



OLC GROUP SUSTAINABILITY REPORT 2021

OCTOBER 2021



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* OLC group official website "Sustainability" page is compiled in PDF.



Toshio Kagami
Representative Director,
Chairman and CEO

Aiming to Continue Delivering Wonderful Dreams, Moving Experiences, Happiness and Contentment

For the full fiscal year ended March 2021, we recorded a loss for the first time since Oriental Land was listed due to the long-term temporary closure of our Theme Parks and numerous restrictions imposed on our business operations after reopening, including limits on attendance. Our management environment remains challenging to this day, which is no doubt a cause for concern for our stakeholders. Even under these circumstances, however, we have been receiving many kind words of encouragement. On behalf of the OLC Group, I would like to express my deepest appreciation for the continued understanding and warm support extended to us. Our Group marked the 60th anniversary of its founding last year. We have been declaring within and outside the Group that we are transforming ourselves into a new enterprise, despite of the current adversity. We are thus moving forward to turn this challenging situation into a chance to make a renewed start toward new growth.

Tokyo Disney Resort is currently operated under a new operational standard that gives priority to the safety and security of our Guests and Cast Members. We are reopening attractions and resuming entertainment shows in phases by taking whatever measures we can, based on our consolidated wisdom, making utmost efforts to deliver the greatest possible experience to our Guests within the current environment. At the same time, we are also continuing with our initiatives to minimize the impact of the ordeal on our management, including, for example, rigorously controlling costs and reviewing business operations. Meanwhile, the opening of the Tokyo Disneyland Large-Scale Development area in September 2020 enabled us to reaffirm the value we provide to society. Seeing Guests enjoy novel experiences in the new area, we were convinced that, especially on the current stifling atmosphere permeating the entire society, there exists an ever increasing demand for the value that we deliver to the society through Tokyo Disney Resort business.

At the General Meeting of Shareholders held on June 29, 2021, Kenji Yoshida was appointed as the president and COO, which signified a shift to a new management structure with an eye to the medium- and long-term growth of our Group. While broadly overseeing all operations, Yoshida is working to restore our Group's current financial performance and formulate and execute strategies from a medium- and long-term perspective, demonstrating his leadership to put our Group on a new growth trajectory. When we turn our eyes to the wider world, we see signs of volatility, uncertainty, complexity and ambiguity continuing to spread in our global business environment. For our Group to sustain growth and evolution amid such adversity, we crucially need to increase values along with our Guests' need, build a new business model in addition to a new vision that will serve as our constant compass. To this end, we will make agile management decisions and sustainably increase our corporate value to transform our profit structure into one with more liquidity, strengthen resilience to fluctuations, and shift to a sustainable management culture by incorporating environmental, social and governance (ESG) perspectives.

We believe with conviction that "Fantasy Springs," a new themed port currently under preparation to be opened in FY 2023, will boost the one-and-only value of Tokyo DisneySea and our Resort overall by delivering a totally new experience to our Guests. Our Group has developed into what it is today by adhering to and executing its strong aspiration to provide wonderful dreams, moving experiences, happiness and contentment against all odds. By consolidating such strengths rooted in the DNA of our Group and commonly sharing the goal among all directors and employees, we are determined to pull through the current adversity and leap forward to the next stage.

Oriental Land was founded to contribute to Japan's culture, health and welfare. Upholding this unchanging goal, our Group will remain wholly committed to achieve it. In our efforts to continue to be a corporation chosen by all our stakeholders, we will keep up our dialogue with them and work to enhance our sustainable corporate value without setting limits. I would like to ask our stakeholders for their continued support from a long-term perspective.



Kenji Yoshida
Representative Director,
President and COO

I wish to extend my heartfelt sympathies to the people who have been infected with COVID-19 and those whose daily lives have been affected by the spreading infection. I sincerely pray for their speedy recovery and the earliest possible containment of the pandemic.

On June 29, 2021, the baton of leadership was passed to me by Kyoichiro Uenishi, the former president and COO. My mission for the time being is to enable our Guests to have fun in our Resort by taking all possible safety measures with a view to continuing with our business operations amid the extremely challenging external environment. Then, we must swiftly embark on a variety of new measures for regrowth. The “change of leadership to initiate transformation,” as former President Uenishi described it, was one such measure.

■ Reviewing FY 2020 and looking ahead

FY 2020 turned out to be a tremendously challenging year for our Group, with both Parks forced to close for the entire first quarter. Never before had our Parks been closed for such a long time, but we were delighted to have been able to reopen them on July 1 with the understanding and cooperation of our Guests. Moreover, on September 28, 2020, we also achieved the opening of the largest ever new development area within Tokyo Disneyland after roughly three years of construction work and an investment of approximately 75 billion yen. Through its new section based on the Walt Disney Animation Studios’ film *Beauty and the Beast* and the Baymax attraction themed on the film *Big Hero 6*, among others, the new area is offering new experience value to our Guests, and making a steady contribution to earnings following the reopening of our Theme Parks.

FY 2020 was a year in which we thought through what measures we needed to prepare for the next stage. Given the prolonged out-of-the-ordinary situation where attendance had to be limited, we were provided with an opportunity to try out unconventional methods and approaches. I believe we were able to take proactive steps for the future instead of merely remaining on the defensive.

One of the highlights in our Theme Park business will be “Fantasy Springs,” Tokyo DisneySea’s eighth themed port, currently under preparation for its opening in FY 2023. Having been engaged in the preparations as the director of the division leading the project in the past, I am looking forward with confidence to the day the new area will be opened to our Guests. The new area will undoubtedly be a rising star of hope that will guide not only Tokyo DisneySea, but also Tokyo Disney Resort as a whole and the entire OLC Group to a brighter future.

Aiming to contribute to a sustainable society while also achieving long-term sustainable growth

If we are to perpetually provide value to society and continue growing as a corporation, we critically need to incorporate measures to address environmental and social problems into our management and business strategies. We recognize that our Group's business is premised on a sustainable society. Therefore, we intend to contribute to achieving a sustainable society by helping resolve social issues by way of, for example, pursuing the Sustainable Development Goals (SDGs), while simultaneously achieving long-term sustainable growth by continuing to increase profits as a corporation.

To this end, the key will be to integrate ESG viewpoints into management and produce ESG-oriented measures designed to benefit management, as opposed to simply investing in ESG practices.

Tokyo Disney Resort, our Group's core business, is a constituent of the equipment industry as well as a labor-intensive industry, which means it exerts a tremendous impact on the environment and on people by way of hiring. It is of great importance to provide our Guests with happiness through our Resort operations while also striving to be a corporate entity that gives consideration to social needs and helps address them through business.

Managing our Tokyo Disney Resort business from ESG perspectives does not only bring direct and indirect quantitative benefit to our management, but also enhances the value we provide to society and eventually increase our Group's corporate value over the long term if we undertake whatever measures we can through our business. In other words, ESG is a substantial management theme that should be pursued with a long-term perspective in mind.

Above all, the aspiration of each and every employee and the strength of those aspirations provide the key to success. It is no exaggeration to say that we cannot deliver happiness to our Guests visiting Tokyo Disney Resort unless our employees, who are the source of all our strengths, can work with a sense of pride and satisfaction. We therefore should seek to stabilize employment, enhance livelihood stability, and improve the work environment. We have reaffirmed that maximizing our employees' sense of work satisfaction will lead to the growth of our business, all the more because we are facing a tough situation now.

Amid the changing natural environment, in recent years we have been witnessing various events such as the flooding of rivers, massive wildfires, and changes in the Arctic caused by temperature rises. Also, food loss occurs in huge amounts while many suffer from hunger, and not a few children are deprived of the opportunity to receive satisfactory education. What does the future hold for us humans in such a world? As human beings living in this age and as a corporate entity, we face the question as to what responsibilities we must fulfill for the future.

The starting line for ESG practices, I believe, is to think through what kind of future we should prepare for the next generation of babies. I would like the employees of our Group to start by contemplating and doing what they themselves can do. The accumulation of small actions will produce a huge effect. Among such individual actions, we may find unexpected seeds for ESG practices.

Drawing on our own sound corporate DNA to aim for new growth

Upon receiving the baton of leadership from my predecessor, I was also entrusted with our Group's own sound DNA, which has been passed down uninterrupted for decades and which I will in turn transfer to the next generation. The DNA that shapes our Group has many features, one of which is the culture of mutual trust that commonly underlies all human relationships within and outside our Group, including those between Guests and Cast Members, suppliers and in-house personnel, superiors and subordinates, senior and junior employees, and among colleagues. Our free and open corporate culture conducive to a workplace environment where frank opinions can be exchanged without hesitation, regardless of one's position—whether superior or subordinate, experienced staff member or novice—may be another characteristic of the enduring DNA of Oriental Land.

We will fully draw on this fine asset to aim for new growth.

We ask our stakeholders for their continued understanding and support.

Our Approach to Sustainability

Our Approach to Sustainability

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 wonderful dreams, moving experiences, delight and contentment” because “spreading happiness” is our guiding principle.

In the midst of this drastically changing world caused by climate change, the declining birthrate and aging population, etc., the OLC Group will work towards developing its corporate social responsibility (CSR) in order for us to continue providing values to society and to evolve as a company for the next 50 to 100 years. We have decided to aim for more sustainable management by incorporating responses to global environmental problems and social issues into our operations and business strategy.

The OLC Group defines a more sustainable management as realization of both “contribution to a sustainable society” and “maintaining of long-term corporate growth.” In particular, commitments include moving our existing businesses towards operations that have more options that are closer to our Guests’ needs, increasing the value of Tokyo Disney Resort as a whole by responding to fluctuating demands, resolving issues and adding value to our core businesses, taking on the challenge of new businesses for growth opportunities, as well as contributing to resolving social issues such as working towards the Sustainable Development Goals (SDGs).

The CSR we have been committed to will be organized within our environmental, social and governance (ESG) framework. And now, we have begun designing strategies that will allow us to contribute to a sustainable society and increase profits as a company, in addition to identifying matters to prioritize.

Going forward, the OLC Group will incorporate the responses to ESG issues into business and management strategies and proceed with the development of Key Performance Indicators(KPI).

Based on the following 8 key issues and the direction of measures for each, discussions are being led by the Sustainability Promotion Department, Corporate Strategy Planning Division.

Key Issues	Direction of measures
Climate change and natural disasters	Contribute to a decarbonized society (mitigate climate change)
	Strengthen resilience (adapt to climate change)
Circular economy	Adopt resource-saving products/services and reduce waste
	Use sustainable resources
	Make effective use of water resources
	Contribute to forming symbiotic relations with nature
Employees	Foster HR with spontaneous creativity
	Promote HR diversity
	Provide a fulfilling workplace environment
Children	Help children achieve their hopes and dreams
Diversity and inclusion	Respond to changes in social and Guest needs based on employees' diverse values
	Implement systematic measures to respect human rights
Supply chain management	Promote sustainability and collaboration across supply chains
Fairness of corporate management	Fair decision-making
Stakeholder engagement	Achieve relationships of trust and collaboration with stakeholders based on open dialogues

For one of the key issues, "Climate change and natural disasters" the OLC Group has developed the following medium- to long-term goals and the KPIs at this time.

Medium- to long-term target for the reduction of greenhouse gas emissions

- **40% reduction (in comparison to fiscal 2018 levels) by fiscal year 2030**
- **Net zero by fiscal year 2050**

We will work to achieve these medium- to long-term goals and will commit to achieving the following goal identified in SDGs.

