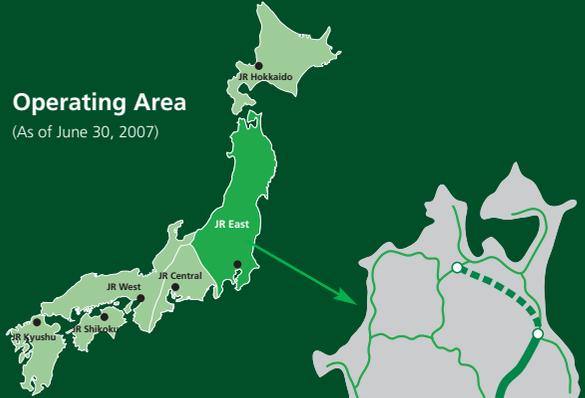


# At the Heart of Our Operations

**Operating Area**  
(As of June 30, 2007)



**Providing**  
Safe and Reliable Transportation

**Enhancing**  
Customer Satisfaction

**Progressing**  
to the Next Stage

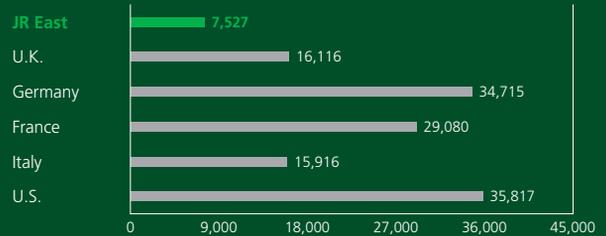
**JR East Railway Network  
around Tokyo**



### ● Passenger Line Network

JR East has a passenger line network covering **7,526.8km**, accounting for **27%** of Japan's railway network.

Railway Line Networks (Kilometers)



### ● Transportation Volume

JR East accounts for **nearly half of the railway transportation volume** in the vibrant Tokyo metropolitan area.

Population Density (Per Square Kilometer)



**“We are dedicated to ensuring our customers’ safety, and our overriding commitment to this objective will never change.”**

### ● Number of Passengers

JR East serves **16 million passengers daily** and is the largest passenger railway company in the world.

Number of Passengers (Millions)



### ● Pursuit of “Extreme Safety”

In fiscal 2007, the average schedule delay for all JR East trains was approximately **one minute**.

Trends in Railway Accidents (Number of Accidents)



## ● Synergies

As it develops new businesses while aiming to create operations that create synergies with railway operations and maximize the returns on Group management assets, JR East is building a business base and systems designed to strengthen its competitiveness and make it the overwhelming choice of all types of customers.



## ● Making the Most of Real Estate Assets

JR East's synergistic non-transportation operations are performing well, as measured by sales and income growth. These activities include **123 shopping centers**, **18 office buildings**, and **39 hotels**.



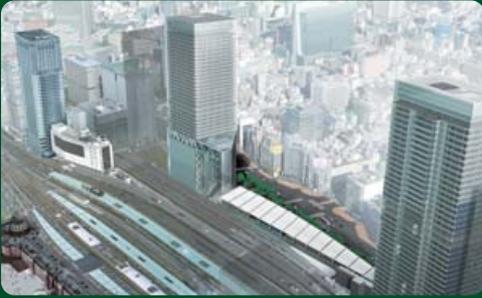
## ● Suica

*Suica* can be used instead of tickets at approximately **2,100 stations** and as electronic money at approximately **20,000 shops and stores**. The number of subscribers to *Suica* has **surpassed 21 million** and is continuing grow.



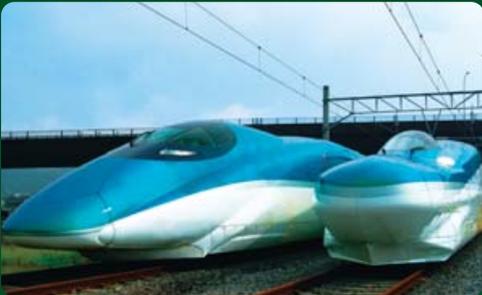
“The success of each and every one of our services is measured in terms of our customers' contentment.”

Suicaを  
ふれてください



### ● Sustained Growth

As a trusted Life-Style Service Creating Group, JR East will aim to sustain the development of its business operations while emphasizing its responsibilities to stakeholders and society at large along with its responsibility to generate profits for shareholders.



### ● Technology Development

JR East will tirelessly research, develop, and introduce leading-edge technologies that create new customer value, based on the following five key initiatives: "Safety and Reliability," "Convenience and Comfort," "Cost Reduction," "Global Environment," and "Revamping of Stations."



### ● Corporate Social Responsibility

Highly conscious of our great responsibility as the stewards of a critical component of social infrastructure, we will redouble efforts focused on stringent management compliance and measures that address global environmental issues.

**"JR East's emphasis on reforms and innovation was a key factor propelling its first 20 years of dynamic corporate development, and this emphasis will present many opportunities during the next stage of its evolution."**