

GRI Content Index (General Disclosures)

Complied with by many companies around the world, the GRI Sustainability Reporting Standards (GRI Standards) issued by the GSSB¹ may be considered as the global standard for sustainability-related reporting.

The JR East Group Sustainability Report 2018 has been prepared in accordance with the GRI Standards 2016 at a core level.

The following GRI Content Index shows where relevant information can be found that corresponds to each of the general disclosure items.

*GSSB is an acronym for the Global Sustainability Standard Board, an organization that determines and implements the GRI Standards independently of the GRI.

*GRI:Global Reporting Initiative is a non-profit organization that aims to establish guidelines for sustainability reporting with an intensive collaboration with the United Nations Environment Programme(UNEP).

General Disclosures		
GRI 102: General Disclosures2016		
Organizational profile		
102-1*	Report the name of the organization.	P2(Corporate Profile)
102-2*	Report the primary brands, products, and services.	P104(Business Outline of the JR East Group)
102-3*	Report the location of the organization's headquarters.	P2(Corporate Profile)
102-4*	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.	P70(Developing Our Business on the World Stage)
102-5*	Report the nature of ownership and legal form.	P2(Corporate Profile)
102-6*	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	P103(Service Area)
102-7*	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) P104(Business Outline of the JR East Group) P105(Management Information)
102-8*	•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).	P106~107 (Personnel-related data) Refer to the JR East website (http://www.jreast.co.jp/e/environment/) (With regard to the JR East Group's stakeholders)
102-9*	Describe the organization's supply chain.	P104(Business Outline of the JR East Group)
102-10*	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain.	Not applicable
102-11*	Whether and how the organization applies the Precautionary Principle or approach.	P23(General principles of Safety) P36(Preparedness against natural disaster) P97(Chemical substance management)
102-12*	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	P22(CONTENTS)
102-13*	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.	P72(Global Contribution through International Institutions)
Strategy		
102-14*	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(Top message)
Ethics and integrity		
102-16*	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	P2(Group Philosophy/Basic Principles) P101(Compliance)

Governance		
102-18*	Report the governance structure of the organization, including committees of the highest governance body. Committees responsible for decision-making on economic, environmental, and social topics.	P29(Railway Safety Promotion Committee) P81 (Progress of Environmental Management by Entire Group) P100(Corporate Governance)
Stakeholder Engagement		
102-40*	Provide a list of stakeholder groups engaged by the organization.	Refer to the JR East website (http://www.jreast.co.jp/e/environment/) (With regard to the JR East Group's stakeholders)
102-41*	Report the percentage of total employees covered by collective bargaining agreements.	P107(Personnel-related data)
102-42*	Report the basis for identification and selection of stakeholders with whom to engage.	Refer to the JR East website (http://www.jreast.co.jp/e/environment/) (With regard to the JR East Group's stakeholders)
102-43*	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.	Refer to the JR East website (http://www.jreast.co.jp/e/environment/) (With regard to the JR East Group's stakeholders)
102-44*	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.	P49(Passenger satisfaction surveys) P55(Constant attention to passenger comments) Refer to the JR East website (http://www.jreast.co.jp/e/environment/) (With regard to the JR East Group's stakeholders)
Reporting practice		
102-45*	•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) P104(Business Outline of the JR East Group)
102-46*	•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.	Refer to the JR East website (http://www.jreast.co.jp/e/environment/) (With regard to the JR East Group's stakeholders)
102-47*	List all the material Aspects identified in the process for defining report content.	Refer to the JR East website (http://www.jreast.co.jp/e/environment/) (With regard to the JR East Group's stakeholders)
102-48*	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	Not applicable
102-49*	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	Not applicable
102-50*	Reporting period (such as fiscal or calendar year) for information provided.	P2(Boundary of reporting)
102-51*	Date of most recent previous report (if any).	(Back cover)
102-52*	Reporting cycle (such as annual, biennial).	(Back cover)
102-53*	Provide the contact point for questions regarding the report or its contents.	(Back cover)
102-54*	Claims of reporting in accordance with the GRI Standards	P2(Editorial Policy) P108(Independent Assurance Report) Refer to the JR East website (http://www.jreast.co.jp/e/environment/) (GRI Content Index)
102-55*	•Report the GRI Content Index for the chosen option.	P2(Editorial Policy) P108(Independent Assurance Report) Refer to the JR East website (http://www.jreast.co.jp/e/environment/) (GRI Content Index)
102-56*	•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.	P108(Independent Assurance Report)
GRI 103:Management Approach 2016		
Management Approach		
103-1	For each material Aspect, report the Aspect Boundary within the organization, as follows: • Report whether the Aspect is material within the organization •Report any specific limitation regarding the Aspect Boundary within the organization	Refer to the JR East website (http://www.jreast.co.jp/e/environment/) (Materiality (material aspects) of the JR East Group)
103-2	An explanation of how the organization manages the topic •A statement of the purpose of the management approach. •A description of the following, if the management approach includes that component.	Refer to the JR East website (http://www.jreast.co.jp/e/environment/) (Materiality (material aspects) of the JR East Group)
103-3	An explanation of how the organization evaluates the management approach.	Refer to the JR East website (http://www.jreast.co.jp/e/environment/) (Materiality (material aspects) of the JR East Group)

