.	P70 (Personnel-related data)
	G4-12	Describe the organization's supply chain.	P67 (Business Outline of the JR East Group)
	G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain.	Not applicable
	Commitments to external initiatives		
	G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	P21 (General principles of Safety) P26,27 (Preparedness against natural disaster)
	G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	P20 (CONTENTS)
	G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: •Holds a position on the governance body •Participates in projects or committee. •Provides substantive funding beyond routine membership dues. •Views membership as strategic.	P47 (Global Contribution through International Institutions)
	Identified Material Aspects and Boundaries		
	G4-17	•List all entities included in the organization's consolidated financial statements or equivalent documents. •Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	P2 (Boundary of reporting) P67 (Businesses of the JR East Group)
	G4-18	•Explain the process for defining the report content and the Aspect Boundaries. •Explain how the organization has implemented the Reporting Principles for Defining Report Content.	https://www.jreast.co.jp/eco/pdf/ (Materiality (material aspects) and Key CSR Activities of the JR East Group)
	G4-19	List all the material Aspects identified in the process for defining report content.	https://www.jreast.co.jp/eco/pdf/ (Materiality (material aspects) and Key CSR Activities of the JR East Group)

General Standard Disclosures	G4-20	For each material Aspect, report the Aspect Boundary within the organization, as follows: • Report whether the Aspect is material within the organization •If the Aspect is not material for all entities within the organization (as described in G4-17), select one of the following two approaches and report either: —The list of entities or groups of entities included in G4-17 for which the Aspect is not material or —The list of entities or groups of entities included in G4-17 for which the Aspects is material •Report any specific limitation regarding the Aspect Boundary within the organization	https://www.jreast.co.jp/eco/pdf/ (Materiality (material aspects) and Key CSR Activities of the JR East Group)
	G4-21	For each material Aspect, report the Aspect Boundary outside the organization, as follows: •Report whether the Aspect is material outside of the organization •If the Aspect is material outside of the organization, identify the entities, groups of entities or elements for which the Aspect is material. In addition, describe the geographical location where the Aspect is material for the entities identified •Report any specific limitation regarding the Aspect Boundary outside the organization	https://www.jreast.co.jp/eco/pdf/ (Materiality (material aspects) and Key CSR Activities of the JR East Group)
	G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	Not applicable
	G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	Not applicable
	Stakeholder Engagement		
	G4-24	Provide a list of stakeholder groups engaged by the organization.	https://www.jreast.co.jp/eco/pdf/ (JR East Stakeholders)
	G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	https://www.jreast.co.jp/eco/pdf/ (JR East Stakeholders)
	G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	https://www.jreast.co.jp/eco/pdf/ (JR East Stakeholders)
	G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	https://www.jreast.co.jp/eco/pdf/ (JR East Stakeholders)
	Report Profile		
	G4-28	Reporting period (such as fiscal or calendar year) for information provided.	P2 (Reporting period)
	G4-29	Date of most recent previous report (if any).	(Back cover)
	G4-30	Reporting cycle (such as annual, biennial).	(Back cover)
	G4-31	Provide the contact point for questions regarding the report or its contents.	(Back cover)
	GRI CONTENT INDEX		
	G4-32	•Report the 'in accordance' option the organization has chosen. •Report the GRI Content Index for the chosen option. •Report the reference to the External Assurance Report, if the report has been externally assured.	P2 (Editorial Policy) P71(Independent Assurance Report) https://www.jreast.co.jp/eco/pdf/ (GRI Content Index)
	ASSURANCE		
	G4-33	•Report the organization's policy and current practice with regard to seeking external assurance for the report. •If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. •Report the relationship between the organization and the assurance providers. •Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.	P71 (Independent Assurance Report)
	Governance		
	G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	P24(Railway Safety Promotion Committee) P53,54 (Environmental Management) P64 (Corporate Governance)
	Ethics and Integrity		
	G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	P2 (Group Philosphy/Basic Prnciples) P65 (Compliance)

Materiality (material aspects) and Key CSR Activities of the JR East Group

Taking railway privatization and the Great East Japan Earthquake as starting points, we formulated Group Management Vision V: Ever Onward to re-consider the role that our corporate group should play in future and what we should aim for in order for the company to evolve.

Based on the basic concept of "Thriving with communities, growing globally," which defines the overall direction of our group, and on the expectations of various stakeholders, we established our core management pillars by specifying six key business issues and identified the key matters which the JR East Group should address (material aspects).

The present document will report on the material aspects and where impacts occur for them (boundaries). These aspects and boundaries are identified based on the steps below.

