

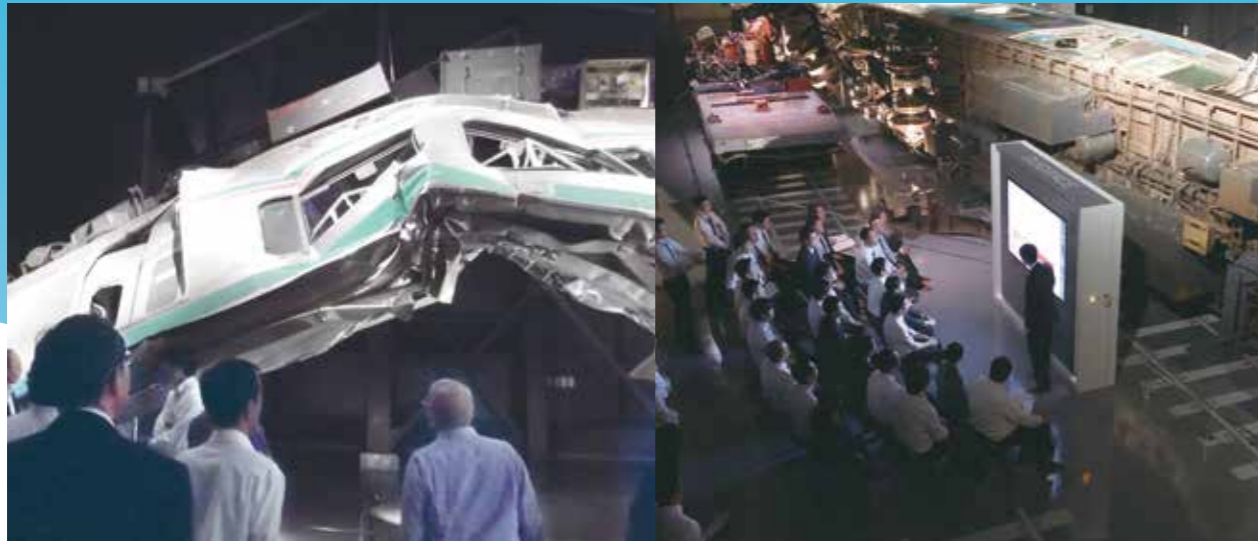
Enhancing the Accident History Exhibition Hall



Pursuing More In-Depth Learning about the Essence of Work and Past Accidents

With the aim of providing more in-depth learning about past accidents and ensuring their lessons are not forgotten, in October 2018, we enhanced the Accident History Exhibition Hall with the opening of the Interactive Learning Hall, where rolling stock that was involved in a derailment at Kawasaki Station on the Keihin-Tohoku Line in 2014 is preserved. Its purpose is to encourage reflection on derailment accidents from various perspectives.

By exhibiting actual rolling stock involved in the accident along with digital signage, actual records from the time, and so forth, we are providing a deeper understanding of the nature of the job and past accidents and pursuing training that will enable personnel to put safe behavior into practice.



Inside the Accident History Exhibition Hall



Objectives

At the JR East Group, we are pursuing training that will enable each individual employee to respond appropriately to environmental changes by putting safe behavior into practice. We are using the Accident History Exhibition Hall to promote initiatives that allow employees to learn lessons from past accidents and provide an environment that makes it easier for employees to learn and take action independently, with the aim of achieving "Ultimate safety levels" (i.e., zero accidents involving passenger injuries or fatalities or employee fatalities).

Approach to Using the Accident History Exhibition Hall

The equipment, measures, and rules designed to ensure the safety of railway operations are not based on theory alone – they draw on our past experience of accidents and reflect the lessons we have learned.

Based on this awareness, in 2002 we established the Accident History Exhibition Hall in the JR East General Education Center.

In April 2014, we opened the Train Preservation Center, where actual railcars that were involved in accidents are displayed with the aim of teaching employees about accidents, impressing on them how terrible such accidents are, and encouraging all employees, including those of cooperating companies and group companies, to visit and take special safe-related actions.

Based on our policy of understanding and learning from accidents and taking safety to heart, we are encouraging all JR East Group employees to implement safe behavior through a combination of theoretical training and practical learning about the history of our safety systems, the process by which our operating rules were decided, our attitude toward accident prevention, the importance of protecting the lives of passengers and other people, etc.



Exhibition of actual thing at the entrance of "Accident History Exhibition Hall." Established since opening.



Education utilizing digital signage

Exhibition of materials of actual railcars involved in accidents at the time

Learning from actual railcars involved in accidents

VOICE

Training Personnel to Put Safety Actions into Practice through the Establishment of the Accident History Exhibition Hall



Oyama Track Maintenance Technology Center, Omiya Branch Office East Japan Railway Company

I was the project supervisor for the large-scale expansion of the Accident History Exhibition Hall in October 2018. During the long history of railways, numerous tragic accidents have occurred. Each time, our predecessors thought long and hard about how to prevent the same thing from happening again. I gained a deeper understanding of how this led to the safety rules and equipment that we have today through working on the expansion project. In the future, through collaboration with instructors at the JR East General Education Center, we will work to provide comprehensive safety training using the Accident History Exhibition Hall, so that each employee will be able to carry out their work with a better understanding of how the rules and equipment with which we are familiar were developed and the thinking behind them.

Pursuing Ultimate Safety Levels through Safety Training



General Education Center JR-East Personnel Service Co., Ltd.

I was involved in safety training as an instructor at the JR East General Education Center. Many employees from the JR East Group have visited the Accident History Exhibition Hall for the purpose of learning, and whenever they do, they meet with an instructor. Once employees feel the terror and tragedy of train accidents and the importance of saving lives, think about the meaning of safety, and resolve not to let such accidents happen again, thanks to what they have learned at the Accident History Exhibition Hall, they become more conscious of the root causes of accidents and take action to prevent accidents when they return to their workplace. Railway operations and risk go hand in hand. Safety requires that every single person involved in railway operations takes their work seriously and strives to create a safe environment without cutting corners. As instructors, we think seriously about accidents at the Accident History Exhibition Hall and pursue Ultimate safety levels by clearly communicating how important it is that visitors and the people they work with do not cause accidents or allow them to happen.

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