Networking People, Communities, and Daily Lives

We at Metro Expressway Company Limited (Shutoko) are involved day and night in the construction, upkeep and management of the Metropolitan Expressway, one of the metropolitan area’s major arteries. Today, the Metropolitan Expressway extends more than 300 km and accommodates some 950,000 vehicles per average full day; so, to ensure continuous safety and satisfaction for all our customers, we make it our mission to always look at things from the driver’s perspective in order to offer high-quality service. Moreover, with approximately five times more heavy vehicles using our expressway network than those on local roads in the 23 wards in Tokyo, our infrastructure is severely tested in terms of wear and tear – therefore, more than before, we are working on a diverse range of tasks, such as thoroughly inspecting and repairing facilities, embarking on large-scale renewals and overhauls of aging expressway sections as well as organizing the network, combating traffic jams and implementing road safety measures to ensure safe, comfortable driving for all our customers. Shutoko pledges to continue uniting people, places and lifestyles in the metropolitan area to contribute to the creation of an affluent and comfortable society. To that end, we hope you will continue to understand and support us. Thank you.

Greetings

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President

Hideo Sugawara

Hideo Sugawara
Corporate Profile (as of June 27, 2014)

Business Name: Metropolitan Expressway Co., Ltd.
Representative: President Hideo Sugawara
Location: 1-4-1 Kasumigaseki, Chiyoda-ku, Tokyo
Date of Establishment: October 1, 2005
Capital: ¥13.5 billion

Summary of Business:
- New construction, renovation, maintenance, repair, post-disaster restoration, and other express highway management and coordination work
- New road construction, renovation, maintenance, repair, and other work on consignment from the national government, local governments, and other entities
- Operation, management, and other aspects of parking lots, expressway rest areas, and rental facilities located under elevated sections of highways.

Employees: 1,068 people (as of March 31, 2014)

Triangular Stream Logo
This logo symbolizes the Metropolitan Expressway network that spreads out in three different directions from Tokyo to encompass Kanagawa, Chiba and Saitama prefectures. It also represents the company’s stance with regard to supporting people, communities and daily lives through network creation.

Organization (as of July 1, 2014)

Head Office
1-4-1 Kasumigaseki, Chiyoda-ku, Tokyo 100-8930

Corporate Planning Department
- Public Relations Office
Customer Service Department
General Affairs and Personnel Department
- Secretarial Office
Information System Office
Finance Department
Planning and Environment Department
Construction Department
- Structural Design Office
Engineering Department
Quality Control Office
Sales Department
Maintenance and Traffic Management Department
Business Development Department
Technical Consulting Department
Bangkok Representative Office
Internal Auditor’s Office

Tokyo Construction Bureau
1-6-3 Osaki, Shinagawa-Ku, Tokyo 141-0003

Kanagawa Construction Bureau
1-2-4 Shinoyasu, Kanagawa-ku, Yokohama, Kanagawa 221-0013

West Tokyo Operation Bureau
2-16-3 Hiranakacho, Chiyoda-ku, Tokyo 102-0093

East Tokyo Operation Bureau
43-5 Nihonbashi-Hakozaki-cho, Chuo-ku, Tokyo 103-0015

Kanagawa Operation Bureau
1-3-4 Higashi-Kanagawa, Kanagawa-ku, Yokohama, Kanagawa 221-0044
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Management Plan

Fundamental Principle

With safe and smooth metropolitan expressway networks, we connect people, communities and lifestyles within the metropolitan area to contribute to the affluent and comfortable advancement of society.

Management Principles

Customers first
In pursuit of safety and comfort, we provide high-quality services that guarantee customer satisfaction.

Coexistence with local communities
Our goal is to create a better environment and to develop local communities by working together with community members.

Social responsibility
We build relationships of trust with our customers, community members and investors through our strong sense of ethics and high level of transparency.

Autonomous management
We manage our business efficiently and soundly, and aggressively expand our operations into new business fields.

A vibrant work environment for employees
We create a work environment in which our employees are able to develop their own abilities, allowing them to develop a sense of pride and achievement.

Medium-Term Management Plan (2012 to 2014)

In 2012, more than a half-century since the launch of the first expressway, we have formulated the “Medium-Term Management Plan (2012 to 2014) – Shutoko: Creating expressways for 50 years and launching into a new 50-year phase” as the next new step to be taken.

Challenges in the next 50 years include issues such as how to maintain and improve well developed Metropolitan expressway network, as well as how to develop our refined skills in other fields.

The next three years of this Medium-Term Management Plan will be a crucial starting point for us to confront these issues to find the answers and consolidate our foundations, in order to carve out the path we need to follow with this challenge.

The Shutoko Group will continue to steadily address each of these issues.
Our Status at Present

Progressive aging
Approximately 50% of routes have been in use for more than 30 years
Of the route network extending about 300 km, some 40% (approximately 110 km) has been in service for more than 40 years while some 50% (approximately 160 km) has been in service for 30 years, which means the expressway is getting old.

Extremely detailed maintenance management is required
High Percentage of Structured Expressway
Some 95% of the Metropolitan Expressway (Shutoko) is taken up by structures requiring extremely detailed maintenance, such as viaducts and tunnels, etc., which is a percentage markedly more than other roads.

Harsh Usage Status
Shutoko is exposed to harsh treatment with a through-the-day average of some 950,000 vehicles using it every day (FY2013), and heavy vehicle traffic reaching five times that of the heavy vehicles on the roads of Tokyo’s 23 wards.

Inspections and Repairs

Accurate inspections and repairs are the keynotes to ensuring safety and peace of mind
We steadily address keynote areas of inspection and repairs of the Metropolitan Expressway (Shutoko) to ensure safety and satisfaction. Inspections enable us to discover damage of expressway facilities as quickly as possible and, based on those previous discoveries, we can decide how to implement repairs, and organize a planned repair schedule.

Repair Decisions
Damage discovered in inspections is divided into four ranks from A to D according to extent of damage. Also, inspection results are fed into a database to ensure a record of inspections and ensure that repairs and reinforcement work do not get overlooked.

<table>
<thead>
<tr>
<th>Rank</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Rank</td>
<td>This damage requires urgent action (risk of third party getting injured)</td>
</tr>
<tr>
<td>B Rank</td>
<td>This damage requires planned repairs</td>
</tr>
<tr>
<td>C Rank</td>
<td>No loss of performance and damage is only slight</td>
</tr>
<tr>
<td>D Rank</td>
<td>There is no damage (inspection is recorded)</td>
</tr>
</tbody>
</table>
Implementing Planned Repairs

For damage discovered by inspection, types that could affect the overall structure of the road and/or those that represent a risk of injury to third parties (A rank damage) are immediately and permanently dealt with to ensure safety. Damage not requiring an immediate response but still requiring repair/reinforcement and/or further investigation (B rank damage) is reviewed to prioritize the order of repair and then planned repairs are implemented. As well as, taking into consideration the affect on traffic from repairs, actual road work is conducted at times when traffic is light, with lane and hard shoulder restrictions put in place, and work conducted within a limited time.

Metropolitan Expressway Maintenance Technical Information System (MEMTIS) Assisting Decision-Making

The Metropolitan Expressway finds itself in the midst of extensive change due to its structural aging and the diversification of services, demanding an ad hoc approach to maintenance management planning. Therefore, we at Shutoko core our efforts to set targets and implement decision-making on prioritizing work order around technicians who make use of MEMTIS to assist them in the decision-making process in order to develop practical and efficient maintenance management plans, which keep the Metropolitan Expressway safe and satisfying as well as to improve customer services.
Large-scale renewals and large-scale repairs that ensure safety and satisfaction on Shutoko over prolonged periods

To keep structures on the Metropolitan Expressway safe, we employ various methods to meticulously inspect day and night and then implement repairs according to the results of inspections. However, we are finding more and more damage due to aging and harsh use, and we are at a juncture where we are also discovering critical damage.

Our response at Shutoko is unfolding in ongoing deliberations on an expressway renewal plan as we carefully examine the problems that come with maintenance management of structures and the actual damage status, so as to continue providing a reassuring expressway network built on the foundations of safety, so that Shutoko will still be a highly important and resilient expressway network serving the international city of Tokyo even in a hundred years time.

Example of Large-scale Renewal

Section between No.1 Haneda Route Higashi-Shinagawa Wharf and Samezu Landfill

On No. 1 Haneda Route (Higashi-Shinagawa Wharf), which is built over seawater, there is very little space between the sea and the bridge girders, so inspections and repairs are extremely difficult, and various points of large scale damage, including crumbling concrete and corroding metal brought on by the corrosive environment, have been discovered.

