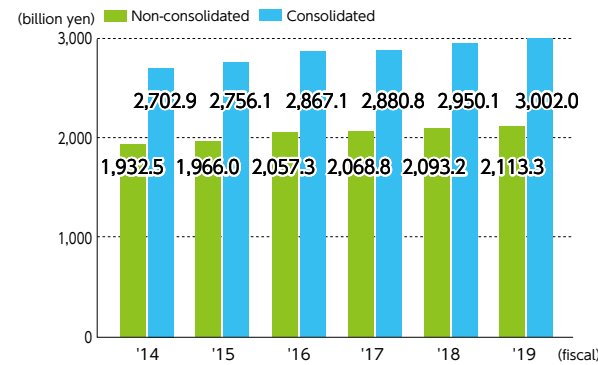
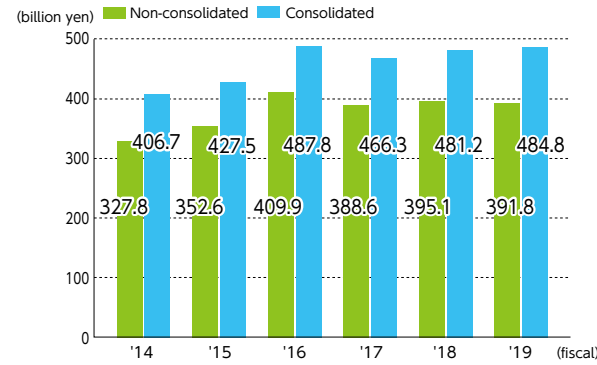


Management Information

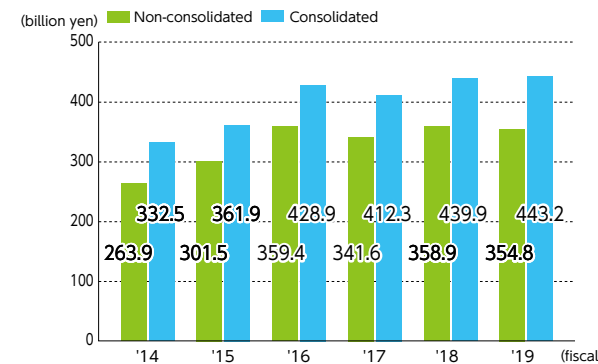
[Operating Revenues]



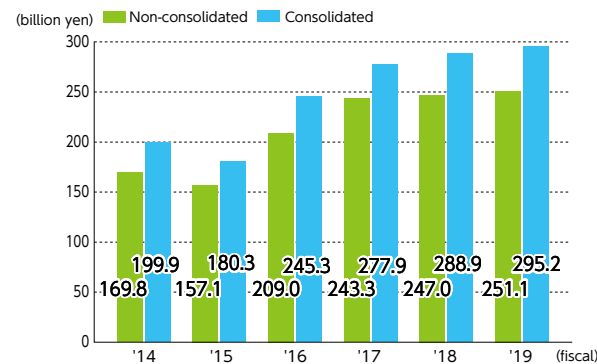
[Operating Income]



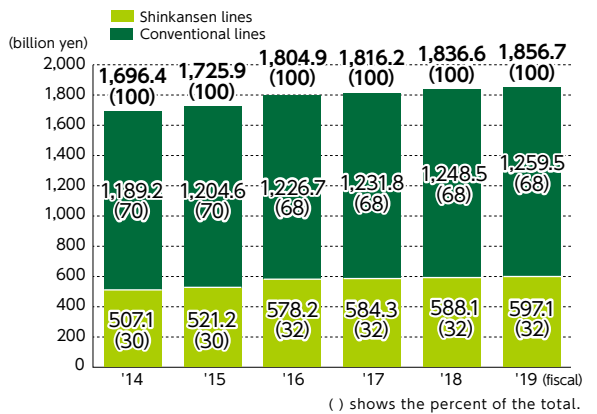
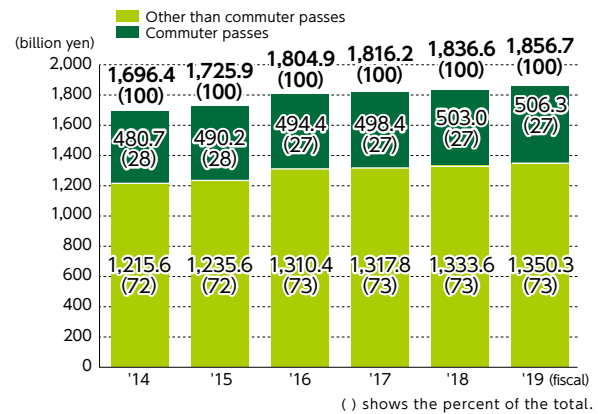
[Ordinary Income]



