

Group Philosophy

The JR East Group aims to contribute to the growth and prosperity of the East Japan area by providing quality leading-edge services, with train station and railway businesses at its core, to customers and communities.

We will continue to embrace the challenge of pursuing "extreme safety levels" and service quality reforms. Through technological innovation and globalization, we will strive to attain goals such as nurturing personnel with an expansive perspective, spurring the advancement of railways, and making line-side areas more attractive and convenient. To this end, JR East will continue to rigorously pursue its unlimited potential.

We aim to grow continuously while meeting our social responsibilities as a *Trusted Life-Style Service Creating Group*.

Basic Principles

1. Together with customers and communities

We will put our hearts into providing good service and living up to customers' and communities' expectations.

2. Enhancing safety and quality

We will aim to enhance safe and reliable transportation services and service quality.

3. Pursuing unlimited potential

With an expansive perspective and based on our calling, we will pursue the JR East Group's unlimited potential.

Corporate Profile

Corporate name	East Japan Railway Company
Address	2-2, Yoyogi 2-chome, Shibuya-ku, Tokyo, Japan
Established	April 1, 1987
Capital	200 billion yen
Number of employees	56,445 (as of April 1, 2017)

Reference guidelines

G4 Sustainability Reporting Guidelines
[Global Reporting Initiative]

References

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

Editorial Policy

The CSR Report 2017 sets forth various initiatives being taken in the JR East Japan Group. It is published for the purpose of providing an accurate and simple description of these initiatives as well as promoting communication with our diverse stakeholders. This report presents activities and progress in line with the JR East Group Management Vision V- Ever Onward. While our desire remains to offer as much information as possible related to the safety, society, and environment, 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.

Reporting period

This report basically covers our activities from April 1, 2016 to March 31, 2017, although some events presented here happened earlier or in the period between the end of March 2017 and the publication of this report in October 2017.

Boundary of reporting

East Japan Railway Company
JR East Group (consolidated subsidiaries (67companies))
Economic report: JR East, consolidated subsidiaries, equity method affiliates (5 companies)
Environment report: JR East, consolidated subsidiaries
Social report: JR East, consolidated subsidiaries
Subsidiaries are listed on p.134.

This report has been written in accordance with the Core option of GRI's G4 Sustainability Reporting Guidelines. Furthermore, this report serves as a safety report required to be publicly announced by the Railway Business Act.

Figures in this report

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