

# Safety Initiatives in the Railway Business

## Safety Policy and Safety Objective

The shared mission of Hankyu Corporation and Hanshin Electric Railway is to ensure the absolute safety of railway transportation. All day-to-day safety enhancement measures as well as measures to ensure safety in emergencies reflect the safety policy and safety objective below.

## Hankyu Corporation

### Safety Objective

#### • Maintaining the elimination of accidents for which we bear responsibility

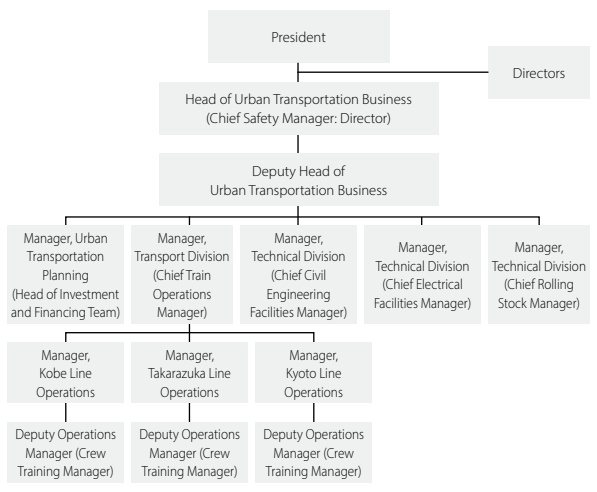
For the fiscal years from fiscal 2017 onward, we again set *elimination of accidents for which we bear responsibility* as our safety objective. This has been our safety objective since 2006, and we will continue to do our utmost to achieve it.

### Safety Policy and Safety Priority Measures

*Provide safe, high-quality transportation services that fully justify public trust—Hankyu Corporation: Safety and comfort*

1. Promote accident reoccurrence prevention and accident prevention measures
  - a. Ensure rigorous accident reoccurrence prevention by steadily implementing countermeasures
  - b. Prevent accidents by using accident precursor information and accident examples
  - c. Upgrade and introduce equipment and facilities to realise even safer railways
2. Strengthen responses when disasters occur
  - a. Identify risks that threaten business continuity and prepare and implement countermeasures
  - b. Conduct highly effective training to realise rapid, reliable emergency measures
3. Enhance employees' safety awareness and increase communication
  - a. Conduct training to heighten employees' safety awareness even further
  - b. Continue training aimed at ensuring personnel development and the passing on of skills
  - c. Establish workplaces with an open atmosphere

### Safety Management System



### Positions and Roles

#### ◎ President

The President determines the implementation, management organisation, and rules of the railway business. In addition, when formulating the Medium-Term Management Plan, which includes facilities and transportation, personnel, investment, and budget, the President verifies and ascertains the situation from the perspectives of safety and feasibility and instructs on improvements.

#### ◎ Chief Safety Manager

In order to prioritise securing the safety of railway facilities and rolling stock and the handling of operations, and to control and manage transportation operations in each division, the Chief Safety Manager works to disseminate safety management regulations and to ensure compliance with related laws and regulations; to increase awareness of safety as the Group's most important priority; to confirm the implementation of transportation operations, management conditions, and the progress made in implementing the safety improvement measures stipulated in the Medium-Term Management Plan; and to implement improvement measures.

#### ◎ Chief Train Operations Manager

The Chief Train Operations Manager manages operations-related duties, including utilising the employees involved in operations, railway facilities, and rolling stock; setting and revising the operations plan; managing train crews, the operations of rolling stock, and train operations; and providing training for train crews and maintaining their capabilities.

#### ◎ Chief Crew Training Manager

Based on the instructions and orders of the Chief Train Operations Manager, the Chief Crew Training Manager maintains and manages the capabilities of train crews and periodically confirms and submits reports on the progress being made in improving their capabilities.

#### ◎ Other Managers and Responsible Persons

In each division, other managers and responsible persons maintain and manage the facilities they are responsible for in order to ensure there are no obstacles to realising safe transportation.

#### ◎ Safety Management Promotion Committees

Safety Management Promotion Committees discuss, investigate, and report on a variety of proposals for transportation safety. These committees include the Group Safety Management Promotion Committee, on which the President serves as chairperson; the Business Division Safety Management Promotion Committee, on which the Chief Safety Manager serves as chairperson; and the divisional safety management promotion committees.

### Safety Management Promotion Committees



## Hanshin Electric Railway

### Safety Objective

- Maintaining the elimination of accidents for which we bear responsibility

We have maintained *elimination of accidents for which we bear responsibility* as our safety objective since April 1985.

### Safety Policy

#### Maximum priority on safety

- The President, directors, and employees shall do everything possible to ensure safety of operations, based on the understanding that putting the highest priority on ensuring safety is the mission of railway businesses.

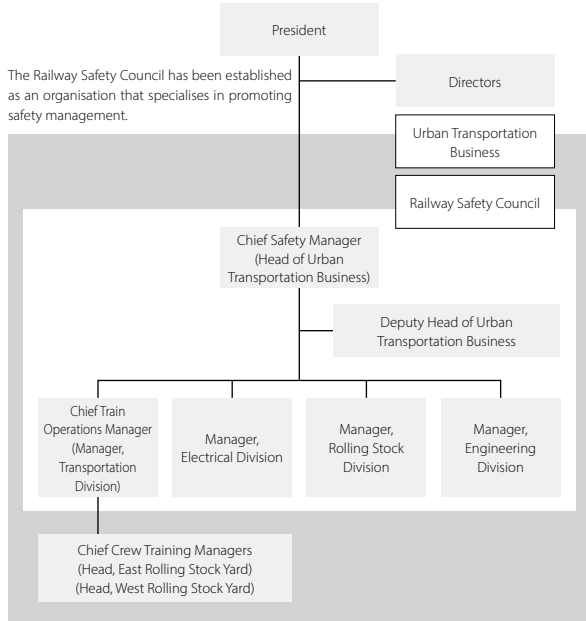
#### Compliance with laws and regulations

- The Company shall comply with all laws and regulations related to safety and apply them rigorously and sincerely in its operations.