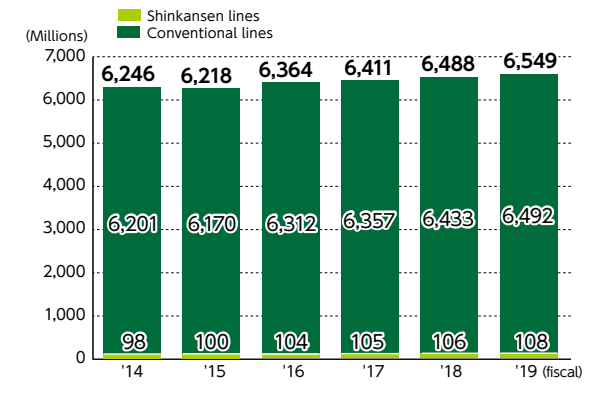
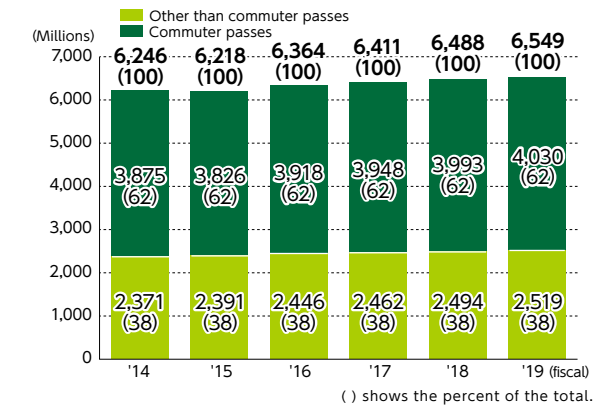
[Net Income (Non-consolidated) and Profit attributable to owners of parent(Consolidated)]



