

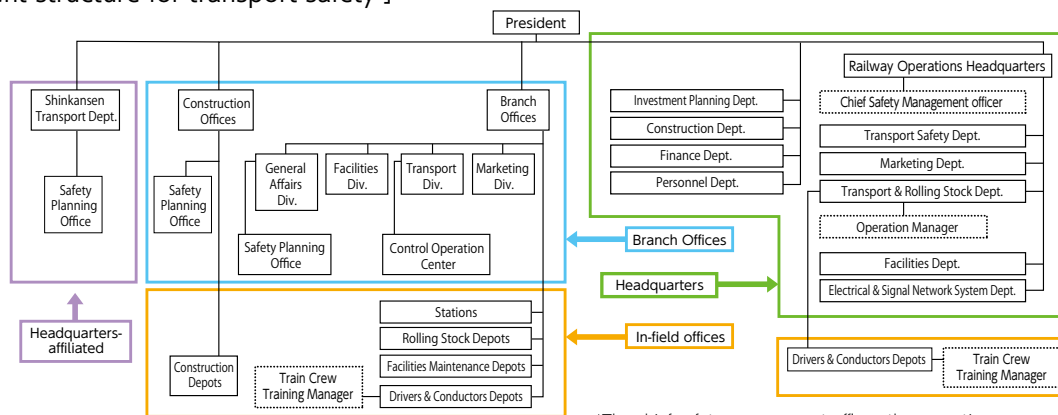


# JR East's safety management organization

## Safety management regulations

In response to a revision of the Railway Business Act, JR East formulated its safety management regulations in Oct. 2006. The safety management regulations make stipulations on various safety management-related matters such as the responsibilities of top management executives in ensuring the safety of operations and on organizational matters such as the selection of chief safety management officers, operation managers, and train crew training managers. The chief safety management officer is selected from the Director General of Railway Operations Headquarters or its equivalent. The operation manager is selected from the General Manager of Transport & Rolling Stock Dept. or its equivalent. The train crew training manager is selected from the Manager of Drivers & Conductors Depots.

[ Management structure for transport safety ]

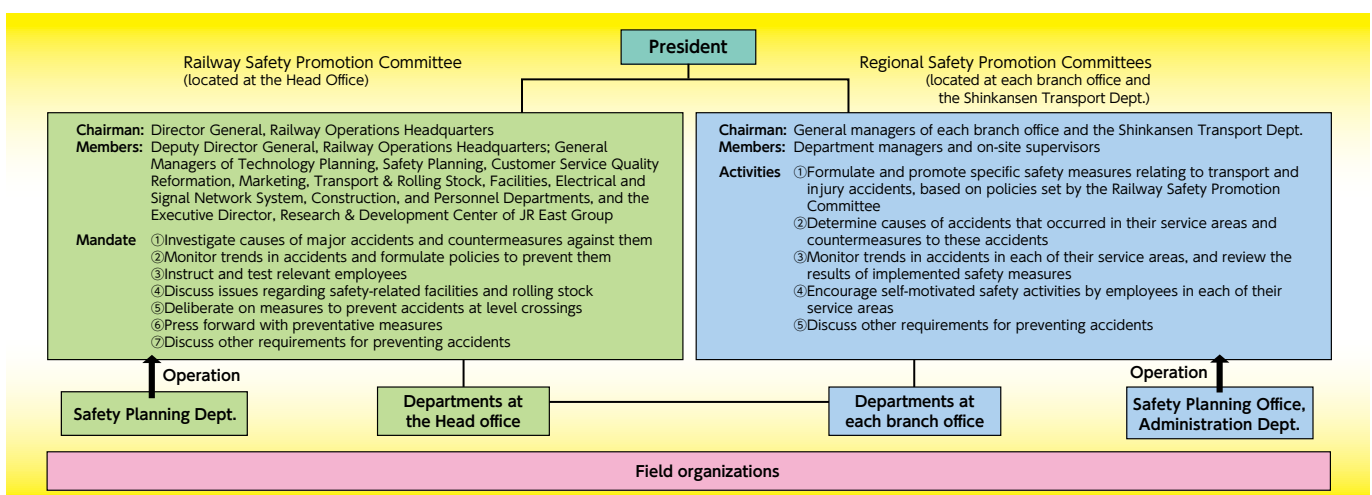


\*The chief safety management officer, the operation manager, and the train crew training manager are terms designated by the Railway Business Act and related regulations.

## Railway Safety Promotion Committee

JR East established the Railway Safety Promotion Committee at its Head Office, chaired by the Director General from Railway Operations Headquarters, as its safety promotion network in 1987 at the time of its corporate establishment. The committee aims to improve safety in railway operations and prevent accidents by investigating the causes of major accidents, formulating preventative measures to avoid reoccurrences, and implementing safety-related countermeasures for facilities and trains.

There are also Regional Safety Promotion Committees at each branch office and the Shinkansen Transport Dept., chaired by the general managers of the branch offices and the department. These committees implement specific measures in cooperation with the Railway Safety Promotion Committee, and investigate the causes of accidents, implement concrete preventive measures, and promote activities to enhance safety in their service areas.





Safety



Society



Environment

## Safety Planning Department at Head Office and Safety Planning Office at branch offices, etc

We placed the Safety Planning Department at the head of the Railway Operations Headquarters to clearly indicate JR East's stance on taking all possible countermeasures before potential risks arise, in addition to measures against reoccurrences of past accidents.

The Safety Planning Department at the Head Office and Safety Planning Offices at branch offices work together on measures to improve the safety levels of our railways with respect to both tangible and intangible aspects by formulating safety-related medium-term plans.

## Rules for reporting accidents and incidents

To prevent the occurrence and reoccurrence of railway accidents, it is crucial to properly understand the details of accidents and incidents, analyze their causes and take appropriate countermeasures. To this end, JR East has set rules to report accidents and established categorizations.

- ① To implement thorough analysis and countermeasures against potential sources of accidents with high risk of fatality or injury of customers and employees
- ② To actively search for hidden potential sources of accidents that were not recorded as incidents

Field sites, branch offices, and Head Office each play their own role in further improving their capabilities to properly understand and analyze the causes of accidents and incidents, and to take preventative measures against occurrences and reoccurrences of accidents. Additionally, by actively searching for hidden risks for near-misses and taking preventative measures, JR East aims to further heighten the safety levels in its railway operations.

