

Fiscal 2021 performance in priority CSR fields

Area	Target status to achieve by FY2023		KPI, etc. progress and current status
Safety	Five indices in the JR-West Group Railway Safety Think-and-Act Plan 2022		
	<div>Five-year objectives up to FY2023</div> <div>(1) No train accidents that result in casualties among our customers</div> <div>(2) No railway labor accidents that result in fatalities among our employees</div> <div>Objectives to achieve in FY2023</div> <div>(3) Train accidents involving people that result in casualties among our customers: additional 10% reduction</div> <div>(4) Accidents at level crossings: additional 10% reduction</div> <div>(5) Transportation disruptions due to internal factors: additional 10% reduction</div>	<div>(1) 0</div> <div>(2) 0</div> <div>(3) 9</div> <div>(4) 22</div> <div>(5) 126</div>	<div>(1) 0 [0 cumulative incidents]</div> <div>(2) 0 [1 cumulative incident]</div> <div>(3) 5</div> <div>(4) 11</div> <div>(5) 146</div>
CS	Make customers into "fans of JR-West" 80% or higher for "approving" customers	Comprehensive score of 4.0 or higher on customer satisfaction survey	3.88
Coexistence with communities	Progress of initiatives—through dialogue and coordination with local regions—for (1) City development that encourages visitors (expanding the non-resident population) (2) City development that encourages residents (expanding the resident population) (3) The achievement of safe and sustainable railways and transport services		<div>(1) Start of a proof-of-concept "JR West + Life subscription" service</div> <div>(2) Full opening of VIERRA TOWN Shigino (Contributing to the creation of a town that creates a sense of accessibility)</div> <div>(3) Entered into an agreement with Ohnan Town in Shimane Prefecture to cooperate on regional MaaS, began work on a proof-of-concept trial for a car-dispatching application, and promoted dialogue with other regions</div>
Human resources / motivation	Promote our Vision for Human Resources Cultivation (1) Employees with the initiative to think and act (2) Workplace that demonstrates synergy and compassion (3) Business group with diversity as a weapon	7.5 or higher for each indicator in employee awareness surveys	Although scores in all indices improved year-on-year, targets for FY2023 were not achieved (1) 6.4 (year-on-year increase of 0.16) (2) 6.55 (year-on-year increase of 0.03) (3) 6.16 (year-on-year increase of 0.09)
	Mental and physical health (health management) (1) Ratio of employees experiencing high stress (2) Ratio of lively workplaces (3) Ratio of employees with flags on their regular health checks (4) Daily lifestyle improvement activities a. smokers, b. drinkers, c. regular exercisers, d. response rate to physician referrals, e. comprehensive health exam recipients, f. "specific health guidance" recipients	<div>(1) below 4%</div> <div>(2) 80% or higher</div> <div>(3) below 40%</div> <div>(4) a. below 20%, b. below 10%, c. 30% or higher, d. 80% or higher, e. 70% or higher, f. 80% or higher</div>	While there is improvement in most categories, FY2023 targets have not yet been achieved (1) 4.9%, (2) 80%, (3) 46.2% (4) a. 23.2%, b. Men 11.9%, Women 9.2%, c. 23.2%, d. 61.4%, e. 43.4%, f. 76.8%
	Promotion of diversity (to FY2022) (1) Ratio of female hires (2) Ratio of female employees who are new graduates hired in the professional field of transportation (3) Number of female managers and supervisors (4) Establish a work environment conducive to career continuity and growth for diverse employees (5) Utilization rate of paternity leave by male employees	<div>(1) 25% or more</div> <div>(2) 40% or more</div> <div>(3) 1.5 times or more than at the close of FY2019</div> <div>(4) -</div> <div>(5) 15% or more</div>	With some exceptions, targets to be reached by FY2023 were achieved (1) 28.4% (2) 46.8% (3) 1.44 times (4) Revise systems and training for support of LGBTQ issues (5) 31.5%
Human rights	Formulation of a human rights policy, which is then communicated to every employee so that there is widespread awareness Awareness of the human rights policy according to employee awareness surveys (from FY2022)	80% or more	Conducted initiatives to promote uptake of our human rights policy, such as holding human rights awareness training for executives and employees of the JR-West Group
	Employees cognizant of human rights within their individual work tasks, while acting with respect for human rights (1) Employees receive education and training on human rights (2) Due diligence performance ratio for human rights (human rights risk management)	<div>(1) 100%</div> <div>(2) 100% (performed all locations)</div>	<div>(1) Participation rate: 99% Held ongoing human rights awareness training for executives and employees of the JR-West Group</div> <div>(2) Performance rate: 89% To prevent violations of human rights, human rights due diligence (human rights risk management) initiatives are conducted to identify specific areas in each workplace where there is a risk of violation of human rights, ascertain the potential for human rights issues, and evaluate and implement countermeasures</div>
Global environment	Energy consumption rate	vs. FY2014: -3%	-3.8%
	Energy-saving railcars as a percentage of total rolling stock	88%	89.5%
	Station and train garbage (recyclable) recycling rate	96%	99.5%
	Railway material recycling rate: Facility construction	97%	98.0%
	Railway material recycling rate: Rolling stock	92%	95.1%
	Promote environmentally friendly stations and office facilities		
Risk management	Implementing drills for various risks, including earthquakes, and reviewing and revising systems, rules, etc. as necessary		Improved sensitivity to first response system for risk by performing drills to prepare for a major earthquake, etc.
	Reaching zero cases of serious compliance violations, such as organizational corruption, etc.		Have zero cases of serious organizational corruption
	Reaching zero serious accidents or cases of damage related to information security		Have zero serious accidents or cases of damage related to information security
Governance	The Company is maintained, survives, and is growing as a listed corporate group thanks to sound management and business operations. (1) Actions such as institutional management and information disclosure are performed in accordance with laws and regulations, listing rules (the corporate governance code), and other rules on business activities (2) Long-term, stable relationships are built with shareholders, and dialogues promoted (3) Corporate governance is improving throughout the Group (Efficient and effective deployment of oversight activities, etc.)		<div>(1) Appropriate referral and report to the Board of Directors and enhanced deliberations on matters for consultation, and the smooth and legal implementation of the transition to paperless and web-based business practices Shareholders' meetings are held in a lawful, appropriate manner, prioritizing the prevention of infection</div> <div>(2) Dialogues are conducted with institutional investors in an appropriate manner</div> <div>(3) Through our investigations, and through checking letters of confirmation of execution of Duties, we believe that there are no serious deficiencies</div>