Materiality (material aspects) of the JR East Group

In alignment with "Move UP 2027," with people ("everyone") as our starting point, we will continue to create the values of "trust" and "affluence" at the urban, regional, and global levels by focusing on "safety," "people's daily lives," and the "happiness of our employees and their families."

Based on the expectations of our various stakeholders, we have identified and established key business issues and specified key matters that the JR East Group should address (materiality aspects).

This document will report on the materiality aspects identified based on the steps outlined below as well as the extent of their impact (boundaries).

Step 1	Identification of relevant topics and boundaries
	<ul style="list-style-type: none"> We broadly selected topics in light of their relevance to the economic, environmental, and social factors indicated in the GRI Standards 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
	<ul style="list-style-type: none"> 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 revitalization of the regional economy 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
	<ul style="list-style-type: none"> 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 materiality aspects were discussed and approved by a committee made up of executive directors and other members.
Step 4	Review
	<ul style="list-style-type: none"> 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.

Identified Materiality (Material Topics)

Material Topics	GRI Indicators	Name of GRI Standards Item	JR East's KPI
Indirect Economic Impacts	GRI 203	Infrastructure investments and services supported	Investments relating to railway safety and environmental conservation Overview of projects relating to urban planning (focusing on large terminal station developments and major regional cities) and promotion of tourism and regional vitalization (through initiatives such as destination campaigns)
Energy	GRI 302	Energy consumption within the organization	Consumption by energy type, purchased/self-generated power amount.
	GRI 302	Energy intensity	Electricity used for railway operations per unit of transport volume. Energy consumption per unit of floor area at branch offices, etc.
	GRI 302	Reduction of energy consumption	Reduction Rate of Energy Consumption Intensity Established by Each JR East Group Company.
	GRI 302	Reductions in energy requirements of products and services	Changes in amount of energy consumed over time. Energy consumption efficiency of rolling stock manufactured by JR East.
Emissions	GRI 305	Direct (Scope 1) GHG emissions	Greenhouse Gas (GHG) Emissions. (Scope 1)
		Energy indirect greenhouse gas (GHG) emissions.(Scope 2)	Greenhouse gas (GHG) emissions. (Scope 2)
Effluents and Waste	GRI 306	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)
	GRI 307	Total number and volume of significant spills.	Number of such cases occurred.
Employment	GRI 401	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.
Occupational Health and Safety	GRI 403	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.
Training and Education	GRI 404	Average hours of training that the organization's employees have undertaken during the reporting period, 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	GRI 405	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)
Local Communities	GRI 413	Operations with local community engagement, impact assessments, and development programs.	Overview of projects contributing to the promotion of tourism and regional vitalization (through initiatives such as destination campaigns), overview of projects contributing to urban planning and network enhancement, and current status of overseas railway projects in which JR East is actively participating
Customer Health and Safety	GRI 416	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.
		Total number of incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products and services within the reporting period.	Total number of injury accidents, fatal accidents.
Environmental and Socioeconomic Compliance	GRI 307	Significant fines and non-monetary sanctions for non-compliance with environmental laws and/or regulations.	Status of non-compliance, administrative guidance, etc.
	GRI 419	Significant fines and non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area.	Status of non-compliance, administrative guidance, etc.