Again, on No. 1 Haneda Route (Samezu landfill area), the structure is the equivalent of temporary construction, and is showing major signs of road surface subsidence.

Both of these locations require large-scale renewal work due to their damage and to the fact that their structures are not suitable for prolonged use.

Example of Large-scale Renewal Image

Renewal Plan

Shutoko Renewal Plan

At Shutoko, we have taken on board the recommendations (January 15, 2013) made by the research committee tasked with reviewing approaches to large-scale renewal of Shutoko structures, and have deliberated over the expressway renewal plan (large-scale renewals and large-scale repairs).

On December 25, 2013, based on the above recommendations, we again carefully investigated the state of problems and damage related to structures and the maintenance management efforts. In particular, the discovery of major damage. And, as a result of investigating locations that should be renewed or repaired on a large scale, we have put together a plan – “The Metropolitan Expressway Renewal Plan (draft)”. 

Diagram showing the locations of large-scale renewal and repair.
Developing the Network and Implementing Countermeasures against Bottlenecks for the Smooth Flow of Traffic in the Metropolitan Area
Pushing Ahead with Congestion Countermeasures to make the Metropolitan Expressway a Smooth, Comfortable Drive

Shutoko Congestion Countermeasures

We have worked to cut down traffic congestion by putting in hardware such as organizing the expressway network on the Central Circular Route and increasing the number of entrance/exit locations, while also implementing general software measures such as the provision of enhanced traffic information, better signs and markings and efforts to reduce tailbacks from roadwork.

Expressway Network Development

Work continues in the quest to expand our network, including the construction of the Central Circular Route to help reroute and disperse traffic on the Inner Circular Route.

Bottleneck Countermeasures

To bolster functions of the Central Circular Route, such as the rerouting and dispersing of traffic, we will make improvements between Itabashi JCT and Kumano-cho JCT as well as Horisugi JCT and Kosuge JCT.
Network under Construction

**Central Circular Shinagawa Route**
This line forms the Central Circular Route’s southern section. Mostly tunnel, its construction will complete the Central Circular Route, meaning the entire Metropolitan Expressway network will function efficiently and enable route selection based on objective. In FY2014, we are working toward completing the shield tunneling in road-connecting operations, excavating the entrance and exit at Gotanda and work on related facilities.

State of construction on the main route shield

State of construction at Oi junction

**Oji-minami On/Off-Ramp**
This is an entrance and exit that will provide an access to Ikebukuro, Shinjuku and Shibuya. It will further enhance the functionality and usefulness of the Central Circular Route while hopes are high that it will alleviate traffic problems on Meiji-dori and surrounding streets. In FY2014, we are working toward completing the overhead work with the on/off ramp, the girder replacement work at Mizota-bashi bridge and the replacement work at Shakujii-gawa.

State of work on the ramp at Oji-minami

State of construction of upper section of viaduct at Oji-minami ramp

**Yokohama Circular Northern Route**
This route will form the northern side of the Yokohama Circular Route. The development of a more well supplied network of expressways within Yokohama city is expected to contribute to a massive stimulation of Shin-Yokohama, the Yokohama Port and the Keihin coastal areas. In FY2014, we will perform shield tunneling, lay floor slabs, do interior work, and conduct substructure, and superstructure work as well work on facilities at Namamugi and Kohoku junctions (excavation of the 5.5-km shield tunnel was completed in March 2014).

State of completion of shield

State of construction at Namamugi junction

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**A Word from Our Staff**

Takayuki Shimakoshi  
Design Division of Tokyo Construction Bureau

I am working on tunnel design for the Central Circular Shinagawa Route. Every day brings me happiness from being in a team cooperating with numerous other people to create a road out of nothing. I really look forward to the day when customers can use the road. From here on, I want to develop myself further through my daily work and hopefully become a highly skilled technician as well as striving to provide “safety, assurance and comfort” of the highest quality to customers.
Developing the Network

Comfortable, and Eco-friendly

Yokohama Circular Northwestern Route

The Yokohama Circular Northwestern Route connects the Tomei Expressway, Yokohama Circular Northern Route and the Daisan Keihin Road. When completed, it will be integrated with the Yokohama Circular Northern Route and provide linkage to areas and expressways including the northwest area of Yokohama, the Tomei Expressway, central Yokohama, Haneda Airport and the Tokyo Bay Aqua Line. This is expected to improve traffic convenience, enhance international competitiveness, and improve the reliability of our expressway network in the wake of disasters and other emergencies. In FY2014, we will conduct a study, produce designs, acquire project land and implement substructure work at Kohoku junction.

Word from Our Staff

Keiya Kaga
Design Division of Kanagawa Construction Bureau

I am involved in work on the tunnel ventilation system and the road-surface drainage system on the Yokohama Circular Northern Route. These systems are essential for safe and comfortable use of tunnels. I am really finding out how difficult designing can be from a multitude of perspectives, such as customer views and maintenance ones. From here on, I want to do my best to provide “safety, assurance and comfort” on our Metropolitan Expressway.

Bottleneck Improvement

In order to improve efficiency provided by the Central Circular Route network, we will promote projects that enhance its function.

Improving between Itabashi JCT and Kumano-cho JCT

At present, the three lanes in both directions on the expressway section between Itabashi JCT and Kumano-cho JCT where Route 5 (Ikebukuro Line) and the Central Circular Route connect experiences congestion at certain times of the day due to the merging and splitting of traffic along a small section. This project is designed to ease congestion along this section by expanding it from three to four lanes each way.

Improving between Horikiri JCT and Kosuge JCT

At present, the three lanes in both directions on the Central Circular Route (inner) expressway section between Horikiri JCT and Kosuge JCT experiences chronic congestion due to the merging and splitting of traffic along a small section. This project is designed to ease congestion along this section by expanding it from three to four lanes each way.

Komatsugawa JCT construction

There is no road near Nishikomatsugawamachi in Edogawa-ku that provides access to either the Route 7 (Komatsugawa Line) or the Central Circular Route that intersect at that area. In order to respond to this issue, a road will be constructed that will connect the northern part of Tokyo (toward Saitama) with the southern part of Tokyo (toward Chiba). We expect that this new construction will enable the Central Circular Route to fulfill its optimum function and be highly effective in easing congestion by detouring/dispersing heavy downtown traffic.
Maintenance and Management

Working around the Clock 365 Days a Year to Ensure the Safety and Comfort of Customers
Nonstop Maintenance — The Cornerstone of Road Safety

Precise Inspection and 24-hour System Maintenance

Inspection is the key to maintaining the Metropolitan Expressway. By performing inspections, damage to structures can be detected early on and decisions to make repairs can be made based on inspection results. It would be unacceptable if the expressway facility functions that allow smooth operation were to stop. With a permanently stationed staff, we monitor, operate and maintain around the clock all the systems involved in traffic control, facility control, toll collection, tunnel disaster prevention and multiplex communication.

Structures and Preventative Maintenance

A variety of repair and construction reinforcement activities is being carried out on expressway structures to ensure safety. Metropolitan Expressway is extending the life of its structures by not only repairing damaged structures but also adopting preventative repair methods. To implement the proper maintenance of road assets, inspection data is used to deduce where damage is most likely to occur. We also make full use of inspection data, to pick out locations to be prioritized for repair as well as implement planned, efficient repairs in order to properly conduct maintenance management of our expressway asset.

Road Cleaning Operations

The garbage and silt collected annually by Shutoko amounts to approximately 2,000 tons. Even a single empty can left on a road may cause a major accident. To ensure the safety of all drivers on all routes, regular cleaning operations are performed on road surfaces throughout the Metropolitan Expressway as well as parking areas and other road facilities to support the more reassuring and satisfying use of those infrastructures.

Emergency Response System

An emergency response system is in operation around the clock 365 days a year to take care of road repairs and damage to facilities due to traffic accidents, retrieve fallen objects that obstruct traffic, and conduct other work vital to keeping the expressway network safe and functioning.

Eliminating expansion joints along the Yokohane Line

Emergency repair work

Tunnel inspections using boom lifts

Detailed inspection work

Tile cleaning inside a tunnel
One month of every year in May and June has been designated as the Metropolitan Expressway Facilities Safety Month. To help increase the safety awareness of all our employees, the activities conducted during this month include special inspections of all road facilities (Metropolitan Expressway Watching), the selection of annual watchwords to promote facility safety, and other related efforts. Shutoko and Shutoko Group employees along with college students are participating in a project called “Metropolitan Expressway Watching”.

