

### FY2017.3 Financial Results Presentation



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# I. JR East Group Management Vision V - Ever Onward Current Situation and Foresight

### The JR East Group's 30th Anniversary



### JR East Group Management Vision V

- Ever Onward -

(Announced on Oct. 30, 2012)

**Eternal Mission** 

**Pursuing Unlimited Potential** 

Extreme safety levels

Technological innovation

Service quality reforms

Tackling new business areas

Strengthening collaboration with local communities

Creating a corporate culture that maximizes human potential

1987 (Establishment of JR East)

Rehabilitation and revitalization of railways

[Establishment starting points]

- (1) Autonomous
- (2) Customer focused
- (3) Regionally rooted

2017(Now)

Evolving railways and pursuing new possibilities (Returning to establishment starting points)

Updated "Priority Initiatives Going Forward" of JR East Group Management Vision V

**Priority Groupwide Tasks** 

Improve the Safety and Reliability of Transportation

Take on the Challenge of Enhancing Profitability

Advance "TICKET TO TOMORROW" Initiatives

### Changing conditions

Declining population, technological innovation, globalization, etc.

### Improve the Safety and Reliability of Transportation



### Pursuing "Extreme Safety Levels"

change points

Changes in railway systems

Increasingly flat division of work

Rapidly advancing transition to next generation of employees

### **Advancing "Group Safety Plan 2018"**



Roundtable discussion



Accident History Exhibition Hall

### Overcoming safety weaknesses



Installation of simulators at drivers 
Cut model of railcar electric & conductors depots

Building a resilient railway



motor

### Implementing platform safety measures



Automatic platform gates installation



Dot-Braille blocks indicating platform edge

Seismic reinforcement measures



Rail replacement on Tohoku Shinkansen Line

Improve the safety and reliability of transportation

### Take on the challenge of enhancing profitability



### Promote use of railway network

### Enhance convenience through use of ICT, etc.

 Advance Internet sales (View online travel products, JR East Dynamic Rail Pack)

### Expand and improve Tokyo metropolitan area's railway network

- Begin introducing Series E235 mass-production railcars to Yamanote Line
- Begin using ATACS on Saikyo Line (around autumn 2017)

### **Expand and improve Shinkansen and other intercity railway networks**

•Stimulate tourism based on Hokkaido Shinkansen Line, Hokuriku Shinkansen Line, *Ikuze, Tohoku. Campaign*, and *Shinshu Destination Campaign* 

### **Expand and improve services for seniors**

 Establish Otona no Kyujitsu Club travel products with exclusive feel



SHINKANSEN YEAR 2017 campaign poster



New limited express Series E353 railcars for Chuo Line

## ■Initiatives to promote Japan as tourism-oriented nation

### Promote tourism in eastern Japan

- Promote tourism through collaboration with Tohoku
   Tourism Promotion Organization and all areas of Tohoku
- Begin operating TRAIN SUITE SHIKI-SHIMA

### Strengthen marketing capabilities overseas

- Promote sales of railway passes and travel products for visitors to Japan
- Launch air and land travel packages coordinated with international airlines
- Implement sales promotions tailored to each market

### Establish infrastructure to support tourists in close coordination with regions

 Establish JR EAST Travel Service Centers and tourist information centers



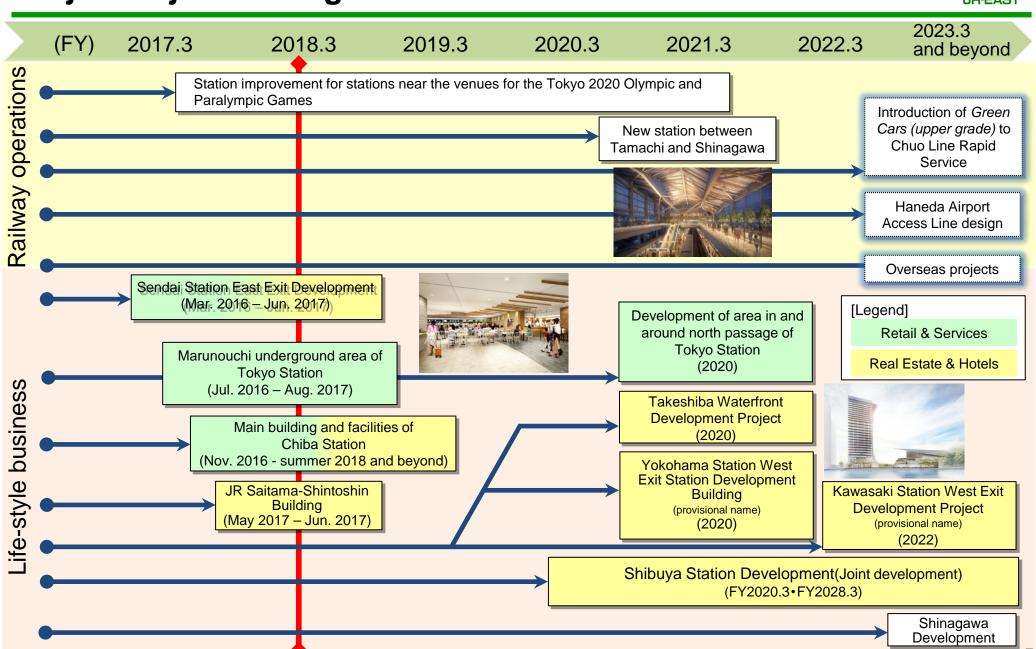
JR EAST Travel Service Center (Narita Airport Terminal 2.3 Station)



Tourist Information Center Akita City (Akita Station)

### **Major Projects Going Forward**





### **Advance "TICKET TO TOMORROW" Initiatives**



### **TICKET**

TO

**TICKET TO TOMORROW** 

### TOMORROW

Provide high-quality services in all business fields

Actively take on challenges in technological innovation, new business areas, etc.

Develop employees and create corporate culture that maximizes human potential

Advance strategies for visitors to Japan

Improve the convenience and establish the brand power of large-scale stations

JR East 2020 Project

### TICKET TO TOMORROW

Provide high-quality services in all business fields and upgrade each aspect of work

Pass on legacy for society and JR East Group beyond 2020

All JR East Group employees take on challenges to realize their new potential

### Contributing to the growing enthusiasm surrounding the event

Upgrade large-scale stations, revitalize regions, advance diversity, etc.

Helping to ensure that the Games proceed without issues

Establish barrier-free facilities, provide comfortable passenger rail transportation services, etc.

**Advance steadily** 

### **Strengthening Management Structure**



# ■ Enhance operational efficiency and productivity

### **Background**

Aging society, declining population

Securing personnel difficult

Increasing interest in "work-style reform"

etc.

### **Initiatives**

Compensation improvement

Reform of personnel expenses and business consignment expenses\*

\* JR East → Group companies, etc.

(Cost increase)

Enhance productivity

(Cost decrease)

Reform of work systems

- Reform of cleaning frequency and work time
- Advancement of multi-skill development
- Construction of systems, increasing operational efficiency, etc.

**Toward sustained growth of JR East Group** 

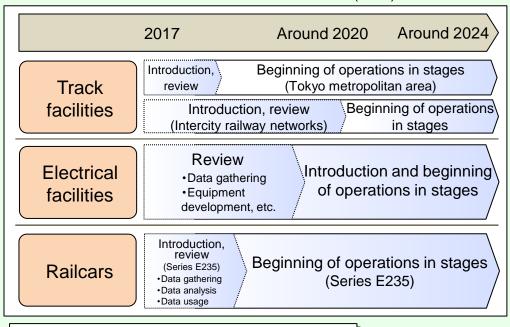
# ■ Cost reduction through technological innovation

Reliability enhancement and cost reduction through streamlining of facilities

ATACS: Saikyo Line (around autumn 2017)

Optimization of facilities and equipment maintenance

Advance Condition Based Maintenance (CBM)



Utilization of ICT to innovate operations

- Station remote control systems
- Use of artificial intelligence at call centers

