

# GLOSSARY

## C

**Commuter Pass** refers to a credit card sized pass that is either magnetically encoded or contains an integrated circuit (IC) chip to allow travel between two stations during a period of one, three, or six months. Mobile Suica, a service based on cell phones embedded with such IC chips, was introduced in January 2006.

## H

**Hybrid Shinkansen** refers to intercity rail systems that provide through service to certain destinations that are not part of a regular Shinkansen network, using specially designed trains capable of running on both Shinkansen lines and conventional lines that have been widened to a standard gauge. Hybrid Shinkansen lines are not covered by the Nationwide Shinkansen Railway Development Law.

## J

**JNR** stands for the Japanese National Railways, the Government-owned public entity that was restructured into JNRSC (as defined below) on April 1, 1987. The railway operations and certain related businesses of JNR, along with certain necessary assets and associated liabilities, were succeeded to by the JR Companies (as defined below), the Shinkansen Holding Corporation (currently, JRJT (as defined below)), Railway Telecommunication Co., Ltd. (a predecessor of SOFTBANK TELECOM Corp.), Railway Information Systems Co., Ltd., and the Railway Technical Research Institute, and all of its other assets and liabilities became assets and liabilities of JNRSC.

**JNRSC** stands for JNR Settlement Corporation. JNRSC was dissolved on October 22, 1998, and all of its assets (including the 1,500,000 shares of JR East's common stock it beneficially owned at the time of such transfer) and a portion of its liabilities were transferred to JRCC.

**JR Companies** refers to, collectively, JR East, Hokkaido Railway Company (JR Hokkaido), Central Japan Railway Company (JR Central), West Japan Railway Company (JR West), Shikoku Railway Company (JR Shikoku), Kyushu Railway Company (JR Kyushu), and Japan Freight Railway Company (JR Freight).

**JR East** refers to East Japan Railway Company on a consolidated basis or, if the context so requires, on a nonconsolidated basis.

**JR Law** means the Law for Passenger Railway Companies and Japan Freight Railway Company of 1986, as amended, which created the framework for the establishment of the JR Companies.

**JRTT** stands for the Japan Railway Construction, Transport and Technology Agency, an incorporated administrative agency established in October 2003 upon the merger of the Japan Railway Construction Public Corporation (JRCC) and the Corporation for Advanced Transport & Technology. Its primary activities include the construction of Shinkansen lines under the Nationwide Shinkansen Railway Development Law (see "Shinkansen") and other national projects. Within JR East's service area, JRJT is presently building Hokuriku Shinkansen and Tohoku Shinkansen extensions. JR East rents the Takasaki–Nagano segment of the Hokuriku Shinkansen Line, operationally named Nagano Shinkansen, and the Morioka–Hachinohe segment of the Tohoku Shinkansen Line from JRJT. JR East also rents some conventional lines from JRJT.

## N

**Number of Passengers** comprises both passengers who begin their journey at a JR East station and passengers who transfer to JR East from other railway companies' lines at the station.

## O

**Operating Kilometers** means the actual length of a railway line between two stations, regardless of the number of tracks along the line. Fare and charge calculations are based on this figure.

## P

**PASMO** refers to IC cards with transportation ticket functions, sold by Tokyo-area private railways, subways, and bus companies. Ever since their March 18, 2007 launch, PASMO cards have been interchangeable with Suica. Besides Tokyo-area private railways, subways, and bus companies, the PASMO card system has spread to cover some transportation companies in Shizuoka Prefecture. The PASMO name is a registered trademark of Pasmok K.K.

**Passenger Kilometers** means the number of passengers moving from one station to another multiplied by the distance (in operating kilometers) between such stations.

## R

**Rolling Stock Kilometers** means the number of train kilometers (as defined below) multiplied by the number of railcars comprising the train.

## S

**Shinkansen** refers to Japan's high-speed intercity rail systems operated by JR East, JR Central, JR West, and JR Kyushu. Several new Shinkansen lines are now under construction or in advanced planning stages under the Nationwide Shinkansen Railway Development Law.

**Station Renaissance** refers to a program aimed at proactively developing the potential of JR East stations, which are used by about 17 million people daily and are considered to be the JR East Group's largest management asset. Based on thorough consideration of customers' perspectives and the goal of increasing Group value in line with the increased emphasis now being placed on Group management, JR East is fundamentally reevaluating station layouts and comprehensively leveraging the Group's diverse capabilities to undertake zero-base redevelopment projects that optimize the facilities at each station. In these ways, JR East is working to create new 21st century station environments that offer increased appeal to customers as well as greater profitability.