Executing Steel Structure Inspections and Fatigue Damage Countermeasures

The Metropolitan Expressway is battered from long, harsh use, and some of its structures, such as steel girders, steel floor plates and steel piers, are showing signs of fatigue damage. In addition to visual checks, such damage is discovered through magnetic particle examination, ultrasonic testing, and other nondestructive inspections. To ensure the safety of roads which are subjected to increased heavy vehicle traffic and other harsh conditions, we will make concerted efforts to detect damage at an early stage, and make repairs and reinforcements as the need arises, to proactively implement countermeasures against steel-structure fatigue.

Metropolitan Expressway Watching

One month of every year in May and June has been designated as the Metropolitan Expressway Facilities Safety Month. To help increase the safety awareness of all our employees, the activities conducted during this month include special inspections of all road facilities (Metropolitan Expressway Watching), the selection of annual watchwords to promote facility safety, and other related efforts. Shutoko and Shutoko Group employees along with college students are participating in a project called “Metropolitan Expressway Watching”.

Metropolitan Expressway Watching in progress

Tunnel Disaster Prevention and Safety Measures

We install various disaster prevention facilities into our tunnels to ensure that customers can safely and surely escape if by chance there is a tunnel fire. We also watch over our customers 24 hours a day from our control center. We have also introduced the Shutoko Emergency Motorbike Team, the first ever designated two-wheel emergency unit run by a private enterprise in Japan, to swiftly take the initial response when an accident or something occurs in the Yamate tunnel, and, thanks to the team, safety in the city’s long, big tunnel is getting even better.

Yuri Iijima

Maintenance Design Division No. 2 of East Tokyo Operation Bureau

I am involved in repair and maintenance design for road lighting, traffic control equipment and ETC equipment, etc., in the East Tokyo area. As ETC equipment is extremely important in collecting tolls from customers, we strive to give equipment an extra edge, like doubling up on ETC antennas and installing uninterruptible power supply equipment, so that customers can use our expressway in the confident knowledge that everything is working for them.
Traffic Safety Measures

For safe use of the Metropolitan Expressway, we take various actions to alert about conditions, inform about road configuration ahead and pass on traffic information to customers by coloring the road surface to draw attention, carpet-coating roads, applying wording to road surfaces, applying zebra stripes to road surfaces as curve warnings and installing large warning signs. Furthermore, rear-end collisions in tailback situations often lead to significant pileup accidents, so we install LED display panels and overhead banners carrying warnings at known rear-end collision risk spots to urge caution in such locales. Likewise, to prevent serious accidents involving pedestrians, etc., we install signs at all ramps that carry messages telling pedestrians and cyclists that they cannot use the expressway. And, at ramps where pedestrians and cyclists often try to use the expressway by mistake, we install LED “no pedestrians and cyclists” panels that flash at night.

Traffic Safety Measures
Road Curve Safety Measures (Attention-grabbing colored road surface and large warning signs)
Measures to prevent Mistaken Pedestrian Entry (LED “no entry” panel)
Tailback Rear-end Collision Countermeasure (LED panel)

Safe Driving Support and Enlightenment

Metropolitan Expressway patrol cars make regular rounds on expressway routes on an around-the-clock basis to ensure traffic safety. Again, in August 2007, we started the “Tokyo Smart Driver Project”. The number of drivers participating in this project has topped the 140,000 mark. By linking up with various mass media bodies to output information and companies participating in the project, we have been able to develop a variety of events and campaigns to put out a call to all Metropolitan Expressway drivers, asking them to drive carefully and safely.

About the Tokyo Smart Driver
We believe traffic accidents can be reduced if only all the drivers on the expressway could calm down a little and exercise smart driving. This is a traffic safety project run by a citizen’s group with the aim of reducing traffic accidents through the power of communication. Also, to counter motorbike accidents, where rider injuries occur frequently, we are promoting “Tokyo Smart Rider” to educate people two-wheel safety.

A Word from Our Staff
Takuya Inohara
Planning and Environment Department of West Tokyo Operation Bureau

I am involved in safety and traffic congestion measures in the west Tokyo area. I help to analyze causes of accidents and traffic jams on the Metropolitan Expressway, and then develop suitable countermeasures for such locations. Giving top priority to customers, I want to continue making the Metropolitan Expressway an even safer, more reassuring and more comfortable place to drive.

Spread of the Project
The message of the Tokyo Smart Driver project gave birth to volunteer activities across Japan (34 groups) by continuously capturing people’s hearts. Through expansion of such efforts, the project aims to steadily spread the concept that friends equal smart drivers.
Driving Support
Providing Support to Drivers for Greater Comfort and Convenience
Providing Traffic Information for Comfortable Driving.

Traffic Control and the Provision of Information

To enable customers to use the Metropolitan Expressway safely, smoothly and comfortably, we implement traffic control around the clock, and swiftly dispatch patrol cars to attend to accidents and clear up debris. We make the most of our traffic control system to rapidly collect and process data moment by moment in order to provide customers with real-time road traffic information. Depending on the locale, we use a variety of media to pass on the information. Furthermore, we post route and statistic data in the toll and route guide of our homepage and mobile-phone website, so drivers can check required times to destinations.

ITS Spot Service on the Metropolitan Expressway

Services provided in approximately 170 locations across all the Metropolitan Expressway

[About the ITS spot service…]

It is a service in which information is provided via high-speed, high-capacity transmission between “ITS spots” on the roadside and “ITS car navigation systems” installed in cars.

The service allows transmission of extensive traffic information making it possible to choose routes wisely, and reduce scary moments while driving by giving prior warning of approaching sharp curves.

[Example] Chuo expressway ⇒ Kasumigaseki

[Graphic and travel time information board]

Collected Information

Road patrol car
Vehicle detector
Motorbike Team
Traffic control TV camera

Processing Information

Traffic control room

Providing Information

Graphic, travel time information board

Toll and Route Guide
ITS Spot

“Metropolitan Expressway Navi” at a parking area.

Sign displaying travel times

Alternating displays of congestion distance and travel time

It is a service in which information is provided via high-speed, high-capacity transmission between “ITS spots” on the roadside and “ITS car navigation systems” installed in cars.
We manage 20 parking areas so that our customers can enjoy driving on the Metropolitan Expressway. In addition to providing each parking area with restrooms, a rest area, and an information corner, we have installed handicapped parking and multipurpose restrooms as part of our efforts to create barrier-free facilities. Consideration is likewise devoted to the use of colorful decorations and other designs, universal design, the environment, and other areas to make each parking area safe and pleasant for all customers. In addition, we are promoting the use of natural energy to lighten environmental impact.

We have developed urban parking areas that are appealing to stop at with shops that have set up open-air terraces where customers can relax, and convenience stores that provide 24-hour services. We have also made it possible to transfer from highway buses to trains at Yashio and Yoga parking areas, making improvements to parking areas to boost their appeal.

For highway bus users, we are offering the opportunity to transfer from highway bus to train at a low-fare – an innovative transport concept to help passengers beat traffic build up along the way and to reach their destinations on time. We are implementing this system at Yashio and Yoga parking areas.

To enhance facility convenience, we are cooperating with Kawaguchi City to promote a “highway oasis” project to link up and integrate Kawaguchi Parking Area with local park land to create a long strolling course where there is no need to leave the Metropolitan Expressway.

![Improvement for Even More Appealing Parking Areas](image-url)
Working with Customers and Local Communities to Make Pleasant Driving.

We energetically appeal to the public to use the Metropolitan Expressway for excursions.

We offer information via web and radio on recommended local drives and unique promotions taking place seasonally as well as by area. In 2014, we will continue to link up with local economies to stridently promote the “advantages” and “comfort” and “attraction of driving” by using the Metropolitan Expressway to visit local spots.

Campaign
Under the theme of “supporting family leisure drives”, we are running a campaign that promotes leisure driving through the seasons and also give away mobile coupons and other related gifts.

We work with local authorities to provide discounts and privileges at stores and businesses, which all ties in with our “area campaign” efforts to introduce recommended areas that can be reached by the Metropolitan Expressway.

During any particular campaign, we hold related events at parking areas and commercial facilities to positively support campaigns.

Working together with Local Authorities and Tourist Spots
To offer some fun in a journey, we provide destination experiences for people on a day out by retailing famed local products like fruits and vegetables from locales like Yamanashi and Tochigi at our parking areas.