Goal 13: Climate Action



Also, the OLC group will assess climate-related opportunities and risks, endorsing the recommendations of Task Force on Climate-Related Financial Disclosures (TCFD) (*) and disclose information in line with TCFD framework in 2022.

* TCFD was established as a public taskforce in 2015 by the Financial Stability Board (FSB) as a response to request from G20. TCFD recommends to disclose information such as target, indicator, risk management, strategy and governance evaluating financial impact of risks and opportunities caused by climate change.

The OLC Group is designing strategies that can contribute to a sustainable society and achieve profit growth as a corporation in order to develop the CSR into a more sustainable management. While we continue with the activities that we have been working on based on the OLC Group's CSR policy, we will incorporate the perspectives of ESG to the activities even more.

OLC Group CSR Policy

The OLC Group upholds the following five values to enrich
The our society and to create a future filled with hope.



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. We put this belief into practice in the course of our daily work.



Case Examples of Communication with Stakeholders

[Learning from Guest Feedback]

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. 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.

> [Learning from Guest Feedback](#)

[Communication with shareholders and investors]

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 regularly provide our employees with feedback from individual shareholders in the form of questionnaire survey results in order to improve our operations.

> [Active Information Disclosure](#)

> [Investor Relations](#)

[Dialogue with Experts]

The OLC Group believes that it is important to identify potential issues from an ESG standpoint and to respond to a wide range of social demands. To this end, we are gathering opinions voiced from various perspectives by ESG specialists and other experts, which we hope to incorporate in our business activities.

In FY 2020, we held a dialogue with two ESG experts to discuss our 8 materiality fields, which are our priority issues upheld as a result of narrowing down our challenges, in our efforts to formulate a strategy to contribute to the creation of a sustainable society and achieve profit growth as a corporation. We were able to receive opinions from a broad perspective about the validity of the materiality and the direction of our initiatives.

Promotion Structure of Sustainability

In June 2021, we established the Sustainability Promotion Department, Corporate Strategy Planning Division. Our aim is to steadily push forward our business management with greater sustainability, thereby contributing to a sustainable society and achieving long-term sustainable growth at the same time.

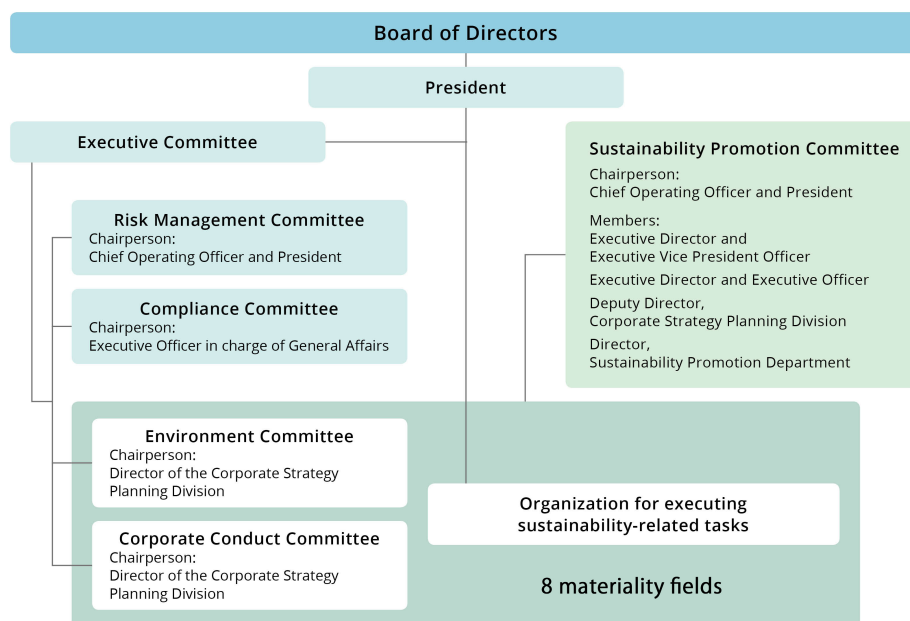
Under the responsibility of the Supervisor of the Corporate Strategy Planning Division (Executive Director and Executive Vice President Officer), the Sustainability Promotion Department takes the role of planning policies and strategies pertaining to our Group's sustainability and environmental, social and governance (ESG) matters; formulating key performance indicators (KPIs) in light of the eight priority fields identified as materiality and the directions of measures to address the issues, and incorporating them into our management plan; and coordinating Group-wide efforts in conjunction with relevant organizations.

Furthermore, the Department brings up matters concerning sustainability and ESG for discussion at the Executive Committee as necessary, in view of their level of importance.

In July 2021, we established the Corporate Conduct Committee to create a structure where policies for each initiative in the eight materiality fields can be formulated by leveraging the specialized knowledge and insight of each organization across our Group and the progress of the initiatives can be ensured and managed. As an advisory body to the Executive Committee, the committee discusses diversity and inclusion, supply chain management, and stakeholder engagement across our Group, with the Sustainability Promotion Department, the secretariat, proposing matters for discussion at the Executive Committee as necessary.

Furthermore, in August 2021, we also put in place the Sustainability Promotion Committee chaired by the Representative Director, Chief Operating Officer and President. The committee aims at creating a setting for lively discussions across the entire our Group about the order of priority and resource allocation pertaining to initiatives examined by the Sustainability Promotion Department and different committees, and to share and check the progress of the initiatives.

Sustainability Promotion Structure



Sustainability Education

As part of our efforts to educate our employees on sustainability, we have conducted educational activities such as publishing web magazines that summarize CSR case studies in an easy-to-read, holding internal exhibitions that provide information on CSR based on various themes, and disseminating information about our social contribution activities.

Since April 2021, we have been conducting activities to raise employees' awareness of a more sustainable management, the eight key issues and related direction of measures through the distribution of the President's message and via electronic bulletin boards.

Furthermore, as part of our environmental education, we also hold in-house fairs, stream awareness videos in our employee cafeteria, and provide e-learning programs.

Our Policy and Systems for Conservation

▼ Policies and Regulations ▼ Management Structures ▼ Actions and Performances

Policies and Regulations

The OLC Group has established our Environmental Policy that sets forth guidelines for action and our philosophy governing our Group's environmental activities.

* Our Environmental Policy (Established November in 2005)

Environmental Philosophy

~To bring wonderful 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 wonderful dreams, moving experiences, delight and contentment into the future.

The OLC Group Environmental Action Policy

1. Our Group will make every effort to address 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. Our Group will comply with all statutory regulations and internal standards related to the environment.
3. Our Group will establish, implement and review environmental objectives and targets on a regular basis.
4. Our Group will offer education and training to all our employees so that they understand and are capable of acting independently on our environmental policies.

* 2030 Medium to long term Environmental Material Areas

Our Group has begun to formulate strategies to contribute to a sustainable society while continuing to grow corporate profits, and to identify its priority issues. With regard to environmental activities, our materiality will be "Climate change and natural disasters" and "Circular economy."

* Setting medium to long term targets to reduce greenhouse gas emissions

Our Group has set the targets below to address "Climate change and natural disasters" ahead of other material issues in view of the environmental changes that are already taking place.

Key performance indicator (KPI)	Quantitative target / Qualitative target	Target year(FY)
Greenhouse gas emissions*	40% reduction (vs. FY 2018 levels)	2030
	Net zero	2050

*Greenhouse gas emissions include Scope1 and Scope2

* Reducing Environmental Impact across Supply Chain

Our Group has the [OLC Group Vendors Code of Conduct in place](#) with the aim of fulfilling its social responsibility across the entire supply chain.

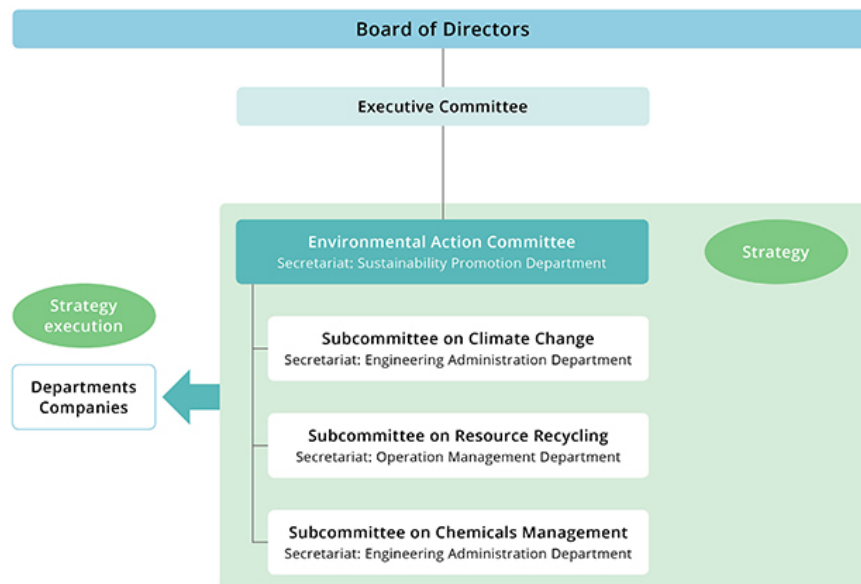
To encourage our suppliers to advance their measures for environmental protection, the Code of Conduct prescribes our efforts to reduce all kinds of environmental impact, as well as to comply with laws, regulations and other standards, for the purpose of preventing global warming and environmental contamination as well as giving consideration to biodiversity.

Furthermore, as part of our efforts aimed at reducing impact to ecosystems in the course of procurement, we have in place [guidelines on the procurement of paper](#), and notify its content to our major suppliers. The guidelines require that illegal or excessive deforestation is avoided and recommend using paper made 100% of recycled paper in the office. Also, we annually investigate the paper usage of our major suppliers.

Management Structures

* The OLC Group Environmental Management Structure

Our Group has a committee in place to promote environmental initiatives



* Structures to Promote Environmental Action

Our Group has established an Environmental Action Committee chaired by the Supervisor of the Corporate Strategy Planning Division (Executive Director and Executive Vice President Officer). The committee is responsible for planning and setting targets for the Company's environmental activities including against climate change, and is comprised of 3 subcommittees*. These subcommittees conduct fact-finding surveys, devise strategies for addressing environmental issues, and implement initiatives to reduce environmental impact.

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. Through Environmental Action Committee, targets and plans regarding environment actions are reported to the Board of Directors annually as well as when significant environmental issues come up. Approved by the Board of Directors, "Climate change and natural disasters" and "Circular economy" will be our focus area on environmental actions until 2030. We will establish plans of mitigations and adoptions to the climate change, while incorporating it to the business strategy.

*Subcommittee on Climate Change, Subcommittee on Chemicals Management, and Subcommittee on Resource Recycling (as of September 2021).

Internal Environmental Audits

Since FY 2015, our Group has been conducting internal environmental audit with specific topics each year. In FY 2020, “drainage management” was audited.

Actions and Performances

Compliance with Environmental Laws and Regulations

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

In FY 2020, we experienced neither serious accidents concerning the environment nor payment of environmental penalties.

Environmental Education for Employees

Our Group engages in a variety of efforts to raise employee awareness of the importance of environmental conservation, including producing and showing a video to introduce our environmental activities, offering e-learning programs, publishing an environmental series in our in-house newsletter and hosting environmental-themed events.

Environment Related Data

Tokyo Disney Resort

Data on environmental performances of FY 2020.

