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Our Corporate Social Responsibility

Our Corporate Social Responsibility

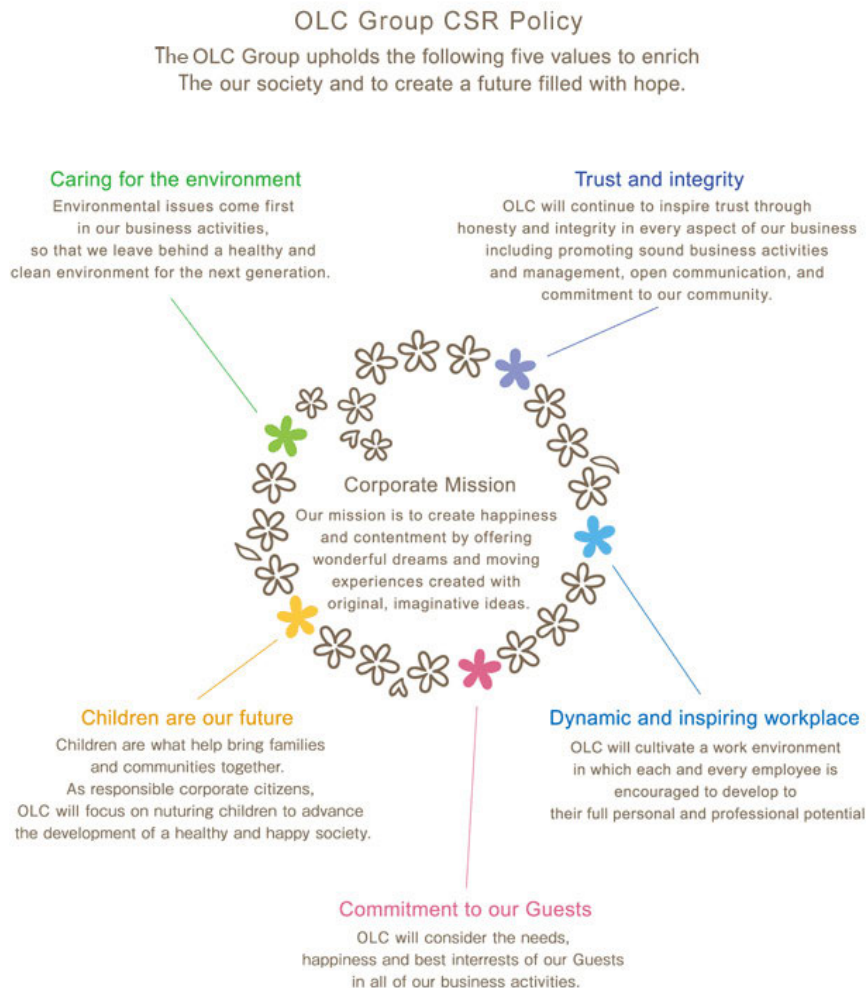
Oriental Land Co., Ltd. was established in 1960 with the purpose of contributing to the cultural life of the nation and the welfare of Japanese citizens. Following this, efforts to attract the American Disneyland to Japan began, and in 1979, a license agreement was signed with Walt Disney Productions (as it was known at that time). Tokyo Disneyland then opened in 1983.

We have continued to spread happiness that cannot be found anywhere else throughout the community.

The OLC Group has evolved from a Theme-Park operator to an operator of a themed resort and has expanded into other areas of the market, but our core value remains unchanged. We remain committed to “invigorating people's lives by offering magical dreams, moving experiences, delight and contentment” because “spreading happiness” is our guiding principle.

Under our Group's corporate mission of “creating happiness by offering wonderful dreams and moving experiences created with original, imaginative ideas,” we are helping to create a future filled with dreams that enrich people's lives. As we see it, a sustainable society is one in which people are able to live spiritually fulfilling lives; a society that allows people to fill their hearts with magical dreams, moving experiences, delight and contentment.

Our approach to corporate social responsibility (CSR) is informed by the belief that a strong commitment to key issues will contribute to realizing such a society.



Stakeholder Engagement

At the OLC Group, we believe in the importance of direct dialogue with our customers, employees, shareholders and investors, corporate sponsors, vendor and suppliers, licensors and partners, collaborators, local communities and local governments, and we put this belief into practice in the course of our daily work.

We also believe that it is important to identify potential issues from a CSR standpoint, and to address a wide range of social needs. To this end, we are gathering opinions voiced from various perspectives by CSR specialists and other experts, and are conducting yearly stakeholder surveys whose results are then reflected onto our activities and reporting.



Our Corporate Social Responsibility

The Social Activity Promotion Department is dedicated to promoting the OLC Group's corporate social responsibility (CSR) initiatives. The Social Activity Promotion Department is responsible for promoting CSR across the entire OLC Group by coordinating with existing committees such as the Environmental Action Committee, as well as with various departments and OLC-Group companies.

We are engaged in ongoing activities to raise awareness among our employees. These include publishing a webzine describing examples of CSR in simple terms and holding in-house fairs where our initiatives are presented using panel board displays.

Medium-Term Plan for our CSR activities

By measuring ourselves against such guidelines as the ISO 26000, an international standard that sets out how businesses and organizations can operate in a socially responsible way, the OLC Group has been assessing the challenges we face today and the efforts to be undertaken in the future as they pertain to CSR. In FY 2016, based on The Five Values constituting the OLC Group CSR Policy, we formulated our medium-term plan for our CSR activities through FY 2020 in view of social demand. In this process reference was made, among others, to the ISO 26000, the sustainable development goals (SDGs) adopted by the United Nations (UN) in September 2015, the UN Guiding Principles on Business and Human Rights, and various environmental, social and governance (ESG) investment indices. The medium-term plan lays out what OLC aims to be in FY 2020, as well as targets for each fiscal year. The SDGs call for universal actions to be taken by governments, enterprises and civil societies to keep development within the limits of our planet's resources, end poverty and ensure equality of opportunities and dignity for all people. The OLC Group will verify how its business can relate to the SDGs and what roles it should play in society, and proceed with its medium-term plan primarily focusing on three themes: human rights, the environment and social contribution.

Message from Our President and COO

Determined to make persevering efforts to continue delivering “magical dreams, moving experiences, delight and contentment” in the next 50 or 100 years

Kyoichiro Uenishi, President and COO



What are the unique features of the OLC Group’s corporate social responsibility (CSR) activities?

Oriental Land Co., Ltd. was established in 1960 with the objective of “reclaiming the sea off Urayasu, Chiba Prefecture, to develop commercial and residential areas, as well as a large-scale recreational facility, so as to contribute to the nation’s culture, health, and welfare.” Tokyo Disneyland was opened in 1983 and Tokyo DisneySea in 2001, along with Disney hotels, a commercial complex, monorail and other facilities, transforming the Maihama area into an all-encompassing themed resort. The two theme parks currently welcome more than 30 million Guests a year.

Under its corporate mission of offering “magical dreams, moving experiences, delight and contentment,” the OLC Group is committed to helping create, through its business activities, a future filled with dreams that enrich people’s lives. In pursuit of such future, the OLC Group tackles the Five Values constituting its CSR Policy. Specifically, the Five Values are: “Trust and integrity” that form the foundation of honest business activities including corporate governance and compliance; “Dynamic and inspiring workplace” that focuses on initiatives for employees, including human resources development; “Commitment to our Guests” that incorporates a CSR perspective into business activities; community programs under the banner of “Children are our future” aimed at developing and supporting children; and “Caring for the environment” to address environmental issues.

While steadily responding to the diversification of people’s personal values as well as changes in lifestyle and the external environment, including the shrinking population, and listening to the requests of society and feedback from customers, the OLC Group promotes our unique CSR activities based on the Five Values, with a firm desire to bring as many smiles as possible to the faces of our Guests.

Tell us about your CSR initiatives aimed at future growth.

The 2020 Medium-Term Plan upholds our commitment to pursuing novelty and comfort through a structural approach by launching attractive contents and facilities and improving our theme park environment to enhance our Guests’ convenience. On the non-structural front, the plan manifests our emphasis on reinforcing our human resources on a long-term sustainable basis with the aim of further enhancing the Tokyo Disney Resort’s signature hospitality.

If we are to steadily execute the Medium-Term Plan and achieve further growth, it is crucial for us to identify changes in society and live up to social needs and expectations from a CSR perspective. As depicted in our Special Feature—CSR Stories of Value Creation, numerous CSR elements are incorporated into our Guests’ park experiences and the processes for delivering them. We believe that sincerely working on and evolving these CSR activities will further increase the value we provide, leading to the creation of new value.

Lastly, what message do you have for your stakeholders?

Going forward, demographic changes, various technological evolutions, and the diversification of lifestyles and means of communication are expected to progress. In such a day and age, I believe that bonds with family members and other loved ones, along with elements of delight and moving experiences, which constitute invisible value, and spiritual fulfillment will not only remain important but will become increasingly meaningful.

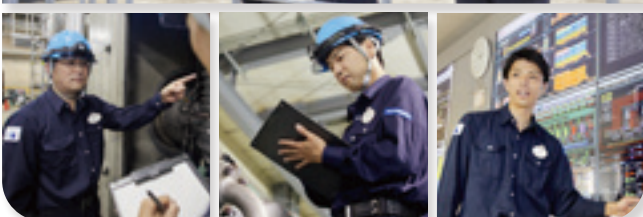
Each and every employee of the OLC Group is determined to keep in mind at all times the Five Values upheld in our CSR Policy, and will continue to take on the challenge of delivering “magical dreams, moving experiences, delight and contentment” in 50 and 100 years’ time, with pride and commitment toward the goal of creating a future filled with dreams that enrich people’s lives. We ask for your continued support and understanding in our endeavor.

Special Feature: CSR Stories of Value Creation

The OLC Group boasts a range of unique strengths that enable us to provide happiness to our Guests. These include: our Theme Park's operational capacity underpinned by our foremost concern for safety; our adamant pursuit of quality; our employees, who play a pivotal role in embodying our hospitality; and the environmental consideration that is indispensable to the operation of our Theme Parks, which are much like towns.

By leveraging such distinctive advantages, we create different types of value through our business activities. This Special Feature aims to highlight the value we provide for society by presenting how our Guests may spend their day at one of our Theme Parks and the environmental management that we undertake to sustain such a day.

CSR Stories 1 Theme Parks



CSR Stories 2

Environmental Management

Special Feature: CSR Stories of Value Creation

CSR Stories 1 Theme Parks

Through its theme-park business, the OLC Group offers far more than the experience delivered to each Guest in the form of “magical dreams, moving experiences, delight and contentment.” Here, we would like to showcase the different types of value create.

Let's explore specific cases of CSR implemented at Theme Parks!



Entering Tokyo DisneySea



Theme Park entrance

Opening times are subject to change.



CSR Viewpoint

Bags are checked for security.

Bags are checked at the Theme Parks' entrances to keep hazardous or suspicious objects out. Patrols are also conducted within the Parks and their surrounding areas to guard against crime.



Riding on an attraction

CSR Viewpoint

Safety bars are double-checked.

A Cast Member makes sure that each safety bar is locked. We undertake measures to secure safety in both equipment/facilities and operation.

Taking a break with a soft drink



Strolling around the Theme Park



CSR Viewpoint

Recycling waste through rigorous sorting

Cast Members sort out waste based on detailed sorting rules. At some eateries, we install waste receptacles where liquids can be separated from general waste by Guests themselves.



Enjoying lunch at a restaurant



CSR Viewpoint

Happiness prevails across the Theme Parks

We deliver happiness to our Guests by providing fascinating spaces, a safe and clean environment, high-quality and meticulously developed facilities, and the hospitality of Cast Members.

CSR Viewpoint

Cloth napkins at restaurants

Employees with disabilities at Maihama Corporation are doing a variety of works, making most of their abilities. Some of the jobs include folding cloth napkins used at our restaurants, cleaning 3D glasses, and affixing price tags on products.



CSR
Viewpoint

Closable popcorn box

The closable popcorn box was developed based on an idea proposed by an employee. We have a program that solicits ideas from employees, through which a wide range of ideas have been embodied.



Snacking on popcorn



Enjoying a daytime show



CSR
Viewpoint

Cast Members in charge of Guest control

Cast Members are positioned in show viewing areas to keep anyone from entering the path of floats and to guide Guests in the event of an emergency.

If you suddenly feel ill...



CSR
Viewpoint

First-aid stations for emergencies

To provide assistance to sick or injured Guests, we have first-aid stations within our Parks where nurses are available at all times. Beds are provided for Guests to take a rest, and referrals to nearby hospitals are made as needed.

Shopping



Waiting in line for an attraction



CSR
Viewpoint

Alleviating the heat in waiting areas

In response to feedback from Guests, we installed misting fans and electric fans in our attraction waiting areas. Guests' comments are shared across the Group to help us improve our services.

CSR
Viewpoint

Eco-friendly shopping bags

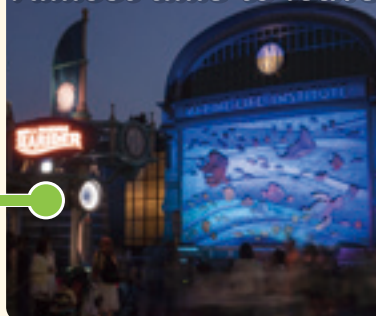
Our shopping bags are made partially from biomass (derived from sugar cane fiber), which can be produced with less CO₂ emissions compared with petroleum-based materials.

CSR
Viewpoint

Energy-saving decoration lights

We are switching our lighting and illuminations at our Park facilities from regular bulbs to LEDs. For our nighttime parade at Tokyo Disneyland, 21 out of 24 floats use LEDs in our effort to reduce energy consumption.

Almost time to leave



Theme Park exit

Closing times are subject to change.

Special Feature: CSR Stories of Value Creation

CSR Stories 2 Environmental Management

Tokyo Disney Resort, where over 30 million Guests visit each year and numerous Cast Members work each day, is much like a city. To enable Guests to spend a comfortable time safely in this “city” and to conserve our precious global environment for future generations, the OLC Group strives to implement multifaceted environmental management through its business activities. This section presents our wide spectrum of around-the-clock backstage initiatives for infrastructure operation and efficient utilization of water and energy.

Our Daily Environmental Management Operations



5:00

Water scenery facilities are switched on.

Water fountains and waterfalls at our Theme Parks are activated. Water is filtered and recycled through our circulation system to prevent waste.



7:00

Air-conditioning equipment is switched on.

Hot and cold water for air-conditioning is produced at a single site and centrally controlled. We make efficient use of an amount of heat equivalent to that consumed by roughly 1,200 households.



11:00–15:00

Efficient use of solar energy

With solar panels installed on rooftops, more than enough for nighttime parade is sourced from renewable energy.

Approx. 600 kW
(equivalent to electricity used to power around 200 households)



Energy management using a combination of equipment

We are performing efficient energy management by operating a combination of systems around the clock, including cogeneration systems and ice thermal storage systems. While ensuring a stable supply of energy for the happiness of our Guests, we are also stepping up our efforts to save more energy by installing additional high-efficiency equipment.



Naoki Nobuyama
Unit Manager Building System & Utility Group, Facility Engineering Department

Cogeneration system

The exhaust heat generated by steam production is efficiently used for air-conditioning and hot water supply.



Voice

We circulate all water contained in our vast water areas for effective use.

All the water used in water areas, rivers and waterfalls, which Guests enjoy, at our Theme Parks is filtered, quality-checked and circulated. The levels of large-scale water areas are maintained by replenishing loss from natural evaporation and keeping water volume from overflowing when it rains.



Yuichi Kato
Engineer
Building System & Utility
Group, Facility Engineering
Department

Water treatment facility

We recycle water at our own water treatment facility, and make use of the recycled water for toilet flushing.



12:00–16:00

Private power generators are operated.

To reduce impact of peak-demand energy use, we operate our own power generators during the daytime in summer when electricity consumption is particularly high in Japan.



19:00

LED lights are used.

We are switching the lighting at our Theme Parks and back-office facilities to LEDs to reduce CO₂ emissions and running costs.



22:00

Ice thermal storage system is operated.

By taking advantage of cost-efficient nighttime electricity, ice is produced to be used for air-conditioning during the daytime.



Energy management system

The amount of electricity consumed is visualized to engage all organizations in our endeavor to optimize the air conditioner operation hours.



Voice

Reducing environmental impact by paying attention to details in operations

By analyzing temperatures, amounts of sunlight and Guest trends, and monitoring the current frontline status, we make detailed adjustments in the temperature settings and operation hours of air conditioners to increase operational efficiency. To reduce environmental impact without compromising Guests' comfort, it is essential to take measures with regard to both equipment/facilities and human factors.



Akihiko Takahashi
Unit Manager, Building
System & Utility Group,
Facility Engineering
Department

Support for Those Affected by Large-scale Earthquakes

The OLC Group is working to support those affected by Large-scale earthquakes through a variety of initiatives to lift the spirits of children.

| Support for Those Affected by the Kumamoto Earthquakes

To support people affected by the Kumamoto Earthquakes, we have made monetary donations, sent supplies and gifts, visited elementary schools, and participated in disaster restoration events.

| Visits to Elementary Schools in Stricken Areas

Tokyo Disney Resort's

In September 2016, the Tokyo Disney Resort Ambassador and Disney characters visited eight elementary schools in areas severely hit by the Kumamoto Earthquakes (Mashiki-machi, Mifune-machi and Kashima-machi). They spent time dancing and having fun with the children.



| Special Set Meals with Donation at Employee Dining Halls

On the second Friday and Saturday of each month since November 2011, we have been offering a special set meal called "We Are One" at the seven dining halls for employees located on our premises.

The price of the special set meal includes a 30-yen donation, which, along with a matching donation by Oriental Land Co., Ltd., goes toward presenting necessary supplies to elementary schools affected by earthquake disasters. As of April 2017, we have supported a total of 117 schools in Iwate, Miyagi, Fukushima and Kumamoto Prefectures.

Tokyo Disney Resort's

In December 2016, a group of OLC employees including two volunteers originally from Kumamoto Prefecture delivered Tokyo Disney Resort stationery gift sets to all the pupils at five elementary schools in Kamimashiki-gun, Kumamoto Prefecture.

The children at Kashima-nishi Elementary School in Kashima-machi, Kamimashiki-gun in Kumamoto Prefecture sent us New Year's cards telling us how happy they were to receive the "cute" stationery and promising to use the precious gifts with great care.



Stationery gift sets were donated to five elementary schools in Kamimashiki-gun.



New Year's cards received from children

Participation in Disaster Restoration Event Hosted by Kumamoto-shi

Tokyo Disney Resort's

In December 2016, we participated in the BRIDGE of the RAINBOW festival of lights, an event hosted by Kumamoto-shi to spur the city's restoration. We helped bring smiles to the faces of the 100,000-plus people gathered along the roadside to enjoy the event.



Monetary Donations and Dinnerware Gifts

From April to June 2016, we donated 10 million yen collected from our employees to the Japanese Red Cross Society. We also donated dinnerware to people in need through the Second Harvest Japan food bank.