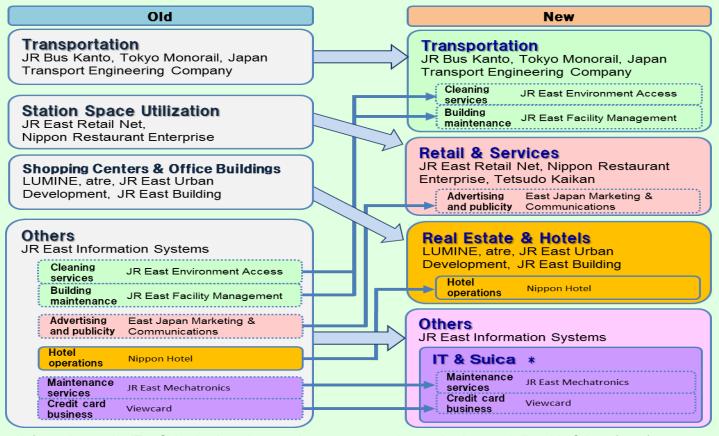
### **Revisions to Segment Information**



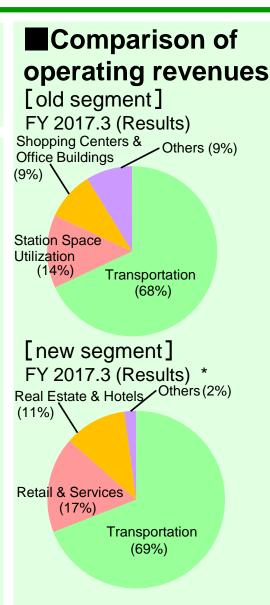
### Approach to Segment Revisions

From the fiscal year ending March 31, 2018, JR East revised its reportable segment classifications to focus on operational headquarters in order to better enforce its management approach based on segments that carry out managerial decision-making.

### **■** Comparisons of New and Old Segments



<sup>\*</sup>Information on the IT & Suica business's operating revenues and operating income is listed in Others for reference.



\*Total does not equal 100% due to rounding.

### FY2020.3 Numerical Targets (new segment)



(¥ billion)		2017.3	2018.3	2020.3	2020.3/2017.3	
		Results	Plan	Target	Increase / Decrease	(%)
Operating revenues		2,880.8	2,930.0	3,021.0	+140.1	104.9
	Transportation	1,989.8	2,001.0	2,028.0	+38.1	101.9
	Retail & Services	502.4	514.0	542.0	+39.5	107.9
	Real Estate & Hotels	326.3	344.0	362.0	+35.6	110.9
	Others	62.2	71.0	89.0	+26.7	143.0
Operating income		466.3	472.0	499.0	+32.6	107.0
	Transportation	334.2	335.0	350.0	+15.7	104.7
	Retail & Services	36.8	37.0	41.0	+4.1	111.3
	Real Estate & Hotels	80.3	83.0	89.0	+8.6	110.7
	Others	16.5	18.0	20.0	+3.4	120.6
	Adjustment	-1.6	-1.0	-1.0	+0.6	59.3

Main assumptions

(For the three years ending FY2020.3)

- Real GDP growth rate approx. +0.8% per year
- Basic growth rate for passenger revenues per year
  Commuter passes:
  approx. +0.2% per year
  Non-commuter passes:
  approx. +0.2% per year

Consolidated ROA (at the end of FY2020.3) (rate of operating income on total assets)

(rate of net income on equity)

Consolidated ROE (at the end of FY2020.3)

6%

Around **10%** 

Around

The three-year targets will be revised annually, and will be revised to new targets for the next three years starting from the following fiscal year.

### **Uses of Consolidated Cash Flows**



	Targets	FY2018.3
Consolidated operating cash flow	¥ <b>2.1</b> trillion (Three-year total to FY2020.3)	
Capital expenditures	¥ <b>1.7</b> trillion (Three-year total to FY2020.3)	<b>*</b> 530.0 billion
Investment needed for the continuous operation of business (Safety practice and transportation stability)	¥ <b>1,000.0</b> billion (¥600.0 billion)	¥ <b>319.0</b> billion
Growth investment	¥ <b>700.0</b> billion	¥ <b>211.0</b> billion
Shareholder returns	[Medium- to long-term target]  33% total return ratio (to net income)	¥140/share dividend
Debt reduction  * In addition, priority budget allocation may, V20.0 billion from	(During the 2020s)  ¥3,000.0 billion interest-bearing debt balance	debt

<sup>\*</sup> In addition, priority budget allocation max. ¥30.0 billion from the deposit balance on Mar. 31, 2017 (capital expenditures of ¥560.0 billion in total)

<sup>\*\*</sup> Share buybacks of max. 4.5 million shares or ¥40.0 billion (May 1 to Jul. 28, 2017 )



# II. FY2017.3 Financial Results and FY2018.3 Plan

# FY2017.3 Financial Results and FY2018.3 Plan (non-consolidated)



(¥	(¥ billion) 2016.3 2017.3		7.3	2017.3/2016.3		2018.3	2018.3/2	2017.3	
`	,	Results	Results	[Plan]	Increase / Decrease	(%)	Plan	Increase / Decrease	(%)
O	perating revenues	2,057.3	2,068.8	[2,060.0]	+11.4	100.6	2,079.0	+10.1	100.5
	Passenger revenues	1,805.0	1,816.2		+11.2	100.6	1,826.0	+9.7	100.5
	Others	252.3	252.5		+0.1	100.1	253.0	+0.4	100.2
O	perating expenses	1,647.3	1,680.1		+32.8	102.0	1,686.0	+5.8	100.3
	Personnel expenses	473.2	462.1		-11.1	97.7	453.0	-9.1	98.0
	Non-personnel expenses Energy Maintenance Other	702.6 60.3 256.3 385.8	741.6 58.5 287.9 395.1		+39.0 -1.8 +31.6 +9.2	105.6 96.9 112.3 102.4	754.0 64.0 286.0 404.0	+12.3 +5.4 -1.9 +8.8	101.7 109.4 99.3 102.2
	Usage fees to JRTT, etc.	86.9	88.0		+1.0	101.3	88.0	-0.0	99.9
	Taxes	90.5	94.4		+3.8	104.2	97.0	+2.5	102.7
	Depreciation	293.8	293.8		+0.0	100.0	294.0	+0.1	100.0
O	perating income	409.9	388.6	[373.0]	-21.3	94.8	393.0	+4.3	101.1
Oı	dinary income	359.4	341.6	[323.0]	-17.8	95.0	351.0	+9.3	102.7
Pr	ofit	209.0	243.3	[229.0]	+34.3	116.4	247.0	+3.6	101.5

### Passenger Revenues – FY2017.3 Results



(Yo	Y, ¥ billion)	Increase / decrease	(%)	(YoY, ¥ billion)	Positive and Negative Factors	Increase / Decrease
D		. 44. 0	400.0	Passenger revenues		+11.2
Pass	senger revenues	+11.2	100.6	Commuter passes reven	ues (Seasonal Tickets)	+3.9
C	ommuter passes	0.0	400.0	Non-commuter passes re	Non-commuter passes revenues (Ordinary Tickets)	
	easonal tickets)	+3.9	100.8		Hokkaido Shinkansen	+9.5
No			Inbound tourism	+2.5		
passes		+7.3	100.6		Otona no Kyujitsu Club	+0.5
(C	ordinary tickets)			Shinkansen	Holiday, etc.	+0.5
				(+5.9)	Absence of Zenkoji Gokaicho	-0.5
	Shinkansen Network	+5.9	101.1	(+3.9)	Absence of Leap-year	-1.0
					Absence of Consecutive Holidays over Silver Week	-2.5
					Decrease in Hokuriku Shinkansen	-6.0
					Basic Trend	+2.5
					Holiday, etc.	+2.5
		+3.1 100.			Weekends of February	+1.0
	Kanto Area Network		100.4	Kanto Area Network	Natural disasters (Typhoon) (increased occurrence compared to previous year)	-0.5
	of Conventional Lines	10.1	100.1	(+3.1)	Absence of Consecutive Holidays over Silver Week	-2.0
					Absence of Leap-year	-2.0
					Basic Trend	+4.5
	Other Network of Conventional	-1.7	96.6	Other Network	Opening of Hokkaido Shinkansen Line (decrease in conventional line)	-1.0
	Lines			(-1.7)	Basic Trend	-0.5 15