[> Environment Related Data](#)

Environment Related Data

Actions and Performances

Environmental Impact Status of Tokyo Disney Resort

Tokyo Disney Resort

The chart below gives a broad indication of the environmental impact of the business operations of Tokyo Disney Resort* in FY 2020. 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.

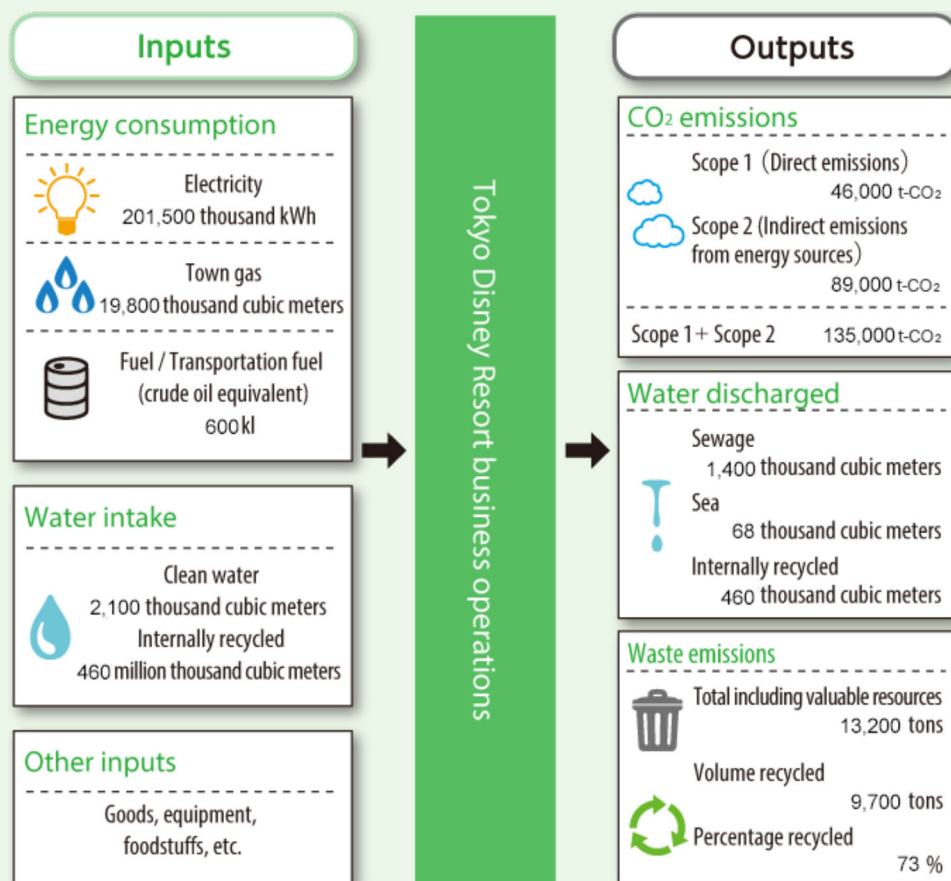
Inputs (i.e., external factors that contribute to the environmental impact of our operations) include energy (electricity, city gas, fuel, etc.), water (clean water), various goods, equipment and food. Outputs (i.e., emissions resulting from our business activities) include carbon dioxide, wastewater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

*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

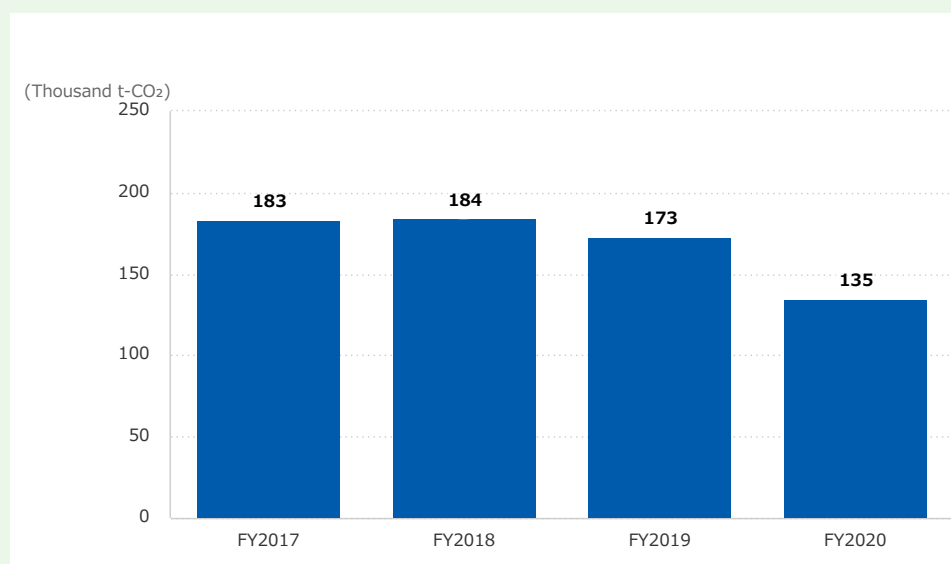
Environment-related data coverage rate

The environmental impact mass balance, changes in CO₂ emissions, and yearly data cover approximately 98% of the OLC Group' direct business areas (the Theme Park business, Hotel business, and other business segments) in terms of net sales composition.

Mass Balance on Tokyo Disney Resort Environmental Impacts (FY 2020) * * *



CO₂ emissions * * *



* Decreased due to the impact of the temporary closure and shortened operating hours of our Theme Parks.

Yearly Data on Mass Balance✱ ✱ ✱

Inputs		FY2018	FY2019	FY2020
Energy Consumption	Total energy consumption (GJ)	3,798,100	3,587,500	2,884,200
	Electricity (GJ)	2,576,000	2,558,100	1,972,400
	Town gas(GJ)	1,165,500	985,500	888,900
	Fuel (GJ)	57,500	43,900	22,900
Water intake	Total intake (thousand m ³)	4,482	4,087	2,560
	Clean water (thousand m ³)	3,600	3,200	2,100
	Internally recycled water (thousand m ³)	882	887	460

Outputs		FY2018	FY2019	FY2020
CO ₂ emissions	Scope 1 (t-CO ₂)	62,000	52,000	46,000
	Scope 2 (t-CO ₂)	122,000	121,000	89,000
	Scope 1 + Scope 2 (t-CO ₂)	184,000	173,000	135,000
Water discharged	Total water discharged (thousand m ³)	3,715	3,395	1,928
	Sewage/water treatment facilities (thousand m ³)	2,700	2,400	1,400
	Sea (thousand m ³)	133	108	68
	Internally recycled (thousand m ³)	882	887	460
Waste emissions	Total including valuable resources (t)	26,200	24,200	13,200
	Volume recycled (t)	19,600	17,800	9,700
	Percentage recycled	75%	74%	73%

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

* Includes CO₂ emissions from transportation since FY2017

Water consumption by intake source and discharge destination ✱ ✱ ✱

(thousand cubic meters)

		FY2018	FY2019	FY2020
Total water intake		4,480	4,130	2,560
Breakdown by source	Surface water (rivers and lakes)	0	0	0
	Surface water (wells and boreholes)	0	0	0
	Water used at quarries	0	0	0
	Drinking water supplied by Urayasu City	3,600	3,200	2,100
	Internal water recycling facilities	880	930	460
	Rainwater	0	0	0
	Seawater	0	0	0
Total water discharged		3,713	3,438	1,928
Breakdown by discharge destination	Sea	133	108	68
	Surface water	0	0	0
	Wells/underground water	0	0	0
	Water treatment facilities	2,700	2,400	1,400
	Internal water recycling facilities	880	930	460

COD Emissions ✱ ✱ ✱

(t)

	FY2018	FY2019	FY2020
COD Emissions	0.8	0.7	0.4

* Chemical Oxygen Demand

* COD Emissions=Σ{CODAverage concentration×amount of emissions}

Container and packaging waste generated* * *

Waste generated on this chart is those entrusted to recycling to The Japan Container and Packaging Recycling Association based on The Containers and Packaging Recycling Law.

* The latest data available are the results of the FY 2019 survey.

(t)

		FY2016	FY2017	FY2018	FY2019
Glasses	Total	85	46	162	63
	Collected	0	0	0	0
	Waste	85	46	162	63
Paper packaging	Total	2,646	2,600	2,865	2,627
	Collected	1,055	1,048	1,045	1,129
	Waste	1,591	1,552	1,820	1,498
Plastic packaging	Total	3,454	3,153	3,591	3,122
	Collected	177	197	213	212
	Waste	3,277	2,956	3,378	2,910
PET bottle	Total	227	214	275	214
	Collected	227	214	275	214
	Waste	0	0	0	0

Scope 3 CO₂ Emissions(FY2020)* * *

(t-CO₂)

	Category	Emissions	Calculation method
Scope 3	Capital goods	401,875	Calculated by multiplying our Group's capital expenditure for FY 2019 by emissions unit value
	Fuel- and energy-related activities not included in Scope 1 or 2	13,742	Calculated by multiplying the electricity consumption for the business activities at Tokyo Disney Resort by emissions unit value
	Waste generated in operations	333	Calculated by multiplying the waste generated in the business activities at Tokyo Disney Resort by emissions unit value for each waste disposal method
	Business travel	40	Calculated by multiplying the total days of business travel by OLC employees in Japan and abroad by emissions unit value
	Employee commuting	6,166	Calculated by multiplying the number of employees in each category of employment and the total business days worked by them by emissions unit value
	Upstream leased assets	0	All included in Scope 1 and Scope 2
	Processing of sold products	0	Processing of sold products are not relevant in our business activity
	Use of sold products	0	Use of sold products are few
	Downstream leased assets	0	Downstream leased assets are not relevant in our business activity
	Franchises	0	Franchises are not relevant in our business activity
	Investments	0	Not Applicable
	Total	422,156	

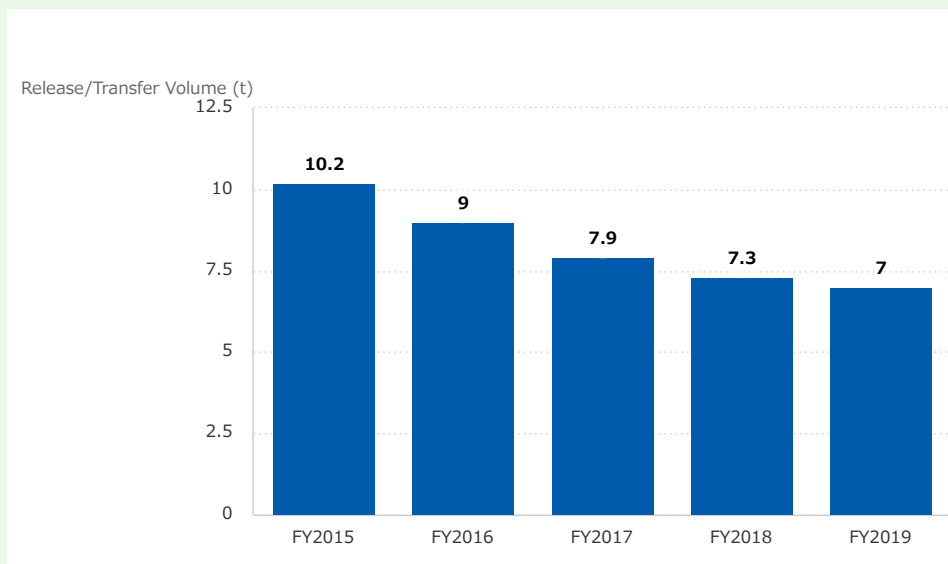
* Basic Guidelines on Accounting for Greenhouse Gas Emissions throughout the Supply Chain (Ver.3.1) was referred to in calculating the above.

