

Three pillars of JR East Group's Sustainability Report 2018

JR East Group Sustainability Report 2018 presents various efforts by JR East Group in relation to three pillars: Safety, Society, and Environment.

[Safety]

Based on the Group Safety Plan 2018 as our fundamental concept of safety, in this Safety section, we report on our efforts to achieve "extreme safety levels."

[Society]

This section describes initiatives for improving the quality of transport and other services, dealing with areas including inbound customers, contributing to communities through tourism promotion, child care support, and diversity, etc.

[Environment]

This section describes initiatives such as environmental activities, system reforms, and the introduction of new proactive energy reduction guidelines undertaken at each workplace, with the aim of achieving our FY2021 and FY2031 goals towards reduction of the environmental burden.

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GRI content index, JR East Group's materiality and stakeholders, are available on our corporate website.

For the website version of our sustainability report, please go to:

<http://www.jreast.co.jp/e/environment/index.html>

Note: External Assurance on environmental performance and environmental accounting data
KPMG AZSA Sustainability Co., Ltd. has been engaged to provide external assurance on a set of selected environmental performance and environmental accounting indicators so that the reliability of the data is ensured. The particular indicators that are assured are marked with a ☆ for clarity.



Safety

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Our fundamental concept of safety

Since the establishment of JR East, safety has been our top management priority, and we have worked relentlessly to heighten our levels of safety. Our earnest efforts to learn from unfortunate accidents in the past have enabled JR East to further the prevention of future accidents with our continued developments in both tangible and intangible aspects.

To further reduce potential risk, JR East is committed to steadily improve tangible countermeasures and also to ensure that each one of its employees takes all possible intangible measures.

Pursuit of safety measures can never end. We will continue to work tirelessly to improve safety by pursuing a goal of "zero accidents involving passenger injuries or fatalities and zero accidents involving employee fatalities (including employees of Group companies and partner companies)."

General principles of Safety

JR East has prescribed General Principles of Safety for the code of conduct for its safety-related employees.

1. Safety is the most important mission in transportation.
2. Ensuring safety is based on exact observance of rules and procedures, and is achieved through constant practice.
3. Enforcement of confirmation and complete contact is most important for ensuring safety.
4. For ensuring safety we should cooperate together and go beyond our official responsibility.
5. When we have questions or must choose among several options, we should remain calm, think by ourselves, and take the safest course after thorough consideration.



Safety



Society



Environment