Tourist Produce Fair in Shutoko Parking Areas
In conjunction with in any given campaign, we sell agricultural produce and other local delicacies that are delivered directly from the campaign area to our Shutoko parking areas, where they are sold. In addition to produce sales, we also offer tourist information on regions.

Let’s Go to Chiba! Campaign
We campaigned for people to use the Metropolitan Expressway to take leisure trips from Saitama prefecture to Chiba prefecture by introducing the charms and hot spots in Chiba at commercial facilities in Saitama prefecture.

Constantly passing on info about the fun to be had with privileges included.
At our Shutoko Drivers Site, we offer straightforward information on driving spots, routes and nighttime vistas as well as the fun to be had there with privileges included.

Shutoko Jaran features seasonal hot spots and information on topics such as regional dishes and places to visit by car. It also provides tips on how to travel with kids in the car.

Spring, Summer, Autumn & Winter FY2013
We published special editions of Shutoko Jaran, Hakone (April), Yamanashi (July), Yokohama (October) and Outlet Shopping Centers (January).

Shutoko Jaran features seasonal hot spots and information on topics such as regional dishes and places to visit by car. It also provides tips on how to travel with kids in the car.

July to September 2013
Go! Go! Rainbow 20th
To mark the 20th anniversary of the opening of the Rainbow Bridge, we are cooperating with various facilities in Odaiba as we implement a campaign offering additional fun in Odaiba, with specialties such as mobile discounts up for grabs.

November 2013 to January 2014
Tokyo 100 Carat Campaign
Let’s Go to Odaiba!
In a joint effort with the Tokyo Sea Side council, we have listed up the ideal illumination spots in Odaiba, and are introducing them.

Let’s Go to Chiba!
Campaign
To mark the 20th anniversary of the opening of the Rainbow Bridge, we are cooperating with various facilities in Odaiba as we implement a campaign offering additional fun in Odaiba, with specialties such as mobile discounts up for grabs.

20 Driving Support
Responding sincerely to customer's voice by providing high-quality service

Responding to Feedback from Customers

According to our customer satisfaction survey (approximately 15,000 respondents), the overall satisfaction score was 3.4 out of 5, the same as the previous year. We want to keep working harder in areas that need improvement and to listen carefully to customer feedback on a daily basis. And, by achieving improvements, we will meet expectations and enhance customer satisfaction.

■ Example of Improvement (1)
Customer feedback: Broken lines parallel to unbroken lines made negotiating a curve a very easy piece of driving. You should use such line combinations at other curves.
Location: Curve at Gokokuji on No. 5 Ikebukuro Route (up route)
Response: Installed speed-reduction lane markers as a safety measure

■ Example of Improvement (2)
Customer feedback: When entering the Hakozaki rotary from the Hakozaki ramp of No. 6 Mukojima Route (down route), drivers immediately have to choose where they are going to go, so I would like you to improve the guidance method to give drivers a little more time.
Location: Hakozaki rotary on No. 6 Mukojima Route (down route)
Improvement: We distinguished the separate directions with colors (red and blue) added to road surface signs and auxiliary signs to make guidance easier.

A Word from Our Staff

Naoto Iwasaki
Road Operation Department of East Tokyo Operation Bureau

I am involved in running the Metropolitan Expressway in the East Tokyo area. In particular, I am mainly involved in external liaising connected to the operation of the Metropolitan Expressway, such as legal proceedings, negotiating with stakeholder organizations and coordination work. As these tasks are concerned with the proper management of the Shutoko infrastructure, I want to maintain a sense of duty as I try to do my best every day.
Shutoko Customer Center

All customer inquiries regarding the Metropolitan Expressway are processed at the Shutoko Customer Center, the central contact point for such matters. Prompt answers are given to questions about traffic congestion, time required to drive to particular destinations, routes, and numerous other concerns. There is a dedicated fax line for customers with hearing impairments. In addition, the center mails out maps of the Metropolitan Expressway.

Shutoko ETC Call Center

The Shutoko ETC Call Center is the exclusive contact point for inquiries concerning the Shutoko electronic toll collection (ETC) system. The call center answers questions about various ETC services, such as toll discounts for ETC users.

Shutoko Customer Center

Office Hours: 7:00 a.m.–8:00 p.m. (Monday through Sunday)
Tel: 03-6667-5855
Fax: 03-3249-1161 (exclusively for the hearing impaired)

Shutoko ETC Call Center

Office Hours: 9:00 a.m.–6:00 p.m. (Monday through Sunday)
Tel: 03-6667-5859

Expressway Emergency Dial: #9910

This is an around the clock nationwide service offering free-dial to #9910 to enable drivers to report any emergency on the expressway, such as abnormalities, damage, accidents, breakdowns and debris/objects on the road.

How to make a Call

■ Dial #9910 (free of charge and same number nationwide)
■ Follow the audio guidance, first selecting route number and then “1” for an emergency call related to the Metropolitan Expressway.
■ You will be put through to Shutoko Traffic Control Center.

We provide info on our website.

Besides road traffic reports, our Shutoko website offers plenty of other information that makes driving on the Metropolitan Expressway a relaxed, convenient affair, such as route guidance to destination and toll cost search.

Shutoko Website

■ Driver’s site: http://www.shutoko.jp/
■ Corporate Info Site: http://www.shutoko.co.jp/

Shutoko Mobile

■ Smartphone site is the same URL as the driver’s site
■ Mobile phone users should go to http://www.shutoko.jp/

Efforts toward improving safety, security, and comfort

■ Protecting drivers from snow and ice

We implement snow and ice countermeasures in order to provide customers with a safe, secure, and comfortable driving experience including during the winter season.

Snow and ice countermeasures during the winter season (December 1 to March 31) include scattering deicing agent on roadways and removing snow.

■ Perform road surface condition checks
■ Scattering of deicing agent
■ Snow removal
■ Implementation of traffic control due to snowfall
■ Provide information on road conditions

Scattering deicing agent (salt water) on the road surface

Examples of display notifications

■ Dealing with illegally modified vehicles

We will strengthen our approach to dealing with illegal vehicles as per the Road Traffic Act (cabinet order on vehicle restriction)

From the viewpoint of protecting road construction and ensuring traffic safety, we cooperate with related bodies to warn and apply constraints on vehicles deemed to be illegally modified according to the Road Traffic Act (cabinet order on vehicle restriction) at our toll gates. We also work to prevent further violations according to the Road Traffic Act (cabinet order on vehicle restriction) by giving guidance at lecture classes and/or in direct private visits to haulage companies that repeatedly offend against the Road Traffic Act (cabinet order on vehicle restrictions).

We will continue to work toward the eradication of illegally modified vehicles by impartially dealing with violations of the Road Traffic Act (cabinet order on vehicle restriction).

Scene from a check on violations as per Road Traffic Act (cabinet order on vehicle restriction)
Related Business

Engaging in a Wide Range of Businesses
Making Use of All Kinds of Ideas and Technology
Putting More Effort into Parking Lots and Rest Areas

While establishing a stable, lasting business base with a focus on parking lots and rest areas together with related companies, we are working to conduct business appropriately by following new measures in order to contribute to the lives of people in the community by maintaining a customer perspective.

1. **Five City Planning Parking Lots**

   We will put more effort into the five city planning parking lots in the city, which are the foundations of our activities.
   - Shiodome Parking Lot (455 spaces)
   - Kabutocho Parking Lot (939 spaces)
   - Honcho Parking Lot (306 spaces)
   - Shirauobashi Parking Lot (226 spaces)
   - Sendagaya Parking Lot (236 spaces)

2. **Using Space under Viaducts to create Parking Lots**

   We run and maintain some 60 parking lots (5,200 spaces) that utilizes space under Metropolitan Expressway viaducts. And, in April 2013, we opened a pay-by-time parking lot (23 spaces) in the mid-level space of Ohashi junction, which is being used by people visiting O-path Meguro Ohashi.

3. **Rest Area Business**

   At parking areas with restaurants, we are offering seasonal menu fairs and creating new menus to offer. In FY2013, we held a summer menu fair with chilled dishes and a winter menu fair with plenty of warm food to eat.
Seeking to Develop a Wide Range of Businesses

Developing Advertising Info Business

Credit card businesses as well as advertising and communications businesses are the focus of development in this area.

Credit Card Business

We have been advertising for people to become members of the “AEON Metropolitan Expressway Card (with WAON)” since January 2011, allowing them to use the expressway at discounted prices. With the AEON Metropolitan Expressway Card (with WAON), we can offer special privileges such as a 5% discount from tolls when using the card exclusively for ETCs on Sundays. The card also has electronic money (WAON) functions and can be used like an AEON card to get shopping discounts and earning double points.