✳ Results of the OLC Group's Survey on PRTR Substances

Tokyo Disney Resort

The latest data available are the results of the FY 2019 PRTR substance survey.

Yearly Changes in Release/Transfer Volume ✳ ✳ ✳



Breakdown of Release/Transfer Volume ✳ ✳ ✳

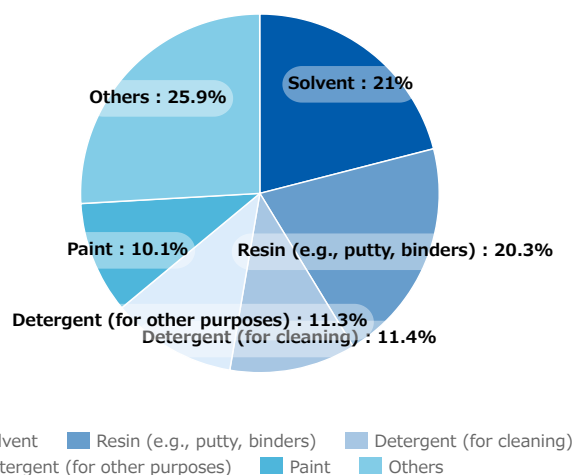
Substance	Release/ transfer volume (t)	Proportion (%)
Methyl methacrylate	1.3	18.1
Toluene	1.0	13.9
AES (*1)	0.9	12.9
LAS (*2)	0.9	12.7
Xylene	0.8	10.9
AE (*3)	0.5	7.2
2-aminoethanol	0.4	5.3
Styrene	0.3	4.9
Ethylbenzene	0.3	4.7
Boron compounds	0.2	2.3
Others	0.5	7.1

*1. Polyoxyethylene alkyl ether sulfate

*2. Linear alkylbenzene sulfonic acid and its salt

*3. Alcohol ethoxylate

Breakdown by Application✱ ✱ ✱



CO₂ emissions intensity vis- à -vis FY 2020 medium-term target✱ ✱ ✱

This indicates the changes in CO₂ emissions intensity vis-à-vis our FY 2020 medium-term target for measures against climate change.

> [Changes in CO₂ Emissions Intensity](#)

Amount of daily combustible waste per Guest vis-à-vis FY 2020 medium-term target✱ ✱ ✱

This indicates the changes in the amount of daily combustible waste per Guest vis-à-vis our FY 2020 medium-term target for waste management.

> [Changes in Amount of Daily Combustible Waste per Guest](#)

CO₂ emissions by the OLC Group✱ ✱ ✱

This indicates the changes in our Group's CO₂ emissions.

> [FY 2020 CO₂ Emissions](#)

Related information

> [Human Resource Related Data](#)

Addressing Climate Change

▼ Policies and Regulations ▼ Management Structures ▼ Actions and Performances

Policies and Regulations

Being Aware of Climate Change

Corporations are expected to fulfill their social responsibility to address climate change resulting from global warming. Moreover, undertaking environmentally friendly business activities will help make corporations themselves more sustainable. Measures to address climate change include mitigation measures, which entail curbing the advance of global warming by reducing the emission of greenhouse gases (GHGs), and adaptation measures, which entail limiting the impact of water shortages, temperature increases, more frequent typhoons and other changes to the environment that are expected to arise due to global warming.

Our Theme Parks, which are visited by a large number of Guests every day, can be described as one large "city." To ensure that our Guests can spend a comfortable time with peace of mind in this city and to preserve and pass on the precious global environment to future generations, while also continuing to deliver happiness, the OLC Group must shoulder the responsibility of implementing mitigating and adaptive environmental activities in a sincere manner.

The OLC Group's Approach

We had been striving to reduce per-unit CO₂ emissions by 1% each year on average from the FY 2016 level by FY 2020 as part of our mitigation measures to reduce the emission of GHGs to tackle climate change.

We are now taking measures to achieve our new medium to long term target of reducing GHG emissions* by 40% in comparison to FY 2018 levels by FY 2030 and achieving net zero by FY 2050.

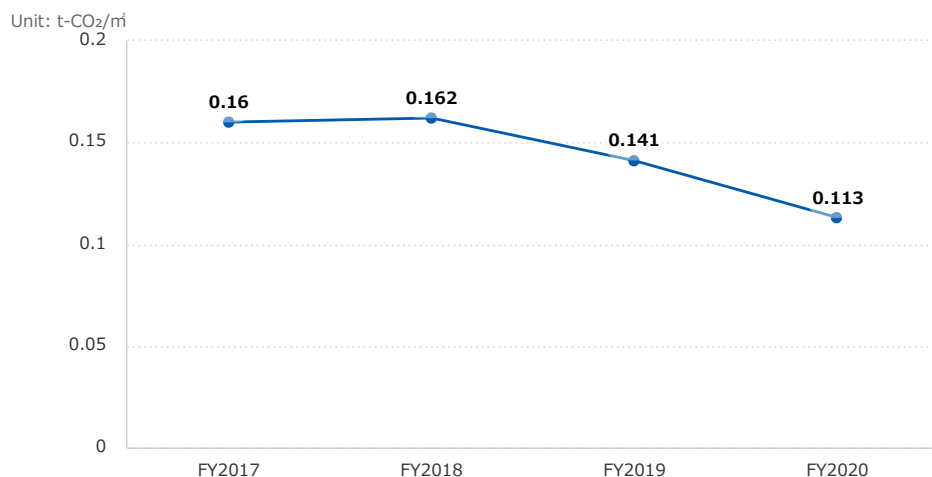
Furthermore, we are also working to take adaptation measures in order to minimize the impact of rising temperatures on our Guests.

*GHG emissions include Scope1 and Scope2

Medium-term Target in Reducing Per-unit CO₂ Emissions by FY 2020

Our Group has been working to reduce per-unit*1 CO₂ emissions, aiming to achieve the FY 2020 medium-term target of reducing emissions by 1% each year from the FY 2016 level by FY2020. The target of per-unit CO₂ emissions in FY2020 was 0.158t/m².

Changes in per-unit CO₂ emissions✳ ✳ ✳



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

*2 Decreased due to the impact of the temporary closure and shortened operating hours of our Theme Parks(FY2020).

✳ Participation in the External Initiative

Our Group is a member of Tokyo Zero-emission Innovation Bay. The organization was established to build an innovative area of zero-emission technology around Tokyo Bay with various energy suppliers and users around it. The initiative aims to elevate the area into the biggest research/development and PR points against climate change with their pursuit of renewable energy technology or the electric network. 126 organizations and institutions participate in the initiative. We will take our responsibility towards climate change along with their philosophy.

> [Tokyo Zero-emission Innovation Bay](#) 

✳ The OLC Group's Environmental Policy

The OLC Group undertakes environmental activities in line with Our Environmental Policy.

> [Our Environmental Policy](#)

Management Structures

* The OLC Group's Structures to Address Climate Change

Our Group has established an Environmental Action Committee chaired by the Supervisor of the Corporate Strategy Planning Division (Executive Director and Executive Vice President Officer). The committee is responsible for planning and setting targets for the Company's environmental activities including against climate change, and has established the Subcommittee on Climate Change to conduct fact-finding surveys, devise strategies for addressing climate change issues, and implement initiatives to reduce environmental impact.

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. Through Environmental Action Committee, targets and plans regarding environment actions are reported to the Board of Directors annually as well as when significant environmental issues come up.

Approved by the Board of Directors, "Climate change and natural disasters" will be our focus area on environmental actions until 2030. We will establish plans of mitigations and adoptions to the climate change, while incorporating it to the business strategy.

> [The OLC Group Environmental Management Structure](#)

* Energy Management System

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

The EMS collects and analyzes data on energy consumption using IT through sensors attached to all facilities. This system has enabled us to identify inconsistent or wasteful electricity use by monitoring the operation hours and temperature settings of air conditioners, and the lighting time and illumination level settings of lighting equipment, among others, and to implement measures to make improvements based on collaborations with relevant organizations, contributing to the establishment of a Plan-Do-Check-Act (PDCA) cycle for CO₂ emissions reduction.



Visualization of electricity consumption

In recognition of our organizational EMS-based energy-saving initiative, we received the 2018 Minister of the Environment Award for Global Warming Prevention Activity in the category for practical environmental measures and proliferation in December 2018.



* Mitigating Climate Change

Approximately 70% of our Group's current CO₂ emissions result from electricity use. Our Group has introduced a combination of different measures related to the mitigation of climate change in an effort to reduce CO₂ emissions on an ongoing basis. In FY 2020, we suspended the use of all show effects and reduced the number of filtration pumps operating in the water areas at Tokyo DisneySea.

We will continue exploring mitigation measures to stop the progress of global warming.

Initiative example	Outline
Installation of power generators	<ul style="list-style-type: none"> Total output: 17,500 kW Aims to help cut peak-demand grid energy use in summer
Installation of energy-efficient facilities and equipment in the Central Energy Plant*	<ul style="list-style-type: none"> Introduced large-scale heat-source facilities in the planning stages of Theme Parks Installed turbo refrigerators
Carbon Offset	<ul style="list-style-type: none"> Continued since FY 2014 Selected total of 2,000 t-CO₂ of carbon for fuel cell battery for home use in FY 2020
Switching to LEDs Tokyo Disney Resort	<ul style="list-style-type: none"> Switched lighting to LEDs for Cinderella's Castle, Mount Prometheus, roof rim illumination, and outdoor spaces and stores At "it's a small world" the attraction reopened in 2018, the amount of lighting equipment was increased by over 60% while energy consumption was cut by more than 50%.
Use of renewable energy Tokyo Disney Resort	<ul style="list-style-type: none"> Installed solar panels atop eight buildings (output of over 600 MWh) Introduced geothermal and hot spring energy at our proprietary strawberry farm (Teshikaga, Hokkaido), significantly reducing the consumption of fossil fuels
Use of Biomass Packaging Tokyo Disney Resort	<ul style="list-style-type: none"> Using biomass packaging made partly from plant-based materials Cultivating plants used as raw materials in a way that protects the ecosystem Reduced yearly CO₂ emissions by about 40% compared to conventional products, which mainly used petroleum-based materials
Conversion of Vehicles inside Theme Parks to Electric Vehicles Tokyo Disney Resort	<ul style="list-style-type: none"> Converted seven vehicles to electric vehicles [Electric vehicles introduced] Big City Vehicles that operate inside Tokyo DisneySea Vehicles used for Disney's Royal Dream Wedding program offered at Tokyo Disneyland

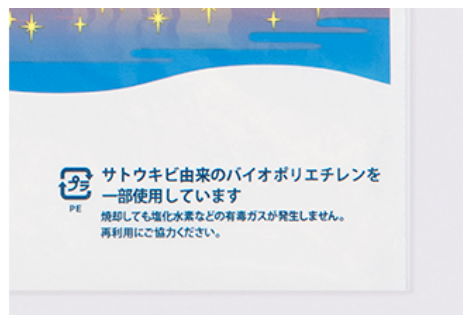
*It is an integrated heat-source unit that generates heat for the air-conditioning systems at a single location for distribution to various facilities, thus making it unnecessary to install this equipment in individual buildings.



