

JR East Group Philosophy

We will earn the trust of our customers as a whole group by aiming for ultimate safety levels as our top priority. We will strengthen our network capabilities focusing on technologies and information, and we are committed to helping our customers and people in communities to realize affluent lives.

Basic Principles

- Pursuing safety** : By pursuing ultimate safety levels, we will offer a peace of mind to our customers.
- Customer-oriented** : We will offer quality services to rise to the expectations of our customers.
- Close to regional society** : By utilizing our network capabilities, we will contribute to the development of regional society.
- Autonomous and self-standing** : With a broad perspective and willingness to confront challenges, we will think and act on our own initiative.
- JR East Group's development** : By fulfilling our social responsibility, we will aim to achieve sustainable growth by JR East Group.

Communication Slogan

TICKET TO TOMORROW

TICKET
TO
TOMORROW

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 54,884 (as of April 1, 2018)

Editorial Policy

The Sustainability Report 2018 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. While our desire remains to offer as much information as possible related to 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

This report has been written in accordance with the coreoption of GRI Sustainability Reporting Standards 2016(GRI Standards). Furthermore, this report serves as a safety report required to be publicly announced by the Railway Business Act.

Compliant Standard

GRI Sustainability Reporting Standards 2016(GRI Standards).

References

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

Reporting period

This report basically covers our activities from April 1, 2017 to March 31, 2018, although some events presented here happened earlier or in the period between the end of March 2018 and the publication of this report in October 2018.

Boundary of reporting

East Japan Railway Company
JR East Group (consolidated subsidiaries (69 companies))
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.104.

Figures in this report

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

Aiming for a Sustainable Society

JR East Group offers railway services as one of the essential infrastructures for society and communities, and is involved in the many aspects of the daily lives of customers. As a company with a mission to offer services in the public interest, JR East Group aims to develop the eastern part of Japan through our business activities by maintaining the safety of railways and offering stable transport services.

One of our social missions defined in our Group Philosophy is to "aim to grow continuously while meeting our social responsibilities as a Trusted Life-Style Service Creating Group." Based on our JR East Group Management Vision V—Ever Onward, JR East Group wishes to satisfy the trust that all our stakeholders place in us as a corporate group.

We will achieve these goals by fulfilling our Eternal Mission as expected by our customers and people in communities, pursuing the Group's Unlimited Potential, and striving to realize our Group Philosophy on a daily basis.