GRI Content Index (Specific 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 specific disclosure items of this report is as follows.

Material Topics		
Management Approach and Topic-specific Standards		
Economic		
GRI 103:Management Approach 2016		
103-1	For each material Aspect, report the Aspect Boundary within the organization, as follows: •Report whether the Aspect is material within the organization •Report any specific limitation regarding the Aspect Boundary within the organization	P4(Top message) P5~7(JR East Group Management Vision "Move Up" 2027) P62(Strengthening Collaboration with Communities)
103-2	An explanation of how the organization manages the topic •A statement of the purpose of the management approach. •A description of the following, if the management approach includes that component.	P5~7(JR East Group Management Vision "Move Up" 2027) P62(Strengthening Collaboration with Communities) P66(Rediscover the Region Project) P66(Addressing measures to promote tourism)
103-3	An explanation of how the organization evaluates the management approach.	P62(Promoting Open Innovation) P66(Destination campaign)
GRI 203:Indirect Economic Impacts 2016		
203-1	Infrastructure investments and services supported	P28(Trends in safety investment) P62~65(Strengthening Collaboration with Communities) P69(Supporting local cultural activities) P84(Environmental Investment)
GRI 103:Management Approach 2016		
103-1	For each material Aspect, report the Aspect Boundary within the organization, as follows: •Report whether the Aspect is material within the organization •Report any specific limitation regarding the Aspect Boundary within the organization	P4(Top message) P86(Energy conservation and CO ₂ reduction)
103-2	An explanation of how the organization manages the topic •A statement of the purpose of the management approach. •A description of the following, if the management approach includes that component.	P5~7(JR East Group Management Vision "Move Up" 2027) P81(FY2031 goals) P84(Environmental Accounting) P85(Creating an environment-conscious culture)
103-3	An explanation of how the organization evaluates the management approach.	P81(Committee on Ecology)
GRI 302:Energy consumption within the organization 2016		
302-3	Energy intensity	P82(State of progress toward FY2021 goals)
302-4	Reduction of energy consumption	P91(Saving energy at stations)
302-5	Reductions in energy requirements of products and services	P91(Saving energy at stations)
GRI 103:Management Approach 2016		
103-1	For each material Aspect, report the Aspect Boundary within the organization, as follows: •Report whether the Aspect is material within the organization •Report any specific limitation regarding the Aspect Boundary within the organization	P4(Top message) P86(Energy conservation and CO ₂ reduction)
103-2	An explanation of how the organization manages the topic •A statement of the purpose of the management approach. •A description of the following, if the management approach includes that component.	P80~81(Activity guidelines for the promotion of ecological activities/Committee on Ecology) P81(FY2031 goals) P82(State of progress toward FY2021 goals) P83(JR East Group's environmental impact) P84(Environmental Accounting) P85(Creating an environment-conscious culture) P85(Environmental education & training system) P85(Internal environmental audits)
103-3	An explanation of how the organization evaluates the management approach.	P81(Committee on Ecology) P85(Internal environmental audits)
GRI305 Specific Management Approach	When reporting on GHG emissions targets, the reporting organization shall explain whether offsets were used to meet the targets, including the type, amount, criteria or scheme of which the offsets are part.	—
GRI 305: Emissions2016		
305-1	Direct (Scope 1) GHG emissions	P2(Boundary of reporting) P83(JR East Group's environmental impact) P88(Trends in CO ₂ Emissions of JR East)
305-2	Energy indirect greenhouse gas (GHG) emissions.(Scope 2)	P2(Boundary of reporting) P83(JR East Group's environmental impact) P88(Trends in CO ₂ Emissions of JR East)
GRI 103:Management Approach 2016		
103-1	For each material Aspect, report the Aspect Boundary within the organization, as follows: •Report whether the Aspect is material within the organization •Report any specific limitation regarding the Aspect Boundary within the organization	P95(Waste reduction and recycling)