Central monitoring system at the Central Energy Plant



Solar panels installed atop company building



Biomass packaging materials made from plants



Electric car in operation in Tokyo DisneySea

FY 2020 CO₂ Emissions✳ ✳ ✳

In FY 2020, CO₂ emissions by our Group amounted to 144,000 t-CO₂

* Decreased due to the impact of the temporary closure and shortened operating hours of our Theme Parks.

Unit: t-CO₂

FY 2017	FY 2018	FY 2019	FY 2020
198,000	198,000	186,000	144,000

For the amount of CO₂ emitted at the Tokyo Disney Resort, please refer to the [Environment Related Data](#).

Environmentally Friendly Transport✳ ✳ ✳

Our Group is endeavoring to reduce the environmental impact of transportation.

Initiative example	Outline
Emissions Reductions for Commercial Vehicles and Low-Emission Vehicles	<ul style="list-style-type: none"> Promoting the use of light, hybrid and electricity-powered vehicles to reduce CO₂, nitrogen oxide (NO_x) and particulate matter (PM) emissions from company vehicles Replaced all company buses operating on our office grounds with hybrid vehicles
Formulation of the OLC Group Eco-driving Rules	<ul style="list-style-type: none"> Formulated based on the eco-driving rules promoted by the Japanese government Requesting employees and suppliers to comply with our Group's Rules



Installed signs aimed at discouraging idling in Theme Park parking areas

* Adapting to Climate Change

Tokyo Disney Resort

As a form of adaptation, our Group continues to take measures against thunderstorms, typhoons and other natural disasters, and to address rising temperatures in order to prevent heat stroke both indoors and outdoors. We intend to keep exploring such adaptive measures, anticipating changes that are expected to occur in relation to the climate due to global warming.

Measures taken in FY 2020

Installed fans in the Guests' waiting area for Jasmine's Flying Carpets

Installed spot air coolers at locations where Cast Members stand (at some attractions)



Fans installed in the waiting areas for Jasmine's Flying Carpets



Spot air coolers installed at locations where Cast Members stand

* Positions Regarding Climate Change Laws and Regulations

Our Group supports laws and regulations regarding climate change such as the Act on the Rationalization etc. of Energy Use and the Act on Promotion of Global Warming Countermeasures. We annually submit reports of our energy use, progress against the targets of energy conservation, and emissions of greenhouse gasses.

* Environment Related Data

Tokyo Disney Resort

Data on environmental performances of FY2020.

> [Environment Related Data](#)

Waste Reduction

[Policies and Regulations](#)
[Management Structures](#)
[Actions and Performances](#)

Policies and Regulations

* Increasing Recycling Rates

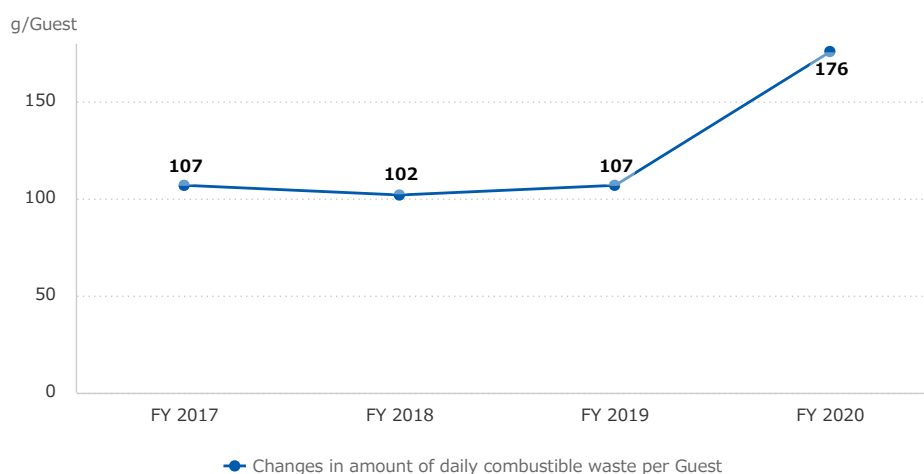
With a large number of Guests visiting our Theme Parks every day, the Tokyo Disney Resort is much like a big city.

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

* Medium-term Target in Waste Management by FY 2020

Our Group has been working to reduce waste, aiming to achieve the FY 2020 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 also continue to work on resource saving, by rigorously enforcing the proper separation of different types of waste, and promoting recycling.

Changes in amount of daily combustible waste per Guest * * *



*Increased as a result of waste collection/sorting employees discontinuing sorting work that involves opening garbage bags for their own safety and due to the growing quantity of disinfectant and cleaning materials(FY2020).

* The OLC Group's Environmental Policy

Our Group undertakes environmental activities in line with Our Environmental Policy.

[> Our Environmental Policy](#)

Management Structures

The OLC Group's Structures to Promote Waste Management

Our Group has established an Environmental Action Committee chaired by the Supervisor of the Corporate Strategy Planning Division (Executive Director and Executive Vice President Officer). The committee is responsible for planning and setting targets for the Company's environmental activities including climate change. Established under the Environmental Action Committee, the Subcommittee on Resource Recycling works to share our waste management policy across our Group and strengthen collaboration to conduct fact-finding surveys, devise strategies for addressing environmental issues, and implement initiatives to reduce environmental impact.

[> The OLC Group Environmental Management Structure](#)

Actions and Performances

Recycling Programs

Tokyo Disney Resort

Rigorous Waste Sorting

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.



Garbage bins allowing Guests to separate different types of waste have been installed



Waste is collected by Cast Members



Manual sorting by Cast Members

Representative examples of recycling

	PET bottles	▶ Recycled plastic sheets, fibers and new PET bottles
	Bottles	▶ Glass products
	Cardboard boxes	▶ Cardboard paper
	Used paper / paper containers	▶ Recycled paper and toilet paper
	Raw garbage	▶ Biogas, fertilizer and feed
	Cooking oil	▶ Paint, ink and rubber additives
	Trees and plants	▶ Fertilizer and fuel
	Cans / scraps	▶ Iron and aluminum products
	Plastic packaging / waste	▶ Recycled plastic goods
	Other burnable waste	▶ Solid fuel

FY 2020 Recycling Rates✱✱✱

In FY 2002, when Tokyo DisneySea was first open for the entire year, the recycling rate fell short of 50 percent; by contrast, the rate across the entire Tokyo Disney Resort reached 70 percent level in these several years as a result of the initiatives above. We recycle virtually all of the kitchen waste generated in our Theme Parks.

Recycling Rates✱✱✱

FY 2017	FY 2018	FY 2019	FY 2020
75%	75%	74%	73%

✱ Resource-saving and Recycling Initiatives

Initiative example	Outline
Donations to Food Banks	<p>Pre-gelatinized rice stored for disaster response along with other unexpired food and still-usable tableware are donated to food banks, mainly a certified NPO called Second Harvest Japan*.</p> <p>*The largest food bank in Japan. Based on the principle of "food for everyone," it conducts a wide range of support activities including providing support for disaster-stricken areas, welfare facilities, the economically disadvantaged, and single mothers</p>
Reducing Use of Disposable Plastic	Click here for initiatives to reduce use of disposable plastic
Recycling Loop Tokyo Disney Resort	Roughly 30% of the toilet paper used at some of our facilities is made from recycled paper cups collected at our Theme Parks.
Conserving toilet paper Tokyo Disney Resort	<p>Signage asking Guests to finish one roll of toilet paper before using the other is installed.</p> <p>(Tokyo Disneyland Hotel, Tokyo DisneySea Hotel MiraCosta, Disney Ambassador Hotel)</p>



Paper cups are recycled into toilet paper



Guests are requested to finish one toilet paper roll before using the other

Environment Related Data

Tokyo Disney Resort

Data on environmental performances of FY2020.

> [Environment Related Data](#)

Initiatives to Reduce Use of Disposable Plastic

▼ Policies and Regulations ▼ Management Structures ▼ Actions and Performances

Policies and Regulations

* Our Policy on Reducing Use of Disposable Plastic

The OLC Group is striving to reduce the use of disposable plastic in line with Our Environmental Policy.

With respect to items and restaurants, we will continue stepping up our measures to reduce the use of plastic by adopting renewable resources, among others. We are also continuing with our efforts to recycle waste plastic through rigorous sorting.

* The OLC Group's Environmental Policy

Our Group undertakes environmental activities in line with Our Environmental Policy.

> [Our Environmental Policy](#)

Management Structures

* The OLC Group's Structures to Promote Waste Management

Our Group has established an Environmental Action Committee chaired by the Supervisor of the Corporate Strategy Planning Division (Executive Director and Executive Vice President Officer). The committee is responsible for planning and setting targets for the Company's environmental activities including climate change. Established under the Environmental Action Committee, the Subcommittee on Resource Recycling shares our waste management policy across our Group and strengthens collaboration. We strive to implement initiatives to reduce environmental impact by conducting fact-finding surveys, and devise strategies for reducing waste generated by our Group including single use plastics.

> [The OLC Group Environmental Management Structure](#)

Actions and Performances

* Initiatives to Reduce Use of Disposable Plastic

We replaced plastic straws provided at restaurants at our Theme Parks and Disney hotels* (with the exception of Tokyo Disney Celebration Hotel) with paper straws in March 2019. Furthermore, we also began using paper cups instead of plastic cups to serve beer at Tokyo DisneySea in September 2019.

In addition, we started charging for the plastic shopping bags for merchandise purchases at locations within Tokyo Disney Resort, including Tokyo Disneyland and Tokyo DisneySea, from October 2020. We also started selling original reusable shopping bags.



Original reusable shopping bags

* Disney Ambassador Hotel, Tokyo Disney Sea Hotel Miracosta, Tokyo Disneyland Hotel

Policies and Regulations

The OLC Group has been making consistent efforts to eliminate the wasting of resources by purifying wastewater and promoting the use of reclaimed water on a voluntary basis since opening its first Theme Park to the public.

By introducing the latest cutting-edge systems, we take environmentally friendly measures at all stages of the life cycles of attractions and facilities, from design to introduction, repair and replacement.

The OLC Group's Environmental Policy

Our Group undertakes environmental activities in line with Our Environmental Policy.

[> Our Environmental Policy](#)

Management Structures

The OLC Group's Structures to Drainage Management System

Our Group has established an Environmental Action Committee chaired by the Supervisor of the Corporate Strategy Planning Division (Executive Director and Executive Vice President Officer). The committee is responsible for planning and setting targets for the Company's environmental activities including climate change. Due to wide-ranging laws governing water supply and drainage*, our Group Water Supply and Drainage Guidelines were established and our Group 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 our Group companies on the basis of location and business type.

[> The OLC Group Environmental Management Structure](#)

Actions and Performances

* Water Purification and Recycling

Tokyo Disney Resort

The water used by our Group is collected, purified and recycled at a water treatment plant owned by our Group, in order to reduce water use.

Today, around 30 percent of the water we use (882 thousand m³) is recycled at our Group's water treatment plant and reused for toilet flushing at Tokyo Disneyland and Tokyo DisneySea.



Water treatment facility

- > [Water consumption by intake source and discharge destination](#)
- > [COD Emissions](#)

* Recycling of Water in Water Areas

Tokyo Disney Resort

We have placed filtration devices in areas and attractions containing water at our Theme Parks. These devices enable us to maintain water quality by conducting thorough checks and effectively circulating all water. For example, the water contained in the vast water areas within Tokyo DisneySea is processed through a large-scale cycle filtration/purification system. Thanks to this system, we can efficiently maintain a consistent level of water by replenishing stocks on sunny days to make up for water lost to evaporation and we can also make adjustments to deal with overflows on rainy days.

