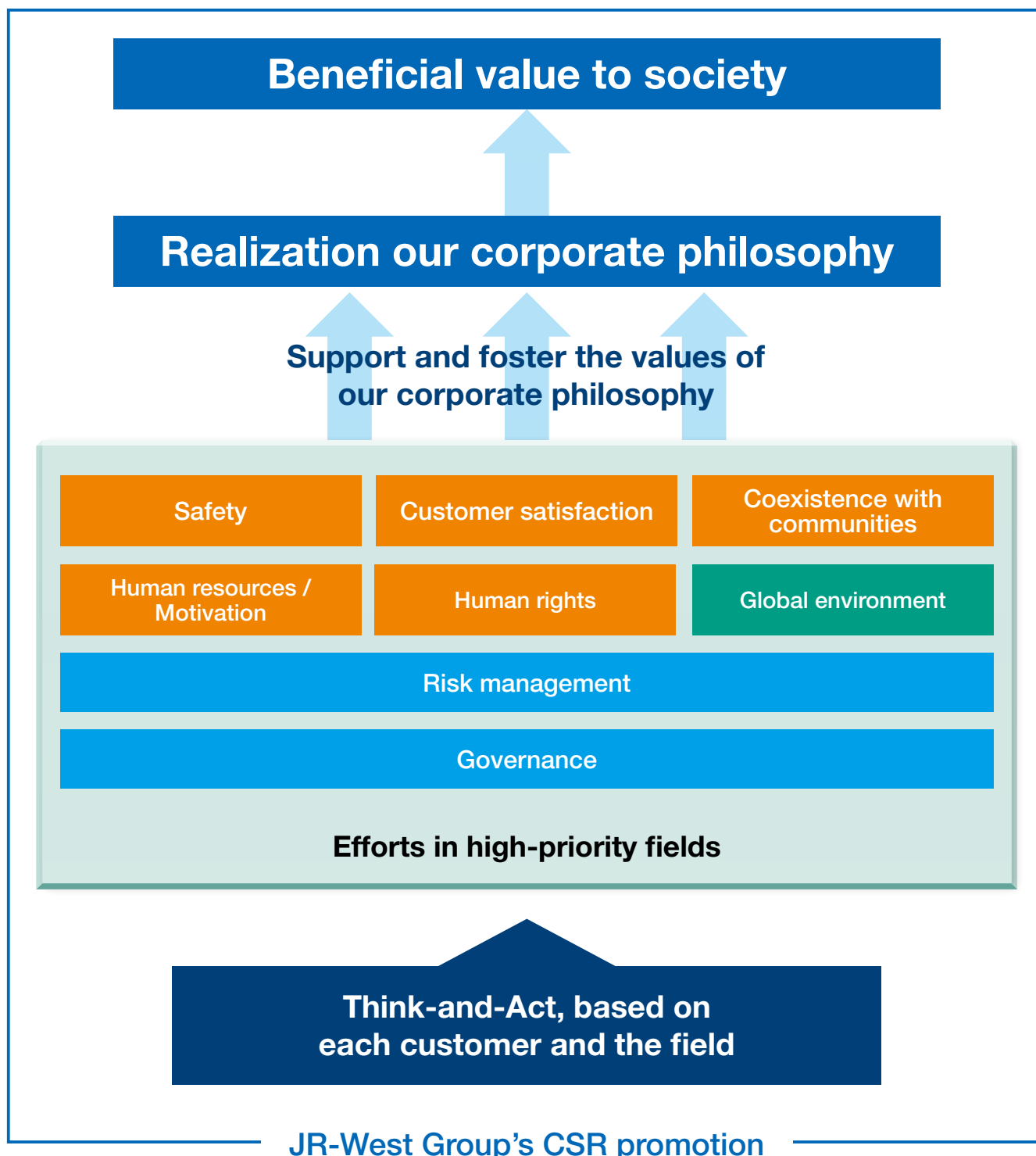


ESG Initiatives

Our Approach to CSR for Sustainable Growth of the Group

CSR is an indispensable endeavor for the Company, in that it provides beneficial value to society in line with our corporate philosophy, and is part of our management base for sustainable growth of the Group. In order to improve the value that we provide to society, we have

highlighted main priority fields for the entire Group to focus their efforts. The CSR priority fields have been determined in terms of the ESG priorities put forth in our Medium-Term Management Plan 2022 and in light of the expectations of society and our goals for the future.



We established priority fields from the perspective of ESG and, with consideration for SDGs, we will take steps to implement initiatives. In this way, we will aim to

fulfill our responsibilities as a member of society and to achieve sustained growth.

| Environmental | Social | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Global environment</p> <ul style="list-style-type: none"> • Contributing to reductions in CO₂ through a shift to the use of environmentally friendly railways • Advancing the establishment of environmentally-friendly stations, etc. • Further progress in railway energy-saving and resource conservation | <p>Safety</p> <p>See page 39.</p> | <ul style="list-style-type: none"> • Providing information regarding examples of improvement, plans, etc. (two-way communication) | <p>Human resources / Motivation</p> <ul style="list-style-type: none"> • Developing human resources who can take the lead in think-and-act initiatives, building mutually supportive environments, and establishing an environment in which diverse human resources can actively contribute (diversity and inclusion) • Improving the pride and motivation of each employee, advancing initiatives to promote health in mind and body | <ul style="list-style-type: none"> • Creating an environment in which retirees and their families maintain relationships with the Company and enjoy comfortable lifestyles |
| | <p>Customer satisfaction</p> <ul style="list-style-type: none"> • Implementing initiatives related to safe and reliable transportation • Providing information at times of transportation disruptions • Offering appropriate, easy-to-understand guidance services • Creating comfortable, convenient environments (stations, trains, manners, etc.) | <p>Coexisting with communities</p> <ul style="list-style-type: none"> • Building communities that people want to visit and live in through dialog and cooperation with people in local communities • Realizing safe, sustainable railway/ transportation services • Creating new value by promoting local industries and leveraging regional resources | | <p>Human rights</p> <ul style="list-style-type: none"> • Responding to human rights issues, which are becoming more diverse and complex due to changes in the social environment • Advancing risk management in regard to human rights |

| Governance | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Governance | Risk management |
| <ul style="list-style-type: none"> • Strengthening governance for the entire JR-West Group • Rigorously complying with laws and regulations on a Groupwide basis and establishing corporate ethics in accordance with the spirit of laws and regulations • Establishing and operating a framework that reflects consideration for the purposes of the Corporate Governance Code • Enhancing two-way communication with stakeholders | <ul style="list-style-type: none"> • Incorporating risk management initiatives into management system and establishing risk management within the Company • Recognizing and improving issues with our corporate culture and addressing new compliance risks • Addressing serious hazards and risks in management on a Groupwide basis |

External recognition



FTSE4Good



FTSE Blossom Japan



2018 Constituent
MSCI Japan ESG
Select Leaders Index

JR-West has been included in two of the ESG indices selected by the Government Pension Investment Fund (GPIF): the FTSE Blossom Japan Index and the MSCI Japan ESG Select Leaders Index.