### Passenger Revenues – FY2018.3 Plan



(YoY, ¥ billion)	То	tal		Basic
	1st half	2nd half	Main factors behind change	Trend
December revenues	100	.5%		100.40/
Passenger revenues +9.7 billion +9.7 billion	100.6%	100.5%		100.4%
Commuter passes	100	.4%		100.20/
(Seasonal tickets) +1.8 billion	100.3%	100.4%		100.3%
Non-commuter passes	100.6%			100 40/
(Ordinary tickets) +7.9 billion	100.7%	100.5%		100.4%
Shinkansen Network	101.0%		Inbound tourism: +1.5 Natural disasters (increased occurrence)	100.00/
+5.5 billion	101.2%	100.8%	compared to previous year): -0.5 •Hokkaido Shinkansen: -1.0	100.9%
Kanto Area Network of Conventional Lines	100.4%		Inbound tourism: +2.0 Natural disasters (increased occurrence)	400.00
+2.7 billion	100.4%	100.4%	compared to previous year): -1.0	100.2%
Other Network of Conventional Lines	99.	2%		00.40/
-0.3 billion	99.4%	99.0%		98.4%

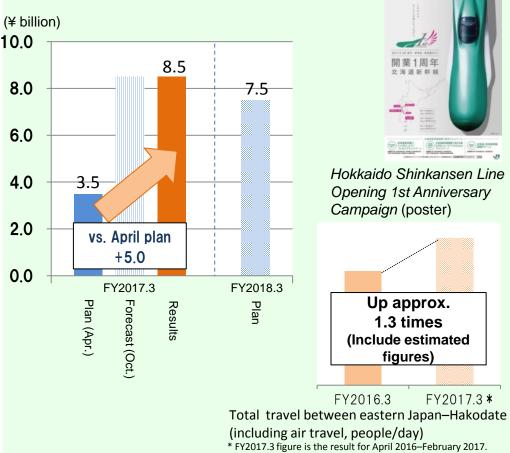
### Topics (Hokkaido Shinkansen and Hokuriku Shinkansen)



### Hokkaido Shinkansen

Amount contributed by Hokkaido Shinkansen (target and result)

\* Shinkansen increase net of conventional line decrease



\* The figures have been estimated for certain airlines.

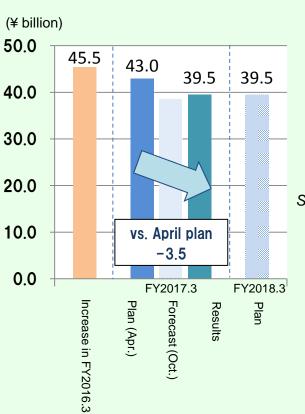
### (Initiatives to promote usage)

☐ Roll out Hokkaido Shinkansen Line Opening 1st Anniversary
Campaign and market commemorative View travel products and
Otona no Kyujitsu Club pass

### Hokuriku Shinkansen

Amount contributed by Hokuriku Shinkansen (target and result)

\* Shinkansen increase net of conventional line decrease





Seasonal Beauty Itsutsuboshi. Hokuriku Shinkansen Campaign (poster)



View travel products (pamphlet)

### (Initiatives to promote usage)

☐ Publicize the appeal of Hokuriku area in each season through Seasonal Beauty Itsutsuboshi. Hokuriku Shinkansen Campaign and establish products throughout the year

### **Topics (Forecast of Inbound Revenues)**



### Railway business

New inbound revenue (FY2017.3 results)

# Previous inbound revenue Railway pass revenue \$\frac{\text{\text{Y11.0 billion}}}{\text{(up 26% YoY)}} + \text{Shinkansen revenue (excluding railway pass usage)} \$\frac{\text{\text{\text{\text{Y3.0 billion}}}}{\text{\tex

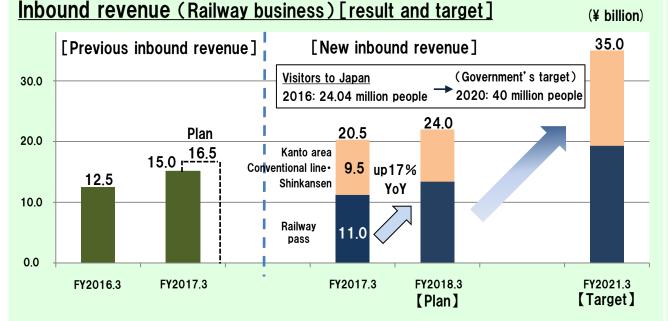
\* Excluding processing fees (approx. ¥4.0 billion) included in previous inbound revenue

Survey of travel by visitors to Japan

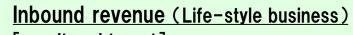
(NTT DATA Corporation and JR East joint announcement, April 20, 2017)

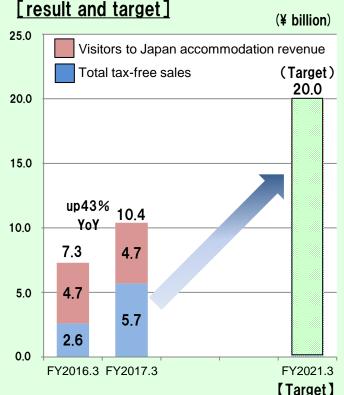
¥20.5

billion



### **■**Life-style business





- \* Visitors to Japan accommodation revenue is the aggregate of accommodation revenue from HOTEL METS and the previously identified results for Metropolitan Hotels.
- \* Total tax-free sales are the aggregate of tax-free sales other than tax-free counter sales and the previously identified total sales volume at tax-free counters.

### **Operating Expenses (non-consolidated) – FY2017.3 Results**



(¥ billio	n)	2016.3	2017.3	2017.3/	2016.3	
		Results	Results	Increase / Decrease	(%)	Main factors behind change
Operating expenses		1,647.3	1,680.1	+32.8	102.0	
Personnel expenses  Non-personnel expenses		473.2	462.1	-11.1	97.7	•Decrease in number of employees etc.
		702.6	741.6	+39.0	105.6	
	Energy	60.3	58.5	-1.8	96.9	Decrease in fuel costs of thermal power plants: -9.4     Renewable energy surcharge: +1.1     Maintenance of thermal power plants etc.:+5.4
	Maintenance	256.3	287.9	+31.6	112.3	General maintenance expenses: +30.5     (Provision for Large-Scale Renovation of Shinkansen Infrastructure: +24.0,     Construction supplementary maintenance: +3.3,     Safety countermeasures in response to accidents: +3.2)     Railcar maintenance expenses: +1.1
	Other	385.8	395.1	+9.2	102.4	Outsourcing expenses: +3.8 Systems usage expenses: +2.1 Railcar usage expenses: +1.1
Usage fees to JRTT, etc.		86.9	88.0	+1.0	101.3	Shinkansen:+3.3 (Hokkaido Shinkansen: +2.1) Decrease due to the end of leasing of some railway facilities (Musashino Line), etc.:-2.3
Tax	es	90.5	94.4	+3.8	104.2	Amendment of pro forma standard taxation:+3.5     Property tax, etc.:+0.5
Dep	reciation	293.8	293.8	+0.0	100.0	

<sup>•</sup>Personnel expenses + Business consignment expenses (FY2017.3 Result) : ¥670.8 billion \* (-¥5.0 billion YoY)

<sup>\*</sup>Personnel expenses: ¥462.1 billion, Business consignment expenses: ¥208.6 billion

### Operating Expenses (non-consolidated) – FY2018.3 Plan



(¥ billio	n)	2017.3	2018.3	2018.3/2	2017.3	
		Results	Plan	Increase / Decrease	(%)	Main factors behind change
Opera	ting expenses	1,680.1	1,686.0	+5.8	100.3	
_	sonnel enses	462.1	453.0	-9.1	98.0	•Decrease in number of employees etc.
	n-personnel enses	741.6	754.0	+12.3	101.7	
	Energy	58.5	64.0	+5.4	109.4	•Increase in fuel costs of thermal power plants
	Maintenance	287.9	286.0	-1.9	99.3	
	Other	395.1	404.0	+8.8	102.2	Outsourcing expenses: +7.1  Utility expenses(increase in unit price, etc.): +2.3  Railcar usage expenses: -1.5
	ige fees to T, etc.	88.0	88.0	-0.0	99.9	
Tax	es	94.4	97.0	+2.5	102.7	•Increase in property tax, etc.
Depreciation		293.8	294.0	+0.1	100.0	Increase due to capital expenditures     Decrease due to the amendment of the rules regarding depreciation

<sup>•</sup>Personnel expenses + Business consignment expenses (FY2018.3 Plan) : ¥669.0 billion\* (-¥1.8 billion YoY)

<sup>\*</sup>Personnel expenses: ¥453.0 billion, Business consignment expenses: ¥216.0 billion

