

# JR-West Group's Purpose

Under the firm determination to ensure that we will never again allow an accident such as that on the Fukuchiyama Line to occur, the JR-West Group has provided a sincere response to the victims of the train accident and taken measures to enhance safety. It has also made efforts to contribute to the creation of a safe and comfortable society.

As a company that plays a role in social infrastructure, we will face the future challenges of society, which is undergoing a major transition, and provide the required value through our business activities in order to continue to play this role in the future.

In particular, when we focus on the issues faced by each person's life, community, and society as a whole, the JR-West Group, which has many customer contact points and regional connections, can play a greater role by evolving connections from the customer's perspective more than ever before. We believe that this is the significance of our existence in the future society.

With this in mind, as the JR-West Group takes a new step forward, we will work with "Our Purpose" as our aim and our compass for the entire Group.

Going forward, we will continue to build on our continuous efforts to improve railway safety, and through co-creation and innovation with various partners, as a company that coexists with communities, the JR-West Group will work together to solve social and regional problems through its business and contribute to the creation of a better future by creating both social and economic value.

Our Purpose

Evolve connections among people, communities, and societies.  
Stir the heart, drive the future.

We continuously work to enhance safety and security.

While connecting people to people, people to communities, and people to society in the real and digital worlds, we strive to solve regional issues, starting in western Japan.

With the aim of creating a sustainable and vibrant future, we cooperate with our various partners to realize the lifestyles desired by all people.

Value provided to stakeholders

Customers

Convenient and abundant lifestyles with ideal services that all people can trust and rely upon for safety

Communities and society

A sustainable and vibrant future with attractive city development and solutions for local issues

Partners

Co-creation of new value through relationships and trust with various partners

Shareholders

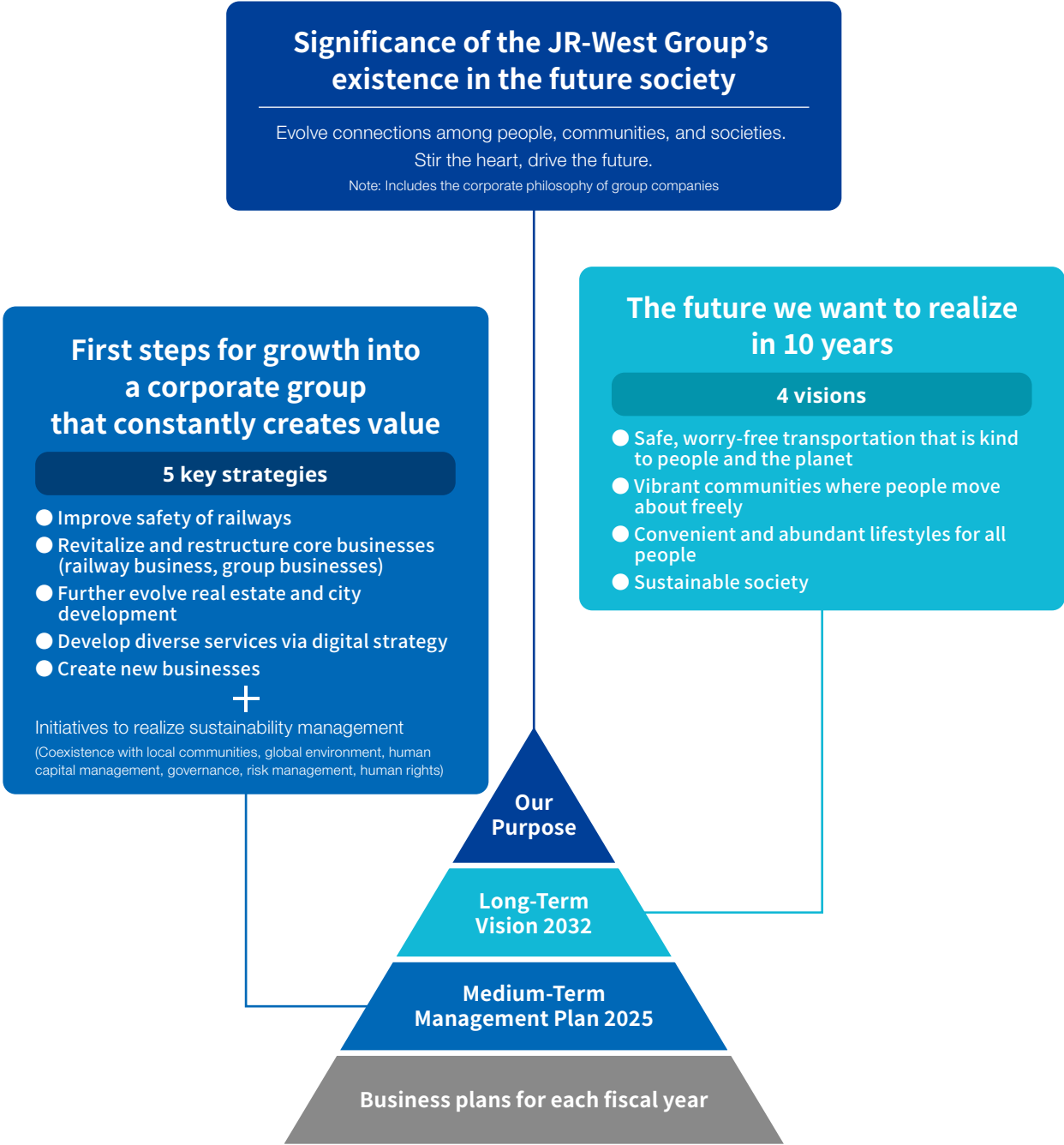
Sustained improvement in corporate value and shareholder value