Carbon Offsetting

We purchased carbon credits, or CO₂ emissions rights, to promote reforestation and renewable energy in Oguni-machi and other areas in Kumamoto Prefecture.

Support for Those Affected by 2011 earthquake and tsunami

Since FY 2011, to support people affected by the Great East Japan Earthquake, we have made monetary donations, paid visits to elementary schools, performed joint concerts with junior/senior high school students, donated school supplies, and sent gifts of stationery sets to incoming first-graders.

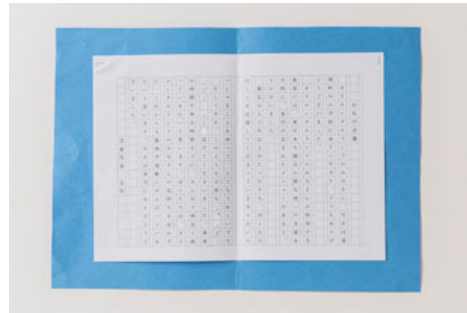
Special Set Meals with Donation at Employee Dining Halls

In April 2017, a group of OLC employees including a volunteer originally from Fukushima Prefecture traveled to Miharu-machi, Tamura-gun in Fukushima Prefecture to present Tomioka Daiichi and Tomioka Daini Elementary Schools with basketball hoops to be used at their provisional buildings.

After spending some time with the children, she shared her thoughts as follows: "The children here may have been too young to remember what the town was like before the earthquake, but their parents must have many fond memories of their hometown, as I myself do. It's a shame that I must leave so soon, but I am glad that I was able to deliver the basketball goals to my hometown and to spend such a wonderful time with the children. The children were so cheerful that their smiles almost made me tear up. I hope they will long remember this day as a happy moment in their lives."



An employee originally from Fukushima Prefecture visited the schools



Welcome message written by a student representative

Donation of School Supplies

Tokyo Disney Resort's

Hoping to help incoming first-graders in disaster-affected areas to start their school life in high spirits, we presented them with Tokyo Disney Resort stationery sets.

We continued this activity for six years until all the children who experienced the 2011 earthquake and tsunami had entered elementary school.

In the spring of 2017, we donated an approximate total of 50,000 sets to 1,183 elementary schools (333 in Iwate Prefecture, 400 in Miyagi Prefecture and 450 in Fukushima Prefecture). This was the final donation under this initiative, which, to date, has seen around 3.04 million sets of stationery donated.

Donation of stationery

	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016
Number of recipient schools	1,306	1,269	1,242	1,219	1,207	1,183
Number of donated sets	50,718	52,386	51,170	50,210	49,690	48,880



Incoming first-graders at an elementary school in Fukushima, which employees visited in April 2017. The stationery set donated.

The OLC Group will keep up with such activities in the hope of bringing smiles to children's faces.

Corporate Management : Trust and Integrity



Social Issues

Consumers are increasingly aware of safety issues that are important to them across different areas. Furthermore, companies must now make use of Japan's Corporate Governance recently released and its underlying philosophy to ensure greater transparency and fairness as well as faster and more resolute decision-making.

Our Approach

Ensuring that our Guests are safe and able to enjoy themselves free of care is our most important responsibility, serving as the foundation of the happiness we offer. Likewise, maintaining our compliance and integrity as a company will help us develop relationships of mutual trust with our stakeholders, in turn leading to our sustainable growth. We will continue to bolster our corporate governance so that we can fulfill our corporate mission to create magical dreams, moving experiences, delight and contentment.

Corporate Governance

Basic Approach to Corporate Governance

The OLC Group recognizes that strengthening our corporate governance system is essential to accomplishing our mission of offering “magical dreams, moving experiences, delight and contentment.” In addition to establishing a basic structure to support this mission and raising executives and employees’ awareness of these concepts, the OLC Group also promotes the following initiatives.

1. We are bolstering the systems that address compliance, risk management and information security as a means of enhancing our internal control processes.
2. We actively disclose information to promote management transparency.
3. We are building solid partnerships with our vendors and in addition, maintaining fair and appropriate relations with our business partners. We are working to encourage socially responsible practices through all our dealings.

Through these efforts, our goal is to further develop the trust that all our stakeholders place in us and to enhance the sustained and long-term value of this corporation.

Corporate Governance Structure

Clarifying Oversight Responsibility and Operating Responsibility



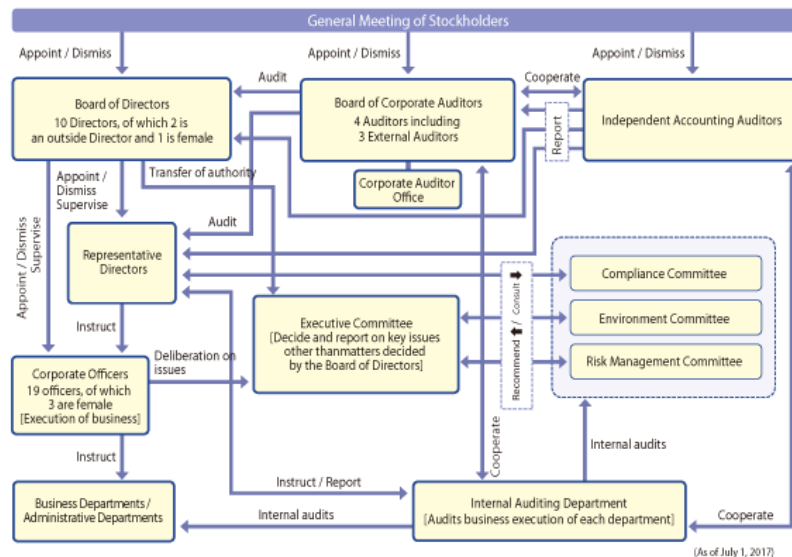
Oriental Land Co., Ltd., the company at the heart of the OLC Group, adopts a corporate-officer system that enables the Board of Directors to focus on supervision, thereby bolstering the management’s supervisory function and delegating the task of business execution to corporate officers, which leads to expeditious and appropriate decisions being made.

The Board of Directors is composed of 10 members (of which two are from outside the company). The Board of Directors holds regular meetings convened in principle on a monthly basis, which all auditors, regular or non-regular attend.

There is also a system in place to make crucial managerial decisions. Decisions pertaining to the management of the entire company are made at the Executive Committee.

Ensuring Auditing Effectiveness

Oriental Land Co., Ltd. adopts a corporate auditing system. We have developed the Regulations for the Board of Auditors and the Audit Standards to clarify the roles and responsibilities of our corporate auditors.



[Corporate auditors]

1. The Group employs four auditors, three of whom are external auditors.
2. Under this system, two standing auditors are required to attend meetings and present their objective opinions to the Board of Directors, the Executive Committee and other meetings deemed important by corporate auditors.
3. In accordance with our Audit Policy and the Basic Internal Auditing Plan, our auditors conduct briefing sessions with directors and employees, review the contents of key documents, and discuss matters that have been deliberated at important meetings as well as the findings of company audits.
4. We have assigned dedicated staff in the Corporate Auditor Office to provide assistance to corporate auditors. Additionally, internal regulations require that officers provide corporate auditors essential and appropriate information on a timely basis so that audits are effective.

[Internal Auditing Department and Financial Auditors]

1. In order to promote compliance with laws and internal regulations and efficient execution of work duties, we have established the Internal Auditing Department. It is in charge of internal auditing, and being independent of business execution departments, plays a part in maintaining internal controls.
2. In order to confirm accuracy in our financial statements our accounts are audited by KPMG AZUSA LLC.

Our regular corporate auditors, Internal Auditing Department employees and financial auditors meet on a regular basis and establish, as needed, ad hoc communication and reporting so that all parties are connected throughout the auditing process.

Promoting Internal Control over Financial Reporting✱✱✱

In order to provide reliable financial reporting, we have established a Committee for the Promotion of Internal Controls to satisfy the Internal Control over Financial Reporting requirement stipulated in the Financial Instruments and Exchange Law, and are consolidating our system of internal controls for the entire OLC Group.

Our internal controls pertaining to the consolidated financial reports were deemed to be effective at the point of March 31, 2017, the fact of which was duly audited by an independent auditor and reported to the authority.

* Thorough Enforcement of the Compliance System

OLC Group Compliance Code* * *

The OLC Group has established the OLC Group Compliance Code, which sets forth rules for executives and employees on corporate ethics and legal compliance.

OLC Group Compliance Code (Established April 2006)

All OLC Group executives and employees will adhere to the highest ethical standards in compliance with the law and social norms, and will act upon the following codes.

1. Make safety the primary concern.
2. Respect human rights and prevent discrimination and harassment.
3. Be fair and transparent in all interactions.
4. Protect all confidential information, including personal data.
5. Take resolute action against anti-social elements.

Business Guidelines* * *

The OLC Group has put together business guidelines as part of its commitment to the highest standards of corporate conduct in all of its dealings. Based on the underlying values of integrity and sincerity, the Business Guidelines clarify the need for each and every employee to make a dedicated effort to put into practice their commitment to compliance in all aspects of their work.



Compliance Committee* * *

The OLC Group has established a Compliance Committee chaired by an individual appointed by the President to ensure the legality of all OLC Group dealings and embed the spirit of compliance in every business function. If the OLC Group becomes aware of improper executive or employee conduct or a violation of laws, regulations or company policy, this committee will conduct the necessary investigations and report to management or the Executive Committee and the Board of Corporate Auditors. We have also established a counseling room for compliance that serves as a contact point for employees wishing to report any instances of improper conduct within or without the OLC Group. In order to ensure the effectiveness of this whistleblower/consulter contact point, internal regulations clearly specify that whistleblowers and consultants shall not receive unfair treatment.

Compliance Seminars* * *

The OLC Group provides annual training on compliance-related issues so that all our employees understand and are aware of their legal and ethical obligations, and is engaged in ongoing efforts to monitor and evaluate compliance with our compliance policies and procedures. Additionally, we make sure that our training is appropriate for employees in different positions by introducing seminars with external lecturers, e-learning and group discussions.

Moreover, for several years now we have been holding seminars for all managerial staff, taught by external lecturers. At these seminars, attendees reflect on how one's own organization would deal with compliance issues, both inside and outside the company, investigating problems and drafting action plans.

Compliance Month ❄ ❄ ❄

"Compliance Month" is held every year to provide an opportunity for employees to develop a sense of ownership and learn to think independently with respect to compliance. This year's "Compliance Month" – January 2017 – was themed on the prevention of discrimination in the workplace, such as that related to pregnancy, birth, childcare and family care.

Efforts undertaken during Compliance Month

- Promote understanding of and implementation of Business Guidelines
- Send out messages from management
- Leverage various tools to send out information on the theme in question (harassment)
- Create learning opportunities

Questionnaire Survey on Compliance ❄ ❄ ❄

A questionnaire survey of employees is periodically conducted to monitor the status of compliance at fixed points in time as well as identify any violations.

Human Rights

Respect for Human Rights

OLC Group Human Rights Policy

The OLC Group respects the human rights of its employees and has established the OLC Group Human Rights Policy that proclaims its commitment that all its business operations are conducted in line with applicable labor standards and fundamental human rights norms.

OLC Group Human Rights Policy (Established July 2008)

1. The OLC Group shall respect the human rights of all people in its business operations.
2. The OLC Group shall not tolerate discrimination or human rights violations based on race, nationality, sex, age, religion, mental or physical disabilities.
3. The OLC Group shall strive to create a work environment and to nurture a culture of zero tolerance to human rights violations.

Other Efforts to Promote Respect for Human Rights

Our Business Guidelines, which set forth standards and guidelines for everyday business operations, include provisions on human rights to dissuade employees from discriminating against or harassing others—during the course of any aspect of business activities or personal life—on the basis of race, nationality, sex, age, religion or mental or physical disability, and from encouraging or tolerating such acts. In addition, it prohibits approval of and involvement in forced labor and child labor.

Furthermore, when communicating information within and without the OLC Group, employees are encouraged to adopt the standpoint of the recipients of the information in order to closely examine its contents and to give due consideration to avoiding the infringement of the recipients' human rights.

The Business Guidelines also advocate the importance of respecting diversity and individuality in the workplace and among coworkers when engaging in business operations in order to create a comfortable workplace environment for all employees. It also prohibits discriminatory treatment and acts of harassment in the workplace.

Risk Management and Information Security

Risk Management Systems

The OLC Group works to prevent and respond to a wide range of business risks in accordance with the OLC Group Risk Management Guidelines.

We have installed a Risk Management Committee to promote effective risk management as standard practice, and have set up an Emergency Control Center (ECC) to oversee emergency response procedures.

In order to address earthquake risks, we have created a response manual that outlines the necessary actions to be taken by each of our departments in accordance with the Tokyo Disney Resort Basic Plan of Earthquake Disaster Countermeasures, which stipulates a plan for supplies and materials a first aid plan, etc. In the event of a large-scale earthquake, the Tokyo Disney Resort Earthquake Countermeasures Headquarters is established by the President.

The President and top management of Oriental Land Co., Ltd. play a central role in both organizations.

Information Security Management Systems

The OLC Group Basic Policy on Information Security lays out the basic policy and procedure for information management. Specific guidelines for action are set forth in the OLC Group Information Security Policy, and we are developing an information security management system which conforms to this policy. Information management is controlled by the Information Security Management Committee, a sub-committee under the Risk Management Committee, and this unit is dedicated to raising the level of information security management within the OLC Group.

In January 2013, we established the OLC Group Guidelines on Social Media, which set forth rules on management and communication of information through social media. These guidelines serve to enhance the Group's information security including in the social media channels.

OLC Group Basic Policy on Information Security (Established March 2005)

1. The OLC Group shall ensure the proper management of all information related to its business operations ("Information Assets" hereinafter), by identifying its owner, its value as an information asset, the level of confidentiality, and rights of access.
2. The OLC Group has established an information security policy ("Policy" hereinafter), setting forth specific procedures to be followed by OLC Group companies and specific actions to be taken by executives and employees in the management of information.
3. The OLC Group, its executives and employees, shall abide by applicable laws governing the management and handling of Information Assets.
4. The OLC Group shall take appropriate technological security measures when processing or holding its Information Assets in an information system and/or network.
5. The OLC Group shall offer scheduled training and education to its executives and employees to familiarize them with information security management policy and procedures.
6. The OLC Group shall review the documents and controls adopted for the Policy and other basic policies etc., and shall monitor compliance with these policies and procedures on a continuous basis.

The OLC Group ensures that customers' and Guests' personal information is protected. Please refer to the [privacy policy](#) page for details.

Active Information Disclosure

Our Basic Position on Information Disclosure

The OLC Group actively disseminates information to all its stakeholders. We observe laws and regulations pertaining to information disclosure, including the Financial Instruments and Exchange Act, etc., as well as the Tokyo Stock Exchange's rules on the timely disclosure of information. In addition, we disclose information deemed essential to understanding and assessing our business activities in a fair, timely and appropriate manner through various means such as news releases, website and briefing meetings.

Our goal in disclosing corporate information is to enhance management transparency, to build bonds of mutual understanding and trust with our stakeholders and in doing so create dialogue in management, a stance that is central to our business philosophy. The opinions and assessments put forward by our stakeholders are reported to the management team on a regular basis so that they may be reflected in future decisions made by the OLC Group.

Disclosure of Negative Information

The OLC Group is deeply committed to compliance, safety and quality assurance. We promptly disclose information via news release, etc., if any incidents occur. We will continue to disclose information in a timely and appropriate manner, even where such information is detrimental to the OLC Group.

OLC's IR Activities

IR Activities

We have seven dedicated staff who assist top management, officers and department heads in order to enhance the transparency and speed of information disclosure. We strive to make information accessible by providing videos of earnings announcements, audio recordings of the quarterly earnings and Japanese and English versions of IR information for first-time investors.

Proactive Information Disclosure and Listening to Shareholder and Investor Feedback

We believe it is important that shareholders and investors have the opportunity to communicate with our management. This is why we hold meetings to exchange views with shareholders and investors, participate in conferences in Japan and abroad that are hosted by securities firms, and hold information sessions for retail investors and sales people at securities firms.

We also categorize thousands of opinions, requests or critiques we receive from retail investors, of whom we have roughly 210,000, and regularly give feedback to employees in order to improve our operations.

Healthy Partnerships with Our Vendors

Building Partnerships with Vendors

The OLC Group Code of Compliance states that we engage in fair and transparent transactions and we employ a fair process of vendor selection that gives due consideration to quality, price, technology, delivery lead times and management policy. Once vendors have been selected, every effort is made to promote fair and proper dealings and to build effective, healthy partnerships by giving our vendors access to the internal whistleblower system. In April 2010, with reference to international standards, we established the “OLC Group Vendors Code of Conduct” in order to ensure compliance with laws and regulations and to fulfill our CSR procurement and social responsibility in a wide range of issues including product safety, worker safety, respect for human rights and environmental conservation through our dealings with partner vendors.

Moreover, in October 2014 we introduced a “Voluntary Investigation List” – a self-check sheet that enables our vendors to verify their own compliance with the Code – and are working to make improvements based on the results, cooperating with vendors as necessary.

Departments that are in charge of transactions require as a condition for approving certain transactions that vendors prove their compliance with the Code of Conduct by acquiring the Voluntary Investigation List.

In June 2017, we completed our phased introduction of the initiative at our Group companies, with all our Group companies now using the tool.

The OLC Group will continue to adhere to the highest ethical standards in compliance with the law, social norms and behavior set forth in the “OLC Group Vendors Code of Conduct” and will continue to promote CSR procurement, while collaborating with our vendors based on the Voluntary Investigation List to fulfill our social responsibility throughout the entire supply chain.

[> OLC Group Vendors Code of Conduct](#)

Supply-Chain Management for Disney-Brand Products

Tokyo Disney Resort's

The factories commissioned to manufacture Disney-brand products sold at the Theme Parks are required to comply with Disney’s International Labor Standards program (ILS program). Please see the Disney Corporate Citizenship 2014 Performance Summary.

 [Disney Corporate Citizenship 2014 Performance Summary](#) (12,825KB)

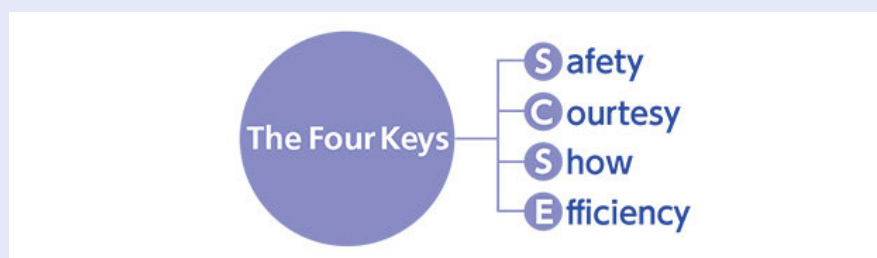
For additional details please visit on our [International Labor Standards \(ILS\) program](#). 