### FY2017.3 Financial Results (consolidated, old segment)



(¥	billion)	2016.3	2017.3	3	2017.3/	2016.3
		Results	Results	[Plan]	Increase / decrease	(%)
O	perating revenues	2,867.1	2,880.8	[2,878.0]	+13.6	100.5
	Transportation	1,954.5	1,959.8		+5.2	100.3
	Station Space Utilization	399.9	399.6		-0.2	99.9
	Shopping Centers & Office Buildings	255.9	267.6		+11.6	104.6
	Others	256.6	253.6		-2.9	98.8
O	perating income	487.8	466.3	[450.0]	-21.5	95.6
	Transportation	348.5	326.4		-22.1	93.6
	Station Space Utilization	35.0	32.9		-2.1	94.0
	Shopping Centers & Office Buildings	71.6	75.0		+3.4	104.8
	Others	35.0	34.9		-0.0	99.9
	Adjustment	-2.4	-3.1		-0.6	124.9
0	dinary income	428.9	412.3	[393.0]	-16.5	96.1
Pı	ofit attributable to owners of parent	245.3	277.9	[266.0]	+32.6	113.3

### FY2018.3 Plan (consolidated, new segment)



(¥ billion)	2017.3	2018.3	2018.3/	/2017.3	
	Results	Plan	Increase / Decrease	(%)	
Operating revenues	2,880.8	2,930.0	+49.1	101.7	
Transportation	1,989.8	2,001.0	+11.1	100.6	
Retail & Services	502.4	514.0	+11.5	102.3	
Real Estate & Hotels	326.3	344.0	+17.6	105.4	
Others	62.2	71.0	+8.7	114.1	
Operating income	466.3	472.0	+5.6	101.2	
Transportation	334.2	335.0	+0.7	100.2	
Retail & Services	36.8	37.0	+0.1	100.4	
Real Estate & Hotels	80.3	83.0	+2.6	103.3	
Others	16.5	18.0	+1.4	108.6	
Adjustment	-1.6	-1.0	+0.6	59.3	
Ordinary income	412.3	424.0	+11.6	102.8	
Profit attributable to owners of parent	277.9	286.0	+8.0	102.9	

### Transportation (old segment) Results / **Transportation (new segment) Plan**



### [Transportation (old segment) Results ]

(¥ billion)	2016.3	2017.3	2017.3/ 2016.3
Operating revenues	1,954.5	1,959.8	+5.2 100.3%
Operating income	348.5	326.4	-22.1 93.6%

L Hallsbollation (Hew Seginetit) i lan	[Transportation	(new segment)	Plan
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(¥ billion)	2017.3 Results	2018.3 Plan	2018.3/ 2017.3
Operating revenues	1,989.8	2,001.0	+11.1 100.6%
Operating income	334.2	335.0	+0.7 100.2%

### Operating revenues

- main positive and negative factors (FY2017.3) (¥ billion)

JR East	+6.0	Increase in passenger revenues
J-TREC	-1.4	Decrease in vehicle export to overseas

### FY2018.3 Topics

- Hokkaido Shinkansen Line Opening 1st Anniversary Campaign (Feb. to Sep. 2017)
- Ikuze, Tohoku. Campaign (Apr. 2017 to Mar. 2018)
- Seasonal Beauty Itsutsuboshi. Hokuriku Shinkansen Campaign (Apr. 2017 to Mar. 2018)
- •Begin operating TRAIN SUITE SHIKI-SHIMA (1 May 2017)
- Shinshu Destination Campaign (Jul. to Sep. 2017)



TRAIN SUITE SHIKI-SHIMA



Shinshu Destination Campaign (logo)

### Station Space Utilization (old segment) Results / Retail & Services (new segment) Plan



### [Station Space Utilization (old segment) Results ] [Retail & Services (new segment) Plan]

(¥ billion)	2016.3	2017.3	2017.3/ 2016.3
Operating revenues	399.9	399.6	-0.2 99.9%
Operating income	35.0	32.9	-2.1 94.0%

(	(¥ billion)	2017.3 Results	2018.3 Plan	2018.3/ 2017.3
	Operating revenues	502.4	514.0	+11.5 102.3%
	Operating income	36.8	37.0	+0.1 100.4%

### Operating revenues

- main positive and negative factors (FY2017.3) (¥ billion)

JR East Retail Net (J-Retail)	-1.5
Tetsudo Kaikan	-0.6

Tohoku Sougou Service +2.5

Stores closed for construction Stores closed for construction Increase in sales

### FY2018.3 Topics

 Gransta Marunouchi, Gransta New Area (fully open in Aug. 2017)

### [Reference] Monthly trends (comparison with same month of previous year, %)

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	2nd-half total	Full year
Retails & Restaurant Total	98.8	99.8	102.3	100.8	99.5	102.2	100.6	99.5
J-Retail (existing stores)	101.1	101.5	102.8	101.0	100.1	102.1	101.5	100.8
NRE (existing stores)*	101.1	97.9	101.1	99.3	99.4	97.7	99.4	98.5

<sup>\*</sup> For NRE, hotel operations revenues not included

# Shopping Centers & Office Buildings (old segment) Results / Real Estate & Hotels (new segment) Plan



[Shopping Centers & Office Buildings (old segment) Results ]

(¥ billion) 2017.3/ 2016.3 2017.3 2016.3 +11.6 Operating 255.9 267.6 revenues 104.6% +3.4Operating 71.6 75.0 income 104.8% [Real Estate & Hotels (new segment) Plan]

(¥ billion)	2017.3 Results	2018.3 Plan	2018.3/ 2017.3
Operating revenues	326.3	344.0	+17.6 105.4%
Operating income	80.3	83.0	+2.6 103.3%

### Operating revenues

- main positive and negative factors (FY2017.3) (¥ billion)

JR East Building	+5.7	Opening of JR SHINJUKU MIRAINA TOWER (Feb. 2016) Opening of NEWoMan (Phase I, Mar. 2016) Opening of S-PAL Sendai East Building
LUMINE	+4.1	Opening of <i>NEWoMan</i> (Phase I, Mar. 2016)
Sendai Terminal	+1.5	Opening of S-PAL Sendai East Building
Building		(Mar. 2016)

### FY2018.3 Topics

- Saitama-Shintoshin Building (May to Jun. 2017 Open)
- Hotel Metropolitan Sendai East (Jun. 2017 Open)
- Perie Chiba (Ekinaka) (Apr. and Jun. 2017 Open)
- Perie Chiba (Shopping Center)
   (Autumn 2017 begin operation in advance)

[Reference] Monthly trends (comparison with same month of previous year, %)

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	2nd-half total	Full year
Shopping Centers Total	104.4	104.4	102.2	101.7	101.3	103.4	102.9	103.0
LUMINE (existing stores)	101.2	102.8	100.1	98.9	94.3	103.3	100.5	99.8
atré (existing stores)	99.1	100.7	97.5	97.0	97.5	99.5	98.5	98.9

### Others (old segment) Results / Others (new segment) Plan



LOthers	(old	segment)	Results	_
---------	------	----------	---------	---

(¥ billion)	2016.3	2017.3	2017.3/ 2016.3
Operating revenues	256.6	253.6	-2.9 98.8%
Operating income	35.0	34.9	-0.0 99.9%

### [Others (new segment) Plan]

(¥ billion)	2017.3 Results	2018.3 Plan	2018.3/ 2017.3
Operating revenues	62.2	71.0	+8.7 114.1%
Operating income	16.5	18.0	+1.4 108.6%

### Operating revenues

- main positive and negative factors (FY2017.3) (¥ billion)

JR East Information Systems	-8.2	Decrease in systems regarding Hokkaido S
JR East Rail Car Technology	-4.8	Decrease in construc
& Maintenance		Hokkaido Shinkanse
JR East Mechatronics	-1.7	Decrease in sales of
View Travel Service	+2.6	Increase in travel pace of product development
East Japan Marketing & Communications	+4.1	Increase in advertisin

### s contract revenues Shinkansen ction work related to f IC-related equipment

ckages due to transfer nent responsibility

ing materials

### FY2017.3 Hotel operating results

Operating revenues: ¥51.6 billion (101.3%)

(including revenues inside group)

Operating income: ¥4.4billion (106.0%)

### FY2017.3 IT & Suica operating results

Operating revenues: ¥44.4 billion

(operating revenues from outside customers)

Operating income: ¥8.5billion

### FY2018.3 Topics

Japan International Consultants for Transportation (General Consultancy of The Mumbai – Ahmedabad High Speed Railway Project)

[Reference] Monthly trends (comparison with same month of previous year, %)

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	2nd-half total	Full year
Hotel	98.8	99.7	103.7	103.1	100.7	103.0	101.4	100.9