Revenues from Passenger Tickets



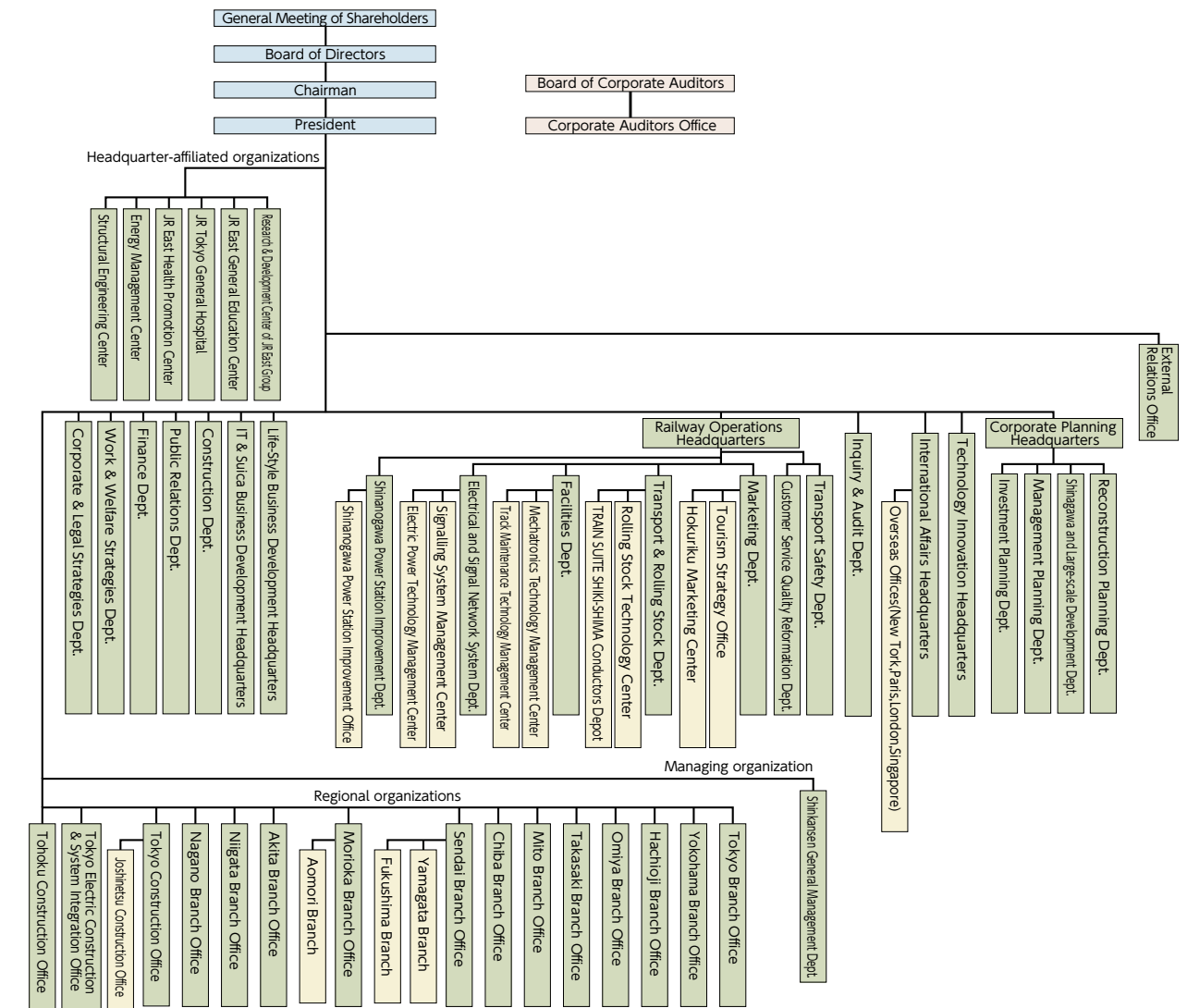
Number of Passengers



Note 1) Fractions of 100 million yen have been omitted.
 Note 2) Fractions of 1 million passengers have been omitted.
 Note 3) The sum of the numbers of passengers on the Shinkansen and conventional lines is greater than the passenger total because some individual passenger trips include both.

Organization

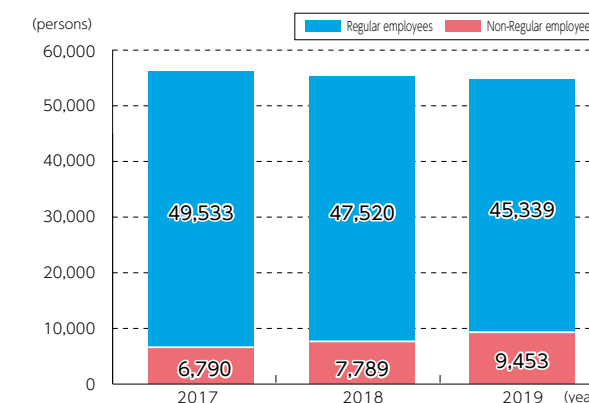
As of June, 21, 2019



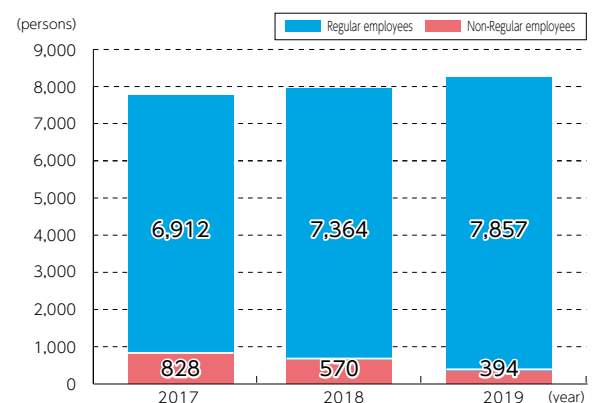
Personnel-related data

[Total number of employees by employment type and gender (As of April 1, 2019)]

(Male)



(Female)



* No. of employees in this report includes those seconded.

[Total number of new employees and resignees(New employees are those employed within the fiscal year (Regular employees only))]
(persons)

	New employees			Resignees		
	FY2017	FY2018	FY2019	FY2017	FY2018	FY2019
Male	1,320	1,292	1,302	2,873	3,340	3,627
Female	579	572	592	130	130	133

(persons)

	New employees			Resignees		
	FY2017	FY2018	FY2019	FY2017	FY2018	FY2019
Under 30 years of age	1,498	1,563	1,576	79	103	158
30 to 50 years of age	386	296	316	158	164	186
51 years of age and over	15	4	2	2,766	3,203	3,416

(persons)

	New employees			Resignees		
	FY2017	FY2018	FY2019	FY2017	FY2018	FY2019
Headquarters	153	153	139	156	184	167
Tokyo Branch Office	438	470	480	476	464	563
Yokohama Branch Office	196	158	165	184	204	280
Hachioji Branch Office	127	139	140	137	147	229
Omiya Branch Office	151	154	150	201	191	253
Takasaki Branch Office	76	84	86	184	215	196
Mito Branch Office	48	59	62	167	171	144
Chiba Branch Office	180	177	185	199	268	277
Sendai Branch Office	148	153	163	477	542	525
Morioka Branch Office	76	79	68	242	305	357
Akita Branch Office	62	40	41	163	241	239
Niigata Branch Office	88	73	70	209	294	299
Nagano Branch Office	57	42	42	129	160	155
Tokyo Construction Office	27	32	40	40	39	29
Tokyo Electric Construction & System Integration Office	40	35	42	15	24	29
Tohoku Construction Office	32	16	21	24	21	18

Figures for the Shinkansen Transport Dept. (FY2017-2019) are included in the Headquarters totals.

