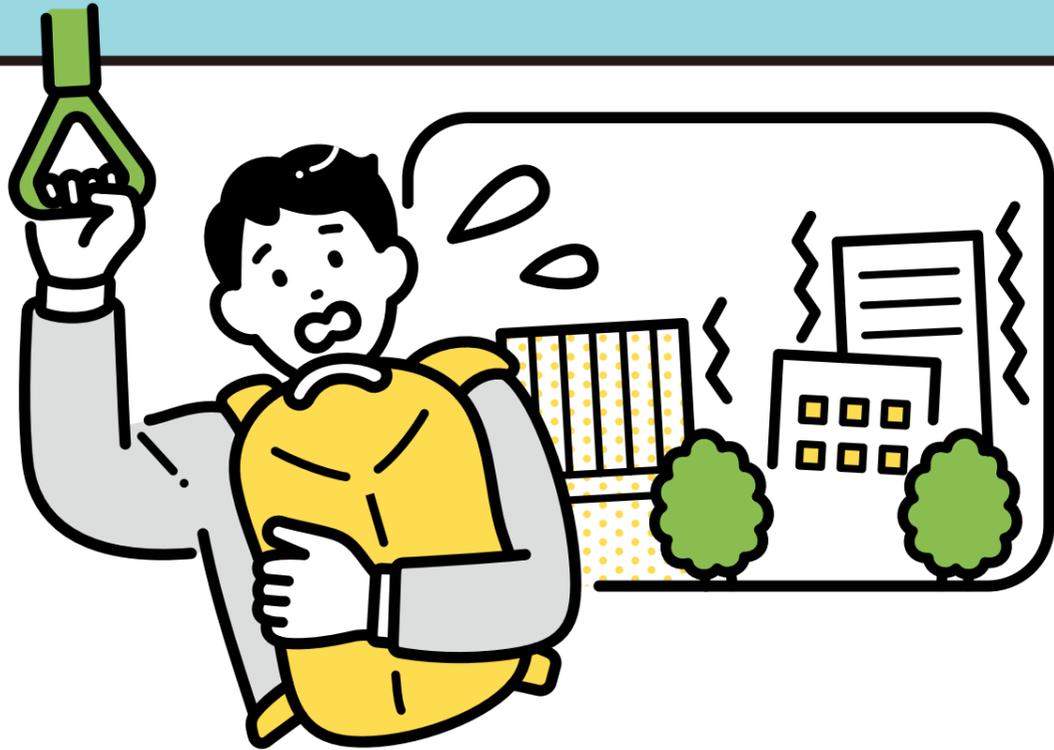


I am worried about frequent earthquakes.

**Is a train safe during
an earthquake?**



Depending on the size of the earthquake,

**service may be suspended
immediately.**

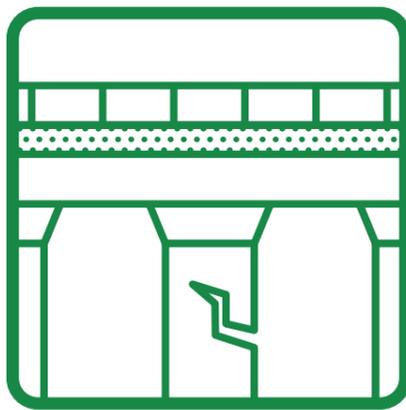
We will conduct an assessment of the affected area and operate trains that are deemed operable, but some trains and some sections of track may operate at reduced speeds to check for any bent rails or other damage.



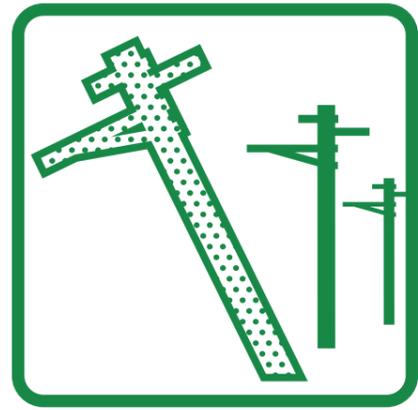
Damage Expected from an Earthquake



Bent Rails



Cracked Viaducts



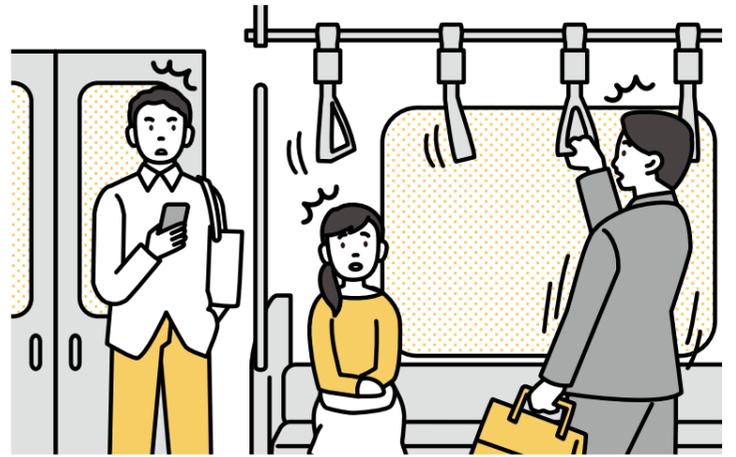
Leaning Power Poles

Examples of Service Restrictions After an Earthquake (Conventional Lines / Shinkansen)

Normal Service

No impact on railway facilities
* Most people can feel the tremor

Trains will operate as usual.



Speed Restrictions

When railway facilities may be affected
* People feel the need to hold onto something

Trains will operate at reduced speed while checking the safety of track conditions, etc. Service will be suspended if track conditions, etc., present any impediments to operation.



