

➤ Establishment of a medical institution rooted in the local community (Nagoya Central Hospital)

Nagoya Central Hospital in Nakamura-ku, Nagoya, as a core hospital in the local community, provides advanced and high-quality acute care by coordinating with local ambulance services to take in over 4,300 ambulance calls per year and performing over 1,900 surgeries year round. Looking ahead, Nagoya Central Hospital will look always to provide advanced, safe, and high-quality medical care to further contribute to the local community.



Nagoya Central Hospital

➤ International exchanges

JR Central has deepened its tie with society in the form of international exchanges through receiving observation visits and exchanging human resources.

In terms of receiving observation visits, we have taken officials from foreign governments and related persons of overseas railway operators on tours of railway-related facilities, primarily of the Tokaido Shinkansen, to exchange opinions on railway management and other matters. These visits have provided related persons of overseas railway operators with opportunities to deepen their understanding of systems that support reliable and safe transportation through on-site observation of actual operations. In terms of exchanging human resources, we operate an exchange training program in which executives are dispatched to and from a U.K. railway operating company, as a way of providing opportunities for employees of both companies to gain further knowledge and develop their skills in railway management and technology through such exchange. Furthermore, in collaboration with several universities in the U.S., we operate a summer internship program for students, providing them with opportunities to learn about the railways and culture of Japan.

Outside Japan, JR Central maintains three overseas offices in Washington D.C., London and Sydney, where it undertakes a wide range of international operations, such as gathering information on railways and latest technologies around the world, exchanging information with specialists and persons in the railway industry in various countries, and engaging in PR activities for overseas markets. For example, in the U.K., we provide children with

exposure to state-of-the-art scientific technologies by holding physical classes at local schools to explain the mechanisms of the superconducting maglev system.

The exchange training program with the U.K. railway company and the internship program for university students in the U.S. have been held more than 20 times since their inception. When reunions for the participants of these programs are held, many alumni get together. The strong relationships of trust that we have nurtured with people who have visited our company over many years support the various activities we conduct overseas.

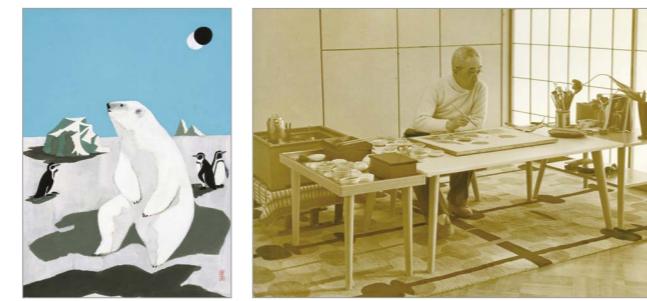


Exchange training program with a U.K. railway company

➤ Promotion of culture, art and lifelong learning (JR Central Lifelong Learning Foundation)

The JR Central Lifelong Learning Foundation is a public interest incorporated foundation established in October 1990 with the purpose of contributing to society through the promotion of culture, art and lifelong learning. The Foundation's main activities include holding exhibits of the artwork of Hoshun Yamaguchi, a pioneer of new Japanese-style painting who drove the Japanese art scene, at Hoshun Yamaguchi Memorial Hall (Hayama-machi, Kanagawa), which opened in October 1991, and opening the ateliers and gardens, which offer seasonal flowers and trees loved by Hoshun and his wife, for public viewing.

Further, in an effort to support lifelong learning, the Foundation engages in a wide range of cultural business activities, including holding classes on Japanese-style painting and organizing field trips to historic sites to learn about history.



«Boukyo - small sketch»
by Hoshun Yamaguchi, 1953

➤ Basic approach to human rights / JR Central Group Human Rights Policy

JR Central operates on the basis of respect for human rights, and we believe that enhancing employees' awareness of and sensitivity to human rights is important also from the perspective of fulfilling our corporate social responsibility. JR Central has been addressing human rights issues appropriately by taking human rights into consideration when hiring, ensuring appropriate customer response, incorporating new human rights issues, such as harassment, in training and awareness raising activities, sharing information on human rights promotion with

group companies, and requesting material suppliers to comply with the law and respect human rights. Furthermore, based on international guidelines such as the United Nations Guiding Principles on Business and Human rights, We have also established the JR Central Group Human Rights Policy, which is disclosed on our website together with information on the system to promote the policy and the specific details of activities such as training, as a guide for conducting business based on respect for human rights.

JR Central Group Human Rights Policy

September 1, 2022

- Respect for human rights
The JR Central Group conducts its business activities with respect for the human rights of all people, including customers, business partners and employees, based on international principles related to human rights.
- Scope of application
This Policy is applied to all companies of the JR Central Group.
- Training and awareness raising
The JR Central Group engages in appropriate training and extensive awareness-raising activities so that the Policy is understood and effectively implemented in all business activities of the Group.
- Human rights due diligence
The JR Central Group strives to prevent and alleviate negative impact on human rights in view of international principles, among others.

Dialogue with stakeholders

The JR Central Group engages in dialogue with stakeholders, based on which it works to respect human rights in its business activities.

Remedy and correction

In the event a business activity of the JR Central Group causes a negative effect on human rights or it becomes clear that its business activity has been involved in a negative effect on human rights, efforts for remedy and correction will be made through appropriate procedures.

Information disclosure

The JR Central Group appropriately discloses information on its initiatives on human rights through its website, etc.

Human rights promotion system

The Human Rights Promotion Committee at the head office oversees the Group's human rights promotion activities and has organized the Human Rights Promotion Liaison Committee to raise awareness of human rights throughout the Group. At JR Central, the Human Rights Promotion Subcommittee provides guidance to the Human Rights Promotion Office established in the Administration Department and

Human Rights Promotion Committee

Chairperson:
Executive Vice President and Representative Director (in charge of the Administrative Departments)
(Secretary) Human Rights Promotion Office, General Affairs Department

Human Rights Promotion Subcommittee

Chairperson:
General Manager of the Administration Department

Personnel and Recruitment Subcommittee

Chairperson:
General Manager of the Personnel Department

Human rights due diligence

In order to promote initiatives for respect for human rights, we identify human rights violation risks that require particular attention from

- Inappropriate response to customers
 - Occurrence of labor accidents and mental health problems
 - Occurrence of harassment
 - Discrimination due to lack of consideration or understanding (people with disabilities, LGBTQ, etc.)
 - Human rights violations in the supply chain

- Disclosure in integrated reports and on the website



- Implementation of employee training and education
- Improvement of facilities/environment
- Regular checks of business partners' human rights performance, etc.

- Implementation of audits, etc.
- Information gathering and sharing from relevant parties

Implementation of employee training and education

We provide education on human rights issues in general during rank-specific training programs, including new employee training, manager training, and mid-career/chief training. We also teach all employees involved in customer service, such as station staff, about their obligation

to provide reasonable accommodations for people with disabilities. In addition, we continuously provide training and education to enhance employees' awareness of human rights, such as anti-harassment training for all employees.