Developing Real Estate Business

As part of real estate rental business that utilizes sites of former company houses, we administer real estate duties for “Trias Shin-Yurigaoka”. This housing complex has been built on the concepts of “safe and carefree design, construction and maintenance”, “local environmental friendliness”, and “eco-friendly measures for realizing a low-carbon society”. This complex boasts solar panels for outside lights and large outdoor spaces giving consideration to the environment.

Advertising and Communications Businesses

We are using Metropolitan Expressway facilities in the development of public interest advertising businesses that increase the city's appeal and motivate interpersonal communication. Also, we will be developing advertising businesses using Web sites and other media.

Life Services Business Development

Yono Utility Promotion Facility Business Development

For people using the expressway, Yono Utility Promotion Facility offers a carpark, an information house with a free resting facility, toilets, a convenience store, as well as an event space used by a model home complex themed on “creating a beautiful and luxurious townscape”, providing a wonderful detour for a carefree stroll.
Developing Businesses in Lifestyle Services

We have moved into the self-storage and other logistics-oriented Businesses

Storage Room Businesses
The Ebisu Trunk Room provides local residents with a place to store household possessions, to contribute toward creating a more desirable living environment, and a more comfortable, easier lifestyle. We have also covered the walls of the building in greenery for greater environmental friendliness.

Temporary-Staffing Businesses
The Shutoko Group’s integrated personnel services company is engaged in the temporary-staffing business. Group affiliate Shutoko Partners Company Limited offers meticulous personnel services that enable the optimum matching of temporary staff with corporate employers.

Insurance Agency Businesses
The Shutoko Group operates an insurance company as its official agent. Shutoko Insurance Support Company Limited is one of our group companies, and it is expanding its chain of insurance agencies, to offer the highest of quality in safety and assurance to meet the insurance needs of customers.

Circulation Shutoko
Consistent with our thoughtful approach to the environment, Circulation Shutoko is a recycle project that makes effective use of Shutoko waste materials. We are collaborating with participants in this project to develop recycle merchandise brands. From 2010, we started selling “HATARAKU TOTE” bags made from recycled banners (those used to inform customers of roadwork, road closures and driving manners) that had hung across Metropolitan Expressway routes, “Hi-W8” skateboards made from waste plywood signs (those installed on Shutoko lampposts or at ramps to inform of road closure) and “aruku-tire” sandals made from a combination of old banners and tires. Again, in 2013, we launched the “REBIRTH TOOL GEAR” shoulder/handbag series, once again using recycled banners. Thanks to Circulation Shutoko, we are working to recycle waste from expressway business as much as possible. From here on, we will be coming up with fun products and new ideas.
Seeking to Develop a Wide Range of Businesses

Technical Consulting Business Development

Promoting a technological consulting business that fully uses the Shutoko Group’s accumulated expertise.

In collaboration with our group companies, we are providing technical consulting to road managers, such as national and regional authorities, with the consulting mainly centered around the business of inspection & maintenance management of expressway structures. (Orders taken in FY2013: 34 orders).

- Contribute to a broad spectrum of society through Shutoko technological prowess and knowhow in construction and maintenance management
- Develop consulting business that makes the most of Shutoko Group’s in-house technology and Shutoko’s location advantages
- Assure business results of the highest quality by applying our experience and accomplishments in expressway management requiring day-and-night overseen of the Metropolitan Expressways

Developing Seismic Diagnosis and Reinforcing Design Business

We are promoting the seismic diagnosis of buildings, particularly those adjacent to expressways.

As a class-1 architect firm, we promote the seismic diagnosis of buildings and provision of reinforcing designs with the aim of turning Tokyo into a highly disaster-resistant city by taking advantage of the establishment of the Ordinance for the Promotion of Earthquake-resistant Buildings along Emergency Routes in Tokyo.

Mandatory Seismic Diagnosis

Seismic diagnosis has been made mandatory for all buildings in the Tokyo metropolitan area that fall under any of the categories listed below. As a general rule, seismic diagnosis costs are completely subsidized.

1. Buildings that border emergency routes at specific locations.
3. Buildings capable of extending over more than half of the height of emergency routes when collapsed.

Note: Metropolitan Expressway is specified as one of the special emergency routes.

Related Street Businesses

We undertake the construction, renovation, etc., of ordinary streets for regional public organizations on a contract basis. Main projects currently in progress are as follows:

- Tokyo Metropolitan Ring Road No. 6 (Yamate Dori) Improvement Project (Central Circular Shinjuku Route)
- Kishiya-Namamugi Line Construction Project (Yokohama Circular Northern Route)
- Minami-Honmokufuto Connecting Harbor Road Construction Project (Bay Route Ramp)
Forging Ahead with International Contributions

We have targeted developing countries for long-term dispatches of specialists and accepted trainees from nations around the globe.

Through Japan International Cooperation Agency (JICA), we have targeted governmental organizations for long-term dispatches of specialists to cooperate in giving technical guidance and fostering human resources. We also actively participate in programs run by JICA, and we have many trainees studying and training at our facilities and construction sites. We accept many visitors annually, including government officials wishing to tour the Metropolitan Expressway.

Forging Ahead with Technical Cooperation with Overseas Road Agencies

In addition to signing a “Memorandum of Understanding on Technological Cooperation” with the Ministry of Public Works and Transport of Cambodia in August 2009, we also signed a similar memorandum with road agencies in Thailand, Indonesia, and France. We will continue to promote technical cooperation with related organizations from overseas by making use of the expertise, knowledge and experience refined at Shutoko.

Expanding into Overseas Activities

We have established overseas representative offices and are promoting overseas development.

With the aim of powerfully promoting international contributions and overseas business, we established overseas representative offices in Bangkok, Thailand, and Jakarta, Indonesia in June 2011. To galvanize functions as one regional base overseas in this fiscal year, we have integrated both offices into one based in Bangkok, and will continue to further expand overseas operations centered around Thailand and surrounding countries.

We have established Japan International Expressway Company Limited (JEXWAY).

Five expressway companies (Shutoko, NEXCO East, NEXCO Central, NEXCO West and Hanshin Expressway Co., Ltd.) jointly invested in the founding of Japan International Expressway Company Limited (JEXWAY) in September 2011, based on the idea that we want to make the utmost of our management resources, which we have refined over the course of many years.

Expanding Our Consulting Businesses Overseas

Since becoming a consultant for JICA in February 2010, we have been expanding our consulting businesses overseas. In January 2013, we received an order to perform overseas consulting work directly from Don Muang Tollway Public Company Limited in Thailand. We will continue to expand the practical use of our broad variety of technologies and knowhow accumulated over half a century of involvement in planning, constructing, operating and management of expressways.
Environment

Contributing to Improving the Roadside Environment and the Growth of Regional Communities
Making an Effort to Improve the Environment and Co-Exist in Harmony with Regional Communities.

Environmental Protection Measures

Proactive Use of Technology to Protect the Roadside and Global Environment.

Using an Eco-Friendly Tunnel Design
Almost the entire length of the Central Circular Shinjuku Route and Central Circular Shinagawa Route are underground meaning the roadside environment is protected from the noise and vibrations of traffic on the Metropolitan Expressway, and countermeasures against exhaust fumes are efficient. Low-concentration denitrification equipment (SPM removal device [electric precipitator] and equipment to remove low-concentration NOx) is being used on the Central Circular Route (Yamate Tunnel) and Kanagawa Route 6 (Kawasaki Line) (Daishi Tunnel), to minimize environmental impact.

Aiming to Build Roads Which Co-Exist in Harmony with Regional Communities, and Promoting Communication of Information and Environmental Protection.

Communicating Information on the Environment
We actively announce to our Shutoko customers the work we are doing for the environment on our Shutoko on our homepage and at our events with the hope that customers will join us in thinking about the environment.

Establishment of Metropolitan Expressway Biotope in the Minuma Rice Fields
Aiming to become a “new type of urban expressway which coexists in harmony with nature”, a rare and precious track of green land – remaining so close to the city center in the area around the Minuma rice fields of the Saitama Shintoshin Route – has been set aside to restore the unique ecosystem of the area. A 1.7 km stretch of land with an area of 6.3 ha, under the Metropolitan Expressway viaduct, has been set aside to establish a biotope (*).

Ohashi “Green” Junction
Ohashi junction, which connects No. 3 Shibuya Route and the Central Circular Route (Yamate Tunnel), has been established with three green policies: “restored nature”, “greenery in the park” and “greenery on the street” – all brimming with Shutoko’s environmental technology.

