A Foundation Supporting Value Creation

Our Starting Point: Strategy of Value Creation for Our Vision

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 changes in human rights awareness and the issues being faced by today’s society have grown increasingly diverse and complex, including issues concerning LGBTQ+ people and others from different 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. 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).

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

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.”

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 Kurakata
Director and Senior Managing Executive Officer
General Manager of General Affairs Department

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 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.

Implemented workplace education based on familiar case studies at all workplaces in order to provide employees with required knowledge and awareness.

Formulated the JR-West Group Basic Policy on Human Rights.

Future issues

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

Initiatives in fiscal 2019

View from outside the Company

Takashi Matsumura
Assistant Station Official, Osaka Prefectural Osakaminami School for Students with Visual Needs

I helped run this training because I want people to have a deeper understanding of visual impairments and how they impact people’s lives. The employees were very passionate and enthusiastic in the training, and the way they described the situation was really vivid. Because of that, I think that people can learn a lot from this training. I think that people could learn a lot from this training.

I feel that the results of this training are truly being seen in the service employees 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.