Step 1 Identification of relevant topics and boundaries	• We broadly selected topics in light of their relevance to the economic, environmental, and social factors indicated in the G4 guidelines and to the JR East Group's business (business areas, business flow) as well as their relevance to the management vision. • In order to identify the boundaries of the relevant topics, we considered their relevance to our business flow and relationship with stakeholders and the extent of their impact on both inside and outside the organization. • In identifying topics, with the future in mind, we have also taken the sustainability context into account, including social and environmental trends in our business territories, in Japan, and overseas.
Step 2 Prioritization of relevant topics	• We identified high-priority topics (material aspects) by considering various factors, such as key stakeholders' concerns, matters and information essential to decision-making, the extent of the impact on society and the environment, and topics and targets (KPIs) that are a focus of the management vision and business of JR East. • The management vision takes into account not just improving safety and services, which are fundamental to the railway business, but also issues such as disaster recovery and revitalization of the regional economy in eastern Japan—the area where we conduct our business—and addressing climate change and other environmental problems. In addition, with regard to overseas business expansion, it includes involvement in projects in view of the future development of regions where railways are deemed necessary from an economic, social, and environmental perspective, and takes into account the sustainability context, both domestically and internationally.
Step 3 Defining and verifying validity	• We double-checked the validity of the identified material aspects in terms of their scope (scope of aspects covered in the report), aspect boundaries (the description of where impacts occur for each material aspect), and time (the completeness of selected information with respect to the reporting period). At this stage, we considered not only stakeholders' expectations and needs but also looked at the future needs of society, the impact on society, and the company's social responsibilities as well as a wide range of business areas, and we also took into account the completeness of material aspects by verifying that no matters had been overlooked. • At the same time as this step in the process, the identified material aspects were discussed with and approved by the Committee on Ecology Promotion (one of the internal committees that makes management-related decisions as stipulated by company regulations).
Step 4 Review	• In order to prepare the report for the next fiscal year, we will evaluate the validity of this report's content, taking into account feedback obtained from stakeholders in the meantime and the sustainability environment (based on social trends, etc.), and this evaluation result will be reflected in the identification of material aspects as necessary.

※For FY 2016 materiality and boundaries were specified by above steps.

※For FY 2017 as a result of review of feedback from stakeholders obtained after the issue of the last report as well as the social trend, no change is made in materiality and boundaries specified for FY 2016.

Identified Materiality (Material Aspects)

JR East Group Management Vision V				Material Aspects	GRI Indicators		JR East's KPI
Eternal Mission	KIWAMERU (Excel)	Pursuing "Extreme Safety Levels"		Customer Health and Safety	G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.	Measures for improving safety in various aspects, etc.
					G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes.	Total number of injury accidents, fatal accidents.
				Occupational Health and Safety	G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender.	Total number of occupational accidents, fatal accidents, and lost-time injuries and leave frequency rate.
	MIGAKU (Improve)	Service Quality Reforms		Product and Service Labeling	G4-PR5	Results of surveys measuring customer satisfaction.	Results of surveys measuring customer satisfaction.
	TOMO NI IKIRU (Together)	Strengthening collaboration with local communities		Employment	G4-LA1	Total number and rates of new employee hires and employee turnover by age group,gender and region.	Total number of hires and employee turnover by region.
				Local Communities	G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Summary of business contributing to community revitalization and tourism promotion and summary of business contributing to strengthening networks and urban development.
Pursuing Unlimited Potential	HIRAKU (Pioneer)	Technological innovation		Energy	G4-EN3	Energy consumption within the organization.	Consumption by energy type, purchased/self-generated power amount.
					G4-EN5	Energy intensity.	Electricity used for railway operations per unit of transport volume.
							Energy consumption per unit of floor area at branch offices, etc.
							Reduction Rate of Energy Consumption Intensity Established by Each JR East Group Company.
					G4-EN6	Reduction of energy consumption.	Changes in amount of energy consumed over time.
					G4-EN7	Reductions in energy requirements of products and services.	Energy consumption efficiency of rolling stock manufactured by JR East.
				Emissions	G4-EN15	Direct greenhouse gas (GHG) emissions. (Scope 1)	Greenhouse Gas (GHG) Emissions. (Scope 1)
					G4-EN16	Energy indirect greenhouse gas (GHG) emissions. (Scope 2)	Greenhouse gas (GHG) emissions. (Scope 2)
				Effluents and Waste	G4-EN23	Total weight of waste by type and disposal method.	Amount of waste generated by source (station/train waste, general rolling stock centers, facility construction, group companies) and recycling rate. (main disposal method)
					G4-EN24	Total number and volume of significant spills.	Number of such cases occurred.
	NOBIRU (Grow)	Tackling New Business Areas		Local Communities	G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Active participation in international railway business projects.
	HABATAKU (Empower)	Developing Employees and Creating Corporate Culture That Maximizes Human Potential		Training and Education	G4-LA9	Average hours of training per year per employee by gender, and by employee category.	Average hours of training per year per employee by gender, and by employee category.
							Number of technical academy participants.
				Diversity and Equal Opportunity	G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Number of female executives (ratio) and number of female managers. (ratio)
Others				Human Rights Grievance Mechanisms	G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms.	Number of inquiries to Compliance Hotlines Implementation status of barrier-free facilities. (vertical transportation, accessible washrooms)
				Overall	G4-EN31	Total environmental protection expenditures and investments by type.	Environmental accounting.
				compliance	G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Status of non-compliance, administrative guidance, etc.
					G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Status of non-compliance, administrative guidance, etc.
					G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Status of non-compliance, administrative guidance, etc.