103-2	An explanation of how the organization manages the topic •A statement of the purpose of the management approach. •A description of the following, if the management approach includes that component.	P81(Committee on Ecology) P82(FY2021 Goals) P84(Environmental Accounting) P95(Waste reduction and recycling) P95(Recycling waste collected from stations and trains) P95(Reducing and recycling tickets) P95(Recycling at General Rolling Stock Centers) P96(Reducing construction waste) P96(Reducing waste at offices) P96(Efficient use of water resources) P96(Participating in Initiative to Recycle Food Waste into Biogas)
103-3	An explanation of how the organization evaluates the management approach.	P81(Committee on Ecology) P85(Internal environmental audits)
GRI 306: Effluents and Waste 2016		
306-3	Total number and volume of significant spills.	P81(Compliance with environmental laws and regulations)
GRI 103:Management Approach 2016		
103-1	For each material Aspect, report the Aspect Boundary within the organization, as follows: •Report whether the Aspect is material within the organization •Report any specific limitation regarding the Aspect Boundary within the organization	P4(Top message) P5~7(JR East Group Management Vision "Move Up" 2027) P101(Basic Concept of Compliance)
103-2	An explanation of how the organization manages the topic •A statement of the purpose of the management approach. •A description of the following, if the management approach includes that component.	P81(Committee on Ecology) P101(Compliance) P97(Chemical substance management) P80(Activity guidelines for the promotion of ecological activities)
103-3	An explanation of how the organization evaluates the management approach.	P81(Committee on Ecology) P85(Internal environmental audits)
GRI 307: Environmental Compliance 2016		
307-1	Non-compliance with environmental laws and regulations	P81(Compliance with environmental laws and regulations)
Social		
GRI 103:Management Approach 2016		
103-1	For each material Aspect, report the Aspect Boundary within the organization, as follows: •Report whether the Aspect is material within the organization •Report any specific limitation regarding the Aspect Boundary within the organization	P5~7(JR East Group Management Vision "Move Up" 2027) P74(Promotion of Diversity Management)
103-2	An explanation of how the organization manages the topic •A statement of the purpose of the management approach. •A description of the following, if the management approach includes that component.	P5~7(JR East Group Management Vision "Move Up" 2027) P74(Promotion of Diversity Management)
103-3	An explanation of how the organization evaluates the management approach.	P5~7(JR East Group Management Vision "Move Up" 2027) P73(In order to enhance the power of human resources) P74(Promotion of Diversity Management)
GRI 401: Employment 2016		
401-1	Total number and rate of new employee hires during the reporting period, by age group, gender and region.	P107(Personnel-related data)
GRI 103:Management Approach 2016		
103-1	For each material Aspect, report the Aspect Boundary within the organization, as follows: •Report whether the Aspect is material within the organization •Report any specific limitation regarding the Aspect Boundary within the organization	P23(Our fundamental concept of safety)
103-2	An explanation of how the organization manages the topic •A statement of the purpose of the management approach. •A description of the following, if the management approach includes that component.	P24(Group Safety Plan 2018) P28(JR East's safety management organization)
103-3	An explanation of how the organization evaluates the management approach.	P29(Railway Safety Promotion Committee) P47(Current state of employee accidents)
GRI 403: Occupational Health and Safety 2016		
403-3	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.	P47(Current state of employee accidents)
GRI 103:Management Approach 2016		
103-1	For each material Aspect, report the Aspect Boundary within the organization, as follows: •Report whether the Aspect is material within the organization •Report any specific limitation regarding the Aspect Boundary within the organization	P5~7(JR East Group Management Vision "Move Up" 2027) P30(Fostering safety-oriented personnel) P73(In order to enhance the power of human resources) P85(Environmental education & training system) P101(Promotion of Compliance)
103-2	An explanation of how the organization manages the topic •A statement of the purpose of the management approach. •A description of the following, if the management approach includes that component.	P30(Enhancement of educational and training facilities) P73(In order to enhance the power of human resources) P85(Environmental education & training system) P101(Promotion of Compliance)
103-3	An explanation of how the organization evaluates the management approach.	P73(Responding to the motivation of employees and providing more challenges and growth opportunities)
GRI 404: Training and Education 2016		
404-1	Average hours of training per year per employee by gender, and by employee category.	P107(Personnel-related data)