[Average annual training time per employee] (Time, person)

	FY2017	FY2018	FY2019
Total annual training hours	2,039,400	1,809,560	1,756,288
Number of employees	57,576	56,445	54,884
Average annual training hours per employee	35	32	32

[Number of employees by area and gender (As of April 1, 2019)] (persons)

	Male			Female		
	2017	2018	2019	2017	2018	2019
Headquarters	3,666	3,691	5,651	964	982	1,149
Tokyo Branch Office	9,222	9,019	8,500	1,570	1,654	1,740
Yokohama Branch Office	4,043	3,932	3,756	628	681	718
Hachioji Branch Office	3,257	3,196	3,051	434	485	514
Omiya Branch Office	3,778	3,688	3,410	461	504	522
Takasaki Branch Office	2,245	2,106	1,935	288	304	326
Mito Branch Office	2,147	2,027	1,938	220	240	256
Chiba Branch Office	3,816	3,694	3,528	607	640	689
Sendai Branch Office	4,876	4,507	3,456	578	615	634
Morioka Branch Office	3,013	2,777	2,155	257	286	289
Akita Branch Office	2,198	1,995	1,808	184	198	211
Niigata Branch Office	3,118	2,886	2,387	273	294	297
Nagano Branch Office	2,242	2,129	1,911	215	225	245
Tokyo Construction Office	672	646	623	87	107	109
Tokyo Electric Construction & System Integration Office	833	836	843	101	104	111
Tohoku Construction Office	407	391	387	45	45	47
Total	49,533	47,520	45,339	6,912	7,364	7,857

Figures for the Shinkansen Transport Dept. (FY2017-2019) and the Shinkansen General Management Dept. (FY2020) are included in the Headquarters totals.

[Ratio of employees eligible for collective bargaining agreements (as of April 1, 2019)]
(persons)

	2017	2018	2019
Number of union members	49,467	20,857	14,343
Number of employees	56,445	54,884	53,196
Ratio	87.6%	38.0%	27.0%

Independent Assurance Report



Independent Assurance Report

To the President and CEO of East Japan Railway Company

We were engaged by East Japan Railway Company (the “Company”) to undertake a limited assurance engagement of the environmental performance indicators and environmental accounting indicators marked with ☆ for the period from April 1, 2018 to March 31, 2019 included in its Sustainability Report 2019 (the “Report”) for the fiscal year ended March 31, 2019, and the Company’s self-declaration that the Report is prepared in accordance with the Global Sustainability Standards Board’s GRI Sustainability Reporting Standards 2016 (“GRI Standards”) at a core level.

The Company’s Responsibility

The Company is responsible for the preparation of the Indicators in accordance with its own reporting criteria (the “Company’s reporting criteria”), as described in the Report, and for self-declaring that the Report is prepared in accordance with the criteria stipulated in the GRI Standards.

Our Responsibility

Our responsibility is to express a limited assurance conclusion on the Indicators based on the procedures we have performed. We conducted our engagement in accordance with the ‘International Standard on Assurance Engagements (ISAE) 3000, Assurance Engagements other than Audits or Reviews of Historical Financial Information’ and the ‘ISAE 3410, Assurance Engagements on Greenhouse Gas Statements’ issued by the International Auditing and Assurance Standards Board. The limited assurance engagement consisted of making inquiries, primarily of persons responsible for the preparation of information presented in the Report, and applying analytical and other procedures, and the procedures performed vary in nature from, and are less in extent than for, a reasonable assurance engagement. The level of assurance provided is thus not as high as that provided by a reasonable assurance engagement. Our assurance procedures included:

- Interviewing the Company’s responsible personnel to obtain an understanding of its policy for preparing the Report and reviewing the Company’s reporting criteria.
- Inquiring about the design of the systems and methods used to collect and process the Indicators.
- Performing analytical procedures on the Indicators.
- Examining, on a test basis, evidence supporting the generation, aggregation and reporting of the Indicators in conformity with the Company’s reporting criteria, and recalculating the Indicators.
- Visiting two of the domestic business sites of the Company selected on the basis of a risk analysis.
- Evaluating the Company’s self-declaration that the Report is prepared in accordance with the GRI Standards at a core level against the criteria stipulated in the GRI Standards.
- Evaluating the overall presentation of the Indicators.

Conclusion

Based on the procedures performed, as described above, nothing has come to our attention that causes us to believe that the Indicators in the Report are not prepared, in all material respects, in accordance with the Company’s reporting criteria as described in the Report, and the Company’s self-declaration that the Report is prepared in accordance with the GRI Standards at a core level does not conform to the criteria stipulated in the GRI Standards.

Our Independence and Quality Control

We have complied with the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, which includes independence and other requirements founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior. In accordance with International Standard on Quality Control 1, we maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

KPMG AZSA Sustainability Co., Ltd.

KPMG AZSA Sustainability Co., Ltd.
Tokyo, Japan
December 13, 2019