Code of Conduct - The Four Keys (Tokyo Disney Resort)

* Code of Conduct - The Four Keys

Tokyo Disney Resort's

The Four Keys are our shared code of conduct at Disney Theme Parks. Showing the order of our priorities clearly, the Four Keys are, from top to bottom: Safety, Courtesy, Show and Efficiency. As the most important standard of the OLC Group, which operates the Theme Parks under license from Disney Enterprises, Inc., all Cast Members make decisions and act based on The Four Keys.



- [Safety] In order to create a safe and relaxing place, safety of Guests and also Cast comes before anything else.
- [Courtesy] Based on the belief that Guests should be treated like VIPs, we also aspire to offer friendly, genuine hospitality; not just being polite but providing service from the standpoint of the Guests.
- [Show] Cast Members are part of the show and should treat every day as the opening day, approaching every task as part of a themed show, even when they are inspecting or cleaning the facilities.
- [Efficiency] Focusing on safety, courtesy and the show will, along with teamwork, help us achieve greater efficiency.

Everyone who works at Tokyo Disneyland and Tokyo DisneySea learns the Disney philosophy when they join us, and The Four Keys form part of our on-the-job training programs. The Four Keys guide the operational decisions and behavior of all Cast Members.

Working in accordance with The Four Keys

At the Tokyo Disney Resort, all Cast Members are assigned roles based on the theme and background story of the facility where they work. The Tokyo Disney Resort itself is a vast stage set against a backdrop of blue skies, and the customers who visit are Guests while our employees are Cast who perform onstage. Cast Members, who don costumes, immerse themselves in their assigned roles and put on a performance as they service Guests, are an integral part of the Theme Park's show.

One of the jobs of Custodial Cast Members is to mop up spilled drinks. They do this swiftly, and standing up rather than squatting, using their feet to mop up spilled liquids.

This is to prevent accidents, since Guests caught up in the magic of the environment may not see the Cast Member if he/she were crouching down.

Ensuring Guest safety is a priority in everyday tasks, and it guides the actions of all Cast Members.



A Cast Member remain standing when cleaning up for Guest safety.

Attraction Safety (Tokyo Disney Resort)

Our Policy on Attraction Safety

Tokyo Disney Resort's

The attractions at Tokyo Disneyland and Tokyo DisneySea are enjoyed by numerous Guests every day. In order to offer our Guests a safe and enjoyable experience, the OLC Group has developed the Basic Policy on Attraction Safety.

Basic Policy on Attraction Safety

To allow us to create happiness and contentment by offering “magical dreams, moving experiences, delight and contentment” the OLC Group is dedicated to maintaining and enhancing the safety of our attractions and to achieving the highest standards of safety and quality.

1. The OLC Group shall comply with all statutory safety regulations and internal safety standards.
2. The OLC Group shall work to improve the safety of the facilities and procedures for the operation of attractions.
3. The OLC Group shall maintain operational safety at all times so as to continue to provide the ultimate show experience.
4. The OLC Group shall train all employees to actively incorporate our safety procedures into their work.

Attraction Safety Program

Tokyo Disney Resort's

The OLC Group is committed to the safety of our rides and attractions in terms of both attraction design and maintenance, as well as Guest enjoyment and operational safety.

Safety Management of Theme Parks Hardware – Safety from Design to Maintenance

All our attractions are designed by placing utmost importance on safety. In particular, all roller coaster attractions are equipped with a broad range of safety features and rules, such as ride restraints and enforced height restrictions. Strict adherence to these rules further enhances safety. We are also installing a range of equipment that is designed to prevent Guests from climbing or jumping over park fences. For instance, we have fixed guard nets on the rails of the Tom Sawyer Island Rafts and along the waterfront of the Rivers of America, and we have installed automated station gates in the loading areas of all roller coaster attractions, including Gadget's Go Coaster and Space Mountain.

All Tokyo Disney Resort facilities, attractions included, are checked by a team of approximately 1,000 maintenance technicians* who work in shifts to verify and maintain safe conditions. In addition to statutory inspections, we perform daily and routine inspections and maintenance in accordance with our own strict maintenance standards. As for other inspection and maintenance activities, we remove the vehicles used at the attractions to our own factory and conduct overhaul maintenance for approximately 600 vehicles annually. After the vehicle is disassembled, various inspections such as non-destructive inspection and parts replacement take place. And once the vehicle is assembled again, it is brought into the attraction and after passing the final cycling test, the inspection and maintenance work is complete. We constantly review these maintenance standards and audit the status of inspections and maintenance work for the safety of our facilities. In addition, our large roller coaster attractions such as Big Thunder Mountain and Journey to the Center of the Earth are closed at regular intervals to allow our maintenance team to perform thorough non-destructive inspections and maintenance work throughout the entire park that cannot be performed during daily inspections.

In the event of an earthquake exceeding a certain magnitude, Theme Parks attractions are stopped at locations that enable Guests to safely disembark. Guests are then evacuated to safety through evacuation routes. We commence inspections by following the appropriate standards and checklists corresponding to the magnitude of the earthquake and confirm the safety of the rides and attractions.

*The technicians who maintain our Tokyo Disney Resorts include Engineering Services Division personnel and the staff of maintenance subsidiaries and partners affiliated with the OLC Group.



Automated station gates are one of the safety enhancements in place at the Guest boarding areas.

Operational Safety✱✱✱

Cast Members have an important role to play in the safety of the rides and attractions they operate. On the “Star Tours: The Adventures Continue” attraction, for example, after the riders have fastened their seatbelts, Cast Members perform system checks to confirm whether the safety belts are properly locked. The Guests are then requested to pull their seatbelts, and rigorous procedures are taken so that both Guests and Cast Members confirm that the belts are secured. For the Splash Mountain attraction, after the safety bars are lowered, the Cast Members ask the Guests to try to lift their bars up so that the Guests and Cast Members can check together that the restraint is locked. At the new attraction, Nemo & Friends SeaRider, the lamp on the seat in front turns off when Guests fasten their seatbelts, after which Cast Members check that each Guest’s belt is securely fastened.

New Cast Members are required to learn the standard operating procedures and receive repeated on-the-job training so that they are able to respond to any situation, and must go through an assessment period before being authorized to operate attractions independently.

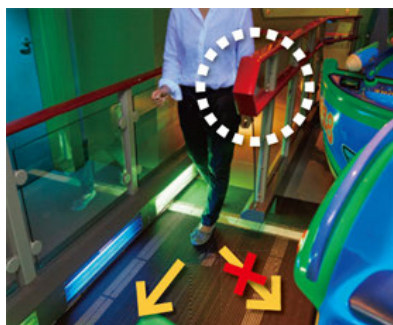
As part of their training, Cast Members also regularly participate in emergency evacuation drills when the attractions are shut down in the early hours before the opening or after the closing of the Theme Parks.



Cast Members perform safety checks before departure.

Measures Taken to Improve Safety on Buzz Lightyear’s Astro Blasters

In FY 2016, we installed an extended railing to enhance Guests’ safety in the boarding area of Buzz Lightyear’s Astro Blasters. The railing makes it easier for Guests to access the moving belt at a right angle.



Buzz Lightyear’s Astro Blasters offering improved access

> [Examples of Improvements that Have Been Made to Date](#)



The Role of Audits and Communication in Safety Management

Tokyo Disney Resort's

The professionalism, responsibility and integrity of our maintenance and operations employees are essential for the safety of the attractions and infrastructure in our Theme Parks. By maintaining close contact with Cast Members, maintenance and operations managers are able to identify small changes and emerging safety risks and to make prompt decisions and take appropriate actions. Maintenance and operations managers are also responsible for on-site safety.

Internal checks are carried out on an ongoing basis by the Safety Assurance Department, which verifies from a hardware standpoint whether maintenance for attractions is being carried out according to standards, and the Operation Management Department, which verifies or Confirms from a software standpoint whether staff is carrying out operations reliably and in accordance with the manuals.

Cooperation between the two divisions is critical to maintaining the safety of Theme Parks attractions and other facilities. The two teams thus meet regularly in an effort to maintain good communication on a day-to-day basis.

Examples of Improvements that Have Been Made to Date

* Examples of Improvements Made to Date

Tokyo Disney Resort's

At the Theme Parks, we continue to work to increase safety so that the attractions can be operated safely.

Measures Taken to Improve Safety on the Western River Railroad * * *

In FY 2015, the coach doorways were widened and the platform was raised to align the height of the steps so that Guests can get on and off the ride with greater safety.



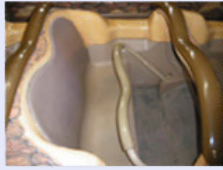
Measures Taken to Improve Safety on the Tom Sawyer Island Rafts * * *

In FY 2014, the floor of the area occupied by the Cast Members controlling the Tom Sawyer Island Rafts was raised in order to improve their field of vision. Fences on the outer circumference were also raised, and the area protected by netting was widened.



Changes to Safety Bars and Seats * * *

We installed separate safety bars for each Guest so that they are more securely seated for the duration of the ride



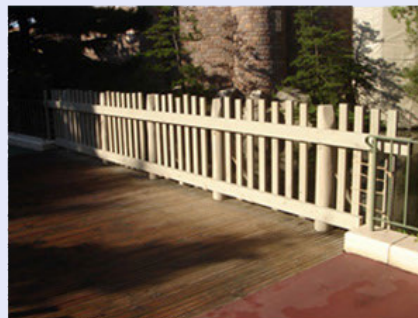
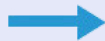
Changes to the Attraction Steps * * *

We changed the shape of the stirrups to make it easier to get on and off the carousel horses.



Modification of Fences * * *

We made fences taller and placed the vertical slats closer to each other



Show and Parade Safety (Tokyo Disney Resort)

Our Policy on Show Safety

Tokyo Disney Resort's

In order to offer our Guests a safe and enjoyable show experience, the OLC Group has developed a Basic Policy on Show and Parade Safety.

Basic Policy on Show and Parade Safety

To allow us to continue to create happiness and contentment by offering wonderful dreams and moving experiences, the OLC Group is dedicated to maintaining and enhancing the safety of our entertainment shows, and to achieving the highest standards of safety and quality.

1. The OLC Group shall comply with all statutory safety regulations as well as the rules, regulations, standards and manuals indicated in our own safety guidelines.
2. Safety shall be our highest priority in the development, design, construction, inspection, maintenance and operation of all entertainment shows.
3. The OLC Group shall submit and enforce the safety standards set forth in our safety guidelines with respect to all business clients and partners, and shall strive to enhance the safety of show production and operation.
4. The OLC Group shall provide education and training on safety to all its employees to further its goals in show safety

Management System for Facility and Equipment Safety

Tokyo Disney Resort's

Safety Guidelines for Equipment

Our Safety Guidelines govern the safety criteria in the design, construction, inspection and maintenance work undertaken on the equipment used in parades and shows at Tokyo Disneyland and Tokyo DisneySea, and are rigorously enforced. The purpose of these guidelines is so that all our Guests can watch and enjoy our parades and shows in safety and comfort.

The Safety Guidelines are divided into two sections: Guidelines on the Manufacturing and Construction of Show Equipment and Guidelines for Maintenance. The first section establishes safety standards for the manufacturing of floats, stages and sets, while the section on maintenance provides detailed information on the cycles, content and methods to be employed in inspecting equipment used in shows and parades.

Management System for Safety in Manufacture and Inspection

Tokyo Disney Resort's

All floats, stages and sets are manufactured in accordance with the Guidelines for Manufacturing and Construction of Show Equipment. In addition to checking the safety of items produced, on the basis of strength calculations, safety is confirmed against a wide range of safety criteria that are designed to identify any risks, including those associated with nighttime float operation and that all structures are safe for both the Guests and the performers.

We have introduced a system for inspection and maintenance, under which maintenance plans (daily, monthly and annual inspections) are tailored to specific program components created internally and in line with our Maintenance Guidelines. The work of the inspections is outsourced to maintenance specialists that have been selected for their competence in this area.

We hire and assign engineers to oversee the manufacture and inspection of structures to ensure that safety is appropriately judged and maintained. We are also working to further enhance our safety monitoring by introducing a system where safety checks are conducted by contractors with extensive experience and expertise in design and structural calculations.

Management System for Operational Safety

Tokyo Disney Resort's

Inspections are an integral part of our daily routine. Technical and operations teams therefore perform pre-opening inspections prior to operating all shows or parades. Because shows and parades are affected by the weather on any given day, the person in charge of the day's operations will check the weather conditions and, using the OLC Group guidelines, make a decision as to whether specific shows and parades may be presented that day.

We have developed a system where Cast Members are stationed evenly along the approximately 800-meter parade route in numbers that are appropriate for the Guest attendance numbers as a precaution against unexpected occurrences such as children running into the path of an oncoming parade and to guide Guests to evacuation routes in the event of an emergency. To avoid any challenges that might arise as the result of large concentrations of Guests in a single area, we have also introduced a lottery system for certain shows.



Cast Members stationed along the parade route

Cast Members thoroughly observe the code of conduct - [The Four Keys](#)-, and receive regular training, so that they remain alert to potential risks while at work and are ready to take prompt and appropriate action in the event of an emergency.

Corporate Management

Safe Shopping Experience (Tokyo Disney Resort)

* Our Merchandise Safety Policy

Oriental Land Co., Ltd. has developed a Basic Policy on Product Safety and Quality to facilitate the development of products that are safe and of high quality. Every effort is made to verify compliance with safety standards, and we also work with our manufacturers to ensure that they meet our safety requirements.

Policy on Product Safety and Quality

— Making Sure of Our Guests Taking Home Happy Memories —

To allow us to create happiness and contentment by offering “magical dreams, moving experiences, delight and contentment”, the OLC Group is dedicated to the safety and quality of all our merchandise and to offering our Guests the highest-quality original products.

Merchandise Safety and Quality Action

1. The OLC Group shall comply with all statutory safety regulations as well as the rules, regulations, standards and manuals indicated in our own safety guidelines.
2. The safety and quality of our merchandise shall be our top priority throughout every stage of the process, from planning and development to production, distribution and sales.
3. Compliance with the OLC Group's Merchandise Department Quality Control Standards shall be monitored and enforced both internally and among manufacturers and vendors.
4. Every effort shall be made to enhance the tests and inspections performed by third-party testing laboratories to maintain and enhance our quality controls.
5. Feedback from Guests shall be taken in good faith, and we shall take immediate action to check and deal with any substandard merchandise.

* Product Safety Management

Tokyo Disney Resort's

Theme Parks merchandise includes plush toys, key holders, and other general merchandise as well as candies, chocolates, and other confectionery products. A wide array of original merchandise is on sale in our stores at any one time. In order to verify the safety and quality of all these products, we have developed our own quality inspection standards that incorporate the legal and regulatory safety requirements of Japan, Europe and America, and all original merchandise is subject to testing by independent inspection agencies. Our vendors are also requested to cooperate with on-site audits and pre-shipping inspections by OLC-Group employees and our designated third-party auditors in accordance with the type and category of the products they produce.



All merchandise-related inquiries, comments and requests are handled by the Tokyo Disney Resort Guest Merchandise Service Department and our system enables us to respond immediately.

Product Development to Ensure Guests Safety * * *

When developing merchandise for our Theme Parks, consideration needs to be given to the fact that children tend to make sudden actions. To make sure that our products are not only well designed and functional but also damage-resistant even when they have been subject to impact or being bitten, we have developed a set of safety standards and put all merchandise through dropping, tensile and compression tests as well as chemical examinations to confirm their safety.

Our Commitment to General Merchandise Safety

The Food Sanitation Act regulates the use of six phthalate esters (plasticizers) in toys. Oriental Land Co., Ltd. applies this regulation not just to our toys, but to all merchandise made of plastic. We test our plush toys for flammability. Our safety standard calls for a flame spread rate that is 2.5 mm/second or slower. Products whose rate exceeds this standard are affixed with a warning label.



Our Commitment to Clothing Safety

Formaldehyde, which is a processing agent used on clothing, is considered a cause of skin allergies. The law states that formaldehyde levels must be 0.05 abs or lower in clothing for infants (age 24 months or younger). At Oriental Land Co., Ltd., we abide by a stricter standard in order to promote clothing safety: formaldehyde levels in our products must be 0.03 abs or lower.



Our Commitment to Food Labeling

At Oriental Land Co., Ltd., we provide eight types of nutritional information on food labels, including calories, saturated fatty acid, trans fatty acid and cholesterol.

Also, along with our Food Safety Philosophy, which states that “everything begins with safety,” we have established a “[Policy on Food Safety Activities](#)” with the aim of ensuring the safety and security of all food provided and sold by the Group. In addition, we are working to manage food safety by conducting voluntary checks as well as audits, inspections and educational activities.



----- Related Information

- > [Healthy Partnerships with Our Vendors](#)
- > [OLC Group Vendors Code of Conduct](#)

Safe Dining Experience (Tokyo Disney Resort)

Our Philosophy and Policy on Food Safety

We take food safety very seriously. The OLC Group's Food Safety Philosophy proclaims safety to be our most important responsibility, and we have developed the Food Safety Action that is designed to ensure the safety and security of all food products provided and sold by the OLC Group. Every effort is made to control safety throughout the food chain*1 and we work with our suppliers to ensure they comply with all our food safety initiatives.

The OLC Group Philosophy / Policy on Food Safety

Food Safety Philosophy

— Safety First —

To allow us to create happiness and contentment by offering magical dreams, moving experiences, the OLC Group is dedicated to ensuring the safety and security of all food products.

Food Safety Action

1. Every effort shall be made to maintain the safety and security of all food products provided and sold by the OLC Group.
2. We shall comply with all statutory safety regulations as well as the rules, regulations, standards and manuals indicated in our own safety guidelines.
3. Our approach to food safety management shall incorporate the HACCP*2 process, and we shall use the PDCA (Plan-Do-Check-Action) cycle to coordinate the audits, inspections and educational activities.
4. We shall work to establish smooth communication within the OLC Group and with suppliers, customers (Guests) and government agencies, etc., as well as share information on problems and initiatives involving food safety within the food chain.
5. All Cast Members that handle foods or drinks shall receive education and training to ensure that they understand and can implement our food safety policies.

*1 The series of processes leading to the provision of food, including production, handling / processing, distribution and sales, etc.

*2 HACCP is a method that utilizes operation manuals to constantly manage parts of the production (food preparation) process that are important for ensuring sanitation.

* Food Safety Initiatives in Our Theme Parks

Tokyo Disney Resort's

The restaurant facilities at Tokyo Disneyland and Tokyo DisneySea follow the HACCP system—an internationally recognized food safety management tool, and promotes food safety by focusing on the prevention of safety problems. All our food products are inspected for voluntary standards that have been developed on the basis of Japan's Food Sanitation Act and other applicable laws and regulations. We monitor hygiene levels in our facilities and the health of our employees on a regular basis.

