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 includes 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.

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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, Youngi 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 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 conception of GRI Sustainability Reporting Standards 2016 (GRI Standards).

Information disclosure diagram

[Diagram showing information disclosure in ESG and Financial Information]