# Summary of Non-operating Income / Expenses and Extraordinary Gains / Losses (consolidated) - Results and Plan



(¥ billion)	2016.3	2017.3	Increase/		2018.3	Increase/
	Results	Results	decrease		Plan	decrease
Operating income	487.8	466.3	-21.5		472.0	+5.6
Non-operating income or expenses	-58.9	-53.9	+4.9		-48.0	+5.9
Non-operating income	21.6	20.2	-1.3			
Interest income	0.2	0.0	-0.1			
Dividend income	3.7	3.8	+0.1			
Insurance proceeds and dividends	10.0	9.2	-0.8			
Equity in net income of affiliated companies	2.5	2.0	-0.5			
Other	5.0	5.0	-0.0			
Non-operating expenses	80.5	74.2	-6.2	Interest exper		
Interest expense	76.3	70.2	(-6.0	Bond interest	, ,	
Other	4.2	4.0	-0.2	E Bona intoroot	[	i
Ordinary income	428.9	412.3	-16.5		424.0	+11.6
Extraordinary gains or losses	-44.0	-8.0	+35.9		-10.0	-1.9
Extraordinary gains	36.7	54.7	+18.0			
Gains on sales of fixed assets	0.8	11.8	+10.9			
Construction grants received	24.4	27.5	+3.0			
Insurance proceeds related to earthquake	3.6	13.6	+10.0			
Other	7.7	1.7	-6.0			
Extraordinary losses	80.7	62.7	-17.9			
Losses on reduction entry for construction grants	18.3	22.7	+4.4			
Impairment losses on fixed assets	12.2	6.6	-5.6			
Intensive seismic reinforcement costs	10.2	17.3	+7.1			
Environmental conservation costs	0.8	6.4	+5.5			
Provision for allowance for earthquake-damage losses	25.0	-	-25.0			
Other	13.8	9.5	-4.3			
Income before income taxes	384.8	404.2	+19.4			

### **Summary of Cash Flows (consolidated)**



(¥ billion)	2016.3	2017.3	Increase/ decrease
	Increase in payn	nents of income tax	res -43.0
Cash Flows from Operating Activities (I)	673.1	652.9	-20.2
	Change in accou	ınts payable for fix	ed assets -75.8
Cash Flows from Investing Activities (II)	-499.5	-557.5	-57.9
Free Cash Flows (I) + (II)	173.5	95.3	-78.1
Cash Flows from Financing Activities (III)	-110.2	-116.2	-6.0
Net Change in Cash and Cash Equivalents (I) + (II) + (III)	63.2	-20.9	-84.1
Cash and Cash Equivalents at Beginning of the Year	245.1	307.8	+62.6
Decrease in Cash and Cash Equivalents Resulting from Exclusion of Subsidiaries from Consolidation	-0.6	1	+0.6
Increase in Cash and Cash Equivalents due to Merger	_	0.2	+0.2
Cash and Cash Equivalents at End of the Year	307.8	287.1	-20.6

### **Change in Capital Expenditures (consolidated)**



(¥ billion)		2014.3 (Results)	2015.3 (Results)	2016.3 (Results)	2017.3 (Results)	2018.3 (Plan)	
		Growth investment	85.9	65.2	47.0	54.8	79.0
Transpo	Transportation *1	Investment needed for the continuous operation of business	325.9	336.5	345.2	328.3	344.0
		Total	411.9	401.8	392.2	383.1	423.0
	Non- transportation *1	Growth investment	107.6	111.9	136.4	115.1	132.0
		Investment needed for the continuous operation of business	6.1	8.3	13.3	8.4	5.0
		Total	113.7	120.2	149.7	123.5	137.0
		Growth investment	193.6	177.1	183.4	169.9	211.0
		Investment needed for the continuous operation of business	332.0	344.9	358.5	336.7	349.0
		(Depreciation)	348.0	353.2	359.5	364.1	374.0
		Total	525.7	522.1	541.9	506.7	560.0

<sup>\*1</sup> In accordance with a revision of segment information, the plan for the fiscal year ending March 2018 shows investment amounts for transportation and non-transportation based on the new segments. Further, the results show investment amounts for transportation and non-transportation based on the previous segments.

<sup>\*2</sup> Includes priority budget allocation (¥14.7 billion resulted in FY2014.3) (¥16.6 billion resulted in FY2015.3)

<sup>(¥18.1</sup> billion resulted in FY2016.3) (¥23.5 billion resulted in FY2017.3) (¥30.0 billion planned in FY2018.3)

### Capital Expenditures in FY2018.3 - FY2020.3





[FY2018.3 - FY2020.3]

### Growth investment

¥700.0 billion

Investment needed for the continuous operation of business

¥**1,000.0** billion

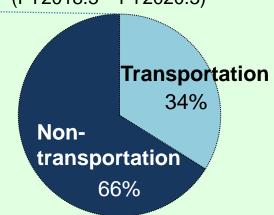
Priority budget allocation \* \$30.0 billion \*

\* Planned in FY2018.3

### Growth investment

### [Breakdown]

(FY2018.3 - FY2020.3)



### [Results of growth investment]

- •Regarding the Company's criteria for investment decisions on large-scale development projects, the Company makes investment decisions using the DCF method and periods of 20 or 30 years.
- •When making investment decisions using a 20-year period, the Company invests in projects that will give a return on investment\* of approximately 6% or higher.
- \* Cash flows from operating activities of single fiscal year / capital expenditures
- •The overall cash flows from operating activities of growth investment projects has been surpassing the target by approximately 10%.

### Approach to investment needed for the continuous operation of business

•Costs reduction efforts are made when renewing facilities, and the capital is used for new investments and improvement of functionality when replacing aging facilities.

[Example of new investment]

- Automatic platform gates
- Barrier-free facilities

Capital expenditures

Capital used for new investments and improvement of functionality when replacing aging facilities

Investment needed for the continuous operation of business (simple replacement)

Time of introduction

Time of renewal

### **Major Projects of the Life-style Business Going Forward**



		Total floor sp	pace (m²)			Forecast for	
	Opening		Office (m²)	Commercial (m²)	Hotel (rooms)	operating revenues (Full-year basis)	
JR Shinjuku Miraina Tower	Mar. & Apr. 2016	Approx. 111,000	Approx. 77,200	Approx. 9,400	-	Real Estate & Hotels Approx. ¥12.5 bn	
Sendai Station East Exit	Mar. 2016	Approx. 43,000		Approx. 41,000	-	Retail & Services Approx. ¥2.5 bn	
Development	Jun. 2017	Approx. 14,000		-	Approx. 280	Real Estate & Hotels Approx. ¥3.0 bn	
Marunouchi underground area of Tokyo Station	Jul. 2016 – Aug. 2017	Approx. 19,000	-	Approx. 3,700	-	Retail & Services Approx. ¥11.0 bn	
Main building and facilities of Chiba Station	Nov. 2016 – summer 2018 and beyond (fully open)	Approx. 73,800		Approx. 57,400	-	Real Estate & Hotels Approx. ¥5.5 bn	
Shibuya Station Development	(East Tower) FY2020.3 (Central & West Tower)	Approx. 276,000	(Leased floor) Approx. 73,000	(Store space) Approx. 70,000			
(Joint development)	FY2028.3	(East Tower) Approx. 181,000	(East Tower) Approx. 73,000	(East Tower) Approx. 30,000			
Development of area in and around north passage of Tokyo Station	2020	Approx. 17,600	-	Approx. 6,300	-		
Yokohama Station West Exit Station Development Building (Provisional name)	2020	Approx. 122,000	Approx. 28,000	Approx. 70,000	-		
Takeshiba Waterfront Development Project	2020	Approx. 108,500	Approx. 15,000	Approx. 8,000	Approx. 270		
Kawasaki Station West Exit Development Project (Provisional name)	2022 (Plan)	Approx. 138,900	(Leased floor) Approx. 65,000	(Store space) Approx. 2,200	Approx. 300		
Shinagawa Development Project  2020: Provisional oper of new station Around 2024: Opening		Area	a for development	: Approx. 130,000	ı	31	