The food suppliers that deliver to Tokyo Disneyland and Tokyo DisneySea are selected on the basis of our Vendor Selection Standards, a series of voluntary standards that include more than 30 criteria on food sanitation and food inspection systems. We also conduct regular evaluations of restaurant facilities, original food products carried at these facilities, as well as the food processing plants we contract to produce the ingredients we use.



Testing the core temperature
prior to serving

We have also begun producing the tomatoes used at our Theme Parks at our own farms, and plan to set up a farm in Hokuto, Yamanashi Prefecture in order to have a system in place for year-round supply from FY2017 onwards. Moreover, we have set up a farm in Teshikaga, Hokkaido, and have begun producing strawberries in-house.

We will keep working to ensure a steady supply of fruits and vegetables by producing them in-house and further enhancing our quality control systems.

* Food Safety Training

Tokyo Disney Resort's


All Cast Members engaged in food service receive training on topics ranging from proper food handling to food sanitation to assure the safety and security of all food items available in restaurant facilities throughout Tokyo Disneyland and Tokyo DisneySea.




Cast Members wash their hands
properly and frequently

* Considerations for Guests with Allergies

Tokyo Disney Resort's

To enable Guests with food allergies to enjoy the experience of dining with us, as of April 2017, 12 restaurants at Tokyo Disneyland and 10 restaurants at Tokyo DisneySea offer [special dietary menus](#)  that do not include the five major allergens (wheat, buckwheat, eggs, milk and peanuts).

Also, to allow Guests to check the menus before coming to the Theme Parks, we opened in April 2014, an [“Allergen information search”](#)  page (in Japanese only) on the official Tokyo Disney Resort website.



A menu offering information on allergens



“Allergen information search” page

* Country of origin of food ingredients

Tokyo Disney Resort's

With regard to ingredients of dishes served at Tokyo Disneyland and Tokyo DisneySea restaurants, the [countries of origin are disclosed](#)  (in Japanese only) in accordance with the country-of-origin labeling guidelines for the food service industry compiled by the Ministry of Agriculture, Forestry and Fisheries. This is an example of our efforts to ensure that Guests can enjoy dining with peace of mind.

----- Related Information

- > [Healthy Partnerships with Our Vendors](#)
- > [OLC Group Vendors Code of Conduct](#)

Park Safety (Tokyo Disney Resort)

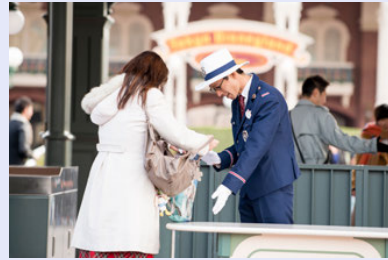
Safety is our top priority throughout all Park operations and in addition to the initiatives detailed in the preceding pages we have an extensive range of safety programs aimed at providing our Guests with safe and enjoyable experiences.

* Security

Tokyo Disney Resort's

We maintain strict security precautions throughout Tokyo Disneyland and Tokyo DisneySea. In addition to routine patrols, we also conduct bag checks at the Park entrances to prevent hazardous or suspicious items from being brought onto Park premises.

We conduct a wide range of crime prevention activities. These include regular patrols of the peripheral roads around the Tokyo Disney Resort, conducted while sharing information and liaising with hotels in the vicinity, JR Maihama station and the police stations that have jurisdiction over the local area.

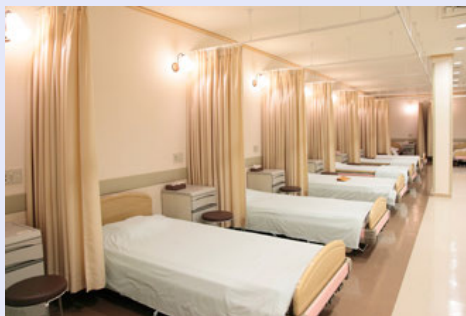


Checking bags at the Theme Park's entrance

* First Aid

Tokyo Disney Resort's

Tokyo Disneyland and Tokyo DisneySea both have several first-aid stations on Park premises. The first-aid facilities have beds to allow Guests with minor injuries and illnesses to rest, and we can also refer indisposed or injured Guests to local hospitals. In the event of an emergency, first-aid Cast Members immediately respond to the sick or injured Guests. As of March 31, 2017, we have installed automated external defibrillators (AEDs) at 137 attractions, restaurants and other locations across the Tokyo Disney Resort. Cast Members across all departments receive continued first-aid training, which includes on AED operation and CPR (cardiopulmonary resuscitation), thus ensuring that they are capable of dealing with emergencies.



Central First-Aid



AEDs placed inside the Park

Emergency Response

Tokyo Disney Resort's

The emergency response operations team works around the clock in eight-hour shifts to monitor Tokyo Disney Resort checking for fires and other abnormalities. The team inspects and maintains firefighting equipment and is responsible for all fire prevention operations within the Parks. They also oversee operation of the Central Monitoring Center, provide guidance and supervision in fire prevention activities, and are responsible for Park security. In the event of a fire, the Central Monitoring Center will request immediate dispatching of firefighting units via its direct hotline to fire departments while our own firefighting team will take initial measures to put out any fires.

Tokyo Disney Resort is equipped with a fire truck so we may engage in first response firefighting activity when necessary. Cast Members participate in regular education and training programs to ensure their ability to provide evacuation guidance and extinguish fires to maintain Guests' safety.

Additionally, we have developed an emergency response manual to confirm that Cast Members react swiftly in case of an earthquake or other emergency at Tokyo Disneyland or Tokyo DisneySea. To ensure that Cast Members gain a thorough understanding of the procedures contained in the manual, emergency exercises are held once or twice a year at all 197 facilities at Tokyo Disneyland and Tokyo DisneySea, and comprehensive emergency drills are held four times a year in different sections of the Parks.

With regard to the risk of earthquakes, we have deployed a vehicle-mounted earthquake simulator, and are using it for education and training purposes; by having our employees experience a simulated earthquake occurring in the capital area (a 7 on the Japanese seismic scale), we ensure that they will be level-headed during initial response.

We have also prepared a response manual indicating the action to be taken by individual departments in accordance with the Basic Plan of Earthquake Countermeasures, which describes a plan for supplies and materials as well as a first-aid plan. In the event of a large-scale earthquake, the Tokyo Disney Resort Earthquake Countermeasures Headquarters will be set up under the President's lead to deal with the situation.

To further improve our ability to cope with disasters, we hold disaster response drills with participation of Guests at Tokyo Disneyland and Tokyo DisneySea, either before or after opening hours. The aim of these drills is to create more realistic conditions for training through participation of employee's family acting as the Guests. Drills held in FY 2016 at Tokyo DisneySea before opening hours registered the participation of about 1,900 Guests.

With respect to tsunami, we consider it to be safer to remain within the Theme Parks in view of the fact that both Tokyo Disneyland and Tokyo DisneySea are located roughly five meters above sea level. In the event of a tsunami, our procedure is to contact the Urayasu City authorities to check whether evacuation has been ordered, and take actions accordingly.

We are also endeavoring to improve the knowledge and technical preparedness of our staff with regard to disaster response by gathering information on an as-necessary basis from administrative authorities and experts.



Central Monitoring Center



Disaster response drills



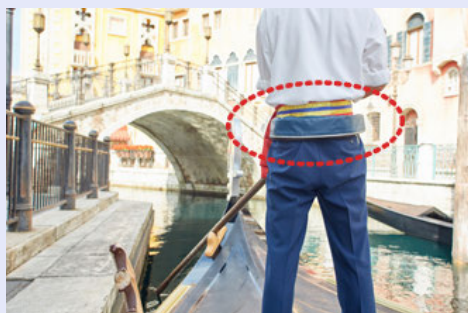
Emergency drills with Guests

Cast Safety (Tokyo Disney Resort)

* Cast Safety

Tokyo Disney Resort's

In addition to Guest safety, at the Tokyo Disney Resort we also place great importance on the safety of our Cast Members. For example, we are ensuring the safety of Cast Members working on Venetian Gondolas and others who work in the proximity of water by having them wear life jackets that are equipped with sensors and inflate automatically when they come in contact with water. In addition, we attached a power assistance function to our ice cream wagons to enable Cast Members to pull them around the Parks with less effort.



Automatic life jacket
to be activated when detecting water



Power-assisted ice cream wagon

Our Employees : Dynamic and inspiring workplace



Social Issues

The working population in Japan is currently decreasing due to aging population and declining birth rate, and the ways in which people view work are also becoming increasingly diversified. More than ever, companies need to respect basic human rights and individual diversity, and to create a fair and safe environment when dealing with employment, working conditions, labor-management relations, safety and health, and human resources development.

Our Approach

Our personnel are the source of the magical dreams, moving experiences, delight and contentment offered by the OLC Group. Since hospitality each employee demonstrates is key to continue bringing happiness to our Guests and society at large, we engage in a variety of initiatives aiming to enhance employee satisfaction, and make sure that all of our employees can realize their full potential, feel safe at work, experience personal growth, and find their jobs rewarding.

Our Employees

Basic Approach to Human Resources

* Our Basic Approach to Human Resources

Hospitality is an indispensable element of the OLC Group's endeavor to spread happiness through its Theme Park business. The Group's business would not be feasible, were it not for our people, who embody that hospitality.

The OLC Group fosters a distinctive corporate culture whereby all the employees are treated equally and they are encouraged to praise one another and find pleasure in other people's happiness.

For the OLC Group to sustainably provide experiential value to our Guests, we believe it is imperative not only to enhance such corporate culture, but also to create a fair and safe workplace in which all the employees can engage in their tasks with a sense of fulfillment.

* Employment Categories and Roles of Employees

Oriental Land Co., Ltd. employs approximately 22,000 people, each of whom is putting one's special skills to use. Around 20% of our workers are corporate employees, contract workers and show performers, with the remaining 80% employed as part-time Cast Members who work at the frontline welcoming Guests.

Employment categories and roles of employees

Employment category		Role
Corporate employees	Career-track employees	Employees who work across a wide range of business areas, including actual Theme Park business, Theme Park support, and general administration.
	Theme Park operation staff	Operation management professionals who work at Theme Parks (engaged in Cast Member training and Park operation)
	Specialists	Specialists working in specific fields such as technology and food preparation
Contract workers		Workers in charge of specialized work in specific departments
Show performers		Entertainers who are selected based on auditions to perform in the Theme Parks' shows and parades
Cast Members		Employees who play a central role in offering hospitality, which directly affects Guests' happiness. Their tasks include providing information at the attractions, cleaning the Park, preparing food, serving customers at restaurant facilities, store sales, inventory management, etc.

Major Data on Employees

Data on employees of the OLC Group is as shown below.

Number of employees (on a consolidated basis)

FY 2013	FY 2014	FY 2015	FY 2016
4,348	4,438	4,477	5,433

Number of employees (Oriental Land Co., Ltd.)

Employment category	FY 2013	FY 2014	FY 2015	FY 2016
Corporate employees	2,196	2,229	2,236	3,146
Career-track employees	1,560	1,581	1,571	1,559
Theme Park operation staff	—	—	—	891
Specialists	636	648	665	696
Theme Park employees	797	820	866	—
Contract workers	204	219	260	290
Show performers	931	955	1,024	1,057
Cast Members	18,675	18,890	18,706	18,057

* As of April 1, 2016, Theme Park employees were included in corporate employees.

Average age (corporate employees at Oriental Land Co., Ltd.)

FY 2013	FY 2014	FY 2015	FY 2016
43.9	44.1	44.0	41.5

* As of April 1, 2016, Theme Park employees were included in corporate employees.

Average number of years of service (corporate employees at Oriental Land Co., Ltd.)

	FY 2013	FY 2014	FY 2015	FY 2016
All employees	19.9	19.8	19.8	16.3
Male employees	-	20.7	20.8	18.5
Female employees	-	17.2	17.3	13.2

* As of April 1, 2016, Theme Park employees were included in corporate employees.

Average annual salary (corporate employees at Oriental Land Co., Ltd.)

FY 2016	6,531,986 yen
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Number of new graduates hired as corporate employees (Oriental Land Co., Ltd.)

		Joined in April 2014	Joined in April 2015	Joined in April 2016	Joined in April 2017
University graduates (Total)		39	57	77	62
	Male	19	30	33	22
	Female	20	27	44	40
Junior college / vocational school graduates		0	0	0	4
Total		39	57	77	66

Number of corporate employees remaining in workforce three years after being hired as new graduates (Oriental Land Co., Ltd.)

	Hired in April 2011	Hired in April 2012	Hired in April 2013	Hired in April 2014
Male	13 (13)	15 (15)	15 (15)	19 (18)
Female	8 (8)	19 (19)	19 (17)	20 (20)
Retention rate after three years	100%	100%	94.1%	97.4%

Number of career-track employees (Oriental Land Co., Ltd.)

	FY 2014	FY 2015	FY 2016
Total	45	33	75
Male	31	22	38
Female	14	11	37

Number of re-employed retirees (Oriental Land Co., Ltd.)

FY 2013	FY 2014	FY 2015	FY 2016
32	24	50	48

* All employees are hired upon request

**Proportion of female managers/executive directors/corporate officers
(Oriental Land Co., Ltd.)**

	FY 2014	FY 2015	FY 2016 (As of March 31, 2017)
Female managers	9.9%	12.0%	11.9%
Female executive directors	1 out of 11 (9.1%)	1 out of 11 (9.1%)	1 out of 10 (10.0%)
Female corporate officers	3 out of 18 (16.7%)	3 out of 19 (15.8%)	3 out of 18 (16.7%)

Our Employees

Training and Development

* Basic Approach to Human Resources Development

As stated in [the OLC Group's Management Credo](#), we are committed to respecting individuals and supporting their work. We offer our employees both the opportunity to maximize their potential and a range of programs that meet their 'need to enhance professional skills. We also have an internal system in place for part-time Cast Members to become corporate employees across different employment categories.

By developing each and every employee, we aim to increase the value of our business and, furthermore, contribute to Japan's service and tourism industries. In addition, by strengthening our human resources, we strive to achieve the long-term growth of our core businesses, which is upheld as part of our long-term business goal.

Training and Development* * *

At Oriental Land Co., Ltd., we have in place training and remuneration systems tailored to each job function. Our aim is to encourage all employees to use their own initiative in fulfilling their roles so that they can offer one-of-a-kind hospitality.

Regardless of their role or career path, all new employees undertake training programs to learn about the Disney philosophy and Disney theme parks.

In addition, training programs specific to ranks and grades, study abroad programs and overseas training programs are offered to help employees build their careers.

Corporate Employees* * *

Our training policy is designed to support corporate employees in becoming more autonomous and enhancing their professional skills, while boosting their willingness to take on new challenges. Moreover, we have different training programs in place to match the individual roles and career stages of our employees, and have defined the attitudes that we want to encourage among employees. These traits include willingness to take on new challenges and seek improvement, which has come to be a strength of our personnel; a commitment to getting things done without giving up; and the capability to act as a team while fulfilling individual responsibilities.

Major training programs

Training program	Frequency	Purpose
Rank-specific training	As applicable	To enable trainees to acquire structured knowledge and skills required for their role and rank
Training for junior staff	As applicable	To support the development of employees in their first to third year of employment by providing the knowledge and skills they need and task inventory opportunities
Career design training	As applicable	To provide employees of different age groups with opportunities to think about their career

Major career advancement systems and program

System	Frequency	Details
Self-developed Career Plan	Once a year	Employees submit their own medium- to long-term career plan to the company. A meeting is held with their superior to discuss their submitted plan.
Job Challenge System	Once a year	Employees spontaneously apply for positions in new areas. (On a solicitation basis)
Study Abroad programs	Once a year	Study at all kinds of educational institutions within and outside Japan as long as they are in fields where employees can put into practice what they have learned.

Major self-development programs

Training program	Frequency	Details
Self-development courses	As applicable	Correspondence and e-learning courses for acquiring knowledge, practical skills for daily operations, and language skills as well as for overcoming weaknesses. Half of the tuition fee is reimbursed upon completion on request.



Cast Members✿✿✿

Following induction courses for learning about the Disney philosophy and the Cast Members' code of conduct, department-specific training programs including on-the-job training are implemented. In addition, we run a five-step career development program tailored to the jobs and abilities of trainees, a system of appointing trainers responsible for providing guidance to newer employees, and Disney training programs including overseas training.

Furthermore, since FY 2016, we have been offering business skills training programs and other career support programs on an application basis. The business skills programs focus on individual strengths and enable trainees to acquire solid business skills applicable not only within the company, but also elsewhere. Other career support programs include those offering hands-on experience outside the company, which provide trainees with opportunities to observe and learn from the professionalism displayed by experts working in other lines of business.

Major Training Programs

Training program	Content
Education/training programs	<ul style="list-style-type: none"> ▪ Induction courses for new employees ▪ Nine programs for acquiring the knowledge and skills required for each of the company's five employee grades-M.A.G.I.C. ▪ Overseas training program
Department-specific training programs	Training specific to job types; on-the-job training
Career support programs (on an application basis; since FY 2016)	<ul style="list-style-type: none"> ▪ Business skills training courses <ul style="list-style-type: none"> Logical thinking class Coaching class ▪ Hands-on work experience programs <ul style="list-style-type: none"> Farm experience Sumida craftsman workshop experience Work-at-Fuji Television program and more ▪ Seminar for job seekers



Our Employees

Corporate Culture and Employee Satisfaction

* Corporate Culture that Inspires Creation of New Emotional Experiences

The OLC Group has continued to offer magical dreams, moving experiences, delight and contentment, and we have nurtured a corporate culture that inspires and empowers our employees to continue to create new emotional experiences.

We have created a culture of equal opportunities that enables all employees to work in an environment free of discrimination. We have also encouraged our employees to find satisfaction and fulfillment in providing happiness to others. We have implemented unique initiatives in order to boost the motivation and enthusiasm of our employees.

As part of our initiatives, we offer: corporate awards every year on the anniversary of the company's foundation; the "I Have an Idea" program (see below); employee recognition programs in which employees acknowledge and appreciate their peers for their work; programs in which Cast Members are recognized by their supervisors for their exemplary service; awards in commendation of long service and award pins presented in accordance with the number of service years.

In addition to such company-wide activities, initiatives are also undertaken at respective organizations, including uniquely planned employee exchange events and contests aimed at enhancing practical skills.

* Corporate awards

On the anniversary of the foundation of Oriental Land Co., Ltd., we present awards for outstanding initiatives selected from among those nominated by organizations and committees across the company. Moreover, the Award of Excellence is presented for initiatives that achieved particularly notable results.

In FY 2016, a total of 15 initiatives were presented with one or more of five awards.



FY 2016 award ceremony

Corporate awards	
Award	Details
Performance Improvement Award	Presented in recognition of enhanced performance and significant contribution/achievement
Guest Experience Award	From among recipients of the Performance Improvement Awards, presented to initiatives that particularly enhanced quality of Guest's experiences
Safety Award	From among recipients of the Performance Improvement Awards, presented to initiatives that particularly enhanced safety
Cost Performance Award	Presented in recognition of efficient use of management resources including people, goods and money, and reduction of risks
Special Award	Presented in recognition of other special contribution/achievement acknowledged by the company

“I Have an Idea”✿✿✿

The “I Have an Idea” program encourages all employees to propose ideas for merchandise, food items, Guest services, or ways to improve work efficiency, regardless of their organization or role. The program aims to foster a corporate culture that inspires new and innovative ideas. A grand-prize recipient is chosen each year.

