

Human rights

The value we provide

- We provide products and services that all customers can use comfortably and with peace of mind
- We realize workplace environments that enable employees to feel at ease and work together dynamically

Message from the officer responsible

Incorporating a human rights perspective into everyday work activities

As a business group responsible for social infrastructure centered on railways, the JR-West Group puts safety first and aims to be trusted by customers, communities, and society.

That's why in the JR-West Group Medium-Term Management Plan 2022, we made human rights a priority field in regard to building our management foundation and we are advancing initiatives in this area.

In April 2019, we formulated the JR-West Group Basic Policy on Human Rights to give our efforts a concrete direction. This document clearly states that we respect the human rights of all individuals, including customers, local residents, our business partners, and JR-West Group employees. In addition to implementing human rights risk management, which aims to ensure that discrimination cannot occur at any of our workplaces, we have also been implementing human rights due diligence* in response



to increasingly diverse and complex human rights issues. Through this process, we identify important human rights issues that are shared across the Group and come up with measures for tackling them.

We believe that these initiatives ensure that we can provide products and services that all customers can use comfortably and with peace of mind, as well as creating workplace environments that enable employees to feel at ease and work together dynamically.

Going forward we will continue to incorporate a human rights perspective into everyday work activities in order to realize our vision of "a safe and comfortable society filled with meetings among people and smiles."

Shoji Kurasaka
Director and Senior Managing Executive Officer;
General Manager of General Affairs Department



Initiatives in fiscal 2019

- Formulated the JR-West Group Basic Policy on Human Rights
- Implemented workplace education based on familiar case studies at all workplaces in order to provide employees with required knowledge and awareness
- Implemented human rights risk management aimed at preventing human rights infringements before they can occur

Future issues

- Disseminate the JR-West Group Basic Policy on Human Rights
- Tackle important human rights issues through human rights due diligence

* Human rights due diligence: A process of identifying human rights issues that are shared across the JR-West Group and then implementing PDCA cycles

Formulating the JR-West Group Basic Policy on Human Rights

To present, the JR-West Group has been tackling a wide range of human rights issues. However, changes in social circumstances are driving significant change in human rights awareness and the issues being faced by today's society have grown increasingly diverse and complex, including issues concerning LGBTQ and people from other countries.

We operate businesses that involve many stakeholders, including customers and employees, so it is important that we raise awareness and knowledge of human rights, respect the human rights of all individuals connected to the JR-West Group's

business activities, and apply a diverse range of values when implementing these business activities.

In order to realize this, in April 2019 we formulated and released the JR-West Group Basic Policy on Human Rights* to provide a concrete direction for advancing business activities that are respectful of human rights Groupwide.

* The JR-West Group Basic Policy on Human Rights can be viewed using the following web address:
<https://www.westjr.co.jp/company/action/humanrights/pdf/humanrights.pdf>
(Japanese only)

Cultivating employees who can connect with a diverse range of customers

The JR-West Group's customer base is becoming increasingly diverse in terms of age, gender, nationality, whether they have a disability, and other aspects. Connecting with this diverse range of customers and creating value that meets their expectations will

result in the growth of corporate value. Therefore, we need to cultivate employees who can leverage diverse backgrounds to connect with a variety of customers.

Implementing "touch, feel, realize" experience-based training

At Sakaishi station, we are collaborating with instructors from the Osaka Minami School for Students with Visual Impairments to implement training in which employees experience what it is like to be a customer with a visual impairment in order to understand their feelings. In addition to station employees, train crew, systems engineers, employees from Group companies, and others also participate in the training in order to create opportunities to consider how each individual can ensure that all customers can use our services safely and comfortably.

Aiming for a situation in which all customers can use services unaided and without stress



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Sakaishi Station
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Osaka Branch, Kansai Urban
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around to becoming a guide who delivers a stress-free, comfortable user experience.

My goal is to realize a situation in which consideration for the feelings of a diverse range of customers is not something special, but a natural part of our daily behavior.

Experiencing what it is like to walk along a platform without vision strongly reminds employees of our aim to realize a situation in which all passengers can use our stations and rail services unaided and without stress. From this starting point, we can consider what each individual can do from a wider viewpoint, which broadens the scope of our behavior. After the training, I can feel the change in awareness at workplaces as the way in which employees speak and behave shifts from being an assistant who helps the customer get



View from outside the Company

I helped run this training because I want people to have a deeper understanding of visual impairments and people with visual impairments.

The employees were really passionate and participated in the training with enthusiasm, and I respect their spirit and openness. However, even if you say a person is visually impaired, the extent of their impairment and what they are able to do differs between individuals and I don't think you can sufficiently meet an impaired person's needs by just following a manual.

I feel that the results of this training are steadily being seen in the service employees are providing people with visual impairments, especially station staff. Going forward, I hope that they will properly provide for customers with visual impairments by paying attention to the extent of their impairment and what they are able to do, and catering to their diverse needs, including in situations that do not involve face to face contact, such as making station announcements that are considerate of people with impairments.



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School for Students with Visual
Needs