Clean water used for fountains pours into the bodies of water located throughout Tokyo DisneySea, allowing us to use water effectively without wasting any of it.



Water circulates efficiently throughout Tokyo DisneySea

* Environment Related Data

Tokyo Disney Resort

Data on environmental performances of FY2020.

- > [Environment Related Data](#)

Proper Chemicals Management

[▼ Policies and Regulations](#)
[▼ Management Structures](#)
[▼ Actions and Performances](#)

Policies and Regulations

* Adhering to the Spirit of the PRTR System

Under the Pollutant Release and Transfer Register (PRTR) system based on 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 our Group, we voluntarily investigate emissions and transfers of PRTR substances by our Group each year in line with the PRTR system in order to reduce our release of these chemical substances. For FY 2021, we aim to reduce the use of these chemical substances compared to FY 2020, in order to reduce emissions.

Most of the PRTR substances used by our 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 release and transfer within appropriate levels.

Our Group will continue to reduce the use of these chemicals by replacing them with alternative substances and redesigning facilities into those that do not require any paint to be applied, and reduce the emissions and transfer of the chemical substances.

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

* OLC Group's Environmental Policy

Our Group undertakes environmental activities in line with Our Environmental Policy.

[> Our Environmental Policy](#)

Management Structures

* Environmental Action Committee and Subcommittee on Chemical Management

Our Group has established an Environmental Action Committee chaired by the Supervisor of the Corporate Strategy Planning Division (Executive Director and Executive Vice President Officer). The committee is responsible for planning and setting targets for the Company's environmental activities including climate change.

Positioned under the Environmental Action Committee, the Subcommittee on Chemical Management conducts fact-finding surveys, devises strategies for addressing environmental issues, and implements initiatives to reduce environmental impact.

* The OLC Group's Structures to Chemical Substance Management System

We have established an "The 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.

[> The OLC Group Environmental Management Structure](#)

Actions and Performances

✳ Efforts to Reduce Chemical Emissions

Tokyo Disney Resort

Our Group continues to conduct fact-finding surveys on the usage, discharge and transfer of PRTR substances annually and will search for and implement methods of reducing releases. 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.

Furthermore, when redesigning structures and pavement materials at our Theme Parks to facilitate maintenance, we also strive to reduce the use of paint and construction materials containing chemical substances in consideration of the environment.

For example, in the waiting area for the Haunted Mansion, we applied no paint to the curbstone and changed the pavement materials to those containing no chemical substances.



Applied no paint to the curbstone and eliminated chemical substances from pavement materials

Results of the OLC Group's Survey on PRTR Substance ✳ ✳ ✳

- > [Yearly Changes in Release/Transfer Volume](#)
- > [Breakdown of Release/Transfer Volume](#)
- > [Breakdown by Application](#)

✳ Environment Related Data

Tokyo Disney Resort

Data on environmental performances of FY2020.

- > [Environment Related Data](#)

Environment

Giving Consideration to Biodiversity

▼ Policies and Regulations ▼ Management Structures ▼ Actions and Performances

Policies and Regulations

Our lives and business activities are sustained by biodiversity, which consists of the variation of living species and their relationships to each other.

The OLC Group upholds consideration for biodiversity in Our Environmental Policy. In our efforts to seek harmony with the environment through our business activities, we procure paper with due consideration for biodiversity and work to create an environment where diverse types of vegetation can grow.

The OLC Group's Environmental Policy

Our Group undertakes environmental activities in line with Our Environmental Policy.

[> Our Environmental Policy](#)

Paper Procurement in Consideration of Biodiversity

Paper Procurement in Consideration of Biodiversity

In June 2015, 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, and notify its content to our major suppliers. These require that illegal or excessive deforestation is avoided and recommend using paper made 100% of recycled paper in the office. Also, we annually investigate the paper usage of our major suppliers.

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

Management Structures

The OLC Group's Structures to Conserve Biodiversity

Our Group has established an Environmental Action Committee chaired by the Supervisor of the Corporate Strategy Planning Division (Executive Director and Executive Vice President Officer). The committee is responsible for planning and setting targets for the Company's environmental activities including climate change.


[> The OLC Group Environmental Management Structure](#)

Actions and Performances

Greenery at our Theme Parks

Tokyo Disney Resort

We set aside more than around 18 hectares of land, or one-sixth of our total theme park area, for greenery. Around 1,340,000 plants comprising 2,000 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.



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 suppliers 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.

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

Policies and Regulations

* Code of Conduct - The Five Keys

Tokyo Disney Resort

We act with safety as our top priority.

Safety comes first in all actions we take to create happiness for Guests visiting our Theme Parks.

In order to achieve the goal of Tokyo Disney Resort Cast Members, "We Create Happiness," all TDR Cast Members make decisions and act based on the Five Keys, the code of conduct shared among all Disney Theme Parks.



The Five Keys—Safety, Courtesy, Show, Efficiency and Inclusion—serve as the basis on which all Cast Members make decisions to provide the greatest hospitality to Guests.

The Five Keys are also the most valued standard for Oriental Land Co., Ltd. in operating Tokyo Disneyland and Tokyo DisneySea under license from Disney Enterprises, Inc.

[Safety]

In order to create a safe and relaxing place, the safety of Guests and 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 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.

[Inclusion]

Welcoming and respecting different viewpoints and people. Placed at the heart of all the Keys, it is deeply connected to any of the other Four Keys.

Actions and Performances

* Safety

Tokyo Disney Resort

Cast Members place Safety as top priority. For example, one of the jobs of Custodial Cast Members is to mop up spilled drinks. They do this 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. Mopping up with feet may seem unmannerly, but this is intentional as they put Safety before Courtesy or Show.

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



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

Related information

- > [Attraction Safety](#)
- > [Safe Shopping Experience](#)
- > [Safe Dining Experience](#)
- > [Park Safety](#)

Attraction Safety (Tokyo Disney Resort)

▼ Policies and Regulations ▼ Management Structures ▼ Actions and Performances

Policies and Regulations

Our Policy on Attraction Safety

Tokyo Disney Resort

A large number of Guests enjoy the attractions at Tokyo Disneyland and Tokyo DisneySea every day. In order to offer our Guests a consistently safe and enjoyable experience, the OLC Group has developed the Policy on Attraction Safety.

Policy on Attraction Safety

To allow us to create happiness and contentment by offering “wonderful 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. Our Group shall comply with all statutory safety regulations and internal safety standards.
2. Our Group shall work to improve the safety of the facilities and procedures for the operation of attractions.
3. Our Group shall maintain operational safety at all times to continue to provide the ultimate show experience.
4. Our Group shall train all employees to actively incorporate our safety procedures into their work.

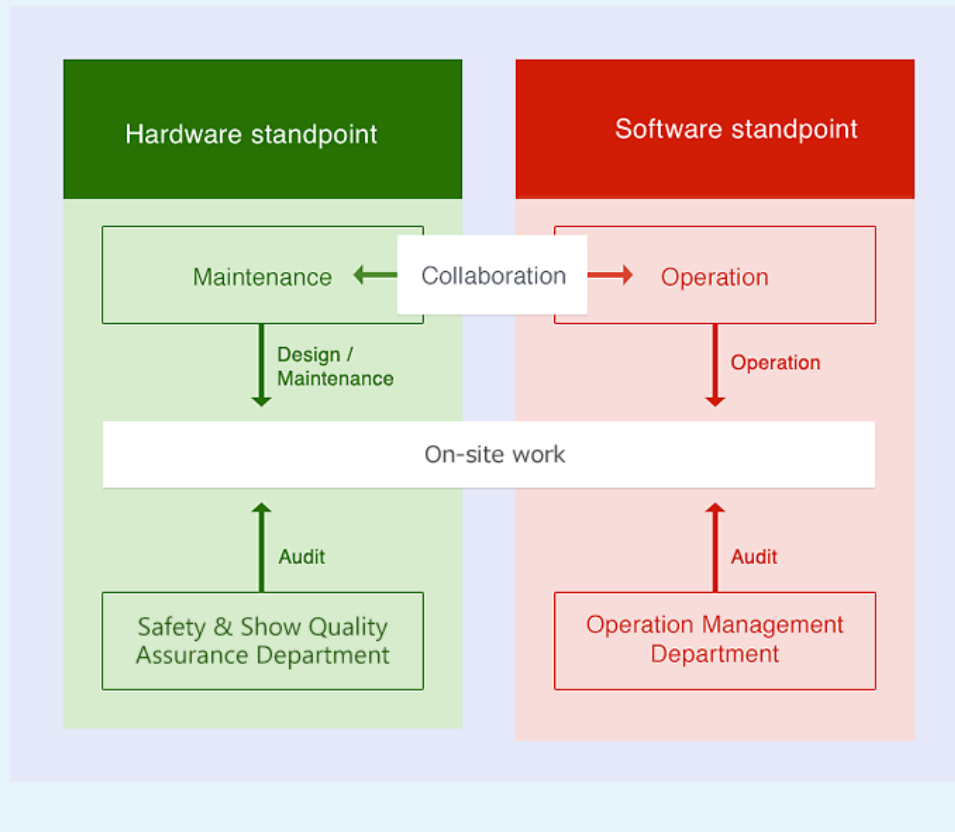
Management Structures

* The Role of Audits and Communication in Safety Management

Tokyo Disney Resort

The professionalism, responsibility, integrity and daily cooperation of our maintenance and operations employees are essential for the safety of the attractions and other facilities in our Theme Parks. The two teams therefore meet regularly in an effort to maintain good communication on a day-to-day basis.

In addition, 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, while facility managers also ensure on-site safety. Internal checks are carried out on an ongoing basis by the Safety & Show Quality Assurance Department, which verifies whether facilities maintenance for attractions is being carried out according to the standards, and the Operation Management Department, which confirms that the staff is carrying out operations reliably and in accordance with the manuals.



Actions and Performances

* Attraction Safety Program

Tokyo Disney Resort

Our 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 Facilities/Rides/Ride Equipment– Design Safety* * *

All of our attractions are designed by placing the 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 have also installed a range of equipment that is designed to prevent Guests from climbing or jumping over park fences such as the fixed guard nets on the rails of the Tom Sawyer Island Rafts and along the waterfront of the Rivers of America, and automated station gates in the loading areas of all roller coaster attractions, including Gadget's Go Coaster and Space Mountain. Moreover, the Soaring: Fantastic Flight is equipped with a center strap to keep children securely in their seats, thereby ensuring that all Guests can enjoy the ride safely.

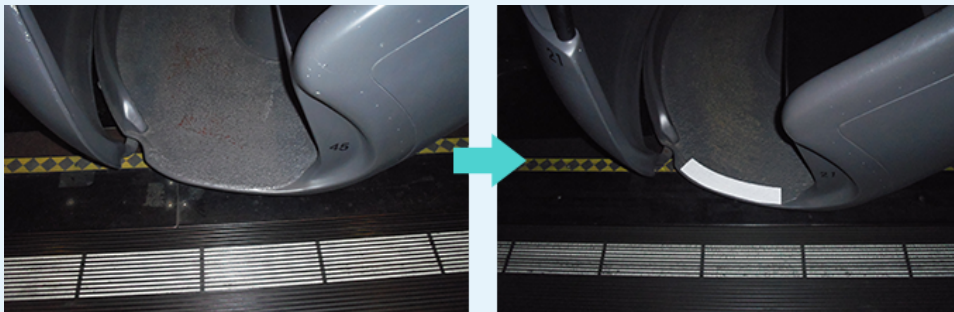


Keeping children securely in their seats(Photographed in FY2019)

Examples of safety enhancements made in FY 2020* * *

Haunted Mansion

To help Guests get on and off the ride more safely, in addition to the existing footlight, we painted a gray line at the edge of the vehicle footrest to improve its visibility.