Number of ideas proposed

FY 2016

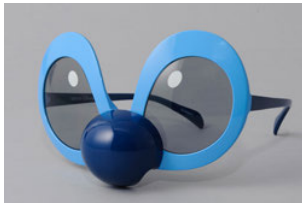
2,121

Ideas awarded in the past

- Stitch glasses
 - Closable popcorn box
 - Little Green Man buns
- and many more.



“I Have an Idea” Award Ceremony



Stitch glass



Closable popcorn box



Little Green Man buns

✿ “Spirit of Tokyo Disney Resort” Program

Tokyo Disney Resort's

This program gives Cast Members the opportunity to acknowledge the excellent performance of their colleagues. It involves Cast Members filling out special cards and exchanging them with one another. The program started in 1984 as the Courtesy Campaign, and has become an annual event ever since. Cast Members who receive the greatest amount of praise and are deemed most exemplary are presented with the Spirit Award at a special ceremony. Cheered on by their fellow Cast Members, the winners receive a Spirit Award Pin engraved with the image of Walt Disney and Mickey Mouse.

The program promotes individuals growth and bonding as Cast as well as their superiors recognize their daily behavior each other.



Cards filled out by Cast Members to recognize their peers and the Spirit Award Pin presented to the recipients of the Spirit Award

Number of cards exchanged

FY 2016

382,252

Number of Spirit Award recipients

FY 2016

481

“Five-Star-Program”

Tokyo Disney Resort's

In this program, when supervisors observe Cast Members providing exemplary service, they hand them a Five-Star Card on the spot. By acknowledging Cast Members on the spot for their specific efforts and reinforcing **The Four Keys**, the program enhances Cast Member motivation. A supervisor giving out the card commented that doing so resulted in their renewed appreciation for how each and every action taken by the Cast Members is linked to bringing smiles to the faces of Guests, demonstrating that the program also gives supervisors an opportunity to remain mindful of Guest and Cast Member happiness. The program has been carried out since 1995.

Cast Members given a Five-Star Card by their supervisor may participate in a program held to honor their achievements, at which Cast Members and a host of supervisors get together and engage in friendly interaction.



The Five-Star Card acknowledges Cast Members for outstanding service

Number of cards handed to Cast Members

FY 2016

17,196



At the program

* "Thanks Day"

Tokyo Disney Resort's

On Thanks Day, after the Parks are closed to the public for the day, company officers, and corporate employees entertain Cast Members as Guests to show their appreciation. This annual event, was held for the 18th time in January 2017. The event is attended by roughly 70% of our Cast Members and provides an opportunity for them to recognize the importance of their work and for officers and employees to get back in touch with the magic of the Parks. The event is an opportunity for all employees, regardless of their position, to share a night of fun and laughter. Employees who played host on Thanks Day said that they wanted to express their appreciation to Cast Members by wearing Cast Member costumes and doing their best to entertain them. Meanwhile, Cast Members who attended the event said that the experience made them realize that all Cast Members were part of the same team regardless of job or position type. They were also impressed by the hosts and hostesses, whose enthusiasm rivaled that of their own when they serve Guests. Cast Members said that the event was a great learning experience.

Number of Thanks Day event attendees (Cast Members and show performers)

FY 2016	16,573
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Number of Thanks Day event hosts/hostesses (directors, officers, managers and corporate employees)

FY 2016	Approx. 1,200
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Corporate employees welcoming Cast Members



At the ceremony

* Part-time Workers' Award

Oriental Land Co., Ltd. received the Health, Labor and Welfare Minister's Award at the FY 2016 Awards for Enterprises Promoting Part-time Workers to Play Active Roles at Work presented by Japan's Ministry of Health, Labor and Welfare. The Minister's Award is the highest accolade given out at the event.

The award was presented in recognition of our personnel system and initiatives for our Cast Members. The company was specifically commended for its: (1) performance evaluation system, under which part-time employees are assessed with respect to their clearly defined grade-specific roles and the results reflected in wages and promotions; (2) systems under which hourly wages are set in consideration of providing part-time employees with a living annual wage and under which part-time employees can become corporate employees; (3) provision of career development support through training programs for self-development; (4) incorporation of part-time employees' opinions in menu/product/service development; and (5) unique efforts to create an open and comfortable workplace.



Symbol mark for Enterprises Promoting Part-time Workers to Play Active Roles at Work

Our Employees

Work-Life Balance

* Basic Approach to Work-Life Balance

We have developed a system that helps our employees to maintain a healthy work-life balance so that they are able to lead fulfilling private lives while achieving a high performance, and we make every effort to create a corporate culture that furthers this goal.



* Initiatives for Work-Life Balance

At Oriental Land Co., Ltd., a flexible working hours system is adopted in a way suitable for each job.

In addition, as part of our initiatives to help employees maintain their work-life balance, we have in place systems that allow a leave of absence to provide childcare, a leave of absence or vacation to provide family care, taking time off to care for sick children, and more. Employees are able to take their paid leave in half-day or hourly increments.

In FY 2016, as many as 85.7 % of the total number of entitled paid holidays were actually taken at Oriental Land Co., Ltd. The average extra hours worked monthly amounted to 16 hours.

Percentage of entitled paid holidays actually taken (corporate employees at Oriental Land Co., Ltd.)

FY 2013	FY 2014	FY 2015	FY 2016
82.6%	82.4%	83.1%	85.7%

* As of April 1, 2016, Theme Park employees were included in corporate employees.

Number of individuals who took parental leave and their rate of return (corporate employees at Oriental Land Co., Ltd.)

*Figures in brackets represent male employees.

FY 2013	FY 2014	FY 2015	FY 2016
58 (1)	67 (1)	46 (1)	94 (5)
100%	100%	100%	99%

* As of April 1, 2016, Theme Park employees were included in corporate employees.

*Rate of Return = (Number of individuals who took a leave of absence to provide childcare during the term – Number of individuals who subsequently resigned) / Number of individuals who took a leave of absence to provide childcare during the term

**Number of individuals who took family care leave
(corporate employees at Oriental Land Co., Ltd.)**

FY 2013	FY 2014	FY 2015	FY 2016
1	2	6	15

* As of April 1, 2016, Theme Park employees were included in corporate employees.

Having these programs in place alone is not enough if employees are to achieve a healthy work-life balance; we must also nurture a culture that encourages employees to use them. At Oriental Land Co., Ltd., we employ various methods so that employees are aware of the childcare and family care support programs that are available to them. We will continue to work toward creating a culture that enables each and every employee to enjoy a better work-life balance.

Our Employees

Health and Safety

Basic Approach to Health and Safety

Oriental Land Co., Ltd. has set up the Occupational Health and Safety Coordination Group within its Human Resources Division with the aim of addressing labor, health and safety issues in a focused fashion to reduce on-the-job accidents.

Structure for Promoting Health and Safety

At Oriental Land Co., Ltd., the Occupational Health and Safety Committee is set up as an organization for managing employee health and safety. The Committee is chaired by the general manager of the Human Resources Division, who manages all issues concerning health and safety. Furthermore, under the Committee, Occupational Health and Safety Subcommittees, which are chaired by officers in charge of respective divisions, engage in job-specific health and safety activities.

Labor Safety

Our top management makes it clear that the health and safety of employees must be secured by management if we are to continue to grow as a company and contribute to society.

To this end, we execute a wide range of health and safety activities and safety education programs.

Furthermore, efforts that have yielded positive results and lessons learned from labor accidents are shared across the company to be applied in other organizations. Other measures are also taken to identify and address risks related to equipment or operational procedures that may lead to worker injury.

Major health and safety activities

Activity	Details
Regular workplace visits by President	<ul style="list-style-type: none"> • Verify working conditions • Raise awareness of safety issues
Daily health and safety activities	<ul style="list-style-type: none"> • Rigorously enforce the Plan-Do-Check-Act (PDCA) cycle through line management • Utilize risk assessment methodologies • Execute job-specific risk prediction training • Make use of maps that visualize the risk of occupational accidents at each workplace • Efforts that have yielded positive results and lessons learned from labor accidents are shared across the company to be applied in other organizations • Regularly conduct “safety walk-throughs” (by overall health and safety manager, Occupational Health and Safety Committee members, occupational-health physicians, and sanitation managers) • Show safety education videos using TV monitors placed at employee cafeteria and other facilities
Safety education	<ul style="list-style-type: none"> • Safety education for new employees upon joining the company • On-the-job training at each respective organization • Job-specific safety education programs at each respective organization



Periodic safety walks with President

Enhancing the mental and physical health of employees

The OLC Group has in place a Healthcare Center within its premises, where occupational-health physicians and public health nurses help our employees with their mental and physical health needs.

Initiatives for enhancing employees' mental and physical health

Activities	Details
Disease prevention activities	<ul style="list-style-type: none"> • Health exams and follow-up care • One-on-one guidance by occupational-health physicians • Health guidance by public health nurses • Collaboration with health insurance societies
Mental health enhancement activities	<ul style="list-style-type: none"> • Mental healthcare support is provided primarily through the four initiatives below: <ol style="list-style-type: none"> 1. Administration of stress tests for self-care 2. Education for managers on mental health provided primarily by occupational-health physicians to enable the managers to monitor their subordinates' mental health 3. Health consultation by medical staff 4. Offering of readily-accessible mental health services both on and off company premises • Counseling service provided by outside counselor



Healthcare Center, where health support is provided by occupational-health physicians and public health nurses

Our Employees

Attracting and Retaining Female Talent and Supporting Employees who give Family Care

* Basic Approach to Women Empowerment and Supporting Employees with Family Care

At Oriental Land Co., Ltd., we are focusing on boosting inclusion. In other words, we are trying to create an environment in which every employee can gain experience and reach their full potential. Aiming to raise the proportion of female managers to at least 15% by FY 2021, we are working to expand our training and education programs, and to ensure that employees are able to continue along their career path while raising children or caring for family members.

* Promoting Active Participation of Women in Workforce

At Oriental Land Co., Ltd., we have been working to create an environment where our employees can focus on their work without worry. Accordingly, our corporate culture makes it possible for numerous female employees to work on an equal footing with men.

At present, the difference in number of years of continuous service between male and female corporate employees is 5.3. Women account for about 40% of corporate employees, and about 77% of Cast Members and other non-corporate employees (as of the end of March 2017).

We will continue working to make our workplaces better suited for female employees to fulfill their potential, ensuring that women can make use of their skills on an equal footing with their male colleagues and are able to continue their careers.



Difference in years of continuous service between men and women (corporate employees at Oriental Land Co., Ltd.)

As of March 31, 2016	As of March 31, 2017
3.5 years	5.3 years

* As of April 1, 2016, Theme park employees were included in corporate employees.

Percentage of female employees (Oriental Land Co., Ltd.)

	As of March 31, 2016	As of March 31, 2017
Corporate employees	31.9%	40.5%
Non-corporate employees	76.2%	77.2%

* As of April 1, 2016, Theme park employees were included in corporate employees.

Initiatives to Support Employees with childcare

At Oriental Land Co., Ltd., we adopt a wide range of systems designed to help employees keep working while fulfilling childcare responsibility.

We have set up childcare leave program for all employees until the day before the child reaches one year of age. The period can be extended until the child reaches 18 months of age or until the first April 30 after the child turns one year of age, according to circumstances.

We also have introduced various programs for employees returning to work after taking childcare leave: childcare hours, reduced working hours for childcare, exemptions from working extra hours, late-night and holiday shifts, as well as time off to care for sick children. In FY 2016, we additionally introduced a childcare subsidy program for corporate employees who work in shifts if their spouse also works.

Furthermore, we provided a seminar to support employees planning to take a childcare or family care leave or return to work after the leave. The seminar offers tips on how to prepare for and what to do during the leave, as well as providing an opportunity for those planning to return to work to gain more information on support provided by the company and think about their future career path. It thereby encourages employees to take leave or return to work with peace of mind. In FY 2016, we hosted the Diversity Management Forum for officers and managers to provide them with an opportunity to rethink what needs to be valued in managing an organization comprised of diverse members.

Our Employees

Employment of people with Disabilities

Employment of people with Disabilities

OLC actively employs individuals with disabilities, primarily at our special subsidiary Maihama Corporation Co., Ltd. Employees with disabilities represent 2.38% (as of June 1, 2017), which is greater than the legally prescribed rate of 2.0%. In FY 2015, we received the Prize Awarded for Effort by President of Japan Organization for Employment of the Elderly, Persons with Disabilities and Job Seekers (as an outstanding employer of persons with disabilities). This prize is awarded to businesses that are proactive in employing persons with disabilities, thus promoting their hiring and job stability prospects.

At Maihama Corporation, employees are doing various jobs, including cultivating plants that adorn our Theme Parks, preparing linens used in Theme Parks restaurants, making and affixing price tags for Theme Parks merchandise, cleaning of 3D glasses and handling of lost-and-found items. Additionally we are actively expanding the range of jobs for our disabled employees within the OLC Group. We respect the rights of persons with disabilities to enjoy their lives while finding support to become more independent. We have developed facilities and support programs that accommodate the needs of employees with disabilities in order to create a positive, productive and successful work environment for everyone.

Percentage of employees with disabilities

As of June 2014	As of June 2015	As of June 2016	As of June 2017
2.10%	2.15%	2.22%	2.38%

Jobs at Maihama Corporation

Area	Primary duties
Mail services	Affixing of commemorative stamps on outgoing mail deposited at the Theme Parks; collection and sorting of OLC Group companies' internal and external mail; sending external mail
Linen service	Folding of linens used at Theme Parks restaurants
Price tags on Products	Preparation and affixing of price tags on products sold at the Theme Parks
Laundry	Cleaning and ironing of costumes, etc., used at the Theme Parks
Lost and Found Center	Handling of lost and found items at the Theme Parks
3D glasses cleaning	Cleaning of 3D glasses used at the Theme Parks
CK support	Dishwashing duties, etc., at the Central Kitchen
Floriculture	Cultivation of flowers for Theme Parks
Farm support	Cultivation of tomatoes to be served at the Theme Parks
Barber	Barber service (for employees)
Massage	Massage service (for employees)



Caring for flower seedlings

Our Guests and the Community:

Commitment to Our Guests



Social Issues

The consumers' sense of values is becoming increasingly diverse, as are the social issues that we must address. Corporations must adapt to changing issues and needs, create their own corporate value through wholesome business activities, and grow sustainably. At the same time, corporations must also use these business activities to contribute to the solution of social issues, thus creating a virtuous circle.

Our Approach

Focusing on our Guests' increasingly diverse needs, at the OLC Group we are constantly striving to evolve. We are also aiming to offer greater happiness to our customers and society at large through business activities that embody a broader social perspective, taking into account the needs of children, the elderly and the disabled.

Our Guests and the Community

Bringing Happiness to Guests and the Community

✿ Happiness and Hospitality

Tokyo Disney Resort's

The OLC Group continues to spread happiness through its Theme Parks business.

Disney Theme Parks provide “Happiness” to our Guests through outstanding attractions, shows and parades, and by transporting Guests to a magical world of fun in a safe and clean environment. But our commitment to the quality of park facilities alone cannot spread happiness—it is the hospitality of Cast Members working at the Theme Parks that is an integral part of this experience.

Walt Disney, the founder of The Walt Disney Company once said: “You can dream, create, design and build the most wonderful place in the world, but it requires people to make the dream a reality.” We can build the most wonderful Theme Parks in the world, but that alone will not bring happiness to our Guests.

The hospitality offered by our Cast Members is exemplified by the attention to detail and service quality; it involves ascertaining and understanding the expectations of every single Guest, fulfilling those expectations and doing our utmost to provide services that exceed those expectations. The happiness we bring through our Theme Parks is based on the hospitality offered by our Cast Members; it springs from their desire to bring a smile to the faces of our Guests and to give them a happy experience.



✿ Bringing Happiness to the Customers and Society

Happiness is a very important concept that is instilled in each and every one of the Cast Members working at Disney Theme Parks. The OLC Group places special emphasis on bringing happiness to our Guests and to the community in our approach to corporate social responsibility.

As we have shown in the way in which we have fulfilled the expectations of Theme Park Guests up to the present moment, bringing happiness to our Guests and to the community at large means to pay attention to the Guests' social concerns as well as to take into account the Guests' social environment in the course of our business activities.

The OLC Group has always been attentive to the needs and voices of our Guests and society at large, as can be seen in our efforts to create an enjoyable environment for all Guests, and product labeling that encourages Guests to be health-conscious.

Also, we believe that the happiness we offer to our Guests through our architecture, art, culture, history, film, music, and plants, as well as through the hospitality of our Cast Members, brings smiles to their faces, nourishes their minds, and enriches their lives.

We will remain committed to bringing more happiness to our Guests and the community through business operations that address the social perspectives and needs of our Guests, including their diversifying values and increasing interest in environmental issues and various social matters.

* Multilingual service at our Theme Parks

Tokyo Disney Resort's

In view of the growing numbers of foreign visitors to Japan seen in recent years, our website and guide maps are available in Japanese, English, Chinese (Traditional and Simplified), Korean, Thai and Indonesian. In order to meet the diverse needs of Guests from countries other than Japan, we offer online booking of Disney Hotels and purchase of Disney e-tickets and Tokyo Disney Resort Vacation Packages (official package deals) on the English version of the Tokyo Disney Resort Online Reservation and Tickets website.



Website in Thai



Guide maps in various languages

Furthermore, to allow our Cast Members to readily communicate with Guests from abroad and provide them with services attuned to their needs, booklets outlining the services offered at the Theme Parks as well as a phone interpretation service are also available for Guests.

* Our Commitment to Well-being of Children: Menu Items

Tokyo Disney Resort's

The Sherwood Garden Restaurant located in the Tokyo Disneyland Hotel sets up a buffet counter for children during lunch and dinner hours. The buffet offers vegetables prepared to cater to children's tastes, such as vegetable bread and soy milk soup.

The children's buffet counter is lowered to allow for ease of access. The children's buffet and its health-conscious selections allow even picky eaters to enjoy a fun and healthy meal.

*Buffet menu varies by season.



Health-conscious menu at Tokyo Disneyland Hotel

Our Guests and the Community

Our Commitment to Full and Equal Access (Tokyo Disney Resort)

* Providing Full and Equal Access to All Guests

The OLC Group is aiming to provide full and equal access for everyone at the Theme Parks and to create an environment in which every Guest is able to fully enjoy their visit.

Among the Guests who visit the Theme Parks are people with permanent or temporary disabilities, the elderly and expectant mothers. The OLC Group makes every effort so that these Guests have a comfortable and pleasant experience by providing the necessary facilities, support tools and support services by Cast Members.

