

Closing

Thank you for taking the time to read JR East Group's Sustainability Report 2019. This Report was prepared to provide an overview of JR East Group's current business activities to all stakeholders. This Report included quantitative data on the governance activities relating to safety, society and the environment that are being undertaken by our Group. All the data presented in an easy-to-understand manner through the use of photographs and diagrams. Additionally, the major events that have occurred since the last Report were introduced as "Highlights" in the first part of the Report, while our specific efforts were presented as "Topics" in the main part of the Report. We also newly included explanations of the relationships between these efforts and SDGs. Also, in the main part of this year's Report, we included numerous articles to describe the specific efforts made by some of our employees, such as "TICKET TO TOMORROW", in order to demonstrate the understanding and shared awareness that each employee has of JR East Group's various policies and measures. We hope that this Report will be of assistance to all stakeholders in further deepening understanding of JR East Group. Moreover, in consideration of SDGs, JR East is committed to practicing ESG management as described in the JR East Group Management Vision "Move Up" 2027 and to solving social issues through its businesses. At the same time, we will strengthen communication with all stakeholders and respond to the trust placed in us by all our customers as a whole Group by reporting on the progress of the Management Vision on a timely basis. We sincerely ask for your continued understanding in regard to JR East Group's business operations, and your honest opinions are always welcome. Thank you.



Hideki Nemoto
Executive Officer & General Manager of Management Planning Department
Corporate Planning Headquarters
East Japan Railway Company

JR East Group Philosophy

We will earn the trust of our customers as a whole group by aiming for ultimate safety levels as our top priority. We will strengthen our network capabilities focusing on technologies and information, and we are committed to helping our customers and people in communities to realize affluent lives.

Basic Principles

- Pursuing safety** : By pursuing ultimate safety levels, we will offer a peace of mind to our customers.
- Customer-oriented** : We will offer quality services to rise to the expectations of our customers.
- Close to regional society** : By utilizing our network capabilities, we will contribute to the development of regional society.
- Autonomous and self-standing** : With a broad perspective and willingness to confront challenges, we will think and act on our own initiative.
- JR East Group's development** : By fulfilling our social responsibility, we will aim to achieve sustainable growth by JR East Group.

Corporate Profile

Corporate name East Japan Railway Company
Address 2-2, Yoyogi 2-chome, Shibuya-ku, Tokyo, Japan
Established April 1, 1987
Capital 200 billion yen
Number of employees 53,200 (as of April 1, 2019)

Editorial Policy

The Sustainability Report 2019 sets forth various initiatives being taken in the JR East Japan Group. It is published for the purpose of providing an accurate and simple description of these initiatives as well as promoting communication with our diverse stakeholders. While our desire remains to offer as much information as possible related to safety, society, environment and governance, the report itself focuses in particular on areas where there have been notable changes. For more information on the overall activities of the JR East Group, please go to our website. Furthermore, this report serves as a safety report required to be publicly announced by the Railway Business Act.

Compliant Standard

This report has been written in accordance with the coreoption of GRI Sustainability Reporting Standards 2016(GRI Standards).

References

Environmental Reporting Guidelines 2018 [Japan Ministry of the Environment]
Environmental Accounting Guidelines 2005 [Japan Ministry of the Environment]

Reporting period

This report basically covers our activities from April 1, 2018 to March 31, 2019, although some events presented here happened earlier or in the period between the end of March 2018 and the publication of this report in October 2018.

Boundary of reporting

East Japan Railway Company
JR East Group (consolidated subsidiaries (71 companies))
Economic report: JR East, consolidated subsidiaries, equity method affiliates (5 companies)
Environment report: JR East, consolidated Japanese subsidiaries
Social report: JR East, consolidated subsidiaries
Subsidiaries are listed on p.121.

Figures in this report

Totals may not match the sum of individual figures due to rounding.

Information disclosure diagram

ESG information

- JR East Group Sustainability Report
- JR East official website
Offers detailed information supplementary to the Sustainability Report, and updates.
- Corporate Governance Report, etc.
- Annual Securities Report

Financial Information

- Annual Securities Report
- JR East official website (IR Information, etc.)
- Annual Report etc.