#### Maintenance of safety management systems

- The Company shall implement continuous verification procedures to ensure that safety management systems are operating appropriately.

### Safety Management System



### Positions and Roles

#### ◎ President

The President has the ultimate responsibility for ensuring transport safety.

#### ◎ Chief Safety Manager (Head of Urban Transportation Business)

The Chief Safety Manager is responsible for overseeing all activities related to ensuring transport safety.

#### ◎ Chief Train Operations Manager (Transportation Division Manager)

Under the direction of the Chief Safety Manager, the Chief Train Operations Manager is responsible for operations including train operations, maintaining the capabilities of train crews, and other related operations.

#### ◎ Chief Crew Training Managers (the Heads of the East Rolling Stock Yard and the West Rolling Stock Yard)

Under the direction of the Chief Train Operations Manager, the Chief Crew Training Managers are responsible for ensuring all crew are properly qualified.

#### ◎ Electrical Division Manager

Under the direction of the Chief Safety Manager, the Electrical Division Manager has overall control of items relating to electrical facilities.

#### ◎ Rolling Stock Division Manager

Under the direction of the Chief Safety Manager, the Rolling Stock Division Manager has overall control of items relating to rolling stock.

#### ◎ Engineering Division Manager

Under the direction of the Chief Safety Manager, the Engineering Division Manager has overall control of items relating to track, civil engineering, and construction facilities.

**Initiatives to Reinforce the Safety Management System (Using the PDCA Cycle)**

By applying our safety management system (the PDCA cycle) to a range of safety initiatives, we are aiming to create a virtuous cycle of improvement based on even higher safety goals.

Revisions to the Railway Business Law in October 2006 required railway companies to create new safety management systems dedicated to transport safety. Under our new safety management system, we are realising even higher levels of safety by applying the

plan-do-check-act (PDCA) cycle, ensuring compliance with all related laws and regulations, conducting operations that place the highest priority on safety, and fostering greater awareness of safety issues among employees from directors on down.



**Use of Safety-Related Suggestion Boxes to Reduce Potential Risks**

With a view to preventing accidents, Hanshin Electric Railway collects and uses risk information about the potential causes of accidents and near misses. As an additional initiative to reduce potential risks, the company began a safety-related suggestion box system in 2014. The suggestion boxes allow employees engaged in railway operations to anonymously submit comments about instances when they have felt situations were dangerous

or about things they have realised in the course of day-to-day duties, regardless of whether these comments concern an operational area for which they are responsible. Without fail, railway operations' safety-related committees check these suggestions and take the necessary countermeasures. Moreover, by sharing examples of improvements, we heighten each employee's sensitivity to danger and thereby encourage further improvements.

Before improvement



Suggestion received

There is an area in the west part of Kusugawa Station that does not have an intrusion prevention fence. Train photographers and small children putting out their hands gave me a fright.

After improvement



Countermeasure

By installing a new intrusion prevention fence, we ensured safe train operations.

## Safety Enhancement Initiatives

To ensure the safety of customers, we are proactively taking personnel-related measures to enhance education and training as well as infrastructure-related measures to improve equipment and facilities.

### 1. Training and Education

At government-designated in-house training centres, Hankyu Corporation and Hanshin Electric Railway foster train drivers and train conductors. During the training period, trainees receive education on academic subjects and practical skills in accordance with a national curriculum. Also, experienced drivers and train conductors



act as instructors and provide rigorous one-on-one, on-site training. Even after personnel have passed certification exams, we maintain and heighten the skills, awareness, and qualifications of drivers, conductors, and operations personnel by holding safety workshops and seminars and by conducting training based on a range of scenarios.

### 2. Initiatives for Natural Disasters

#### 1. Responding to rain storms

During rain storms, we direct trains to reduce speed or suspend operations based on information obtained from the rain gauges, wind gauges, and water meters installed alongside our railway lines and meteorological information from the Japan Meteorological Agency.

#### 2. Responding to earthquakes

If earthquake early warning systems forecast an earthquake with a seismic intensity of four or above, or if seismographs that we have installed alongside our railway lines detect an earthquake of the same seismic intensity, we immediately begin procedures for the emergency suspension of operations of trains on line segments in earthquake zones.

#### 3. Responding to actions of third parties, such as acts of terrorism

If there is a warning that the actions of third parties, such as acts of terrorism, could cause serious incidents with extremely significant effects on society, or if such a warning calls for continued vigilance, or if suspicious items or persons are discovered or damage is incurred, we take measures appropriate to the threat level.

Further, we are advancing the installation of security cameras on station platforms and in station concourses to prevent crime.

### 3. Maintenance Work: Indispensable for Safe, Comfortable Operations

#### 1. Inspecting electrical equipment

We have many different types of electrical equipment, including signal safety equipment, secure communications equipment, railway crossing safety equipment, power equipment, railway track equipment, and substation equipment, which we inspect regularly based on prescribed inspection schedules.

#### 2. Inspecting railway tracks

We regularly inspect railway tracks, rails, ties, and other components to ensure the safe operation of trains.

#### 3. Inspecting structures

We inspect elevated tracks, bridges, tunnels, and other railway civil engineering structures regularly.

#### 4. Inspecting rolling stock

We conduct inspections at our plants and train depots to maintain the safety of rolling stock. Regular inspections include train inspections, status and function inspections, main component inspections, and overall inspections. In addition, we conduct unscheduled inspections as required.