A line was painted at the edge of the footrest.

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

Safety Management of Theme Parks' Rides System – Maintenance✱✱✱

All Tokyo Disney Resort facilities 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. Furthermore, we annually conduct overhaul maintenance of approximately 600 attraction vehicles at our own factory. After the vehicle is disassembled, various inspections such as non-destructive inspection and parts replacement take place. 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 to keep our facilities safe. In addition, our large roller coaster attractions such as Big Thunder Mountain and Journey to the Center of the Earth are individually closed at regular intervals to allow our maintenance team to perform thorough non-destructive inspections and maintenance work that cannot be performed during daily inspections.

In the event of an earthquake exceeding a certain magnitude, the 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 our Group.

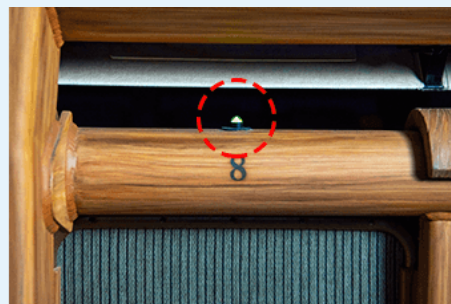
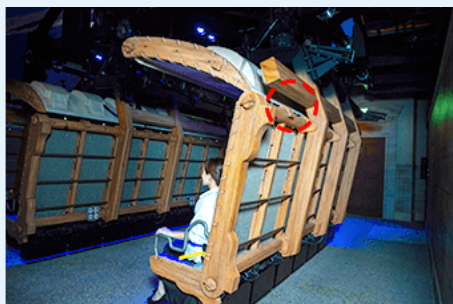
Operational Safety✱✱✱

Cast Members in charge of operations at all attractions ensure the safety of all rides and attractions.

For example, at Soaring: Fantastic Flight, after the Guests have buckled up their seatbelts, Cast Members make sure that they are locked by checking the lamp light above each seat. In addition, Cast Members ask the Guests to pull the yellow tab attached to their seatbelt so that the Guests themselves can check that the seatbelt is locked, along with the Cast Members.



Guests and Cast Members perform safety checks together(Photographed in FY2019)



Seatbelt lamp (Photographed in FY2019)

Safety Training

Tokyo Disney Resort

We offer a variety of education/training programs to make sure that our attractions are safe and of high quality.

When we temporarily close an attraction to perform inspections and maintenance work, we ask our Cast Members and contractors to attend a training program to learn more about the magic behind the attraction. By enabling them to perform their maintenance work based on the story, we can provide Guests with safety and a quality experience. We also offer a training program for Cast Members and contractors who operate and maintain attraction facilities equipped with the ride motion protection system, which keeps the ride vehicles from moving while inspection or maintenance work is being conducted along the tracks or elsewhere.

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

In addition, Cast Members also regularly participate in emergency evacuation drills in which the attractions are shut down, which are held in the early hours before opening or after the Theme Parks have closed.

Examples of Improvements that Have Been Made to Date

Actions and Performances

* Examples of Improvements Made to Date

Tokyo Disney Resort

At the Theme Parks, we continue to look for safety enhancements for the attractions to operate safely.

Measure Taken to Enhance Safety on Mark Twain Riverboat



We enhanced onboard safety of the Mark Twain Riverboat in FY 2019 by increasing the height of the rails around the perimeter and on the stairs of the boat. As the weight and balance of the boat changed when higher rails were adopted, we gave careful consideration to their materials and design, while taking into account the performance of the boat.



Increased the height of the rails on Mark Twain Riverboat

Measure taken to enhance safety on Monsters, Inc. Ride & Go Seek! * * *

In FY 2018, we changed the seat cushion material, alleviating the physical shock felt when the vehicles move and stop. This enhanced the comfort and overall safety.



The material of the seat cushion was change

Higher backrest measures taken to enhance safety on The Whirlpool * * *

In FY 2018, the height of The Whirlpool backrest was increased to prevent Guests from stretching their arms outside of the ride. We took special consideration in selecting the materials and developing a design that would not block the views of children by the heightened backrest.



Improved backrest design

Measures Taken to Improve Safety on Castle Carousel * * *

In FY 2017, we extended the length and width of the stirrups and adopted more visible paint colors to enable Guests to more easily get on and off the carousel horses. In FY 2019, the height of the floor surrounding the turntable was raised to align with the floor of the attraction so as to prevent Guests from tripping when getting on and off the attraction.



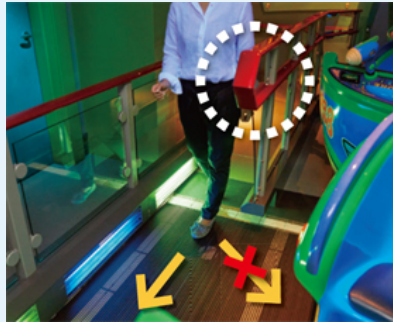
The length and width of the stirrups were extended and more visible paint colors were adopted.



The floor surrounding the turntable was raised to eliminate height difference.

Measure 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.



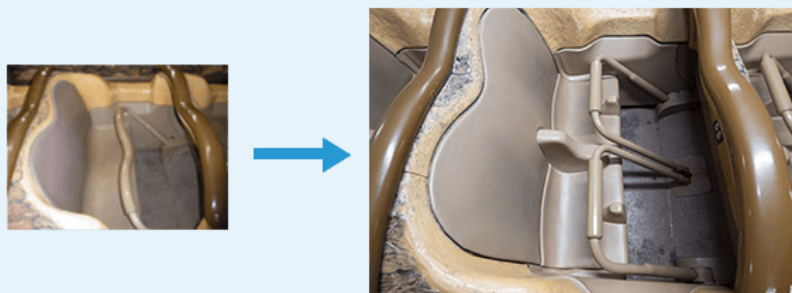
Measure Taken to Improve Safety on the Western River Railroad* * *

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.



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.



Safe Shopping Experience (Tokyo Disney Resort)

▼ Policies and Regulations ▼ Management Structures ▼ Actions and Performances

Policies and Regulations

* Our Merchandise Safety Policy

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

Policy on Product Safety and Quality

— Making Sure Our Guests Take Home Happy Memories —

To allow us to create happiness and contentment by offering “wonderful 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 exclusive products.

Merchandise Safety and Quality Actions

1. Our 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 our Group's Merchandise Department Quality Control Standards shall be monitored and enforced both internally and among manufacturers and suppliers.
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.

Management Structures

Safety Management Structure

Tokyo Disney Resort

Collaboration with Suppliers

At OLC we implement rigorous quality control in the production process of our merchandise, while giving consideration to the labor conditions and work environment of our suppliers and manufacturing facilities to build cooperative relationships throughout the entire supply chain. With regard to merchandise sold at our Theme Parks, we annually update the documents and manuals required for each development and production processes, including quality inspection standards, production safety manuals, price tag management methods, and details of pre-shipment and pre-delivery inspections, and send them to our suppliers. Furthermore, we offer periodic briefing sessions to help our suppliers better understand the processes and adhere to our Policy on Product Safety and Quality.

Related Information

[> Healthy Partnerships with Our Suppliers](#)

Quality Inspection

In order to verify the safety and quality of merchandise on sale at our Theme Parks, all our original merchandise is tested by independent inspection agencies. The tests are performed in compliance with our proprietary quality inspection standards, which incorporate the legal and regulatory safety requirements of Japan, Europe and America.

Contact for Inquiries ✨ ✨ ✨

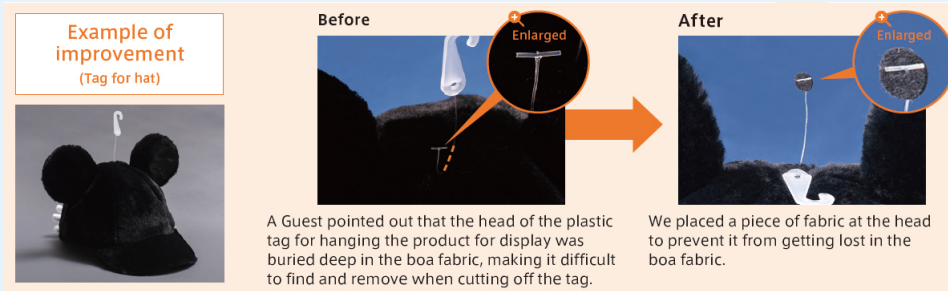
Tokyo Disney Resort

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.

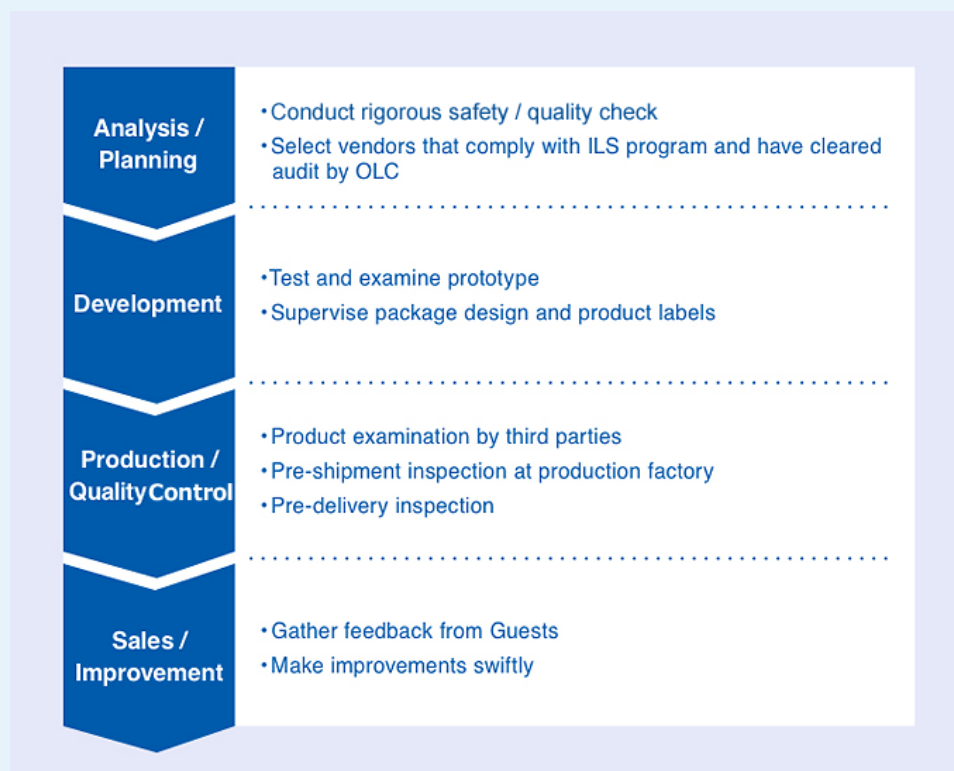
We also ensure that our Guests' input is reflected in our product development and improvements.

> [Inquiry form](#) 

We are constantly making improvements by drawing on ideas from Cast Members as well as feedback from Guests.