**Suica** refers to a prepaid IC card that can be used at nearly all of JR East's stations in the Tokyo metropolitan area, the Sendai area, and the Niigata area, permitting smooth, contactless passage through ticket gates. There are two types of cards: a high-tech commuter pass (Suica Commuter Pass) and a stored-fare railway ticket (Suica card). Also, an electronic money function makes it possible to use them to purchase goods at stores in train station concourses and in downtown stores.

## T

**Total Long-Term Debt** refers to the aggregate of long-term debt and long-term liabilities incurred for purchase of railway facilities, including the current portion thereof.

**Train Kilometers** means the number of kilometers traveled by a train on operational routes, excluding movement within stations and rail yards.

# CONSOLIDATED SUBSIDIARIES AND EQUITY-METHOD AFFILIATED COMPANIES

As of March 31, 2012

## CONSOLIDATED SUBSIDIARIES

Company Name	Capitalization (Millions of Yen)	Voting Right Percentage*1	Main Business Activities
1 Tokyo Monorail Co., Ltd.	¥3,000	79.0	Railway passenger transport services
2 JR Bus Kanto Co., Ltd.	4,000	100.0	Bus services
3 JR Bus Tohoku Co., Ltd.	2,350	100.0	Bus services
4 JR East Retail Net Co., Ltd.	3,855	100.0	Retail sales
5 JR East Water Business Co., Ltd.	490	100.0	Retail sales
6 Tohoku Sogo Service Co., Ltd.	490	100.0	Retail sales
7 JR East Station Retailing Co., Ltd.	480	100.0	Retail sales
8 Juster Co., Ltd.	400	100.0	Retail sales and hotel operations
9 Tokky Co., Ltd.	400	100.0	Retail sales, hotel operations, and shopping center operations
10 JR Atlis Co., Ltd.	310	100.0	Retail sales
11 Kinokuniya Co., Ltd.	310	100.0	Retail sales
12 Nippon Restaurant Enterprise Co., Ltd. (Note 2)	730	100.0	Restaurant business, retail sales, and hotel operations
13 JR East Food Business Co., Ltd.	721	100.0	Restaurant business
14 LUMINE Co., Ltd.	2,375	95.1	Shopping center operations
15 atre Co., Ltd.	1,630	92.1	Shopping center operations
16 JR East Urban Development Corporation	1,450	100.0	Shopping center operations and retail sales
17 Utsunomiya Station Development Co., Ltd.	1,230	100.0	Shopping center operations
18 JR East Department Store Co., Ltd.	1,140	84.6	Shopping center operations
19 JR Tokyo West Development Co., Ltd.	1,000	93.3	Shopping center operations
20 Mito Station Development Co., Ltd.	500	96.6	Shopping center operations
21 Station Building MIDORI Co., Ltd. (Note 3)	450	100.0	Shopping center operations
22 Tetsudo Kaikan Co., Ltd.	340	100.0	Shopping center operations
23 Chiba Station Building Co., Ltd.	200	100.0	Shopping center operations
24 Shonan Station Building Co., Ltd.	200	79.8	Shopping center operations
25 Yokohama Station Building Co., Ltd.	200	83.0	Shopping center operations
26 Kinshicho Station Building Co., Ltd.	160	71.3	Shopping center operations
27 JR Chuo Line Mall Co., Ltd.	480	100.0	Shopping center operations
28 JR East Aomori Business-development Co., Ltd. (Note 4)	280	100.0	Shopping center operations
29 JR East Building Co., Ltd.	480	100.0	Leasing of office buildings
30 Viewcard Co., Ltd.	5,000	100.0	Credit card business
31 Nippon Hotel Co., Ltd.	4,000	100.0	Hotel operations
32 Hotel Metropolitan Nagano Co., Ltd.	3,080	100.0	Hotel operations
33 Sendai Terminal Building Co., Ltd.	1,800	99.5	Hotel operations and shopping center operations
34 Morioka Terminal Building Co., Ltd.	900	100.0	Hotel operations and shopping center operations
35 Takasaki Terminal Building Co., Ltd.	780	100.0	Shopping center operations
36 Akita Station Building Co., Ltd.	450	81.4	Hotel operations and shopping center operations
37 East Japan Marketing & Communications, Inc.	250	100.0	Advertising and publicity
38 Tokyo Media Service Co., Ltd.	104	100.0	Advertising and publicity
39 Shinjuku South Energy Service Co., Ltd.	750	72.7	Supplying thermal energy
40 The Orangepage, Inc.	500	99.7	Publishing
41 JR East View Travel Service Co., Ltd.	450	67.0	Travel agency services
42 East Japan Railway Trading Co., Ltd.	560	100.0	Wholesale
43 JR East Logistics Co., Ltd.	100	100.0	Truck delivery services
44 JR East Japan Information Systems Company	500	100.0	Information processing
45 JR East Net Station Co., Ltd.	460	100.0	Information processing
46 JR East Management Service Co., Ltd.	80	100.0	Information services