Of these, the Ohashi Sato no Mori green space has been established on the rooftop of the Ohashi tunnel ventilation station to recreate the original landscape of the area, providing local children with the chance to plant rice the traditional way in the green space’s paddy field.

Various Measures to Improve the Roadside Environment
Sound barriers have been put up to block the noise from expressways leaking out into the surrounding environment, and sound absorbing boards are used on the underside of viaducts to dampen the reflection of sound from the surrounding area. Measures are also taken to reduce sound and vibrations coming from the surface of roads, through the use of construction methods to make bridges seamless, and high-performance, low noise pavement with good drainage.

Building up the Infrastructure to popularize Electric Cars
We have installed fast chargers for electric cars at eight of our parking areas (Heiwajima [up route], Yoga, Yoyogi, Shimura, Yashio, Ichikawa, Daikoku and Kawaguchi) to enable electric car drivers to travel confidently on the Metropolitan Expressway. Indeed, at Shutoko, we are introducing electric cars into the fleet of commercial vehicles we use, as we too want to help in the push to popularize electric cars by also being a user.

Aiming to become a “new type of urban expressway which coexists in harmony with nature”, a rare and precious track of green land – remaining so close to the city center in the area around the Minuma rice fields of the Saitama Shintoshin Route – has been set aside to restore the unique ecosystem of the area. A 1.7 km stretch of land with an area of 6.3 ha, under the Metropolitan Expressway viaduct, has been set aside to establish a biotope (*).

* Biotope: A place where indigenous animals can thrive.
We are carrying out measures to improve the appearance of Metropolitan Expressway in both construction and operation phase so that the expressway network fits into the metropolitan region’s 21st century urban environment. Our in-house project team, the Comfortable Space Creation Project, makes improvement of the city landscape. In the case of Ohashi Junction, we employed an uneven exterior surface finish to soften oppressive presence of the huge concrete structure.

We have installed panels and LED lighting on the underside of the viaduct at Akihabara Ekimae on No. 1 Ueno Route and have repaired and painted the girders and piers there too.

**Respect for City Landscape**

We are carrying out measures to improve the appearance of Metropolitan Expressway in both construction and operation phase so that the expressway network fits into the metropolitan region’s 21st century urban environment. Our in-house project team, the Comfortable Space Creation Project, makes improvement of the city landscape. In the case of Ohashi Junction, we employed an uneven exterior surface finish to soften oppressive presence of the huge concrete structure.

We have installed panels and LED lighting on the underside of the viaduct at Akihabara Ekimae on No. 1 Ueno Route and have repaired and painted the girders and piers there too.

**Planting Trees along Roads to Improve the Landscape**

Trees are being planted along roads to create a safe and pleasant environment for driving in. They also act as a countermeasure against the heat island effect, and contribute toward prevention of global warming.

---

Greening of girders at Nishi-Shinjuku Junction.

Greening of girders at Nishi-Shinjuku Junction.

Greening of curbside in Iidabashi on the Route 5 (Ikebukuro Line).

Greening of Yoyogi Parking Area wall.

Greening of viaduct wall near Urayasu on the Bayshore Route.

Greening of Komagata Parking Area Wall.

Greening of Daishi Junction.

Ohashi Junction wall surface

No. 1 Ueno Route Akihabara Ekimae
Implementation of Social Service Activities

We implement various social service activities together with community members to contribute to improving the environment and growth of regional communities.

▌Shutoko Children Support Project
Continuing on from last year, we again held the Shutoko Children Support Project, inviting to Tokyo some elementary school children from an area affected by the Great East Japan Earthquake. On this occasion, we invited 40 people (20 children and 20 parents) from an elementary school in Iwaki, Fukushima prefecture. This group visited the Shutoko Traffic Control Center and a building site on the Central Circular Shinagawa Route, enabling the group to learn about Shutoko’s technological skills and road management at the very frontline of expressway business (held in conjunction with the Metropolitan Expressway Association).

▌Activities undertaken with Local Communities

○Cleaning in the Community
With the aim of coexisting with local communities and encouraging road tidiness, four times each fiscal year, we clean under Shutoko viaducts as well as around company offices and city planning parking lots.

○Running Site Tours
We hold site tours of building sites (like the Central Circular Route and Yokohama Circular Northern Route) and our Traffic Control Center for business people and local inhabitants.

▌Support for Training

○Cooperating in General Training
We energetically support students – for example, we participated in the “Tokyo Terakoya” (training school) at the request of local elementary and junior high school students as well as being involved in student flower planting at the Daikoku Parking Area on the Bay Route.

A Word from Our Staff
Kaori Hatakeyama
Environment Department of Planning and Environment Division

I am involved in general duties related to environmental measures taken along routes and environment public relations work via events, etc.
I take great care to accurately and clearly inform the public how Shutoko is aiming to become a leading environmentally friendly company. I want to raise customer awareness of environmental issues via the approaches we take at Shutoko.
Human Resource & Technology

Boosting organization prowess by nurturing professionals to underpin our work
Molding an environment to support the challenges undertaken by employees

Nurturing Manpower and Studying Technology

Nurturing a group of road-building professionals to promote business

Our accumulated efforts over the last half century, with three exceptional technological capabilities – “build, utilize and protect” supporting the expressways running through the metropolitan area – have received many plaudits both from home and abroad. And, in order to nurture our road-building professional organization, we strive to make use of the vast knowledge gained through work in the efforts we make and the technology we refine, to contribute to the development of personnel, who will succeed with the task of further enhancing our technologies.

Specialist Technical Training

For fields closely related to our business, such as “Planning & Environment”, “Design & Building”, “Operation & Maintenance” and “Quality control”, we work to improve specialist knowledge and technical skills by implementing training in accordance with employee hierarchy.

Encouraging and Supporting Acquisition of Qualifications

We encourage and support the acquisition of qualifications necessary for work – such as: the Professional Engineers, the First-Class Architects, the First-Class Civil Engineering Works Execution Managing Engineer, the Value-Engineering Leader and Real Estate Transaction Specialist. (Qualified personnel: 61 Technicians and 24 1st-class architects, as of end of March 2014)

Studying abroad program

We have established systems for trainees to study in universities overseas and to study in universities in Japan, in order to develop the capabilities of employees so they can deal with a diverse range of business opportunities and to support the expressway business.

Making the Most of Technology and Developing New Technology

With regard to construction and maintenance operations for Metropolitan Expressways, over and above the diversification of structures and construction work that coincides with ongoing deterioration of existing buildings, we are required to efficiently assure safety, usability and durability.

For this reason, in addition to our own technology, we make full use of technology and knowhow related to the various fields of the specialties of universities, research institutes and other enterprises, to proactively take on board the latest knowledge. Thus, we carry out joint research in order to effectively and efficiently develop sophisticated technologies.

Social action works by making the most of fully trained professionals

We support society by making the most of the professionals we have nurtured, sending them to teach at universities as part-time lecturers and involving them in similar educational efforts. (Universities that our staff attended as part-time lecturers in FY2013: Yokohama National University, Nihon University)

Joint research themes implemented in recent years

(1) Research related to rapid renewal technology for existing reinforced concrete slabs
(2) Research related to widening construction for existing precast slabs
(3) Research related to technology for improving earthquake resistance on existing bridges/viaducts
(4) Research related to suitability of organic solar cells

As with previous in 2013 also Shutoko technology was also awarded prizes such as the Environmental Award of the Japan Society of Civil Engineers.