* Barrier-Free Facilities and Support Materials

Tokyo Disney Resort's

Tokyo Disney Resort has been working to provide a barrier-free environment since Tokyo Disneyland first opened to the public. We have developed a range of facilities and support tools, while listening attentively to the voices of Guests and drawing on the opinions of external organizations for the disabled.

Attractions That Can Be Boarded in a Wheelchair * * *

In addition to theaters and the attractions used as means of transportation*, attractions that can be enjoyed by Guests in wheelchairs alongside family and friends are: Buzz Light-year's Astro Blasters (at Tokyo Disneyland), Toy Story Mania!, Jasmine's Flying Carpets, Sindbad's Storybook Voyage and Caravan Carousel (at Tokyo DisneySea). These attractions have added ride vehicles with a design that allows persons in wheelchairs to get on and off without having to leave their wheelchair at any time.

Also, the Pooh's Hunny Hunt and Monsters, Inc. Ride & Go Seek! attractions at Tokyo Disneyland are equipped with an exclusive boarding area where persons in wheelchairs can get on and off the ride safely.



Attractions that allow Guests to board without leaving their wheelchairs

*Western River Railroad, Mark Twain Riverboat, Tom Sawyer Island Rafts, DisneySea Transit Steamer Line and DisneySea Electric Railway.

Platform that Enables Guests to Board Ride without Leaving Wheelchair * * *

At the Western River Railroad attraction at Tokyo Disneyland we partially raised the platform and altered the ride so that Guests may get on and off the attraction without leaving their wheelchairs.



Platform raised to enable access for Guests on wheelchairs

Ensuring Easy Shopping Experience for All Guests✿✿✿

We are working on ensuring that Guests using wheelchairs and small children are able to make their own purchases at our shops and food facilities. Our renovations so far have included changing the height of the cashier counter (to 900 mm) and increasing the space between handrails (to 1,200 mm).



Wider aisles between handrails make purchasing easier for Guests in wheelchairs and children

We will continue to make improvements to provide a fun experience for all Guests. We also provide information on our barrier-free facilities and services through

> [the official website](#) and [an information booklet of Tokyo Disney Resort](#). 

✿ Major Barrier-free Facilities and Support Materials Available at Tokyo Disney Resort

Introduction of Disney Handy Guide✿✿✿

On April 15, 2017, we began offering Disney Handy Guide at Tokyo Disneyland and Tokyo DisneySea to Guests with visual or hearing disabilities to provide them with park information in the form of audio and text/captions (currently in Japanese only).

Launched to replace the conventional audio guidance and captioning systems, the terminal, when used in audio mode, automatically obtains and informs users of their present location and provides users with a range of information on park facilities. When used in caption mode, it displays captions in synchronization with narrations, scripted dialogue and songs at applicable attractions and entertainment facilities.



Disney Handy Guide

The following facilities and support tools are also available.

Target	Facility and Support
Guests using wheelchairs	Attractions that can accommodate wheelchairs, facilities with slopes or elevators, lowered cash register counters, restrooms designed for Guests using wheelchairs, acceptance of service dogs
Guests with visual disabilities	Disney Handy Guide, permanently installed tactile maps, scale models (of characters and attractions), informational CDs, tactile map guidebook, acceptance of guide dogs
Guests with hearing disabilities	Disney Handy Guide, information boards, attraction story papers (mainly in theater-related attractions) acceptance of hearing dogs



Scale models help us communicate the type of attractions and shapes of characters to Guests with visual disabilities.



Information booklet that conveys information on barrier-free facilities and services

✿ Support Services Offered by Cast Members

Tokyo Disney Resort's

In addition to offering barrier-free services while maintaining the unique themed atmosphere of our Theme Parks, the OLC Group provides training and education to Cast Members so that they can provide services to assist Guests who have disabilities. This includes supporting employees who wish to become certified as service caregivers. Currently, we have approximately 350 certified service caregivers. At Tokyo Disney Resort, we offer Japanese sign-language classes to enable our Cast Members to communicate with as many of our Guests as possible. We have established an in-house accreditation system to encourage personal development efforts of our Cast Members, through which approximately 80 employees have been accredited to date. Although shift schedules and work details present certain challenges, every effort is made to assign Cast Members with sign-language ability when they are needed. Cast Members who have passed the certification program wear sign-language pin on their costumes so that Guests can identify them.



Sign-language pin

Learning from Guest Feedback

Learning from Guest Feedback

Tokyo Disney Resort's

Walt Disney, the founder of The Walt Disney Company, once said: "Disneyland will never be completed... it will continue to grow as long as there is imagination left in the world." At Tokyo Disney Resort, our aim is to listen to the voices of our Guests so that we may continue to evolve and to offer all our Guests the wonder and magic of the Disney experience.

The comments from Guests visiting Tokyo Disney Resort offer a myriad of clues as to how we can make the Resort even better. The opinions, requests and compliments relayed directly to Cast Members at each facility are shared throughout the OLC Group via our intranet and at routine meetings, and they help us make necessary improvements to our services promptly. We have also established an Information Center at Tokyo Disney Resort in an effort to offer our Guests an open and inviting environment in which to submit their opinions and requests.

Beyond this, we ask Guests visiting Tokyo Disney Resort for their cooperation with questionnaires and interview surveys as part of ongoing efforts to learn their opinions, requests and evaluation of the services we provide. We share these comments within the organization and put them to use in a wide range of measures aimed at improving the safety and quality of our services and facilities.

Guest feedback

Total number of comments and feedback

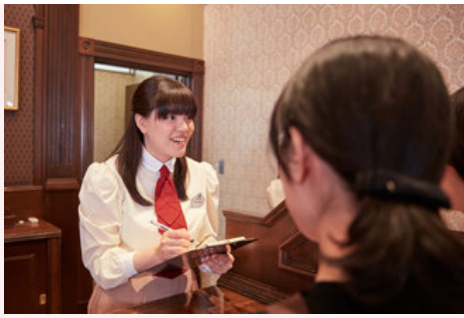
FY 2016	14,778
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Breakdown of feedback by content (FY 2016)

	Opinions/suggestions	Compliments (praise)
FY 2016	73%	27%

Breakdown of feedback by content (FY 2016)

	Telephone	Letter	Questionnaire	Others (e.g., Information Center)
FY 2016	49%	28%	14%	9%



Accepting Guest comments at our Information Center



Tokyo Disney Resort Information Center

Examples of improvements made based on Guest feedback



On the facility front, misting devices and electric fans were installed in the queuing areas of multiple attractions and additional umbrellas were strategically placed to alleviate the summer heat.

In FY 2016, we installed new electric fans and blowers at the Hangar Stage and at Indiana Jones Adventure: Temple of the Crystal Skull at Tokyo DisneySea.



Misting fans and electric fans installed to alleviate the heat based on Guest feedback.

In addition to facility improvements, we upgraded our Guest services by introducing a smartphone-based information system that allows Guests to obtain information on the operational status of attractions and restaurants.



Operational status and other information can be checked via smartphone.

Feedback from Cast Members



Temperature on the platforms and in the queuing areas of Raging Spirits had sometimes risen excessively, due in part to the show effects involving steam and flames. Now that we have installed new fans and air coolers, Guest feedback has confirmed that temperature is pleasantly cool.



The OLC Group will continue to listen to feedback from our Guests in order to better understand their views and needs and create even more happiness.

Community Programs : Children are Our Future



Social Issues

Through their employees and activities, corporations are involved in local communities to the extent that the latter can be considered the foundations of corporate existence. For this reason, corporations must work on social issues in their unique capacity as corporate citizens of local communities and society at large, and contribute to their communities' development.

Our Approach

At the OLC Group, we are leveraging our corporate features as a provider of happiness for Guests and society at large to engage in a wide array of community action programs. In particular, we are aiming to help nurture the next generation and develop communities through initiatives that focus on child support and development. We are also providing continued support to those who were affected by large-scale earthquakes.

Community Programs

Our Community Action Programs

✿ Our Policy on Community Action Programs



The OLC Group is involved in various community action programs as part of our ongoing efforts to be a good corporate citizen. As a corporation with a mission to offer magical dreams, moving experiences, delight and contentment, we expend considerable energy in activities that focus on the “heart,” placing particular emphasis on programs that nurture and support the families and children who are an integral part of the services we provide. Particularly our focus is on programs that involve children.

Concerning our programs aimed at promoting the positive development of children, as part of our community activities, we offer children living in Urayasu in Chiba Prefecture a range of fun learning experiences and proactively engage in activities that promote interchange with the local community. Since FY 2015, the OLC Group has been running the Disney Dreamers Experience program for fifth- and sixth-graders at elementary schools nationwide. Its participants are encouraged to have fun thinking about their dreams and are taught the importance of pursuing those dreams.

Our other efforts to support children who are placed in difficult circumstances for various reasons include welfare activities, such as visits to related facilities, donations by employees and the company together, and making children’s wishes come true in partnership with the Make-A-Wish of Japan.

In fiscal 2008, we developed the OLC Group Policy on Community Action Programs to clarify our position in this realm.

OLC Group Policy on Community Action Programs (Established August 2008)

The OLC Group seeks to engage in community action programs that focus on the positive development of children—our hope for the future—as a means of creating healthy and happy families, regions and communities.

○Programs fostering the positive development of children

The OLC Group will support programs that “nurture the heart” in children with a view to developing intellectual curiosity and consideration for others.

○Programs that support children

The OLC Group will support programs that provide assistance to children who have been placed at a disadvantage for various reasons.

Community Programs

Activities to Nurture and Support Children

As a corporation that offers magical dreams, moving experiences, delight and contentment, the OLC Group engages in activities aimed at nurturing and supporting families, which are an integral part of our business, and particularly children, who represent our future.

Programs to Promote the Positive Development of Children Disney Dreamers Experience

Tokyo Disney Resort's

The Disney Dreamers Experience, a program that encourages children to have fun thinking about their dreams, was held five times during the fiscal year: in May, July, August and December 2016 and January 2017.

Since FY 2015, the Disney Dreamers Experience, which is held for fifth- and sixth-graders at elementary schools nationwide, has provided participants with an enjoyable opportunity to interact and share experiences with inspirational Cast Members—who are themselves driven by an unwavering commitment to their dreams—and to think about their own aspirations.

Feedback from the children included the following: “I, too, would like to find a dream of my own and make it come true. By bearing in mind what I experienced today, I will work hard to do so”; and “I hope to become an amazing adult one day, just like the young and upbeat lady who taught us today.”

The parents also offered feedback, including: “The program has encouraged my son to work toward his dream”; and “Seeing my child’s eyes light up made me glad that he participated in the program.”



Disney Dreamers Experience - helping children broaden their horizons

Programs to Support Children The OLC Group Children's Smile Fund

In July 2010, the OLC Group established the Children's Smile Fund, a community action program focused on helping children, who are integral to our business. Through this program, we act upon the OLC Group's Policy on Community Action Programs and do our part in supporting children who face various hardships and challenges.






With this fund, we collect charitable contributions that are made by our employees on a voluntary basis either as a fraction (of 99 yen or less) of their monthly pay checks or bonuses or as an optional number of 100-yen units. The employees who contribute are asked to select a group to receive their donations from five designated charities.

The collected funds are donated to the selected charities twice a year, at which time Oriental Land will match the contributions made by our employees and donate a matching gift to each of our chosen charities, so that, by acting with our employees, we can help children in need throughout the world.



Leaflet on the OLC Group's Children's Smile Fund

Designated charities and areas of support:

Designated charities		Areas of support:
	The Japan Committee for UNICEF	Support for water and hygiene
	Save the Children Japan	Support for education
	Japan Association for the World Food Programme	Support for school lunch programs
	Japan Committee Vaccines for the World's Children	Support for vaccinations
	Medecins Sans Frontieres	Support for nutritional improvement

* Programs to Support Children Socials Activities of Tokyo Disney Resort Ambassador

Tokyo Disney Resort's

We send our Tokyo Disney Resort Ambassador, accompanied by various Disney characters, to visit facilities throughout the country, including pediatric wards, facilities for the disabled, special needs schools and nursing homes, to deliver the "Disney Dream" to those who find it difficult to visit Tokyo Disney Resort. This program has been ongoing since 1982, before Tokyo Disneyland opened. In FY 2016, visits were made to 26 facilities.

Number of facilities visited

FY 2013	FY 2014	FY 2015	FY 2016
34	32	24	26



The 2017-18 Tokyo Disney Resort Ambassador and Mickey Mouse spread smiles.

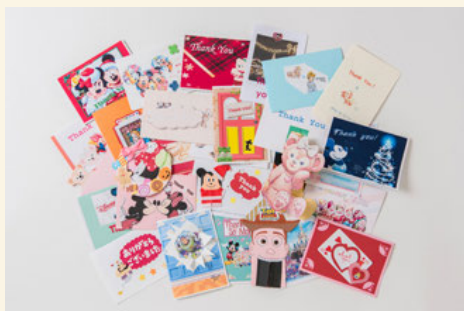
* Programs to Support Children Helping Make Dreams of Children with Rare Disease Come True (in Cooperation with Make-A-Wish of Japan)

Tokyo Disney Resort's

Since 2012, as part of our "CSR activities to support children," the OLC Group has been working with Make-A-Wish of Japan, and has made Theme Parks tickets and hotel accommodations available in an effort to help realize the dreams of children with rare disease, such as "I want to visit the Theme Parks" and "I want to stay at the Disney Hotel."

Number of dreams supported

FY2013	FY2014	FY2015	FY2016
85	82	74	77



Letters from the children

Community Programs

Connecting with Local Communities

* Activities to Support Children's Development in the Local Community

As part of our effort to support children's development in the local community, the OLC Group offers work experience programs and travels to schools to host classes. A work experience program launched in 2005, "We Make Happiness" targets local junior-high-school students, with an eye to developing positive work values and encouraging them to think about their future careers. Students get to experience various behind-the-scene jobs at the Theme Parks, and learn that all jobs, large and small, contribute to the happiness of our Guests.

Since FY 2007, we have hosted classes at junior high schools in Urayasu City. In FY 2013, we improved the contents of classes and have since supported the teaching of dancing, which became compulsory for first- and second-year junior-high-school students in FY 2012.

Our employees also participate in a variety of volunteer activities in Urayasu City, helping at kindergarten and nursery-school field days. We treasure these events as great opportunities for our employees to come together with the people in the community.

* In-school Dance Class in Urayasu-City Junior High Schools

In September and October 2016, in-school dance classes were taught by five lecturers from among choreographers and dancers working at the Tokyo Disney Resort for children in the first year of junior high schools in Urayasu (about 230 children from six classes at Urayasu Junior High School and about 60 children from two classes at Irifune Junior High School).

The program was developed in response to dance having become a mandatory part of health and physical classes for first- and second-year junior-high-school students in accordance with the curriculum guidelines coming into full effect in FY 2012. The program began in FY 2013 with the aim of supporting the education of children in local communities by providing dance classes leveraging the OLC Group's unique human resources and skills as a Theme-Park operator.

During classes, a total of five instructors from among choreographers and dancers working at the Tokyo Disney Resort held lectures on dance steps for PE teachers, gave sample performances, taught dance steps to the students, and helped them practice for school dance recitals.

Comments by the enthusiastic pupils attending the in-school classes included: "I had never danced before, but I learned that dancing is fun"; "The instructor told us that we didn't have to dance well, which was reassuring"; and "Our team became united through dancing." Teacher feedback included: "The professional dancer's guidance helped the children shed their shyness and enjoy taking part in the lesson."



In-school classes in FY 2016

✿ The OLC Group's Work Experience Program ~We Make Happiness~

In November and December 2016, we held the "OLC Group Work Experience Program – We Make Happiness," which entailed having students from junior high schools in Urayasu (40 and 41 second-year students each from Akemi Junior High School and Hinode Junior High School, respectively) experience various jobs available at the Tokyo Disney Resort.

This experience-based program has been conducted since FY 2005 in conjunction with the career education initiatives implemented by the Ministry of Education, Culture, Sports, Science and Technology at elementary, junior and senior high schools.

Divided into small teams, the students tried their hand at 13 to 14 different professions including operators at the Tokyo Disney Resort Information Center and painters of fruit ornaments used for decorating the Theme Parks. In their presentations on their two-day experience, the students made a variety of statements including: "I learned that those involved in backstage jobs were just as dedicated to delivering happiness to Guests as those on the frontline"; and "I learned that work is not just something you labor at, but something that makes you happy when people express appreciation and that brings you a sense of accomplishment"; and "I have resolved to make all-out efforts in whatever I do, no matter how trivial." Feedback from teachers included: "I observed the children developing in tangible ways during the two days. Their experience gave them far more than they could learn in class."



Work experience program held in FY 2016

✿ Supporting Community Events

The OLC Group lends its support to various events held in the City of Urayasu. Since FY 2001, our facilities have been used as the venue for Urayasu City's official Coming-of-Age Day ceremony for 20-year-olds. In FY 2016, we helped host Play Time for Families: Smiles and Dreams 2016 (August), the Urayasu Festival (September), the Urayasu City Sports Fair (October), the Urayasu Citizens' Festival (October) and the Tokyo Bay Urayasu City Marathon (February). Our employees also volunteer to clean up the city and provide assistance at kindergarten or nursery-school field days in Urayasu City. We cherish the opportunity to work together with the people of Urayasu City. Milial Resort Hotels Co., Ltd. donates used candles to the Urayasu City welfare center, and they are reused to make handmade candles for sale.



Play Time for Families: Smiles and Dreams 2016 held in August 2016



Employees engaged in cleanups in Urayasu City as volunteers

Tokyo Disney Resort's



Urayasu Festival held in September 2016

* Cooperation in Urayasu City's Coming-of-Age Day Ceremony

Tokyo Disney Resort's

On January 9, 2017, the Urayasu City Coming-of-Age Day ceremony was held in Tokyo Disneyland's Showbase. Oriental Land has provided Tokyo Disneyland as the venue for Urayasu City's Coming-of-Age ceremony since 2002. This year marked the event's 16th edition, and the theme was "Gratitude: To whom will you express yours?" The arrival into adulthood of about 1,491 young people, a record high number, was officially recognized in the ceremony, which was held in two parts to accommodate all the participants.

Following congratulatory speeches given by the major of Urayasu City, guests and the Tokyo Disney Resort Ambassador, a representative speaking on behalf of the newly minted adults offered words of appreciation for their parents, teachers and peers, reflecting upon the past 20 years.



Coming-of-Age Day ceremony

Environmental Commitments : Caring for the environment



Social Issues

Global warming and other environmental issues are major problems of public interest, and need to be addressed jointly by all humanity. Companies must reconsider their business models in a way that is conducive to sustainable production and consumption, and must be more proactive in fulfilling their responsibility toward the environment. In turn, this will make the companies themselves more sustainable.

Our Approach

The OLC Group is working earnestly on environmental initiatives that will allow it to continue to bring happiness to generations to come while preserving and passing on an environmentally sound planet. We work on climate change mitigation and adaptation by reducing greenhouse gas emissions and making efforts to adapt to environmental conditions in order to minimize the impact on our Guests.

