

Four pillars of JR East Group's Sustainability Report 2019

JR East Group Sustainability Report 2019 presents various initiatives performed by JR East Group in the following four pillars: Safety, Society, Environment, and Governance.

[Safety]

Based on the Group Safety Plan 2023, in this Safety section, we report on our efforts to achieve "ultimate safety levels."

[Society]

This section describes initiatives for improving the quality of transport services and others, supporting a diverse range of customers, contributing to communities through tourism promotion, childcare support, and diversity, etc.

[Environment]

This section describes initiatives for reducing our environmental impact and reaching our goals for FY2021 and FY2031, including environmental efforts undertaken at our work sites, technological innovations, and the deployment of new energy-saving measures.

[Governance]

This section describes our corporate governance initiatives for realizing sustainable business growth and enhancing our corporate value, and our compliance actions for developing a good close relationship with society.

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The GRI comparison table, explanation of JR East Group's materiality and stakeholders are presented on our corporate website.

For the website version of our sustainability report, please go to:
<http://www.jreast.co.jp/e/environment/>

Note: As for the Environmental performance data with regard to guaranteed scope of the Environmental performance data presented on this report, KPMG AZSA Sustainability Co., Ltd. has provided a limited guarantee so that the reliability of the data is ensured. Data which are subject to be guaranteed are marked with a ☆.

Top message Solving social issues through business activities

Ever since its establishment, JR East Group has been striving to rehabilitate and revitalize its railway services. As a result, the number of railway accidents has halved and the railway network including Shinkansen lines has expanded. While striving to enhance our service quality, we have continued to expand our businesses to include lifestyle, IT and Suica services. This expansion has been made possible by the support from our customers, people in communities and all the people associated with JR East Group, and we now feel that we have acquired solid capabilities.

However, due to the drastic changes in our business environment such as the declining population and the practical application of autonomous driving, we can no longer continue to address these changes without adopting new ways of thinking and taking action. Under the JR East Group Management Vision "Move Up" 2027, to stay ahead of these changes we will boldly implement new growth strategies by shifting from services focused on railways to services focused more on people.

Unshakable trust and affluent lives created through JR East Group Management Vision "Move Up" 2027

We will continue to focus on safety as our top management priority while pursuing ultimate safety levels, based on the Group Safety Plan 2023. Through these efforts, we will further deepen the trust that our customers and people in communities have in us, which is the foundation of JR East Group's businesses.

Our strength lies in a multi-layered "real" network that supports social infrastructures, which are places where people interact. We are committed to helping our customers and people in communities to realize affluent lives, by further strengthening our coalitions with outside sources.

For instance, we are working on technological innovations utilizing the latest ICT. We have started trial runs of our test vehicle for the next-generation Shinkansen (ALFA-X). The four development concepts for the ALFA-X are "Pursuing Further Safety and Stability", "Improving Ride Quality", "Improving Environmental Performance", and "Innovating Maintainability". Additionally, by frequently acquiring status data on rolling stock and facilities, we are promoting the introduction of CBM (condition-based maintenance). This will enable us to predict degradation and detect signs of failure so that we can conduct maintenance at the optimal time. Furthermore, in spring 2020, Takanawa Gateway Station will open. Focusing on this station as a core, and on Shinagawa as a global gateway, we have incorporated advanced environmental and energy-related technologies and will promote the town's development as a new international exchange hub where leading companies and people from around the world can gather and continue to grow.

ESG management in consideration of SDGs

To achieve sustainable development over the long term, it is important that while improving profitability JR East Group takes on an even more proactive role as a member of society and heightens the trust of our customers. As part of the JR East Group Management Vision "Move Up" 2027, in consideration of the SDGs (sustainable development goals) adopted by the UN Sustainable Development Summit for achievement by 2030, we announced our strong commitment to achieving the sustainable development of regional society by tackling and solving social issues through our businesses. At the core of our endeavors lies the implementation of ESG management to address issues related to the environment, society, and governance.

As regards governance, we will further strive to achieve ultimate safety levels through the concerted efforts of the whole JR East Group, strengthening compliance and improving risk management. Moreover, as regards the environment, aiming to realize a low-carbon, and ultimately, zero carbon society, we will utilize hydrogen energy for our railways and town developments, and promote the introduction of renewable energy. As regards society, we will also strengthen our service quality reforms, assistance for child-rearing initiatives, services for a wide range of customers, development of global railway personnel, and support for regional cultural activities. Through these measures, we will focus on the realization of the targets contained within the SDGs.

By looking ahead to the new era, we will treat the changes we face as opportunities, continue to meet and overcome our challenges, and achieve the sustainable growth of JR East Group, while exceeding the expectations of our customers and people in local communities and contributing to the development of regional society as a whole group.



East Japan Railway Company

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