

Response to the novel coronavirus

As a social infrastructure company that supports our customers' lifestyles, the JR-West Group works as one to protect the safety of both customers and employees, prevent the spread of infection,

and continue doing business, endeavoring to provide customers with safety and peace of mind.

Examples of initiatives

Contributing to the local community and initiatives to protect our customers and employees from infection

Initiatives to protect our customers from infection

To allow our customers to use our services with peace of mind, we maintain hygiene and take measures to prevent congestion and crowding.

● Disinfection and ventilation of stations and trains

- Spraying of anti-virus and anti-bacterial materials on elevators as well as on train car interiors and on devices such as automatic ticket vending machines
- Careful cleaning and disinfection of escalator handrails, and on handrails and hanging straps in train cabins, etc.
- Ventilation of waiting rooms and train cabins by opening windows and using air conditioners
- Installation of air purifiers* in approximately 600 limited express trains such as the Thunderbird and Haruka (installed sequentially beginning in September 2020)

*Purifiers use a combination of photocatalysts and ultraviolet light that has been confirmed to be extremely effective in eliminating odors, sterilization, suppressing viruses and removing VOC (volatile organic compounds).



● Information about congestion, etc.

- We provide information on our website about congestion by time period (based on statistics from the previous week) on our main lines and route segments
- We provide information in real time on congestion on 323 Series regular trains on the Osaka Loop and Yumesaki lines via the official WESTER MaaS app. Information is also available on congestion at major stations (based on statistics from the previous week)



Initiatives to prevent our employees from infection

To provide stable railway transport services and offer peace of mind to our customers, we are developing work styles such as working from home, and we are urging our employees to act to maintain their health and prevent infectious disease.

- Conducting workplace vaccinations
- Disinfection of rest areas and other shared spaces as well as shared items in workplaces
- Lower workplace attendance by asking employees to work from home and through socially distanced working



Contributing to regional society

JR-West cooperates with local governments in efforts to prevent infection, offering peace of mind to people who live alongside railway lines.

- Providing protective medical masks and clothing to medical institutions through local governments
- Providing guidance to large vaccination sites with WESTER
- Support for large-scale vaccination efforts by local governments through Group Companies

- Operation of vaccination sites
- Support for reservations and reservation changes at vaccination call centers
- Guidance at vaccination sites
- Operation of free shuttle buses to large vaccination sites