### **Change in Interest-bearing Debt Balance (consolidated)**



(¥ billion)	2013.3 (Results)	2014.3 (Results)	2015.3 (Results)	2016.3 (Results)	2017.3 (Results)
Bonds	s 1,659.7 (1.94%)		1,764.8 (1.84%)	1,809.9 (1.83%)	1,839.9 (1.73%)
Long-term loans	853.7 (1.57%)	899.8 (1.43%)	965.4 (1.30%)	993.7 (1.23%)	1,030.1 (1.14%)
Long-term liabilities incurred for purchase of railway facilities	793.2 (5.63%)	666.4 (5.78%)	545.2 (5.97%)	<b>438.3</b> (6.18%)	340.9 (6.45%)
Other interest- bearing debt	0.8 (0.76%)	2.3 (1.27%)	_	_	_
Total	3,307.4 (2.73%)	3,288.4 (2.56%)	3,275.5 (2.37%)	3,241.9 (2.23%)	3,211.0 (2.04%)

Top: Balance

Bottom: Average interest rate



### **III. Reference Materials**

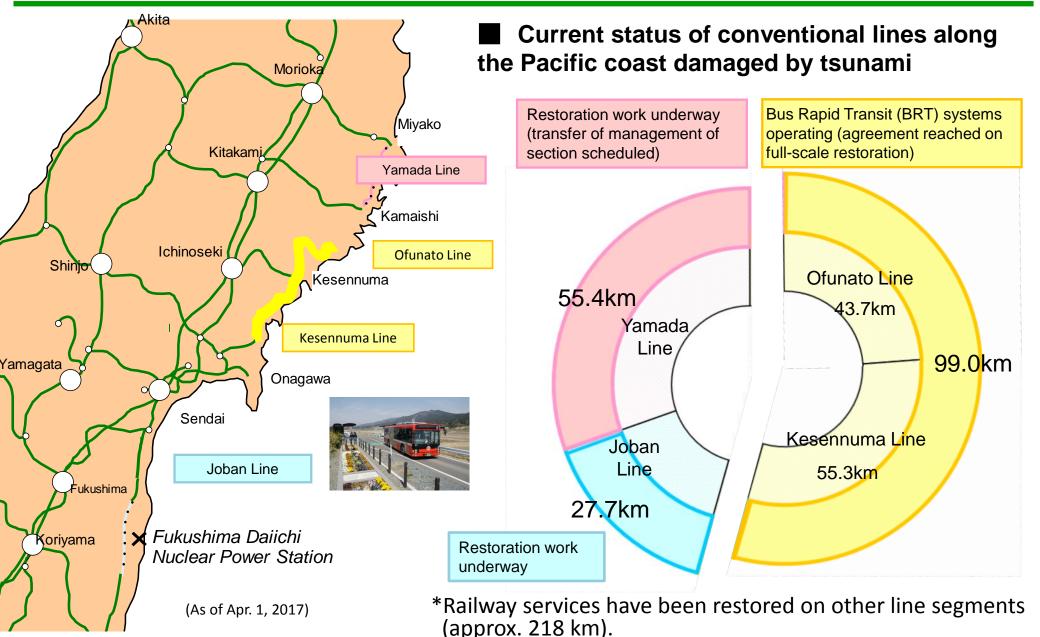
### FY2018.3 Traffic Volume and Passenger Revenues - Plan



Commuter Passes: Seasonal Tickets		(mi	Traffic Volume (million passenger kilometers)				Passenger Revenues (¥ billion)				
Non-commuter Passes: Ordinary Tickets			2017.3 Results	2018.3 Plan	Increase / decrease	(%)	2017.3 Results	2018.3 Plan	Increase / decrease	(%)	
Shinkansen Commuter Passes		1,754	1,760	+6	100.3	23.8	23.9	+0.0	100.3		
		Non-commuter Passes	21,422	21,634	+212	101.0	560.5	566.0	+5.5	101.0	
		Total	23,176	23,395	+218	100.9	584.3	590.0	+5.6	101.0	
Col	Kanto Area Network	Commuter Passes	70,202	70,468	+266	100.4	456.0	457.7	+1.7	100.4	
Conventional		Non-commuter Passes	36,113	36,252	+139	100.4	707.0	709.7	+2.7	100.4	
tiona		Total	106,315	106,721	+405	100.4	1,163.0	1,167.5	+4.4	100.4	
l Lines	Other Network	Commuter Passes	3,074	3,086	+11	100.4	18.4	18.5	+0.0	100.4	
Se		Non-commuter Passes	2,530	2,511	-19	99.2	50.2	49.9	-0.3	99.2	
		Total	5,605	5,597	-7	99.9	68.7	68.4	-0.3	99.6	
	Total	Commuter Passes	73,276	73,555	+278	100.4	474.5	476.3	+1.8	100.4	
		Non-commuter Passes	38,644	38,764	+120	100.3	757.2	759.6	+2.3	100.3	
		Total	111,921	112,319	+398	100.4	1,231.8	1,235.9	+4.1	100.3	
Total		Commuter Passes	75,031	75,315	+284	100.4	498.4	500.2	+1.8	100.4	
		Non-commuter Passes	60,066	60,399	+332	100.6	1,317.8	1,325.7	+7.9	100.6	
		Total	135,098	135,715	+616	100.5	1,816.2	1,825.9	+9.7	100.5	

# Operation Suspended Lines and Segments Damaged by Tsunami during Great East Japan Earthquake

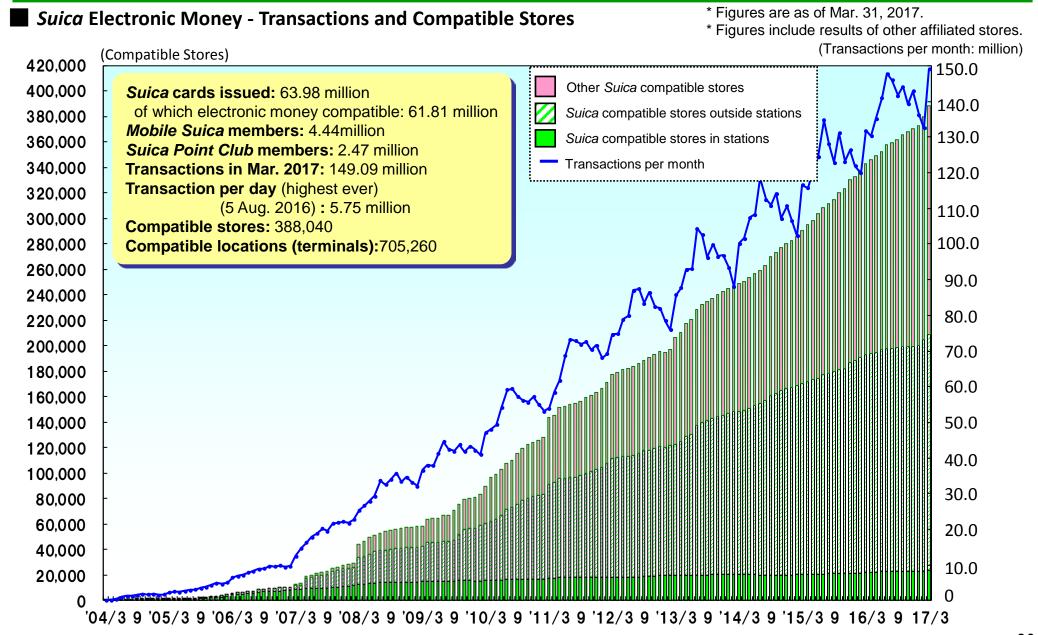




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### Suica





# Development of **Qcute**



	Omiya	Shinagawa	Tachikawa	Nippori	Tokyo	Ueno	Shinagawa South	Akabane
Beginning of operations	Mar. 2005	Oct. 2005	Oct. 2007 (phase I) Oct. 2008 (phase II) Aug. 2016 (floor space increase)	Mar. 2008 Jun. 2009 (floor space increase)	Mar. 2010	Dec. 2010 (phase I) Mar. 2011 (phase II)	Dec. 2010 (phase I) Feb. 2011 (phase II) Apr. 2011 (phase III) May 2011 (phase IV)	Mar. 2011 (phase I) Jul. 2011 (phase II) Aug. 2011 (phase III) Sep. 2011 (phase IV)
Store space	Approx. 2,300 m <sup>2</sup>	Approx. 1,600 m <sup>2</sup>	Approx. 4,500 m <sup>2</sup>	Approx. 300 m <sup>2</sup>	Approx. 800 m <sup>2</sup>	Approx. 4,300 m²	Approx. 1,900 m <sup>2</sup>	Approx. 1,645 m <sup>2</sup>
Number of shops	73	48	70	16	27	74	40	52
FY2017.3 Results (YoY, %)	¥ 10.2 billion (106.1%)	¥ 7.1 billion (103.8%)	¥ 4.9 billion (85.9%)	¥ 1.8 billion (102.1%)	¥ 5.5 billion (109.5%)	¥ 9.8 billion (101.4%)	¥ 11.3 billion (102.2%)	¥ 5.4 billion (100.6%)

