

Human rights

Associated SDGs

5. Gender equality
8. Decent work and economic growth
10. Reduced inequalities



Priority initiatives

- Appropriate responses to increasingly complex and diverse human rights issues
- Development and operation of a system to integrate a human rights-based perspective into daily activities

JR-West Group Basic Policy on Human Rights

To date, 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, which is based on international standards for human rights, to provide a concrete direction for advancing business activities that are respectful of human rights Groupwide. We are promoting corporate activities based on this policy and moving forward with initiatives that respect human rights.

This policy applies to all executives and employees of the JR-West Group. We will endeavor to have all of our stakeholders understand this policy and respect human rights.

Implementing training and education for our employees

Implementing training to encourage awareness of human rights and acceptance of a diverse range of viewpoints

The JR-West Group provides human rights awareness training to all of its executives and employees. Additionally, we offer ongoing training for employees in leadership roles at each workplace (such as those tasked with promoting understanding of human rights), to promote understanding and awareness of a range of human rights-related issues.

We also conduct training intended to improve our knowledge and awareness of safety and customer service for elderly or injured customers, or those with disabilities, and to raise the level of customer service we offer.

Human rights awareness lectures

We hold human rights awareness lectures featuring speakers from

outside the company that are intended to raise the level of awareness of human rights of each of our employees. In fiscal 2021 we held a total of seven lectures themed on preventing harassment in the workplace.



A human rights awareness lecture

Seeking slogans on human rights

JR-West is seeking slogans on human rights, hoping to boost the awareness of this issue in every person. In fiscal 2021, 57,000 submissions were received from throughout the Group, three of which were selected to receive the Grand Prize or an Excellence Award.

Promoting due diligence with regard to human rights

The JR-West Group conducts human rights due diligence initiatives to prevent human rights violations from occurring, ascertaining specific human rights risks that may occur in each workplace and then identifying potential human rights issues and evaluating and implementing countermeasures.

We select priority issues from among the human rights violation risks identified and then exchange opinions and simulate experiences using participatory training materials, leading to a greater understanding of human rights and helping to prevent discrimination. Moreover, we are working to build positive relationships with our suppliers and local communities, provide products and services that customers can use in comfort and with

peace of mind, and create workplaces where our employees can feel safe and work enthusiastically.

Cross-departmental learning about mutual aid at the Kii Station, Wakayama Branch

In order to deepen understanding of the concept of mutual aid—which refers to the act of looking out for each other and helping each other out, as well as talking to customers—we are engaged in learning about mutual aid in concert with employees from other divisions, discussing case studies and experiencing what it is like to offer assistance.