<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Award Details</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Organization for Landscape and Urban Green Infrastructure Minister’s Prize (Ministry of Environment) for competition in specialized greening technology for rooftops &amp; walls (rooftop greening category)</td>
<td>“Ohashi Sato no Mori” nature restoration (greening) on rooftop of Shutoko Ohashi ventilation building</td>
<td>23 October 2013</td>
</tr>
<tr>
<td>2</td>
<td>Parks &amp; Open Space Association of Japan Minister’s Prize (Ministry of Land, Infrastructure, Transport and Tourism) for urban park competition (planning and creativity category)</td>
<td>Meguro Sky Garden’s O-path Yume Hiroba (prize shared with Meguro Ward)</td>
<td>30 October 2013</td>
</tr>
<tr>
<td>3</td>
<td>Japan Institute of Design Promotion Good Design Award BEST 100</td>
<td>Junction [Ohashi Junction] (award shared with Tokyo and Meguro Ward)</td>
<td>30 October 2013</td>
</tr>
<tr>
<td>4</td>
<td>Japan Institute of Design Promotion Good Design 100 Designs for the Future</td>
<td>Junction [Ohashi Junction] (award shared with Tokyo and Meguro Ward)</td>
<td>6 December 2013</td>
</tr>
</tbody>
</table>

(Please see http://www.shutoko.jp/ss/tech-shutoko/iyusyou/ for details of previous awards.)
## FY2013 Financial Statements

### Consolidated financial statement

#### Consolidated balance sheet (March 31, 2014)

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
<th>Item</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highway assets in process</td>
<td>4,141</td>
<td>Outstanding payments</td>
<td>448</td>
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<tr>
<td>Other current assets</td>
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<td>Other current liabilities</td>
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<td>Total current assets</td>
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<td>Total current liabilities</td>
<td>1,525</td>
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<tr>
<td>Property, plant and equipment</td>
<td>663</td>
<td>Corporate debenture related to road construction</td>
<td>2,131</td>
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<tr>
<td>Intangible assets</td>
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<td>Long-term debt related to road construction</td>
<td>1,517</td>
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<tr>
<td>Investments and other assets</td>
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<td>Other fixed liabilities</td>
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<td>Total fixed assets</td>
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<td>Total fixed liabilities</td>
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<tr>
<td>Total liabilities</td>
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<td>Total liabilities</td>
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<tr>
<td>Capital</td>
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<td>Capital</td>
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<tr>
<td>Capital surplus</td>
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<td>Capital surplus</td>
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</tr>
<tr>
<td>Earned surplus</td>
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<td>Earned surplus</td>
<td>143</td>
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<tr>
<td>Other comprehensive income accumulated</td>
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<td>Other comprehensive income accumulated</td>
<td>▲27</td>
</tr>
<tr>
<td>Minority interests</td>
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<tr>
<td>Total net assets</td>
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<td>Total net assets</td>
<td>390</td>
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<tr>
<td>Total liabilities and net assets</td>
<td>6,056</td>
<td>Total liabilities and net assets</td>
<td>6,056</td>
</tr>
</tbody>
</table>

*Some amounts in the table above may not be fully accurate because fractional amounts under 100 million yen have been rounded down.*

### Consolidated profit and loss statement (1 April 2013 to 31 March 2014)

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating revenue</td>
<td>3,162</td>
</tr>
<tr>
<td>Rent expenses on highway assets</td>
<td>1,936</td>
</tr>
<tr>
<td>Administration costs of highway business and cost of sales</td>
<td>1,131</td>
</tr>
<tr>
<td>Selling, general and administrative expenses</td>
<td>88</td>
</tr>
<tr>
<td>Operating income</td>
<td>5</td>
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<tr>
<td>Non-operating income</td>
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<tr>
<td>Non-operating expenses</td>
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<tr>
<td>Ordinary income</td>
<td>8</td>
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<tr>
<td>Extraordinary loss</td>
<td>3</td>
</tr>
<tr>
<td>Pretax profit of the current period</td>
<td>4</td>
</tr>
<tr>
<td>Corporation tax and other taxes</td>
<td>9</td>
</tr>
<tr>
<td>Minority interests</td>
<td>0</td>
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<tr>
<td>Net loss at the end of the current period</td>
<td>4</td>
</tr>
</tbody>
</table>

*Some amounts in the table above may not be fully accurate because fractional amounts under 100 million yen have been rounded down.*
### Individual financial statements

#### Balance sheet (March 31, 2014)

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
<th>Item</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highway assets in process</td>
<td>4,139</td>
<td>Outstanding payments</td>
<td>472</td>
</tr>
<tr>
<td>Other current assets</td>
<td>1,124</td>
<td>Other current liabilities</td>
<td>1,037</td>
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<tr>
<td><strong>Total current assets</strong></td>
<td><strong>5,263</strong></td>
<td><strong>Total current liabilities</strong></td>
<td><strong>1,509</strong></td>
</tr>
<tr>
<td>Property, plant and equipment</td>
<td>632</td>
<td>Corporate debenture related to road construction</td>
<td>2,131</td>
</tr>
<tr>
<td>Intangible assets</td>
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<td>Long-term debt related to road construction</td>
<td>1,517</td>
</tr>
<tr>
<td>Investments and other assets</td>
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<td>Other fixed liabilities</td>
<td>440</td>
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<tr>
<td><strong>Total fixed assets</strong></td>
<td><strong>665</strong></td>
<td><strong>Total fixed liabilities</strong></td>
<td><strong>4,088</strong></td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td><strong>5,929</strong></td>
<td><strong>Total liabilities</strong></td>
<td><strong>5,598</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Capital</td>
<td>135</td>
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<tr>
<td></td>
<td></td>
<td>Capital surplus</td>
<td>135</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Earned surplus</td>
<td>61</td>
</tr>
<tr>
<td><strong>Total net assets</strong></td>
<td><strong>331</strong></td>
<td><strong>Total liabilities and net assets</strong></td>
<td><strong>5,929</strong></td>
</tr>
</tbody>
</table>

*Some amounts in the table above may not be fully accurate because fractional amounts under 100 million yen have been rounded down.*

#### Profit and loss statement (April 1, 2013 to March 31, 2014)

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toll revenue and other sales</td>
<td>2,544</td>
</tr>
<tr>
<td>Highway asset completion sale</td>
<td>240</td>
</tr>
<tr>
<td>Rent expenses on highway assets</td>
<td>1,936</td>
</tr>
<tr>
<td>Highway asset completion cost</td>
<td>240</td>
</tr>
<tr>
<td>Operating expenses</td>
<td>632</td>
</tr>
<tr>
<td><strong>Operating loss in expressway business</strong></td>
<td><strong>24</strong></td>
</tr>
<tr>
<td>Related business revenue</td>
<td>348</td>
</tr>
<tr>
<td>Related business expenses</td>
<td>342</td>
</tr>
<tr>
<td><strong>Related business operating profit</strong></td>
<td><strong>6</strong></td>
</tr>
<tr>
<td><strong>Operating loss for all businesses</strong></td>
<td><strong>18</strong></td>
</tr>
<tr>
<td>Non-operating income</td>
<td>5</td>
</tr>
<tr>
<td>Non-operating expenses</td>
<td>1</td>
</tr>
<tr>
<td><strong>Ordinary loss</strong></td>
<td><strong>13</strong></td>
</tr>
<tr>
<td>Extraordinary loss</td>
<td>3</td>
</tr>
<tr>
<td><strong>Pretax net loss of the current period</strong></td>
<td><strong>16</strong></td>
</tr>
<tr>
<td>Corporation tax and other taxes</td>
<td>△0</td>
</tr>
<tr>
<td><strong>Net loss of the current period</strong></td>
<td><strong>16</strong></td>
</tr>
</tbody>
</table>

*Some amounts in the table above may not be fully accurate because fractional amounts under 100 million yen have been rounded down.*
Company History