# **Hotel Operations - Overview**



*Metropolitan Hotels* (10 hotels, 3,032 guest rooms)

Hotel Metropolitan (Ikebukuro), Edmont (Iidabashi), Takasaki, Nagano, Sendai, Morioka, Morioka New Wing, Akita, Yamagata and Marunouchi

Operating revenues\*: ¥ 14.3 billion (FY2017.3) Occupancy rate: 82.0%

HOTEL METS chain (23 hotels, 2,687 guest rooms)

Kumegawa, Musashisakai, Kokubunji, Urawa, Mito, Kawasaki, Tabata, Tsudanuma, Kitakami, Nagaoka, Mizonokuchi (Musashi-Mizonokuchi), Shibuya, Kamakura Ofuna (Ofuna), Hachinohe, Mejiro, Akabane, Fukushima, Koenji, Tachikawa, Komagome, Yokohama Tsurumi (Tsurumi), Hotel R-Mets Utsunomiya and Niigata

Operating revenues\*: ¥ 8.3 billion (FY2017.3) Occupancy rate: 85.8%

- The Tokyo Station Hotel (150 guest rooms)
- Familio, Folkloro (8 hotels, 344 guest rooms)
- Hotel Dream Gate Maihama (80 guest rooms)
- Hotel New Grand (240 guest rooms)

(As of Mar. 31, 2017)

<sup>\*</sup> Simple sum of operating revenues from each hotel.

# **Major Subsidiaries - Results and Plan**



(¥ billion)		2016.3 Results	2017.3 Results	2017.3/ 2016.3	2018.3 Plan	2018.3/ 2017.3
JR East Retail Net	Operating revenues	196.5	194.0	98.8%	194.4	100.2%
(J-Retail)	Operating income	2.6	1.4	56.5%	1.5	106.8%
Nippon	Operating revenues	62.2	60.3	96.9%	58.8	97.6%
Restaurant Enterprise (NRE)	Operating income	1.6	0.5	31.0%	0.2	57.5%
LUMINE	Operating revenues	69.6	74.8	107.5%	79.8	106.7%
LOMINE	Operating income	12.3	12.5	101.6%	13.0	103.7%
East Japan	Operating revenues	109.0	113.3	103.9%	116.4	102.8%
Marketing & Communications	Operating income	3.8	4.0	104.5%	3.3	83.5%

<sup>\*</sup> Non-consolidated operating revenues / operating income

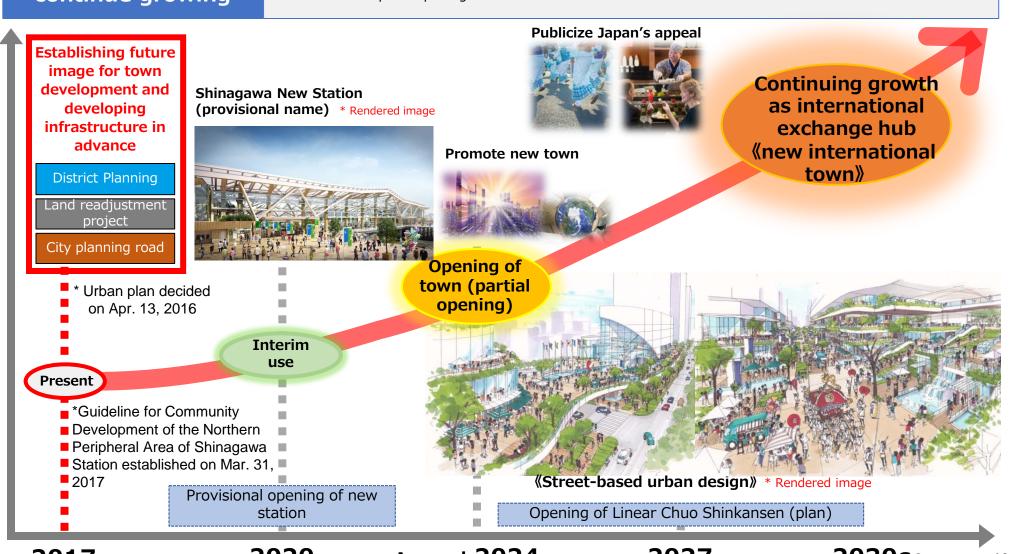
# **Shinagawa Development Project**

Schedule for the Formation of an International Exchange Hub



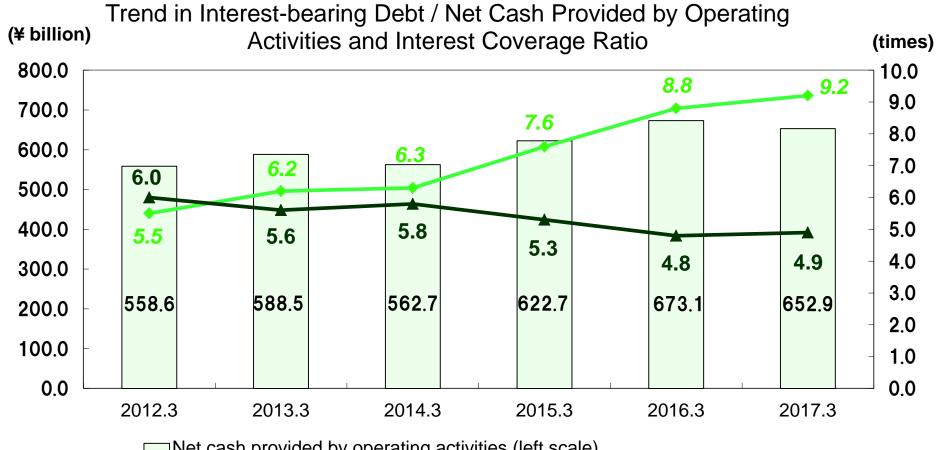
# Town able to continue growing

• We aim to create a town that can continue growing as an international exchange hub through interim use and the subsequent opening of the town.



2017 2020 Around 2024 2027 2030s~



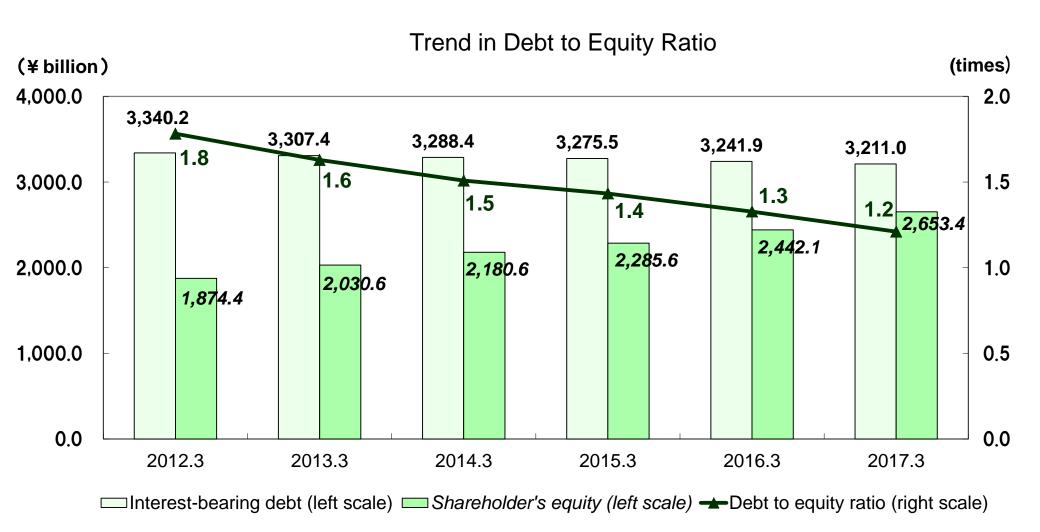


- Net cash provided by operating activities (left scale)
- → Interest coverage ratio (right scale)
- Interest-bearing debt / net cash provided by operating activities (right scale)

#### [Notes]

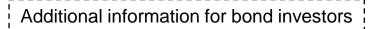
- 1) Interest coverage ratio = Net cash provided by operating activities / payments of interest
- 2) Interest-bearing debt / Net cash provided by operating activities = Interest-bearing debt / Net cash provided by operating activities





