



Sustainability Initiatives

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.

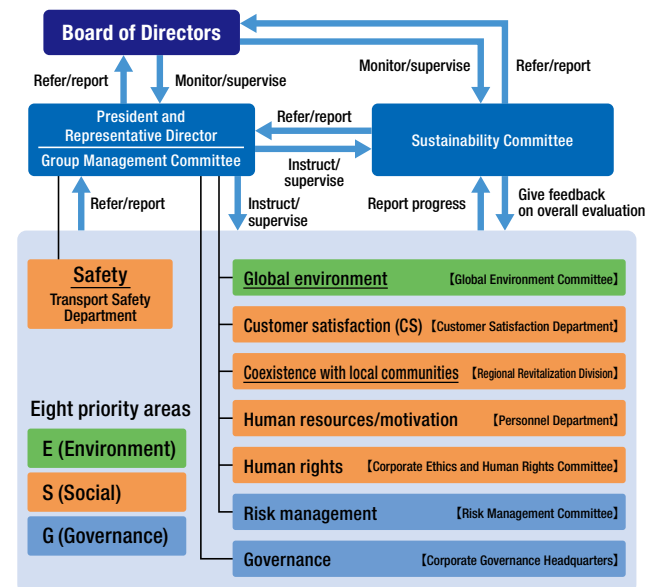
We will also contribute to realizing the SDGs by achieving a western Japan where everyone, including future generations, can continue to enjoy energetic, active lifestyles.

Sustainability promotion system

The Sustainability Committee convenes to verify progress and discuss issues among the relevant officers.

The Sustainability Committee conducts comprehensive, wide-ranging evaluations from perspectives including external assessments, the opinions of our employees, and the degree of target achievement (including KPIs) and provides necessary feedback to the committees in each area. The PDCA cycle is promoted in the eight CSR priority areas by each of the responsible departments. In addition, the status of initiatives in each area is discussed by and reported to the Board of Directors.

Note that safety is the most critical issue that forms the basis of our business, so we place it in a separate, special category.



Notes:
1. Entities in square brackets are the bodies promoting the initiatives.
2. Underlined are the three priority areas related to the SDGs.

Third-party ESG evaluations

We have been selected as a constituent stock of the following ESG indices.



Fiscal 2022 performance in priority sustainability areas

Area	Target status and goals (KPIs) to achieve by FY2023	FY2022 achievements
Safety	Five indices in the JR-West Group Railway Safety Think-and-Act Plan 2022 Objectives over the 5 years through FY2023 (1) Train accidents that result in casualties among customers: Zero (2) Train labor accidents that result in fatalities among employees: Zero FY2023 objectives (3) Train accidents involving people that result in casualties among customers: Further 10% reduction (4) Accidents at level crossings: Further 10% reduction (5) Transportation disruptions due to internal factors: Further 10% reduction	(1) 0 [0 cumulative incidents] (2) 0 [1 cumulative incident] (3) 4 (4) 17 (5) 142
CS	80% or more customers have a favorable impression of JR-West and become JR-West fans	Comprehensive score of 4.0 or higher on customer satisfaction survey 3.82
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	• Community revitalization that reflects the needs of the community and societal changes (e.g., trial "rural living" project, COVID-safe restart of Twilight Express Mizukaze service) • Creation of local business (e.g., launch of new EC site) • Realization of sustainable local transportation systems (e.g., regional MaaS)
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 an advantage Mental and physical health (health management) (1) Ratio of employees experiencing high stress (2) Ratio of lively workplaces (3) Ratio of employees who were found to have problems on regular health checks (4) Daily lifestyle improvement activities a. smokers, b. heavy drinkers, c. regular exercisers, d. response rate to physician referrals, e. comprehensive health exam recipients, f. specific health guidance recipients Promotion of diversity (to FY2022) (1) Ratio of female hires (2) Ratio of female employees who are new graduates hired as transportation professionals (3) Number of female managers and supervisors (4) Establish a work environment conducive to career continuity and growth for diverse employees (5) Male employees' paternity leave utilization rate	7.5 or higher for each indicator in employee awareness surveys (1) Below 4% (2) 80% or higher (3) Below 40% (4) a. Below 20%, b. Below 10%, c. 30% or higher, d. 80% or higher, e. 70% or higher, f. 80% or higher (1) 25% or more (2) 40% or more (3) 1.5 times or more than as of the end of FY2019 (4) – (5) 15% or more (1) 6.40 (2) 6.60 (3) 6.17 (1) 5.0% (2) 77% (3) 47.3% (4) a. 22.8%, b. 11.2%, c. 25.0%, d. 59.7%, e. 46.8%, f. 72.2% (1) 28.5% (2) 47.4% (3) 1.49 times (4) Held more training/education online (5) 37.8%
Corporate ethics, human rights	Zero cases of serious compliance violations, such as organizational corruption, etc. Formulation of a human rights policy, which is then communicated to every employee so that there is widespread awareness Employees cognizant of human rights within their individual work tasks, while acting with respect for human rights	— Awareness of the human rights policy according to employee awareness surveys: 80% or more (from FY2022) (1) 100% employee participation in human rights education and training (2) 100% implementation of human rights due diligence (human rights risk management) at worksites Zero cases of serious organizational corruption Awareness of the human rights policy according to employee awareness surveys: 79% (1) Participation rate: 99% (2) Implementation rate: 98%
Global environment	(1) Energy consumption rate (2) Energy-saving railcars as a percentage of total rolling stock (3) Station and train garbage recycling rate (4) Railway material recycling rate (facility construction) (5) Railway material recycling rate (rolling stock) (6) Environmentally friendly stations and office facilities	(1) vs. FY2014: -3% (2) 88% (3) 96% (4) 97% (5) 92% (1) -4.7% (2) 90.1% (3) 99.4% (4) 97.4% (5) 95.8%
Risk management	• Implementing drills for various risks, including earthquakes, and reviewing and revising systems, rules, etc. as necessary • Zero serious accidents or cases of damage related to information security	• Created railway-related BCP; held disaster response training • Zero information security-related serious incidents or damage
Governance	The JR-West Group maintains itself, continues to exist, 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 and dialogue with shareholders (3) Corporate governance is improving throughout the Group (efficient and effective deployment of oversight activities, etc.)	• Legal and appropriate institutional management, information disclosure, etc. • Dialogue was conducted with institutional investors and others as appropriate • No serious deficiencies were identified through investigations and letters of confirmation of execution of duties