※The extent of impact (boundaries) of the materiality (material aspects) identified above is all within the JR East Group.

GRI Content Index (Specific Standard Disclosures)

Materiality (material aspects) of JR East has been identified based on the procedure of Step 1 to Step 4. The response status to the identified standard disclosure items of this report is as follows.

	Indicator	Relevant Pages in Reports
		Print Version
Environment		
Energy DMA※ P6,53~56		
G4-EN3	Energy consumption within the organization	P58 (Energy conservation and CO_2 reduction)
G4-EN5	Energy intensity	P55 (State of progress toward FY 2021 goals)
G4-EN6	Reduction of energy consumption	P61 (Saving energy at stations)
G4-EN7	Reductions in energy requirements of products and services	P61 (Saving energy at stations)
Emissions DMA P6,53~56		
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	P56 (JR East Group's environmental impact) P58 (Trends in CO_2 Emissions of JR East)
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	P56 (JR East Group's environmental impact) P58 (Trends in CO_2 Emissions of JR East)
Effluents and Waste DMA P53~56		
G4-EN23	Total weight of waste by type and disposal method	P56 (JR East Group's environmental impact)
G4-EN24	Total number and volume of significant spills	P54 (Compliance with environmental laws and regulations)
Compliance DMA P53,54		
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations	P54 (Compliance with environmental laws and regulations)
Overall DMA P53,54,57		
G4-EN31	Total environmental protection expenditures and investments by type	P57 (Environmental Accounting and Environmental Management Indicators)
Social		
Sub-Category: Labor Practices And Decent Work		
Employment DMA P6,62, https://www.jreast.co.jp/eco/pdf/		
G4-LA1	Total number and rates of new employee hires and employee turnover by age group,gender and region	P70 (Personnel-related data)
Occupational Health and Safety DMA P6,7,21		
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	P33 (Current state of employee accidents)
Training and Education DMA P6,7,48		
G4-LA9	Average hours of training per year per employee by gender, and by employee category	P70 (Personnel-related data)
Diversity and Equal Opportunity DMA P3,6,7,49		
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	P50 (Promoting Involvement of Female Employees)
Sub-Category: Human Rights		
Human Rights Grievance Mechanisms DMA P51,65		
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	P65 (Compliance hotline)
Sub-Category: Society		
Local Communities DMA P6,7,40		
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	The JR East Group upholds strengthening of collaboration with communities in our Group Management Vision V, and the item is mainly applicable to railway business. P40,41 (Strengthening Collaboration with Communities) P42,43 (Rediscover the Region Project)
Compliance DMA P65		
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations	P64(Internal Audits, Audits by Corporate Auditors and Status of Accounting Audits)
Sub-Category: Product Responsibility		
Customer Health and Safety DMA P6,7,21~24		
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	The JR East Group upholds "pursuing of extreme safety levels" in our Group Management Vision V, and the item is mainly applicable to railway business. P25 (Efforts to further improve safety levels)
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	P32 (Current safety record of JR East)
Product and Service Labeling DMA P6,7,34,37		
G4-PR5	Results of surveys measuring customer satisfaction	P34 (Relationship with Passengers)
Compliance DMA P65		
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	P64(Internal Audits, Audits by Corporate Auditors and Status of Accounting Audits)

Specific Standard Disclosures

※DMA(Disclosure on Management Approach): A company's management method for economy, environment and society concerning material issues.

JR East Stakeholders

① Customers

Because our railway and non-railway businesses are continued with fees and compensations from our customers, we have defined our customers as stakeholders.

Stations provide specific venues for customers who use them to interact with the JR East Group, and they also serve as key contact points for the company to provide customers with a wide range of services and information. Furthermore, the trains on which customers travel and non-railway service provision locations both inside and outside stations also serve as key contact points which complement each other.

② Regions/communities

As a group whose main focus is the railway business, JR East has a close relationship to regions and communities. Indeed, without local communities, our business could not exist. Accordingly, we have defined them as stakeholders.

We are connected to regions and communities every day through our railway lines and especially our stations. We also maintain contact with these stakeholders by providing information via various media.

③ Shareholders and investors

Needless to say, as a stock company, our shareholders play an essential role, and investors are also key stakeholders for the purpose of maintaining our business.

We communicate with all our shareholders and investors via IR activities conducted both in Japan and overseas, such as our general shareholder meeting held once a year, and provide shareholders with financial information and so forth on our website.

④ Employees

In the railway business, which is considered a labor-intensive industry, employees play an indispensable role in running the business, and they are defined as stakeholders.

We are able to interact with employees in various ways, including daily communication in the workplace and various types of on-the-job and off-the-job education and training, based on contractual relationships aligned with labor regulations and other rules.

- We work on the improvement of service quality through the widespread gathering of customers' opinions through our front-line employees and call centers and understanding the needs of the community and society.

- Through our general shareholders meeting and other IR activities, we listen to the diverse opinions and requests of our various stakeholders and do what we can as a company to address them, and when it comes to matters relating to safe, convenient transportation in particular, we promote concrete measures such as making proactive investments in order to pursue extreme safety levels.