Coworkers

Workplaces where all employees are motivated and can utilize their skills to the utmost, work environments where employees pull together and create synergies

# JR-West Group's Value Creation System

JR-West aims to evolve into a corporate group that continuously creates value in the future while striving to achieve Our Purpose in light of future society and issues.



# Unchanging Determination

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

It is the responsibility of the JR-West Group to prevent accidents such as the derailment accident on the Fukuchiyama Line from occurring again. It is our unchanging determination. We will continue to engrave the Fukuchiyama Line derailment accident in our hearts for the future. We will fulfill our responsibility as a company entrusted with precious human lives by building a system that ensures safety throughout the organization and a culture that prioritizes safety, and by having each and every member of the JR-West Group continuously working to achieve safety.

## Corporate Philosophy

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.

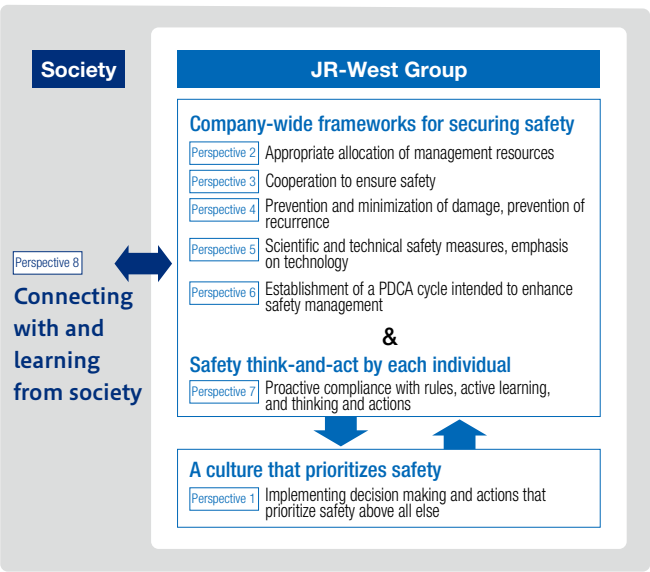
As stipulated in paragraph 1, we continue to pursue safety and make unremitting efforts to build railways that are safe and trusted by customers. We remain aware of our responsibility of being entrusted with customers' invaluable and precious lives, and will build up a track record of safety first.

### 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.

## Essential Perspectives in Achieving Safety

We will pass on the serious reflections and lessons of the derailment accident on the Fukuchiyama Line in the future, and will continue to make sincere and tireless efforts. In March 2021, we compiled essential perspectives in achieving safety as lessons from the Fukuchiyama Line derailment accident. Based on the essential perspectives in achieving safety, which is a compass for building safe railways in the future, we will regularly check the effectiveness of safety practices, the status of adequacy of initiatives, and the direction, and make improvements.



## Safety Charter

We have revised the Safety Charter, a safety action guideline, in conjunction with the establishment of the Corporate Philosophy, so that each employee can take concrete actions based on the value of prioritizing safety in their daily lives. With a strong sense of mission, each employee will practice safety first considerations every day.

### 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.