Note: Debt to Equity Ratio = Interest-bearing debt / Shareholder's equity

## **Breakdown of Interest-bearing Debt**





Breakdown of consolidated interest-bearing debt (As of Mar. 31, 2017)

	Balance (¥ billion)	Breakdown	Average interest rate	Average maturity
Bonds	1,839.9	57.3%	1.73%	10.17 years
Long-term loans	1,030.1	32.1%	1.14%	7.26 years
Long-term liabilities incurred for purchase of railway facilities	340.9	10.6%	6.45%	22.86 years
Total	3,211.0	100.0%	2.04%	10.59 years

Breakdown of long-term liabilities incurred for purchase of railway facilities (As of Mar. 31, 2017)

Catamani	Principal (¥ billion)	Balance (¥ billion)	Interest				Use of proceeds
Category of liabilities			Variable /fixed	Rate	Payment	Period	by recipient **
Number 1*	2,101.8	_		_	_	1991.10 <b>~</b> 2017.3	Fund for repayment of debt borne by JRTT
Number 2*	638.5	_	_	<del>-</del>	_	1991.10 <b>~</b> 2017.3	Construction of conventional lines, etc.
Number 3*	366.5	333.8	Fixed	6.55%	Principal and interest equal repayment	1991.10 <b>~</b> 2051.9	Construction of Shinkansen lines
Sub-total	3,106.9	333.8		6.55%			
Akita Shinkansen	27.9	5.6	Variable	1.48%	Principal and interest equal repayment	1997.3~2022.3	
Tokyo Monorail	36.7	1.4	Variable	2.05%	Principal and interest equal repayment	(2002.3) <b>~</b> 2029.11	
Total		340.9		6.45%			

<sup>\*</sup> The names of the liabilities are commonly known as Number 1 through 3 in accordance with the definition under law. Redemptions of the Number 1 and Number 2 long-term liabilities have been completed in FY2017.3.

<sup>\* \*</sup> Japan Railway Construction, Transport and Technology Agency (JRTT)



## Long-term Funding

- Constraining the risks of rising interest rates by raising long-term fund at fixed interest rates and smoothing redemption ladder

#### Long-term credit ratings

Rating agency	Rating		
Moody's	Aa3 (Stable)		
Standard & Poor's (S&P)	AA- (Stable)		
Rating and Investment Information (R&I)	AA+ (Stable)		

# Liquidity

- Daily cash revenues from railway operations
   (Passenger revenues were approx. ¥ 5.0 billion / day in FY2017.3)
- CP issuance facility: ¥ 150.0 billion

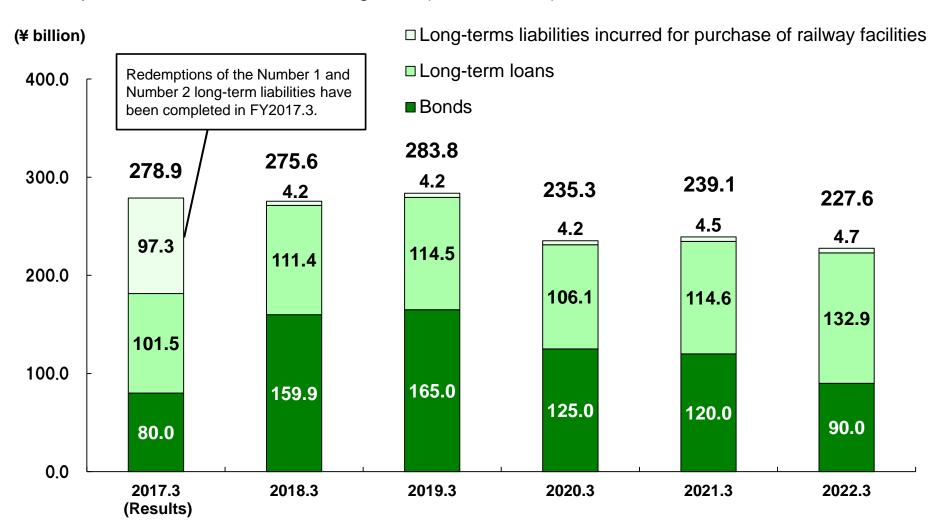
### **Short-term credit ratings**

Rating agency	Rating		
Moody's	P-1		
Rating and Investment Information (R&I)	a-1+		

- Bank overdraft facility: ¥ 330.0 billion
- Earthquake response commitment line: ¥60.0 billion



Redemption ladder of interest-bearing debt (consolidated)

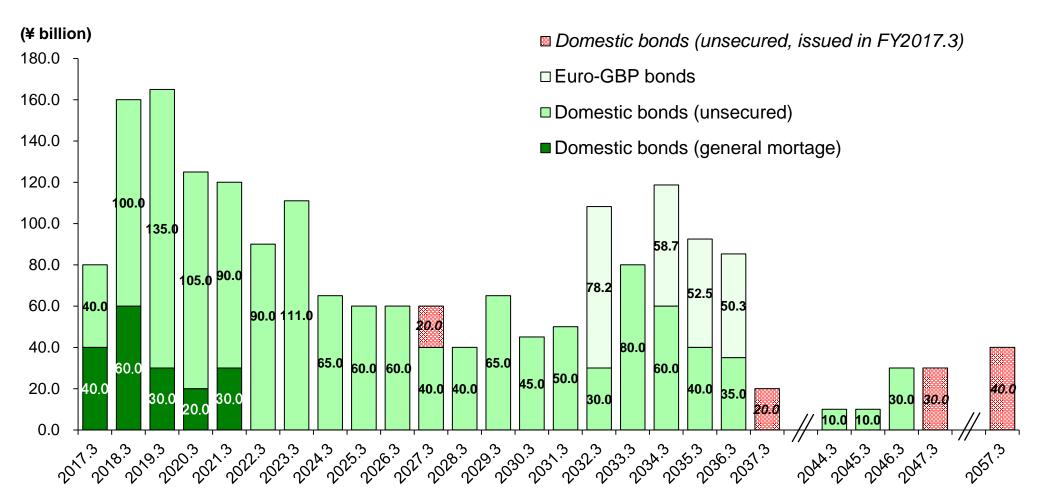


#### [Notes]

- 1) Outlook as of Mar. 31, 2017.
- 2) Bond redemptions are at face value.



## Redemption ladder of bonds(non-consolidated)



#### [Notes]

- 1) Outlook as of Mar. 31, 2017.
- 2) Redemptions are at face value.



### Bonds totaling ¥110.0 billion issued

Series	Tenor	Total amount of issue	Coupon	Issue price	Reoffer yield	JGB spread	Issue date	Maturity date
115	10	¥ 10.0 billion	0.060%	¥100	0.060%	*	2016.7.28	2026.7.28
116	20	¥ 10.0 billion	0.210%	¥100	0.210%	<b>—</b> *	2016.7.28	2036.7.28
117	30	¥ 20.0 billion	0.390%	¥100	0.390%	*	2016.7.28	2046.7.27
118	40	¥ 20.0 billion	0.500%	¥100	0.500%	_ *	2016.7.28	2056.7.28
119	10	¥ 10.0 billion	0.200%	¥100	0.200%	+15bp	2017.1.27	2027.1.27
120	20	¥ 10.0 billion	0.675%	¥100	0.675%	+8bp	2017.1.27	2037.1.27
121	30	¥ 10.0 billion	0.953%	¥100	0.953%	+23bp	2017.1.27	2047.1.25
122	40	¥ 20.0 billion	1.119%	¥100	1.119%	+31bp	2017.1.27	2057.1.26

<sup>\*</sup> Determination of terms based on coupon rate rather than spread.



These materials and the video of the presentation can be viewed at the JR East's web site.

JR East Web site, IR (Investor Relations) http://www.jreast.co.jp/e/investor/index.html

#### **Forward-Looking Statements**

Statements contained in this report with respect to JR East's plans, strategies and beliefs that are not historical facts are forward-looking statements about the future performance of JR East, which are based on management's assumptions and beliefs in light of the information currently available to it. These forward-looking statements involve known and unknown risks, uncertainties, and other factors that may cause JR East's actual results, performance or achievements to differ materially from the expectations expressed herein. These factors include, without limitation, (i) JR East's ability to successfully maintain or increase current passenger levels on railway services, (ii) JR East's ability to improve the profitability of railway and other operations, (iii) JR East's ability to expand non-transportation operations, and (iv) general changes in economic conditions and laws, regulations and government policies in Japan.