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 17, 1959</td>
<td>Metropolitan Expressway Public Corporation (MEPC) is established to ease chronic traffic congestion.</td>
</tr>
<tr>
<td>December 20, 1962</td>
<td>First section of Metropolitan Expressway opened. (a 4.5-km section of No. 1 Haneda Route between Kyobashi and Shibaura on Inner Circular Route)</td>
</tr>
<tr>
<td>July 4, 1967</td>
<td>The Inner Circular route is finished upon completion of the section between Shiba Koen and Kasumigaseki.</td>
</tr>
<tr>
<td>July 19, 1968</td>
<td>First section of Kanagawa Route opened (Yokohane Line of No. 1 Kanagawa Route between Asada and Higashi-Kanagawa); total length of expressway tops 50 km.</td>
</tr>
<tr>
<td>March 21, 1971</td>
<td>Section between Edobashi JCT on No. 6 Mukojima Route and Yagochi on No. 7 Komatsugawa Route opened, and is connected with Keio Road.</td>
</tr>
<tr>
<td>December 21, 1971</td>
<td>Shibuya Line of Route 3 opens between Shibuya and Yoga and is connected with Tomei Expressway.</td>
</tr>
<tr>
<td>February 15, 1973</td>
<td>Yatsu Route opens. Total length exceeds 100 km.</td>
</tr>
<tr>
<td>May 18, 1976</td>
<td>Shinjuku Line of Route 4 is connected with Chuo Expressway.</td>
</tr>
<tr>
<td>January 20, 1978</td>
<td>Bay Shore Route opens between Shin-Kiba and Urayasu as the first Metropolitan Expressway in Chiba Prefecture.</td>
</tr>
<tr>
<td>January 24, 1985</td>
<td>Missato Line of Route 6 opens between Kosuge JCT and Misato JCT as the first Metropolitan Expressway in Saitama Prefecture. This section is connected with Joban Expressway.</td>
</tr>
<tr>
<td>December 24, 1986</td>
<td>Daily traffic volume exceeds 1 million vehicles.</td>
</tr>
<tr>
<td>September 9, 1987</td>
<td>Central Circular Route opens between Yotsugi and Kasai JCT, and the section between Senju-Shinbashii on the Central Circular Route and Kawaguchi JCT on the Kawaguchi Line opens and is connected with Tohoku Expressway. Total length exceeds 200 km.</td>
</tr>
<tr>
<td>November 9, 1991</td>
<td>Metropolitan Expressway is totally closed for the first time for repair work on the Komatsugawa Line of Route 7.</td>
</tr>
<tr>
<td>August 26, 1993</td>
<td>Rainbow Bridge on the Daiba Line of Route 11 opens.</td>
</tr>
<tr>
<td>October 26, 1993</td>
<td>Ikebukuro Line of Route 5 is connected with Tokyo Gaikan Expressway.</td>
</tr>
<tr>
<td>December 21, 1994</td>
<td>Bay Shore Route between Haneda Airport and Daikoku JCT opens. Tsurumi Tsubasa Bridge opens.</td>
</tr>
<tr>
<td>May 19, 1995</td>
<td>Learning lessons from the Great Hanshin-Awaji Earthquake in January, MEPC starts the reinforcement of bridge piers.</td>
</tr>
<tr>
<td>December 18, 1997</td>
<td>Ukimishima JCT is connected with Tokyo Wan Aqua Line.</td>
</tr>
<tr>
<td>May 18, 1998</td>
<td>Saitama Omiya Route (between Itoigawa JCT and Yono) opens.</td>
</tr>
<tr>
<td>April 24, 2000</td>
<td>Trial operation of ETC starts.</td>
</tr>
<tr>
<td>March 24, 2001</td>
<td>Cumulative traffic exceeds 10 billion vehicles.</td>
</tr>
<tr>
<td>March 30, 2001</td>
<td>ETC service starts. (installed at 11 tollgates).</td>
</tr>
<tr>
<td>October 1, 2005</td>
<td>Metropolitan Expressway Co., Ltd. is established.</td>
</tr>
<tr>
<td>February 14, 2006</td>
<td>Metropolitan Expressway Service Co., Ltd. is established. (start of business: April 1)</td>
</tr>
<tr>
<td>March 31, 2006</td>
<td>Agreement with Japan Expressway Holding and Debt Repayment Agency is concluded, and license to operate is granted by the minister of land, infrastructure, and transport.</td>
</tr>
<tr>
<td>August 4, 2006</td>
<td>Saitama-Shintoshin Route (Shintoshin to Saitama Minuma) opens.</td>
</tr>
<tr>
<td>September 21, 2006</td>
<td>Shutoko Insurance Support Co., Ltd. is established (start of business: December 1). Shutoko Partners Co., Ltd. is established. (start of business: January 4)</td>
</tr>
<tr>
<td>March 30, 2007</td>
<td>Daily ETC traffic volume exceeds the 1 million vehicles.</td>
</tr>
<tr>
<td>April 3, 2007</td>
<td>Shutoko Maintenance West Tokyo Co., Ltd. and four other repair and maintenance companies are established. (start of business: July 13)</td>
</tr>
<tr>
<td>November 6, 2007</td>
<td>ETC rate of utilization surpasses 80%.</td>
</tr>
<tr>
<td>November 20, 2007</td>
<td>Yokohane Line’s Yokohama Park off-ramp opens.</td>
</tr>
<tr>
<td>December 22, 2007</td>
<td>Name of Bay Shore Route Jusangochi on/off-ramp is changed to Rinkai-fukutoshin.</td>
</tr>
<tr>
<td>December 22, 2007</td>
<td>Central Circular Route linking Route 4 (Shinjuku Line) and Route 5 (Ikebukuro Line) opens.</td>
</tr>
<tr>
<td>February 25, 2008</td>
<td>The total number of ETC traffic volume exceeds the 1 billion vehicles.</td>
</tr>
<tr>
<td>March 7, 2008</td>
<td>Shutoko Machinery Maintenance Co., Ltd. is established. (start of business: July 1)</td>
</tr>
<tr>
<td>March 17, 2008</td>
<td>Eastbound Bay Shore Route between Aiakawa JCT and Tatsumi JCT is widened to four lanes.</td>
</tr>
<tr>
<td>June 6, 2008</td>
<td>Shutoko Engineering Co., Ltd. is established. (start of business: July 1)</td>
</tr>
<tr>
<td>July 1, 2008</td>
<td>Eight toll collection companies are merged into three companies—Shutoko Toll Services West Tokyo, Shutoko Toll Services East Tokyo, and Shutoko Toll Services Kanto. Shutoko Car Support Co., Ltd. is established. (start of business: October 1)</td>
</tr>
<tr>
<td>February 11, 2009</td>
<td>No. 10 Harumi Route (between Toyosu and Shinonome JCT) opens.</td>
</tr>
<tr>
<td>March 29, 2009</td>
<td>Daishi JCT (Yokohama direction) on Yokohane Line of No. 1 Kanagawa Route opened.</td>
</tr>
<tr>
<td>March 28, 2010</td>
<td>Central Circular Route linking Route 3 (Shibuya Line) and Route 4 (Shinjuku Line) opens.</td>
</tr>
<tr>
<td>October 20, 2010</td>
<td>Kawasaki Line (between Tonomachi and Daishi JCT) opens. / Total length exceeds 300 km.</td>
</tr>
<tr>
<td>January 1, 2012</td>
<td>Shift from unified toll to single-distance toll.</td>
</tr>
<tr>
<td>December 20, 2012</td>
<td>Metropolitan Expressway 50th anniversary.</td>
</tr>
<tr>
<td>August 26, 2013</td>
<td>20th anniversary of Rainbow Bridge opening.</td>
</tr>
<tr>
<td>December 25, 2013</td>
<td>Announcement of Metropolitan Expressway Renewal Plan (draft).</td>
</tr>
</tbody>
</table>
Shutoko Group Companies

(As of April 1, 2014)

Expressway Business

<table>
<thead>
<tr>
<th>Toll Collection</th>
<th>Metropolitan Expressway toll collection activities and customer-related activities</th>
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<tr>
<td>Shutoko Toll Service West Tokyo Co., Ltd.</td>
<td></td>
</tr>
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<td>Shutoko Toll Services East Tokyo Co., Ltd.</td>
<td></td>
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<tr>
<td>Shutoko Toll Services Kanagawa Co., Ltd.</td>
<td></td>
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Traffic Management

| Metropolitan Expressway traffic-flow control and supervision activities |
| Shutoko Patrol Co., Ltd. |
| Shutoko Car Support Co., Ltd. |

Repairs and Maintenance

| Metropolitan Expressway structure inspection, emergency repairs, facility operation and monitoring |
| Shutoko Engineering Co., Ltd. |
| Shutoko Maintenance West Tokyo Co., Ltd. |
| Shutoko Maintenance East Tokyo Co., Ltd. |
| Shutoko Maintenance Kanagawa Co., Ltd. |
| Shutoko Electrical Maintenance Co., Ltd. |
| Shutoko ETC Maintenance Co., Ltd. |
| Shutoko Machinery Maintenance Co., Ltd. |

Related Business

| Metropolitan Expressway Service Co., Ltd. | Parking area and parking facility businesses |
| Shutoko Insurance Support Co., Ltd. | Insurance agency services |
| Shutoko Partners Co., Ltd. | Human resources services |

Usage Conditions

(1 April 2013 to 31 March 2014)

Traffic Volume

(Unit: Thousand vehicles)

<table>
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<tr>
<th>Category</th>
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</tr>
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<tbody>
<tr>
<td>Vehicle Type</td>
<td></td>
</tr>
<tr>
<td>Ordinary vehicle</td>
<td>310,192</td>
</tr>
<tr>
<td>Large vehicle</td>
<td>36,739</td>
</tr>
<tr>
<td>Total</td>
<td>346,931</td>
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Toll revenue

(Unit: ¥1 million, tax excluded)

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<th>Category</th>
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<td>Total</td>
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ETC utilization rate

(Unit: %)

| Utilization rate (March 2014) | 92.1 |

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(Unit: Thousand vehicles)

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