

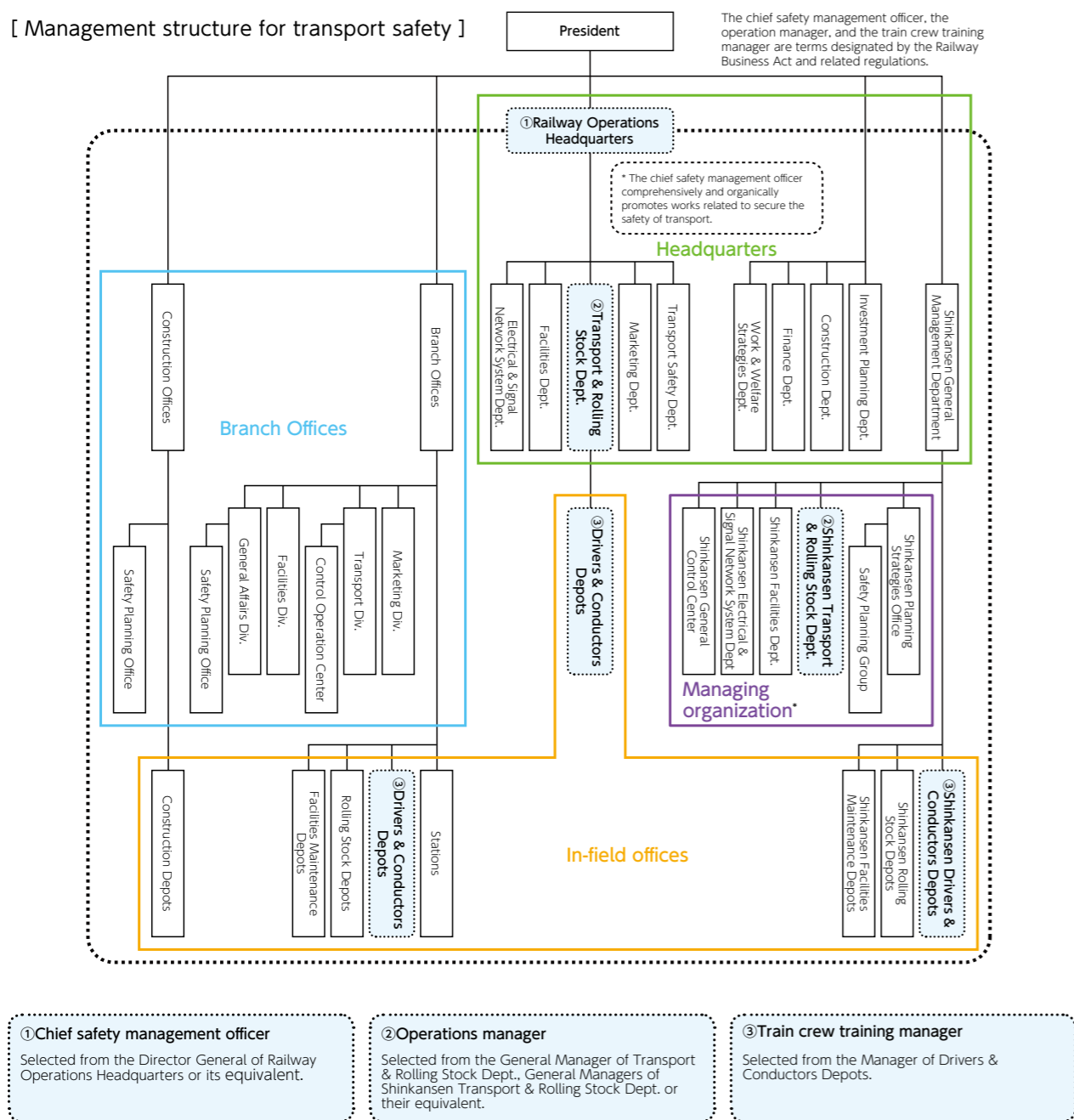
JR East's safety management organization

Safety management regulations

In response to a revision of the Railway Business Act, JR East formulated its safety management regulations in Oct. 2006. The safety management regulations make stipulations on various safety management-related matters such as the responsibilities of top management executives in ensuring the safety of operations and on

organizational matters such as the selection of chief safety management officers, operation managers, and train crew training managers. The chief safety management officer* is selected from the Director General of Railway Operations Headquarters or its equivalent. The operation manager is selected from the General Manager of Transport & Rolling Stock Dept. or its equivalent. The train crew training manager is selected from the Manager of Drivers & Conductors Depots.