Company Name	Capitalization (Millions of Yen)	Voting Right Percentage*1	Main Business Activities
47 JR East Green Partners Co., Ltd.	100	100.0	Inventory control, issuance and collection operation for uniforms of JR East employees
48 JR East Personnel Service Co., Ltd.	100	100.0	Seminar and staff sending business
49 East Japan Eco Access Co., Ltd.	120	100.0	Cleaning services / station operations
50 JR Chiba Railway Services Co., Ltd.	12	100.0	Cleaning services / station operations
51 JR Takasaki Railway Services Co., Ltd.	10	100.0	Cleaning services / station operations
52 JR Mito Railway Services Co., Ltd.	10	100.0	Cleaning services / station operations
53 JR East Transportation Services Co., Ltd.	38	100.0	Cleaning services
54 Tetsudoseibi Co., Ltd.	38	100.0	Cleaning services
55 JR Technoservice Sendai Co., Ltd.	25	100.0	Cleaning services
56 Niigata Railway Servicing Co., Ltd.	17	100.0	Cleaning services
57 East Japan Amenitec Co., Ltd.	13	100.0	Cleaning services
58 Akita Clean Servicing Co., Ltd.	10	100.0	Cleaning services
59 Nagano Railway Servicing Co., Ltd.	10	100.0	Cleaning services
60 JR East Sports Co., Ltd.	400	100.0	Athletic club operations
61 GALA YUZAWA Co., Ltd.	300	92.7	Ski resort operations
62 JR East Rental Co., Ltd.	165	89.4	Car leasing
63 Union Construction Co., Ltd.	120	90.0	Construction
64 JR East Mechatronics Co., Ltd.	100	100.0	Maintenance services
65 Shinnihon Linen Co., Ltd.	100	100.0	Linen supply
66 East Japan Transport Technology Co., Ltd. (Note 5)	80	100.0	Machinery and rolling stock maintenance
67 Tohoku Rolling Stock Machinery Co., Ltd.	72	100.0	Machinery and rolling stock maintenance
68 Niigata Rolling Stock Machinery Co., Ltd. (Note 5)	40	100.0	Machinery and rolling stock maintenance
69 Japan International Consultants for Transportation Co., Ltd. (Note 6)	480	54.2	Consulting
70 JR East Consultants Company	50	100.0	Consulting
71 JR East Design Corporation	50	100.0	Consulting
72 JR East Facility Management Co., Ltd.	50	100.0	Building maintenance

### EQUITY METHOD AFFILIATED COMPANIES

Company Name	Capitalization (Millions of Yen)	Voting Right Percentage*1	Main Business Activities
UQ Communications Co., Ltd.	¥23,925	17.6	Internet connect service
Central Security Patrols Co., Ltd.	2,924	25.8	Security business operations
JTB Corp.	2,304	21.9	Travel agency services

1. Voting right percentages represent direct voting right percentages.

2. Nippon Restaurant Enterprise Co., Ltd. merged with Delicious Link Co., Ltd. on October 1, 2011. Delicious Link Co., Ltd. was dissolved after the merger.

3. Station Building MIDORI Co., Ltd. was merged with Shinano Enterprise Co., Ltd. on October 1, 2011. Shinano Enterprise Co., Ltd. was dissolved after the merger.

4. JR East Aomori Business-development Co., Ltd. merged with Hirosaki Station Building Co., Ltd. on April 1, 2011. Hirosaki Station Building Co., Ltd. was dissolved after the merger.

5. East Japan Transport Technology Co., Ltd. was merged with Niigata Rolling Stock Machinery Co., Ltd. on April 1, 2012. Niigata Rolling Stock Machinery Co., Ltd. was dissolved after the merger.

6. Japan International Consultants for Transportation Co., Ltd. is newly included in the scope of consolidation from the fiscal year under the review.