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Service Suspended

When railway facilities may be severely damaged

*An emergency earthquake warning is issued and people find it hard to remain standing



Trains will come to emergency stops and suspend operation.

To resume operation, staff need to check the extent of the impact on structures and tracks using seismometers in all sections of track. For this reason,

it may take some time before operation resumes,

and the top priority will be to evacuate passengers stuck on trains stopped between stations.



*Thresholds for restricted operation due to an earthquake are based on the seismic strength of each section on each line.



It is necessary to inspect the entire affected area for any abnormalities on foot or using track inspection vehicles.

*Stations may be very crowded right after operation resumes, since trains will be lower in number and operating less frequently than usual.

**I was at the station when
a big earthquake hit!**

The shaking has stopped, **but what
should I do now?**



Even though the shaking has stopped, there is still a risk of aftershocks. **Immediately after an earthquake, stay in a safe place.**

After the safety of the station is confirmed, it may be provided as a temporary waiting area.

We appreciate your understanding and cooperation in returning home in a dispersed manner.



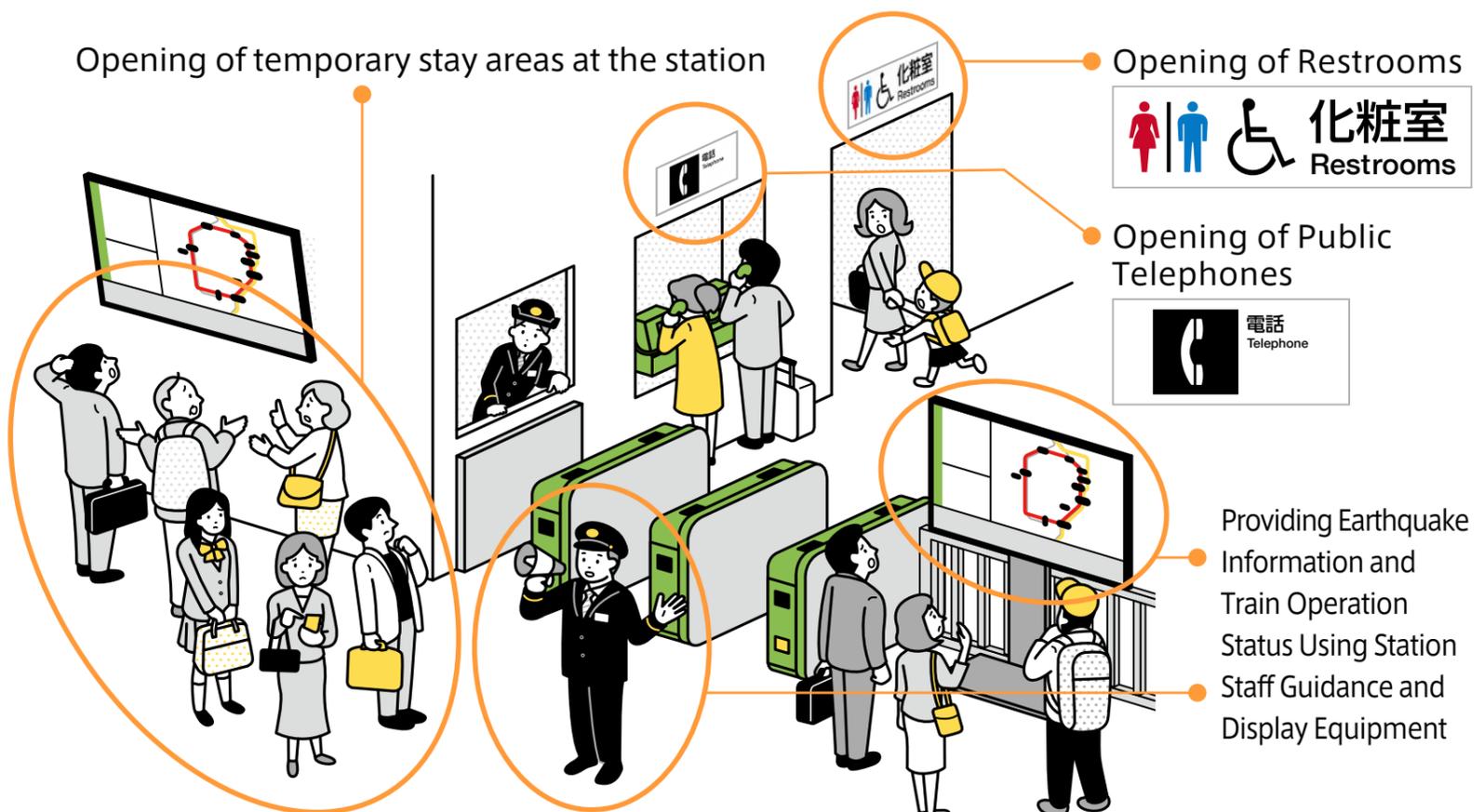
Measures Taken by Stations to Prepare for Large-Scale Earthquakes

Temporary Stay Locations

The station will be opened as a temporary stay location until passengers can move to the “Temporary Stay Facilities” designated by the authorities.

Temporary Stay Locations (Tap the URL below to check)

https://www.jreast.co.jp/station_measures/



* Depending on the extent of damage within the station, it may not be possible to open temporary stay locations, restrooms, or public telephones.

Emergency Supplies

We have prepared supplies at stations and other locations for customers who may have difficulty returning home in the event of a disaster.

Examples of Emergency Supplies

- Drinking water and food
- Portable toilets
- Aluminum blankets