[Management structure for transport safety]

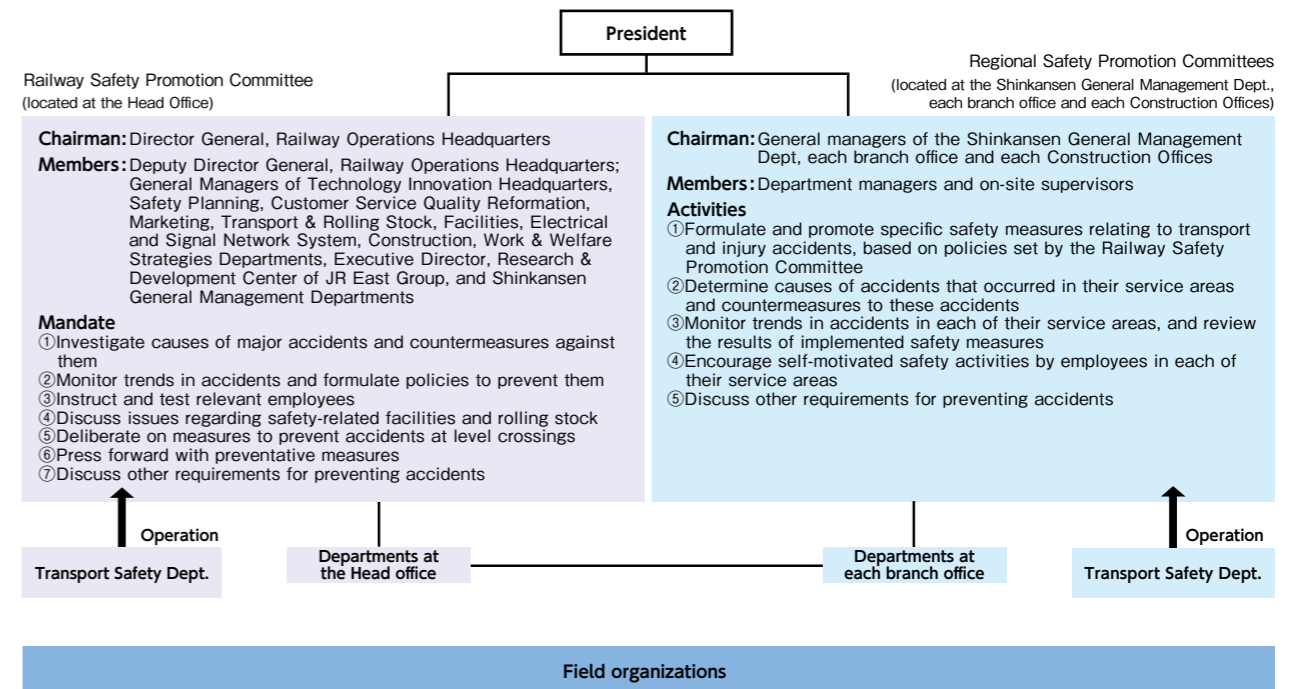


* As regards Shinkansen, the Shinkansen General Management Dept. was newly established in April 2019 to collectively and exclusively manage Shinkansen-related work.

Railway Safety Promotion Committee

JR East established the Railway Safety Promotion Committee at its Head Office, chaired by the Director General from Railway Operations Headquarters, as its safety promotion network in 1987 at the time of its corporate establishment. The committee aims to improve safety in railway operations and prevent accidents by investigating the causes of major accidents, formulating preventive measures to avoid reoccurrences, and implementing safety-related countermeasures for facilities and railway vehicle. There are also Regional Safety Promotion Committees at each branch office and the Shinkansen Transport Dept., chaired by the general managers of the branch offices and the department, each Construction Offices.

These committees implement specific measures in cooperation with the Railway Safety Promotion Committee, and investigate the causes of accidents, implement concrete preventive measures, and promote activities to enhance safety in their service areas.



Rules for reporting accidents and events

To prevent railway accidents from occurring and from reoccurring, it is essential to properly understand accidents and events, analyze their causes, and implement countermeasures. To this end, JR East has rules for the classification and reporting of accidents with the following objectives:

- Through analysis of "possible seeds of accidents" with high risk of fatalities or injuries to customers/employees and implementation of countermeasures
- Actively uncovering "possible seeds of accidents" that could escalate into an event.

Field sites, branch offices, and Head Office fulfill their own roles to properly understand and

analyze accidents and to further deepen measures to prevent occurrences and reoccurrences of accidents. Furthermore, by actively uncovering My Hiyatto, bringing them to light, and taking countermeasures to prevent accidents, we aim to achieve further improvements to safety.

