

# Our Values

## Unchanging determination—Ensuring that we will never again allow an accident such as that on the Fukuchiyama Line to occur

With railways being our core business, safety is the basis of every JR-West Group service and product. We are acutely aware of the magnitude of our responsibility for allowing and not foreseeing the risk of the extremely serious April 25, 2005 derailment accident on the Fukuchiyama Line.

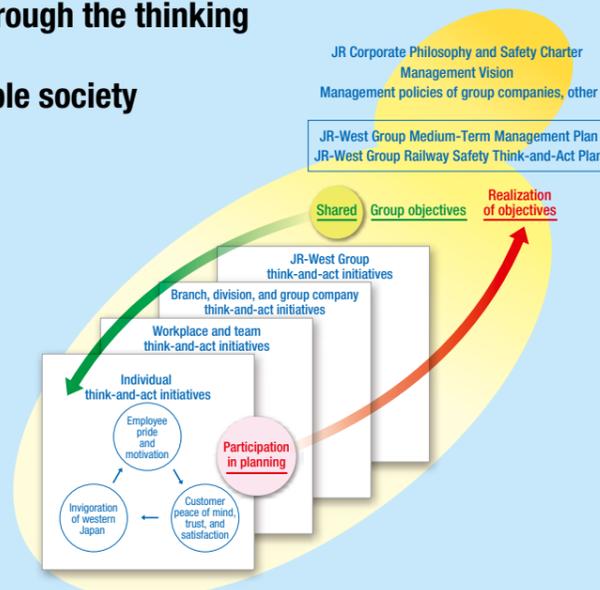
The total mindset of the JR-West Group and the central focus of our actions is an unchanging determination to ensure that we will never again allow an accident such as that on the Fukuchiyama Line to occur. We have reflected deeply on the accident and its consequences and take the lessons learned from the accident extremely seriously. As such, we will continue to position our three pillars of management—sincere response to the victims of the train accident, measures to enhance safety, and furthering of reform—as top priorities.



## A Corporate Philosophy that is realized through the thinking and actions of each individual—Contributing to the creation of a sustainable society

Our Corporate Philosophy was created after reflecting on the derailment accident on the Fukuchiyama Line and deliberating on the significance of our existence, what society demands of us, and what we must do to answer those demands. In working to make it a reality, we are fulfilling our responsibility as a member of society while also contributing to the creation of a sustainable society.

Each and every one of our employees—the protagonists in realizing our Corporate Philosophy—recognizes the significance of their job (what it is for and what it achieves), tirelessly pursues the concept of “think-and-act,” and enhances the value that we deliver to stakeholders and society. This, in turn, leads to motivation and a sense of pride for each employee.



## The determination and pledges contained in our Corporate Philosophy and Safety Charter

In order to establish a corporate culture that places top priority on safety, and also prompted by the derailment accident on the Fukuchiyama Line, our Corporate Philosophy was enacted through deliberation by all of our employees examining the direction in which we would like to progress, the values that we hold dear, and similar concepts.

At the same time, we also reassessed our Safety Charter, which addresses conduct guidelines related to safety, in order to ensure that each employee is able to instinctively take concrete action in day-to-day tasks on the basis of valuing safety as the highest priority.

The JR-West Corporate Philosophy and Safety Charter embody our determination and pledge to all of society to be a company that makes safety the highest priority and that vows to never again cause a critical accident.

### JR-West Corporate Philosophy

1. We, being conscious of our responsibility for protecting the truly precious lives of our customers, and incessantly acting on the basis of safety first, will build a railway that assures our customers of its safety and reliability.
2. We, with a central focus on railway business, will fulfill the expectations of our customers, shareholders, employees, and their families by supporting the lifestyles of our customers, and achieving sustainable growth into the future.
3. We, valuing interaction with customers, and considering our business from our customers' perspective, will provide comfortable services that satisfy our customers.
4. We, together with our Group companies, will consistently improve our service quality by enhancing technology and expertise through daily efforts and practices.
5. We, deepening mutual understanding and respecting each individual, will strive to create a company at which employees find job satisfaction and in which they take pride.
6. We, acting in a sincere and fair manner in compliance with the spirit of legal imperatives, and working to enhance corporate ethics, will seek to be a company trusted by communities and society.

### Safety Charter

We, ever mindful of the railway accident that occurred on April 25, 2005, conscious of our responsibility for protecting the truly precious lives of our customers, and based on the conviction that ensuring safety is our foremost mission, establish this Safety Charter.

1. Safety is ensured primarily through understanding and complying with rules and regulations, a strict execution of each individual's duty, and improvements in technology and expertise, and built up through ceaseless efforts.
2. The most important actions for ensuring safety are to execute basic motions, to rigorously enforce safety checks, and to implement flawless communication.
3. To ensure safety, we must make a concerted effort, irrespective of our organizational affiliation, rank, or assignment.
4. When uncertain about a decision, we must choose the most assuredly safe action.
5. Should an accident occur, our top priorities are to prevent concomitant accidents and to aid passengers.

## Basic approach to sustainability

Our Group's mission is to support our customers' lifestyles and contribute to the social and economic development of local communities, centered on the railway business.

With railway safety at the foundation, we will draw on the strengths of our environmentally friendly railways to contribute to carbon neutrality, while helping to resolve social issues through a cycle in which the region's abundant nature and culture, as well as city development, serve to revitalize local communities. In this way, we will realize our vision of creating “a safe and comfortable society filled with meetings among people and smiles.” We believe that these efforts will lead to the creation of a sustainable society.

We will also contribute to realizing the SDGs by achieving a western Japan in which everyone, including future generations, can continue to enjoy energetic and active lifestyles.

