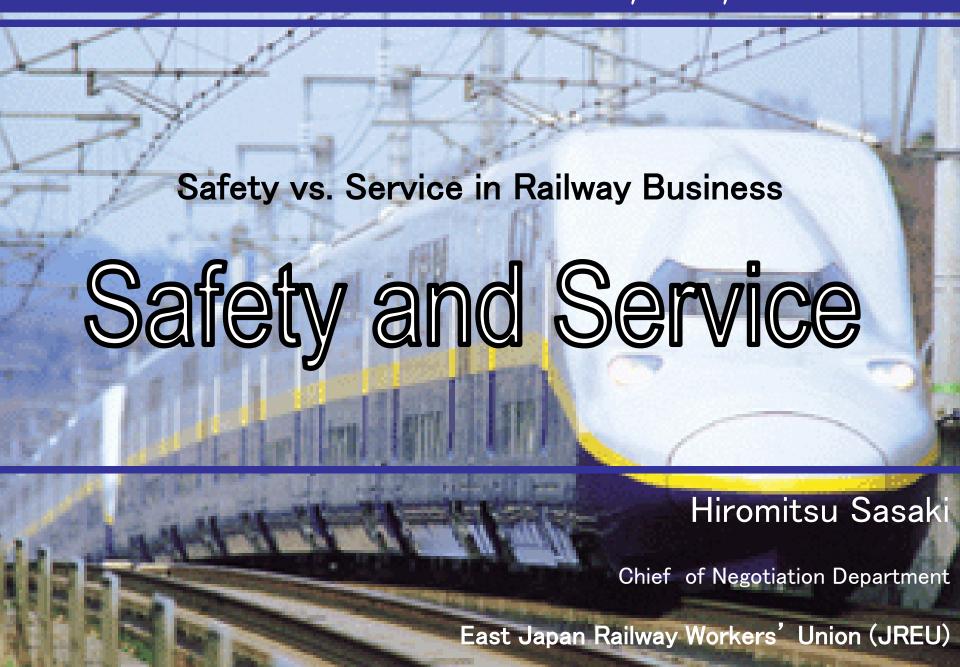
International Railway Safety Conference 2009



I Railway Safety has been threatened

~Current Situation~

- ◆Crews cannot switch on the train protection radio equipment even when they violated a red signal
- ◆When the conductor suddenly got sick, the driver did not call an ambulance
- ◆Despite the fact that the emergency train stop warning system in the station was working, the conductor could not stop the train
- ◆A conductor did not take measures to stop the train though he recognized an umbrella was caught in the train door
- ◆A driver could not stop the train when the train ran over the speed limit of the turnout and he sensed danger
- ◆JR East let a driver continue conveyance of passengers despite train trouble

II Reasons why train crews cannot stop trains

- ▲ Workers have incentive not to delay trains
- ▲ Train crews worry about punishment or evaluation and try to hide accidents
- ▲ There is a work climate which propels a wrong idea of "improving passengers' satisfaction = passenger first"

III What is the problems?

- 1. A policy of "safety first", "stability schedule second" is not clearly designated at workplaces
- 2. There is a tendency of blaming workers who invited accidents or made mistakes
- 3. Crews concern evaluation over "service" itself, which intensifies competition between workers

IV What is service in the Railway Transport?

~To transport passengers safely to their destination~

- 1. Do not operate a train on any terms if even a single safety guarantee is absent
- 2. Thoroughly investigate the cause of accidents or problems for ensuring safety transport
- 3. Provide accurate information to passengers and promote their understanding of safety
- 4. Establish workplace climate not to bring workers into excessive competition against each other

Thank you for your cooperation