Environmental Commitments

Our Policy and Systems for Conservation

* Environmental Policy of the OLC Group

The OLC Group has established Our Environmental Policy that sets forth guidelines for action and our philosophy governing the OLC Group's environmental activities. Our Environmental Philosophy affirms our commitment to working in harmony with the environment throughout our business so that we may continue to offer magical dreams and moving experiences to future generations. Our Environmental Action Policy represents our responsibility to adopt environmentally conscious business practices, to observe environmental laws and regulations and hold to the voluntary standards developed by the OLC Group. Our intent is also to make improvements in this area, and to provide training and development opportunities to our employees.

Our Environmental Policy (Established November in 2005)

Environmental Philosophy

~To bring magical dreams and moving experiences to future generations~

We seek to work in harmony with the environment in all our business so that we may continue to offer magical dreams, moving experiences, delight and contentment into the future.

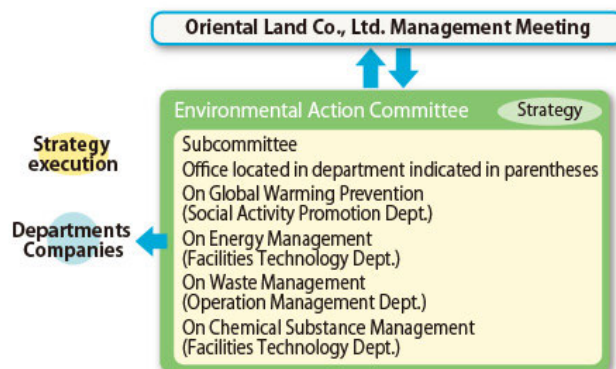
OLC Group Environmental Action Policy

1. The OLC Group will make every effort to fight global warming, conserve energy, prevent pollution, engage in green purchasing, consider biodiversity and reduce and recycle waste in all aspects of its business operations.
2. The OLC Group will comply with all statutory regulations and internal standards related to the environment.
3. The OLC Group will establish, implement and review environmental objectives and targets on a regular basis.
4. The OLC Group will offer education and training to all our employees so that they understand and are capable of acting independently on our environmental policies.

* The OLC Group Environmental Management Structure

The OLC Group has a committee in place to devise environmental initiatives

The OLC Group Environmental Management Structure



Structures to Promote Environmental Action

The OLC Group has established an Environmental Action Committee to promote the environmental activities of the Group. This committee is chaired by Officer in charge of Social Activity Promotion Department and is responsible for planning environmental activities and for setting the company's targets in this area. The Environmental Action Committee is comprised of four subcommittees *1. These subcommittees conduct fact-finding surveys and devise strategies for addressing environmental issues.

Since FY 2010, the Chairperson of the Environmental Action Committee has been appointed to supervise our energy management pursuant to the Amended Act on the Rational Use of Energy with the goal of systematically performing the proactive conservation of energy.

Going forward, we intend to keep enhancing our environmental management structure, operate our business in an eco-friendly fashion, and engage in more activities that focus on our relationship with customers.

*1 The four subcommittees are: the Subcommittee on Global Warming Prevention, the Subcommittee on Energy Management, the Subcommittee on Waste Management and the Subcommittee on Chemicals Management (as of June 2017).

Compliance with Environmental Laws and Regulations

The OLC Group ensures that information on environmental laws and regulations is shared across the Group by using a checklist, and keeps track of legal revisions with support from relevant external service providers.

Internal Environmental Audits

Since FY 2015, the OLC Group has been implementing theme-based internal environmental audits. In FY 2016, "compliance with the Act on Rational Use and Proper Management of Fluorocarbons" and "compliance with the Waste Management and Public Cleansing Act" were audited.

Environmental Education Activities for Employees

The OLC Group offers e-learning programs in order to raise employees' awareness of the importance of environmental conservation.

We also engage in a variety of efforts to educate employees about environmental issues, including publishing an environmental series in our in-house newsletter and hosting environment-themed events.



Internal exhibition "Environmental Fair"

Environmental Impact Status of Tokyo Disney Resort

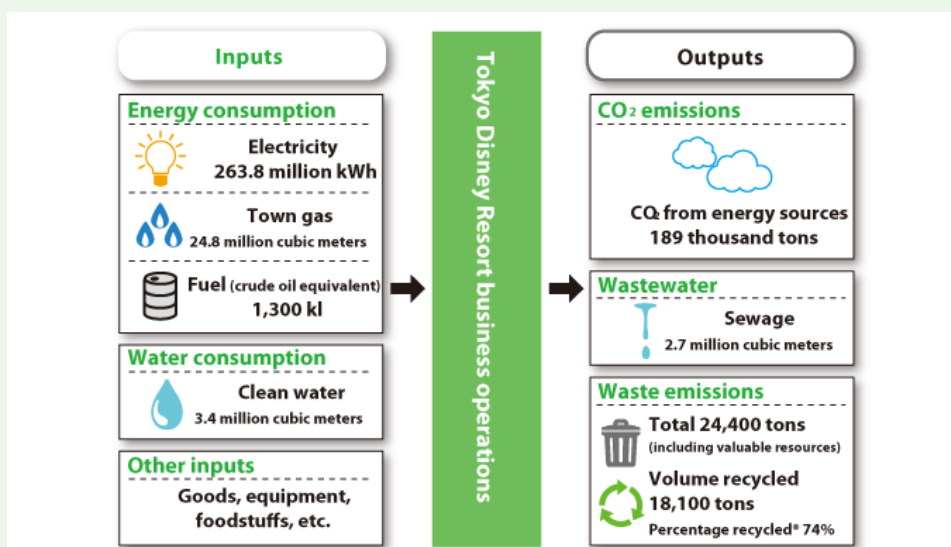
* Environmental Impact Status of Tokyo Disney Resort

Tokyo Disney Resort's

The chart below gives a broad indication of the environmental impact of the business operations of Tokyo Disney Resort (Tokyo Disneyland, Tokyo DisneySea, Disney Ambassador Hotel, Tokyo DisneySea Hotel MiraCosta, Tokyo Disneyland Hotel, Tokyo Disney Celebration Hotel, Ikspiari, Bon Voyage, the Tokyo Disney Resort Line, and Maihama Amphitheater) in FY 2016. The data covers more than 90% of the OLC Group's business areas: the Theme Park business, Hotel business, and Other business segments. Our environmental efforts touch on a variety of areas including energy management, water processing, waste management and recycling activities. We give due consideration to a range of environmental factors to reduce the burden on the global environment produced by our business activities.

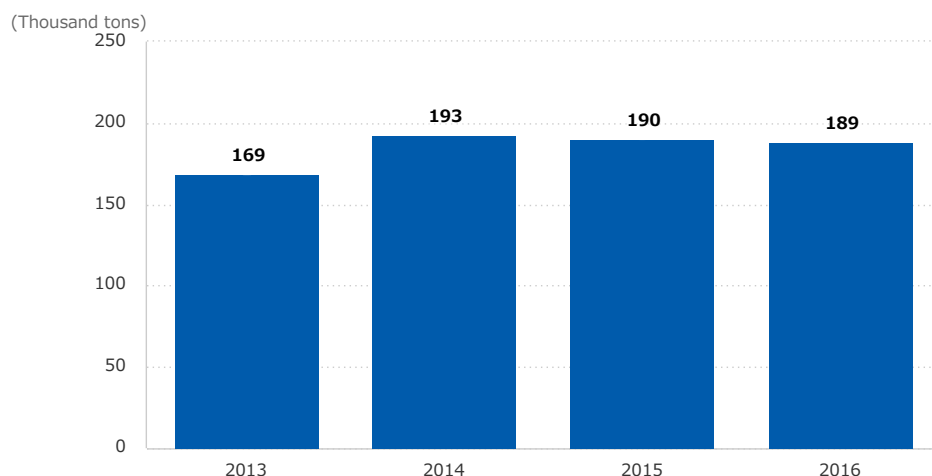
Inputs (i.e., external factors that contribute to the environmental impact of our operations) include energy (electricity, city gas, fuel, etc.), water (clean water), various goods, equipment and foodstuffs. Outputs (i.e., emissions resulting from our business activities) include carbon dioxide, wastewater released into the sewage system, and waste (including valuable resources).

Mass Balance on Tokyo Disney Resort Environmental Impacts (FY 2016)



* Since fiscal year 2011, we have calculated the recycling rate by including the amount of industrial waste that was reduced as part of the total amount of waste recycled.

CO₂ emissions



Yearly Data on Mass Balance

Inputs		2013	2014	2015	2016
Energy Consum	Electricity [thousand kWh]	271,200	263,700	267,800	263,800
	Town gas [thousand m3]	24,600	23,600	24,200	24,800
	Fuel [(crude oil)kℓ]	1,500	1,500	1,400	1,300
Water consump	Clean water [thousand m3]	3,000	3,000	3,200	3,400

Outputs		2013	2014	2015	2016
CO ₂ emissions	CO ₂ from energy sources [t]	169,000	193,000	190,000	189,000
Wastewater	Sewage [thousand m3]	2,100	2,300	2,400	2,700
Waste emissions	Total [t]	24,700	26,000	24,700	24,400
	Volume recycled [t]	18,300	19,400	18,400	18,100
	Percentage recycled	74%	75%	75%	74%

*Tokyo Electric Power Company's adjusted emission factor used to calculate CO₂ emissions from electricity consumption.

Measure Against Global Warming

Global Warming and Power Shortages Are Social Issues

Companies too must shoulder the responsibility of reducing greenhouse gas emissions and conserving electricity in order to fight global warming and comply with energy policies.

Oriental Land Co., Ltd., Milial Resort Hotels Co., Ltd. and Ikspiari Co., Ltd. are each classified as a “specified business” under Japan’s Act on the Rational Use of Energy and/or a “specified emitter” under the Act on Promotion of Global Warming Countermeasures. These companies and the entire OLC Group are implementing various initiatives to address global warming and conserve electricity.

Emissions Reduction and Efficient Use of Energy

Approximately 70% of the OLC Group’s current CO₂ emissions result from electricity use. In terms of hardware, ever since the Theme Parks were in its earliest planning stages the OLC Group has been working to install and upgrade a range of energy-efficient facilities and equipment, including the large-scale heat-source facilities installed in the central energy plant*1. Furthermore, we have been working to reduce CO₂ emissions by installing energy-efficient LED lighting and generating electricity by solar power generation. We also have in place our own power generators with a total output of 17,500 kW to cut peak-demand grid energy use in summer.

In the intangible aspects, we will be introducing a combination of different measures and continue our efforts to reduce CO₂ emissions. One example of such measures is to reduce power consumption by employing an energy management system to visualize energy consumption. In FY 2016, CO₂ emissions by the OLC Group amounted to 204,000 t *2.

In order to reduce CO₂ emissions, we have established a medium-term plan and set specific numerical targets. In our efforts to further reduce increases in emissions resulting from changes in the number of visitors to the Tokyo Disney Resort and the building and expansion of facilities, we worked toward the target of limiting our CO₂ emissions to 178,000 t in FY 2016, using the FY 2012 emissions factor of 0.463. Our annual CO₂ emissions, however, reached 195,000 t in FY 2016. Although we managed to reduce emissions by more than the initially planned amount owing to efforts in terms of both our structural and non-structural aspects, the impact of emissions by four hotels operated by Brighton Corporation, which joined the OLC Group in March 2013, an increase in park operating hours owing to a rise in the number of Theme Park Guests, and our measures to alleviate the heat at our Theme Parks, among other factors, pushed emissions to exceed the target level by 17,000 t.

The excess amount of emissions, excluding the portion transferred due to the acquisition of Brighton Corporation, will be cancelled out by carbon offsetting*3 implemented over four years starting from FY 2018.

Going forward, under our medium-term plan leading up to FY 2020, we intend to continue with our efforts to reduce CO₂ emissions through promotion of efficient energy use by upholding a goal of reducing per-unit*4 CO₂ emissions by 1% each year on average from the FY 2016 level by FY 2020.

The OLC Group has been continuing with our carbon offsetting of 2,000 t per year since FY 2014. For our 2,000-ton carbon offsetting in FY 2017, we chose forest maintenance and management projects in Fukushima and Iwate Prefectures as well as other projects to support regions affected by 2011 earthquake and tsunami.

*1 It is an integrated heat-source unit that generates heat for the air-conditioning systems used throughout our Theme Park, including attractions, restaurants and shop, at a single location for distribution to the various facilities, thus making it unnecessary to install this equipment in individual buildings.

*2 All emissions data refers to the CO₂ emissions from all energy sources. Fuel does not include that used for transportation.

For the amount of CO₂ emitted at the Tokyo Disney Resort, please refer to the [“Tokyo Disney Resort environmental load mass balance.”](#)

*3 All or part of the amount of CO₂ emissions that cannot be reduced is offset by assisting another company or organization in reducing its CO₂ emissions.

*4 Amount of CO₂ emissions per floor-area of facilities pertaining to Tokyo Disney Resort business (CO₂ emissions / Gross floor area of buildings)



Central monitoring system at the Central Energy Plant

Energy Management System

Our proprietary energy management system (EMS) visualizes electricity consumption within our Theme Parks.

The EMS collects and analyzes data on energy consumption using IT through sensors attached to all facilities in the two Theme Parks. This system has enabled us to identify inconsistent or wasteful electricity use by monitoring the operation hours of air conditioners, among other factors, and to implement measures to make improvements based on collaborations with organizations across our Theme Parks, contributing to the establishment of a PDCA cycle for CO₂ emissions reduction.



Visualization of electricity consumption

* LEDs

Tokyo Disney Resort's

We are switching our facility, attraction and hotel lighting from incandescent bulbs to LEDs.

We are already using LEDs to illuminate our nighttime parades, Cinderella's Castle, Mount Prometheus, roofs' rims, outdoor spaces and stores.

We will continue to make the transition to LED lighting in more areas.

All of the incandescent bulbs for general lighting * rated at 100W or less at the Theme Parks have been converted to LEDs. Also, 21 out of the 24 floats in Tokyo Disneyland Electrical Parade Dreamlights now have LED lighting mounted on them.

*Light bulbs of 100W or less that meet the definition of "JIS7501 : 2011 Incandescent light bulbs for general lighting"



LED employed to illuminate Cinderella's Castle



The majority of floats in the evening parade now have LED lighting mounted on them.



The OLC Group worked with manufacturers to develop soft LED lighting that enhances the Theme-Park experience



* Solar Power Generation

Tokyo Disney Resort's

By installing solar panels on our building rooftops, we are now able to generate more clean energy than to light up our nighttime parades.

At present, solar panels have been installed atop eight buildings, generating over 600 kW of power.



Solar panels installed atop company building

* Strawberry cultivation using heat generated from geothermal energy and hot springs

Hokkaido Teshikaga Farm cultivates strawberries to be served at our theme parks. By adopting greenhouse heating systems that harness abundantly available geothermal and hot spring energy, the farm significantly reduces the consumption of fossil fuels even in the winter season.

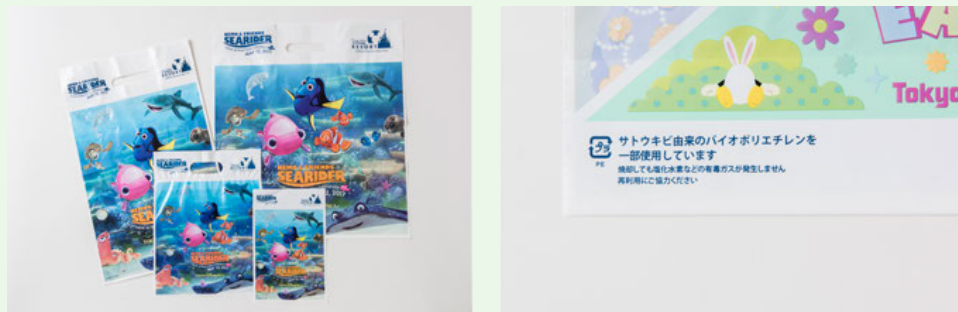


Strawberry cultivation facility at the Hokkaido Teshikaga Farm

* Biomass Packaging Employing Sugarcane-based Materials

Tokyo Disney Resort's

The shopping bags provided at stores inside our Theme Parks and hotels are now eco-friendly. In FY 2015, we introduced biomass packaging partially made with sugarcane-based materials. This enables us to cut yearly CO₂ emissions down by about 30% compared to conventional bags, which mainly use petroleum-based materials. The sugarcane that serves as the raw material is also being cultivated in such a way as to avoid damaging tropical forests and other elements in the ecosystem.



Gradual introduction of biomass packaging materials made from sugar cane

* Conversion of Vehicles inside Theme Parks to Electric Vehicles

Tokyo Disney Resort's

As part of the efforts to reduce CO₂ and the burden on the atmosphere, we completed the conversion of all seven of our Big City Vehicles that operate inside DisneySea to electric vehicles in FY 2016.



Electric car in operation in Tokyo DisneySea

✳ Environmentally Friendly Transport

As part of its ongoing fight against global warming, the OLC Group is promoting the use of light, hybrid and electricity-powered vehicles with the goal of reducing CO₂, NO_x (nitrogen oxide) and PM (particulate matter) emissions from commercial vehicles.

Also, we have converted all of our company buses that operate on our office grounds to hybrid vehicles.

Emissions Reductions for Commercial Vehicles and Low-Emission Vehicles✳ ✳ ✳

As part of our ongoing fight against global warming, the OLC Group is promoting the use of light vehicles and hybrids with the goal of reducing our CO₂ emissions from commercial vehicles, and is actively encouraging the use of low-emission vehicles targeting reductions in nitrogen oxide and particulate matter emissions.

Also, we have converted all of our company buses that operate on our office grounds to hybrid vehicles.

Eco-driving Rules for Guests and Employees✳ ✳ ✳

The OLC Group has established the OLC Group Eco-driving Rules on the basis of the guidelines being promoted by the Japanese government in order to educate employees about the benefits of eco-driving. We have also erected signs in Theme Parks parking areas that encourage Guests to stop engine idling, and have asked our vendors to abide by Group rules on eco-driving.

OLC Group Eco-driving Rules

- Check tire pressure frequently
- No carrying of unnecessary loads
- Thoroughly check destination and route
- Drive off immediately after starting the engine
- Accelerate slowly when starting the vehicle
- Maintain increased vehicle-to-vehicle distance and drive safely with less braking
- Step off the accelerator as soon as possible
- No engine idling
- Always park in designated location
- Limit use of air conditioning



✳ Adapting to Global Warming

Tokyo Disney Resort's

Measures for addressing global warming include mitigating measures, which entail curbing the advance of global warming by limiting emissions of greenhouse gases, and adaptive measures, which entail reducing the impact of water shortages, temperature increases, higher numbers of typhoons and other climate changes that are expected to occur due to global warming.