# CORPORATE DATA

As of March 31, 2012

## BASIC INFORMATION

### Number of Employees

71,729\* (52,076 at parent company)

\* Excluding employees assigned to other companies and employees on temporary leave

### Number of Stations

1,689

### Number of Rolling Stock

13,157

### Passenger Line Network

7,512.6 kilometers

### Number of Passengers Served Daily

About 17 million (average for the year ended March 31, 2012)

### Total Number of Shares Issued

400,000,000

### Total Number of Shares Outstanding

395,568,237

### Paid-in Capital

¥200,000 million

### Number of Shareholders

268,750

### Stock Exchange Listings

Tokyo, Osaka, Nagoya

### Transfer Agent

Mitsubishi UFJ Trust and Banking Corporation

4-5, Marunouchi 1-chome, Chiyoda-ku, Tokyo 100-8212, Japan

### Rating Information

AA+ (Rating and Investment Information, Inc.)

AA- (Standard & Poor's)

Aa2 (Moody's Investors Service)

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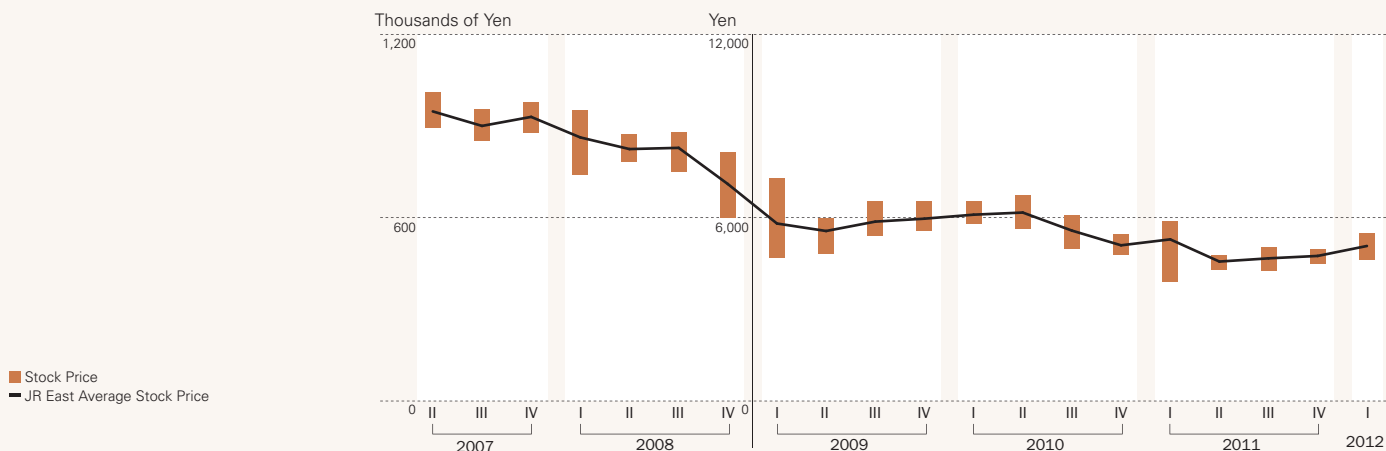
Environment: <http://www.jreast.co.jp/e/environment/>

(Sustainability Report)

# STOCK INFORMATION

Stock Code 9020

## STOCK PRICE



Note: Average stock prices are computed using closing prices.

Source: Tokyo Stock Exchange

\* JR East implemented a stock split at a ratio of 100 shares for 1 share of common stock with an effective date of January 4, 2009.

## MAJOR SHAREHOLDERS

As of March 31, 2012

	Number of Shares Held	Voting Right Percentage
Japan Trustee Services Bank, Ltd. (as Trustee)	20,250,900	5.06
The Master Trust Bank of Japan, Ltd. (as Trustee)	16,663,900	4.17
The JR East Employees Shareholding Association	13,179,300	3.29
The Bank of Tokyo-Mitsubishi UFJ, Ltd.	12,520,315	3.13
Sumitomo Mitsui Banking Corporation	10,530,315	2.63
Mizuho Corporate Bank, Ltd.	10,006,600	2.50
Mizuho Bank, Ltd.	10,006,156	2.50
SSBT OD05 OMNIBUS ACCOUNT—TREATY CLIENTS	9,285,587	2.32
Nippon Life Insurance Company	8,015,560	2.00
The Dai-ichi Life Insurance Company, Limited	8,000,000	2.00

Note: Japan Trustee Services Bank, Ltd., and The Master Trust Bank of Japan, Ltd. hold all shares as trustee.