GRI 103:Management Approach 2016		
103-1	For each material Aspect, report the Aspect Boundary within the organization, as follows: •Report whether the Aspect is material within the organization •Report any specific limitation regarding the Aspect Boundary within the organization	P74(Promotion of Diversity Management)
103-2	An explanation of how the organization manages the topic •A statement of the purpose of the management approach. •A description of the following, if the management approach includes that component.	P74~76(Promotion of Diversity Management)
103-3	An explanation of how the organization evaluates the management approach.	P73(Responding to the motivation of employees and providing more challenges and growth opportunities) P74(Promotion of Diversity Management)
GRI 405: Diversity and Equal Opportunity 2016		
405-1	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	P75(Promoting Involvement of Female Employees)
GRI 103:Management Approach 2016		
103-1	For each material Aspect, report the Aspect Boundary within the organization, as follows: •Report whether the Aspect is material within the organization •Report any specific limitation regarding the Aspect Boundary within the organization	P4(Top message) P5~7(JR East Group Management Vision "Move Up" 2027) P62(Strengthening Collaboration with Communities)
103-2	An explanation of how the organization manages the topic •A statement of the purpose of the management approach. •A description of the following, if the management approach includes that component.	P5~7(JR East Group Management Vision "Move Up" 2027) P62(Strengthening Collaboration with Communities)
103-3	An explanation of how the organization evaluates the management approach.	P55(Constant attention to passenger comments) P62(Promoting Open Innovation) P64(Town development focused on stations in core regional cities) P64(Signing of agreement with Japan Post on revitalization of community and society) P66(Destination campaign)
GRI 413: Local Communities 2016		
413-1	Percentage of operations with implemented local community engagement, impact assessments, and/or development programs.	P20~21(Implementation of Environmental Education by Delivering Lectures on Request) P62(Strengthening Collaboration with Communities)
GRI 103:Management Approach 2016		
103-1	For each material Aspect, report the Aspect Boundary within the organization, as follows: •Report whether the Aspect is material within the organization •Report any specific limitation regarding the Aspect Boundary within the organization	P23(Our fundamental concept of safety)
103-2	An explanation of how the organization manages the topic •A statement of the purpose of the management approach. •A description of the following, if the management approach includes that component.	P24(Group Safety Plan 2018) P28(Safety facilities investment) P28(JR East's safety management organization)
103-3	An explanation of how the organization evaluates the management approach.	P28(JR East's safety management organization) P33(Safety-related research and development)
GRI 416: Customer Health and Safety 2016		
416-1	Assessment of the health and safety impacts of product and service categories.	The JR East Group upholds "pursuing of extreme safety levels" in our Group Management Vision "Move Up" 2027. P30~45(Efforts to further improve safety levels) P46(Transport disorders)
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services.	P46(Current safety record of JR East) P100(Internal Audits, Audits by Corporate Auditors and Status of Accounting Audits)
GRI 103:Management Approach 2016		
103-1	For each material Aspect, report the Aspect Boundary within the organization, as follows: •Report whether the Aspect is material within the organization •Report any specific limitation regarding the Aspect Boundary within the organization	P4(Top message) P5~7(JR East Group Management Vision "Move Up" 2027) P101(Basic Concept of Compliance)
103-2	An explanation of how the organization manages the topic •A statement of the purpose of the management approach. •A description of the following, if the management approach includes that component.	P101(Compliance)
103-3	An explanation of how the organization evaluates the management approach.	P101(Compliance)
GRI 419: Socioeconomic Compliance 2016		
419-1	Incidents of non-compliance with laws and regulations	P100(Internal Audits, Audits by Corporate Auditors and Status of Accounting Audits)

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.