At present, at the OLC Group we are working to secure water sources, prevent heat strokes and be prepared for typhoons and thunderstorms as a form of adaptation. We intend to continue with such measures, anticipating climate changes that are expected to occur due to global warming. In particular, we have been working to alleviate heat in the outdoor queuing areas of attractions and other facilities with a three-year plan since FY 2014. In FY 2016, we installed additional electric fans at Indiana Jones Adventure: Temple of the Crystal Skull, among other locations, and electric fans and blowers at the Hangar Stage.



Electric fans and blowers installed at the Hangar Stage

Waste Reduction

Minimizing Waste and Increasing Recycling Rates

With more than 30 million Guests visiting our Theme Parks, the Tokyo Disney Resort is much like a town.

The OLC Group promotes waste reduction and recycling programs and is making aggressive efforts to reduce our impact on the environment.

Waste Reduction Programs

Tokyo Disney Resort's

We have installed hand dryers* and eliminated paper towels from almost all restrooms at both Tokyo Disneyland and Tokyo DisneySea as part of ongoing efforts to reduce the volume of paper waste. At Tokyo DisneySea's restaurants, efforts to reduce the volume of paper and plastic waste were implemented at the design stage, and non-disposable dishes and cutlery are being used.

* Depending on available power supply, hand dryers may be switched off to conserve energy.

Recycling Programs

Tokyo Disney Resort's

The waste generated at the Tokyo Disney Resort is carefully sorted by Cast Members in accordance with detailed sorting criteria in order to recycle as much of our waste as possible.

We recycle a wide range of resources including cardboard boxes, kitchen waste, plants, edible oils, plastic bottles, plastic wrapping materials, other plastic waste, copy paper, newspapers and magazines, paper cups, paper packages, empty cans, empty bottles, metal and wooden chips. These are sent to specialized facilities for recycling.

In FY 2002, for example, when Tokyo DisneySea was first opened for the entire year, the recycling rate fell short of 50%; by contrast, the rate across the entire Tokyo Disney Resort reached about 74%* in FY 2016 as a result of the initiatives above. We recycle virtually all of the kitchen waste generated in our Theme Parks.

Upholding the medium-term target of reducing the amount of daily combustible waste by 3% from the FY 2015 level to 110 g per Guest by FY 2020, we will work hard to reduce waste, continue to rigorously enforce the proper separation of different types of waste, and promote recycling.

In order to promote the use of recycled products, we use recycled materials in some of the costumes worn by our Cast Members and the cleaning materials used in our Theme Parks. We also sell traditional Japanese dishware crafted in part by using broken ceramics that were recycled.

The OLC Group has embarked on efforts to complete the recycling loop by collecting recyclable materials and using products made from recycled materials.

Roughly 30% of the toilet paper used in some of our facilities today is made from paper cups collected at our Theme Parks and recycled. A portion of the garbage bags used at the Theme Parks are made of recycled material obtained by melting outdated shopping bags that cannot be used anymore.

We will continue to work toward building a recycling society by properly processing and recycling waste.

*Since FY 2011, we calculate the recycling rate with reduction in industrial waste included in the recycled amount.

Recycling Rates

FY 2013	FY 2014	FY 2015	FY 2016
74%	75%	75%	74%



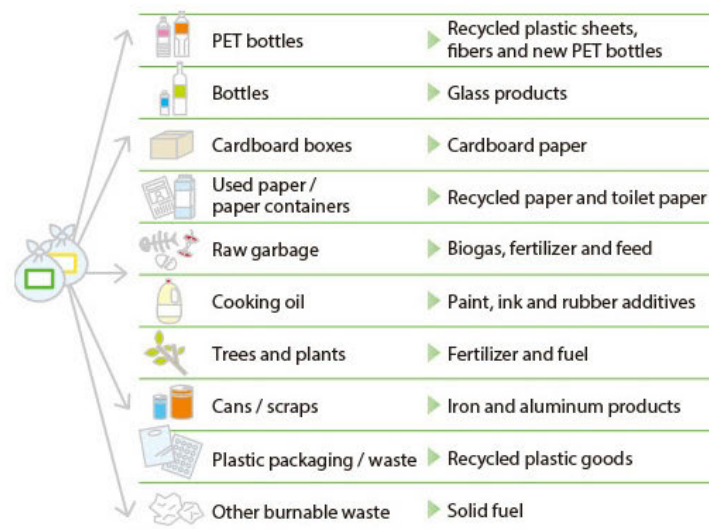
Garbage bins allowing Guests to separate liquids and other types of waste from general waste have been installed; waste is collected by Cast Members



Manual sorting by Cast Members



Representative examples of recycling



Liquid waste is separated from general waste before collection.



Recycled materials are used in some Cast Members' costumes

OLC Group Waste Management Policy

The OLC Group has adopted a group-wide waste management policy and is sharing this philosophy within the group in an effort to promote waste disposal methods that are kinder to the environment. We will work to ensure that all of the future business undertaking conducted as the OLC Group contributes to establishing a recycling based society.

Donations to Food Banks

In order to avoid throwing away the pre-gelatinized rice set aside in preparation for disasters, other food that has not yet expired, and tableware that is still utilizable, starting in FY 2014 we began making donations to food banks and other organizations.

The main recipient of the donation was Second Harvest Japan, the largest food bank in Japan. Based on the principle of “food for everyone,” they provide a wide range of support activities including support for disaster-stricken areas, welfare facilities, the economically disadvantaged, and single mothers.

Environmental Commitments

Water Conservation

* Water Purification and Recycling

Tokyo Disney Resort's

The OLC Group has been purifying wastewater and promoting the use of reclaimed water on a voluntary basis since Tokyo Disneyland opened to the public.

The water used at Theme Parks is collected and purified at a water treatment plant owned by the OLC Group. Today, around 30% of the water we use is recycled at the OLC Group's water treatment plant and reused for toilet flushing at Tokyo Disneyland and Tokyo DisneySea.

We have placed filtration devices in the areas and attractions containing water at Theme Parks in order to effectively circulate water and maintain water quality. This system ensures that we do not need to replenish water except for that lost to evaporation.

Clean water flows through Tokyo DisneySea fountains and the bodies of water throughout Tokyo DisneySea, replenishing them in the process.



Water treatment facility



Water circulates efficiently throughout
Tokyo DisneySea

* Our Water Supply and Drainage Management System

Due to wide-ranging laws governing water supply and drainage*, the OLC Group Water Supply and Drainage Guidelines were established and OLC is developing a system to facilitate the appropriate management of water supply and drainage operations accordingly.

*Japan has various laws and regulations, including the Water Quality Pollution Control Act, the Water Supply Act, the Act on Maintenance of Sanitation in Buildings, and the Sewerage Service Act, which apply to OLC Group companies on the basis of location and business type.

Environmental Commitments

Proper Chemicals Management

* Adhering to the Spirit of the PRTR System

Under the Pollutant Release and Transfer Register (PRTR) system provided by Japan's Act on Confirmation, etc., of Release Amounts of Specific Chemical Substances in the Environment and Promotion of Improvements to the Management thereof, designated business operators are required to track the emission and transfer* of PRTR substances and to submit detailed reports to the government. Although the reporting requirements of the PRTR system do not apply to the OLC Group, we voluntarily keep track of emissions and transfers of PRTR substances at Theme Parks in line with the PRTR system in order to reduce our emissions of these chemical substances.

Most of the PRTR substances used by the OLC Group are contained in paints and cleaning products used at our Theme Parks.

The use of PRTR substances, including the paints used to recreate buildings from the early 20th century and in various other Theme Parks productions, as well as those used in routine maintenance work, is closely supervised in accordance with safety data sheets. The sheets provide information on chemical components, properties and handling guidelines, and we strive to control their emission and transfer within appropriate levels.

The OLC Group investigates the use, emissions and transfers of PRTR substances each year and continues to reduce discharge of these chemicals.

*Operators are required to track what types of chemical substances are discharged into which environment, and what types of chemical substances are transferred to off-premises.

* Efforts to Reduce Chemical Emissions

Tokyo Disney Resort's

The OLC Group continues to conduct fact-finding surveys on the usage, discharge and transfer of PTPR substances annually and will search for and implement methods of reducing emissions and using alternative paints and other materials. We have thus far cut down on the use of toluene and xylene by switching to water-based paints and have substantially reduced the use of AE (poly (oxyethylene) alkyl ether) by discontinuing use of AE dishwashing detergent.



Proper management of paints used at Theme Parks

* Chemical Substance Management System at the OLC Group

We have established an "OLC Group Chemical Substance Management Guideline" that contains the general handling precautions for chemical substances, storage and disposal methods and confirmation items for related employees, and we are promoting the proper management and operation of chemical substances.


Environmental Commitments

Giving Due Consideration to Biodiversity

* Greenery at our Theme Parks

Tokyo Disney Resort's

We set aside more than around 18 hectares of land, or one sixth of our total theme park area, for greenery. Around 640,000 plants comprising 650 species are grown, which is comparable to a botanical garden.

In our Tokyo Disney Resort blog on our [Tokyo Disney Resort official website](#)  (in Japanese only), we provide an overview of our plants as well as gardening advice under the theme of “flower and greenery walks” so that our guests can enjoy learning about diverse forms of vegetation.



* Paper Procurement in Due Consideration of Biodiversity

In June 2015, at the OLC Group, as part of our efforts aimed at limiting damage to ecosystems in the course of procurement, we set new guidelines on the procurement of paper. These require that illegal or excessive deforestation is avoided and recommend using paper made 100% of recycled paper in the office.

[Guidelines on Paper Procurement \(abbreviated\)](#)



Guidelines on Paper Procurement (abbreviated)

I. Purpose

To provide recommendations on how to avoid using paper that may lead to deforestation when producing and procuring paper products, and to promote a shared understanding thereof.

II. Target

All paper products used in the course of business

III. Procurement policy

Paper that is not to be procured shall be determined autonomously, and procurement thereof shall be avoided as far as feasible:

- Paper using illegally logged wood as raw material (wood from areas where logging is prohibited or of species logging of which is prohibited.)
- Paper using wood from problematic areas (areas where illegal logging takes place often and other areas separately stipulated)

As a general rule, the following products should be selected:

- Products of regular members of the Japan Paper Association, and products of companies that declare use of legally harvested timber raw materials
- Recycled paper, FSC-certified paper, paper made from forest thinnings, etc.

Method of enforcement

- Conduct a yearly examination of raw materials on separately defined paper products that are used in large quantities.
- Explain the main points of the guidelines to and request compliance from vendors half or more of whose products or containers/packaging are made of paper.
- Conduct unscheduled inspections of products and lines of products that are deemed important.

SRI and Awards from External Organizations

The CSR activities of OLC Group. have been recognized and awarded by external organizations as follows.

Socially Responsible Investment (SRI)

FTSE4Good Index Series

Oriental Land Co., Ltd. has been selected for inclusion in the FTSE4Good Index Series since 2015.

Developed by FTSE Russell, an independent company wholly owned by the London Stock Exchange Group, the FTSE4Good Indexes are stock indexes composed of companies that meet world-class criteria for environmental, social and governance (ESG) practices.



FTSE Blossom Japan Index

In 2017, Oriental Land Co., Ltd. was selected to be included in the FTSE Blossom Japan Index, a stock index designed to measure the performance of Japanese companies demonstrating excellent ESG practices. The Index adopts the inclusion criteria for FTSE4Good, which was formulated based on existing global standards such as the United Nations Sustainable Development Goals (SDGs).



MSCI Japan ESG Select Leaders Index

In 2017, Oriental Land Co., Ltd. was selected as a constituent of the MSCI Japan ESG Select Leaders Index, a stock index calculated and announced by MSCI Inc. of the United States. The index is comprised of companies selected within their respective industry sectors in recognition of their excellent ESG practices.



2017 Constituent
MSCI Japan ESG
Select Leaders Index

(in Japanese only)

MSCI Japan Empowering Women Index

In 2017, Oriental Land Co., Ltd. was selected as a constituent of the MSCI Japan Empowering Women Index, which is comprised of companies with leading gender diversity within their respective industrial sectors.



2017 Constituent
MSCI Japan Empowering
Women Index (WIN)

(in Japanese only)

THE INCLUSION OF Oriental Land Co., Ltd. IN ANY MSCI INDEX, AND THE USE OF MSCI LOGOS, TRADEMARKS, SERVICE MARKS OR INDEX NAMES HERIN, DO NOT CONSTITUTE A SPONSORSHIP, ENDORSEMENT OR PROMOTION OF Oriental Land Co., Ltd. BY MSCI OR ANY OF ITS AFFILIATES. THE MSCI INDEXES ARE THE EXCLUSIVE PROPERTY OF MSCI. MSCI AND THE MSCI INDEX NAMES AND LOGOS ARE TRADEMARKS OR SERVICE MARKS OF MSCI OR ITS AFFILIATES.

Part-time Workers' Award

Oriental Land Co., Ltd. received the Health, Labour and Welfare Minister's Award at the FY 2016 Awards for Enterprises Promoting Part-time Workers to Play Active Roles at Work presented by the Ministry of Health, Labour and Welfare. The Minister's Award is the highest accolade given out at the event.



About CSR information

Policies on Compiling the CSR Report

The OLC Group's policies on reporting about CSR are as follows.

Use of Different Tools to Provide CSR Information

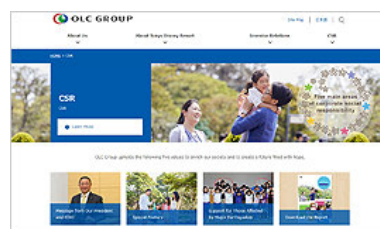
The OLC Group CSR Report 2017, Digest covers the OLC Group's main CSR activities in FY 2016. It is available in the PDF and e-booklet formats.

The "CSR information" section of this website contains a comprehensive report on all CSR activities, while the "Topics" section provides the most up-to-date CSR information.

Provide Information in Accordance with Our CSR Policies



"OLC Group CSR Report 2017, Digest"
(PDF)



OLC Group CSR Information
(web&PDF)

Formulated in fiscal 2009, the OLC Group CSR Policy identifies key values for the OLC Group in promoting our CSR initiatives. The Five Values are the pillars around which each of the OLC Group's CSR reporting tools are structured.

We have also listed the relationship between each activity and social challenge in the index page of each item.

The Five Values	Website Title
Trust and integrity	Corporate Management
Dynamic and inspiring workplace	Our Employees
Commitment to our Guests	Our Guests and the Community
Children are our future	Community Programs
Caring for the environment	Environmental Commitments

Looking Ahead in CSR Communication

We interviewed various stakeholders and experts within and outside the OLC Group and took their opinions and suggestions into account in compiling this year's CSR report, as we have done in the past.

The OLC Group welcomes and appreciates interest and feedback on this report and on our CSR initiatives, and is committed to enhancing the quality of our CSR communications.

Scope and Structure of OLC Group CSR Information

This report primarily covers corporate social responsibility initiatives undertaken by the OLC Group. Instances where information is relevant only to Oriental Land Co., Ltd. or to an OLC Group entity will be indicated. All Tokyo Disney Resort CSR efforts outlined in this report are conducted and managed by the Oriental Land Company in its capacity as owner/operator of Tokyo Disney Resort under license from Disney Enterprises Inc. The report places primary focus on introducing initiatives taken at our Theme Parks, whose business accounts for more than 80% of the entire business undertaken by the OLC Group. Initiatives undertaken at facilities operated by the OLC Group within Tokyo Disney Resort are as follows:

Scope and structure	Description
Group-wide initiatives	OLC Group
Oriental Land Co., Ltd. initiatives	Oriental Land Co., Ltd.
Tokyo Disney Resort® initiatives Tokyo Disneyland® Tokyo DisneySea® Disney Ambassador Hotel® Tokyo DisneySea Hotel MiraCosta® Tokyo Disneyland® Hotel Tokyo Disney Celebration Hotel® Ikspiari® Bon Voyage Disney Resort Line Maihama Amphitheater	Tokyo Disney Resort
Combined Tokyo Disneyland® and Tokyo DisneySea® initiatives	Theme Parks
Separate Tokyo Disneyland® and Tokyo DisneySea® initiatives	Tokyo Disneyland or Tokyo DisneySea

*Certain companies within the OLC Group are licensed by Disney Enterprises, Inc. to manage and operate Tokyo Disneyland, Tokyo DisneySea, the Disney Hotels and the Disney Resort Line. All of the Disney-branded CSR activities outlined in this report are conducted and managed by Oriental Land Co., Ltd. in its capacity as owner/operator of Tokyo Disney Resort.

This report draws together the corporate social responsibility initiatives of the OLC Group. Information on CSR at The Walt Disney Company is available at the following location:

[The Walt Disney Company Corporate Citizenship](#) 

Time Frame for the OLC Group CSR Information 2017

The initiatives presented in this report are mainly applicable to the OLC Group's FY 2016 (April 1, 2016 - March 31, 2017), although information is also provided on ongoing and special CSR programs outside the fiscal year.

Publishing Date

September 2017

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Disney scenes © Disney Enterprises, Inc.

Overview of the OLC Group

OLC Group Business

Oriental Land is in the business of filling hearts with energy and happiness by operating Theme Parks, hotels, and other businesses.

OLC Group Business Segments

Segment	Company	Overview	Facility
Theme Parks	Oriental Land Co., Ltd.	Operation and management of Theme Parks	Tokyo Disneyland® Tokyo DisneySea®
	Maihama Corporation Co., Ltd.	Office work contracting business	
	PHOTOWORKS CO., LTD.	Photography services	
	DESIGN FACTORY CO., LTD.	Planning, designing, and creating	
	Resort Costuming Services Co., Ltd.	Costume rental and cleaning	
	MBM Co., Ltd.	Cleaning and security	
	M TECH Co., Ltd.	Theme Parks maintenance	
Hotels	Milial Resort Hotels Co., Ltd.	Hotel operation and management	Disney Ambassador® Hotel
			Tokyo DisneySea® Hotel MiraCosta
			Tokyo Disneyland® Hotel
	Brighton Corporation		Tokyo Disney Celebration Hotel®
			Kyoto Brighton Hotel
			Urayasu Brighton Hotel
			Hotel Brighton City Kyoto Yamashina
			Hotel Brighton City Osaka Kitahama
Other businesses	Oriental Land Co., Ltd.	Management and operation of	Maihama Amphitheater

		Maihama Amphitheater	
	IKSPIARI Co., LTD	Operation and management of Ikspiari	Ikspiari
	Maihama Resort Line Co., Ltd.	Monorail operation and management	Disney Resort Line
	GREEN AND ARTS Co., LTD	Garden and plant maintenance	
	Bay Food Services Co., Ltd.	Operation of employee cafeterias	

*As of September 1, 2017

The following businesses are operated under a licensing agreement with Disney Enterprises Inc.

Disney Theme Parks	Disney hotels	Other facilities
Tokyo Disneyland® Tokyo DisneySea®	Disney Ambassador® Hotel Tokyo DisneySea Hotel MiraCosta® Tokyo Disneyland® Hotel Tokyo Disney Celebration Hotel®	Bon Voyage Disney Resort Line