Product Quality Control Process



Actions and Performances

Measures to Ensure Safety in Product Development

Tokyo Disney Resort

In developing products, we implement measures to ensure Guests' safety by assuming all kinds of potential risk. For example, we have a set of safety standards in place for children's products to make sure that they can withstand forces such as impacts and biting. In addition, we put all merchandise through dropping, tensile and compression tests as well as chemical examinations to confirm their safety.

Product category	Examples of Company's measures to ensure safety
General merchandise	<ul style="list-style-type: none">• We apply the regulation concerning the use of six phthalate esters (plasticizers) in toys to all merchandise made of plastic.• We test products for flammability against our own safety standards, which require the flame spread rate to be 2.5 mm/second or slower (e.g., plush toys).
Clothing for infants	<ul style="list-style-type: none">• While the law requires formaldehyde levels to be 0.05 abs or lower, we set a stricter proprietary standard of 0.03 abs or lower.
Food labeling	<ul style="list-style-type: none">• We provide information on eight types of nutritional components on food labels, including saturated fatty acids, trans fatty acids and cholesterol.

Safety Training for Employees

Cast Members working at stores that carry confectionery and other foods undertake a general hygiene management program, where they learn about food hygiene management and food labeling relevant to store operations ranging from product delivery to sales.

Related Information

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

Safe Dining Experience (Tokyo Disney Resort)

[▼ Policies and Regulations](#)
[▼ Management Structures](#)
[▼ Actions and Performances](#)

Policies and Regulations

Our Philosophy and Policy on Food Safety

The OLC group takes food safety very seriously. Our 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 our Group. Every effort is made to control safety throughout the food chain*1 and we work with our suppliers to ensure that 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 wonderful 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 our 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 our 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.

Management Structures

* Safety Management Structure

Tokyo Disney Resort

The restaurant facilities at Tokyo Disneyland and Tokyo DisneySea follow the HACCP system, a system that was institutionalized through a partial amendment to Japan's Food Sanitation Act and promotes food safety by focusing on the prevention of safety problems. With regard to some of our hotel facilities, including the central kitchens, we requested the local health center to issue the HACCP confirmation checklist as part of our efforts to maintain and enhance food hygiene management.

All of 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.

We also demand that food suppliers to Tokyo Disneyland and Tokyo DisneySea comply with our voluntary standards. Furthermore, we 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

* Company farms



We run our own farms in Hokuto in Yamanashi Prefecture, and Teshikaga in Hokkaido to produce and supply year-round tomatoes, bell peppers and strawberries.

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.

> [Strawberry cultivation using heat generated from geothermal energy and hot springs](#)

Considerations for Guests with Food Allergies

Tokyo Disney Resort

In order to enable Guests with food allergies to enjoy the experience of dining with us, we have restaurants that offer [special dietary menus](#)  including meals that do not contain wheat, buckwheat, eggs, milk or peanuts. Some restaurants also serve allergy-friendly dishes that are free of 28 specific allergy-related ingredients. Tablets are available at major restaurants for Guests to check the list of 28 specific ingredients and other ingredient information. Also, to allow Guests to check the use of the specific ingredients in dishes on the menus before coming to the Theme Parks, we offer an [“Allergen information search”](#)  page (in Japanese only) on the official Tokyo Disney Resort website.

Country of origin of food ingredients

Tokyo Disney Resort

With regard to ingredients of dishes served at Tokyo Disneyland and Tokyo DisneySea restaurants, the [countries of origin](#)  (in Japanese only) are disclosed in accordance with the country-of-origin labeling guidelines for the foodservice 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.

Safety Training for Employees

Tokyo Disney Resort

To assure the safety and security of all food items offered at restaurant facilities throughout Tokyo Disneyland and Tokyo DisneySea, we hold classes on food safety.

Cast Members engaged in food service undergo basic or advanced courses on food hygiene to learn how to handle foods. A total of over 500 Cast Members annually complete food safety education programs, which are held about 60 times a year.

Additionally, our Cast Members rigorously comply with handwashing, which is a basic requirement for providing Guests with safe and reliable foods.

Related Information

- > [Healthy Partnerships with Our Suppliers](#)
- > [The 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 take an extensive range of safety measures in security, first-aid and disaster response with the aim of providing our Guests with safe and enjoyable experiences. We have a security system in place outside our Theme Parks, including patrols in the vicinity of our hotels and JR Maihama Station.

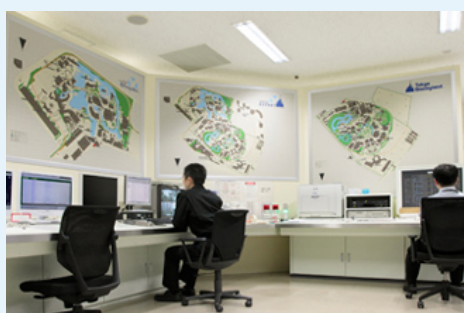
We also issue manuals that instruct employees on how to take prompt actions in the event of an earthquake or other emergency. Employees are also provided with rigorous training including emergency drills at each facility.

Actions and Performances

* Security / First Aid / Emergency Response

Tokyo Disney Resort

Activity	Initiative examples
Security	<ul style="list-style-type: none"> • Patrols conducted across entire Theme Parks • Security checks performed at entrances • Security devices installed at entrances • Security system established in collaboration with the police and administrative authorities • Information gathered and training offered on crime prevention and security
First Aid	<ul style="list-style-type: none"> • First-aid stations installed • First-aid care provided by nurse Cast Members to the sick and injured • First-aid Cast Members sent out to help the sick and injured (in emergencies) • Guests referred to local hospitals if necessary • Approximately 140 automated external defibrillators (AEDs) installed • First-aid training including AED operation offered to Cast Members across all departments
Emergency Response	<ul style="list-style-type: none"> • Emergency response operations team staffed with certified experts at the ready • 24-hour monitoring performed by Central Monitoring Center • Day-to-day fire prevention operations performed including inspection and maintenance of firefighting equipment • Information gathered from administrative authorities and outside experts • Guidance and supervision provided to employees in relation to fire prevention activities • Emergency drills held at all 113 facilities before or after opening hours



Central Monitoring Center



Security devices introduced at entrances

Tackling Fire Risks✳✳✳

In the event of a fire, the Central Monitoring Center will request immediate dispatch of firefighting units via its direct hotline to fire departments while our 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. To be prepared to provide evacuation guidance and extinguish fires to maintain Guests' safety, we regularly train our firefighting team and implement joint fire drills under the leadership of the local fire department/station of Urayasu City.



Fire extinguishing drills

Tackling Earthquake and Tsunami Risks✳✳✳

To be prepared for an earthquake occurring in the capital area, a Nankai Trough earthquake, or other large-scale earthquakes that are expected to occur in the future, we have in place the Basic Plan of Earthquake Countermeasures, which describes our plans for supplies and materials as well as first-aid care. Based on the Basic Plan, we have also prepared a response manual indicating the action to be taken by each department. In the event of a large-scale earthquake, the Tokyo Disney Resort Earthquake Countermeasures Headquarters will be set up, with the President of Oriental Land Co., Ltd. as its director, to deal with the situation.


For stranded Guests and employees, we have four days of emergency food supplies in stock, water, aluminum blankets, maps, and liquid baby formula.

With respect to a tsunami, we consider it to be safer to remain at the Theme Parks as 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.



Supplies in stock

Related information

> [Guest Services and Facilities](#) 

Human Rights

Policies and Regulations

Respect for Human Rights

OLC Group Human Rights Policy

The OLC Group respects the human rights and has established the OLC Group Human Rights Policy that proclaims its commitment that all 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.

The OLC Group Code of Compliance also states that we respect human rights and prevent discrimination and harassment.

> [The OLC Group Compliance Code](#)

Respect for Human Rights in Supply Chain

Respect for human rights in the supply chain is set forth in the OLC Group Vendors Code of Conduct and the Vendors Code of Conduct Guidebook, which provides concrete actions to be taken to practice the Code of Conduct.

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

Actions and Performances

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 forced labor and child labor.

Furthermore, when communicating information within and without our 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 avoid 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 treatments and acts of harassment in the workplace.

The contents of the Business Guidelines are made available to all employees in the form of booklets and can also be viewed on the internal network (intranet).

> [Business Guidelines](#)

Healthy Partnerships with Our Suppliers

▼ Policies and Regulations ▼ Management Structures

Policies and Regulations

Policy on Building Partnerships with Suppliers

The [OLC Group Compliance Code](#) states that we engage in fair and transparent transactions and we employ a fair process of supplier selection that gives due consideration to quality, price, technology, delivery lead times and management policy. Once suppliers have been selected, every effort is made to promote fair and proper dealings and to build effective, healthy partnerships by giving our suppliers access to the whistleblower system.

Furthermore, with reference to international standards, we established and operate the “[OLC Group Vendors Code of Conduct](#)” in order to ensure compliance with laws and regulations and to fulfill our sustainable procurement objectives and social responsibility in a wide range of issues including product safety, worker safety, respect for human rights and environmental conservation through our partnerships with suppliers.

Management Structures

Voluntary Investigation List (Self-check Sheet)

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

When starting certain new transactions, we require, as an internal condition for approval, that suppliers prove their compliance with the Code of Conduct, that includes categories such as compliance to laws and regulations, product safety, safety of workers and respect for human rights, and environment, by acquiring the Voluntary Investigation List as a risk assessment. To assist suppliers in completing their Voluntary Investigation List, we ask them to read through the Vendors Code of Conduct Guide, which aims to help suppliers and their subcontractors understand the purpose behind each requirement set forth in the Code of Conduct and the concrete measures that should be taken to fulfill the requirements.


Furthermore, in order to keep monitoring suppliers' compliance to each categories of the Code of Conduct, we also ask existing suppliers to complete Voluntary Investigation List as a risk assessment every two years, and set the compliance to it as a condition for the continuous transactions.

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 “The OLC Group Vendors Code of Conduct” and will continue to promote sustainable procurement, while collaborating with our suppliers based on the Voluntary Investigation List to fulfill our social responsibility throughout the entire supply chain.

Supply-Chain Management for Disney-Brand Products

Tokyo Disney Resort

The factories commissioned to manufacture products sold at the Theme Parks and Disney-brand products are required to comply with Disney's International Labor Standards program (ILS program), that sets standards to prevent occurrence of child labor, labor without free will, discrimination, and ensuring health and safety of the workers.

For Disney's supply-chain management, please refer to the [Responsible Supply Chain](#). 

Collaboration with Suppliers Manufacture Disney-Brand Products

Tokyo Disney Resort

At Oriental Land Co., Ltd., we make efforts to strengthen collaboration with our suppliers through a variety of measures with the aim of complying with laws and regulations, ensuring product safety, and fulfilling a wide range of social responsibilities throughout the supply chain, including protecting workers' safety, respecting human rights, and protecting the environment.

We request our suppliers to cooperate with on-site audits and pre-shipping inspections by employees and our designated third-party auditors in accordance with the type and category of the products they produce.

Our Disney-branded products are manufactured complying with Disney's International Labor Standards program (ILS program) that sets standards to prevent occurrence of child labor, labor without free will, discrimination, and ensure health and safety of the workers, and have been manufactured in factories assessed as fulfilling the ILS requirements through regular audits. When initiating manufacturing, an OLC audit is implemented to assess the skills and productivity of the manufacturer in order to ensure both safety and quality.

When non-compliance has been pointed out by an ILS program auditor or our Group's auditor, OLC employees visit the manufacturing plant in question when needed to propose ideas for improvement and to provide other support.

In June 2020, we hosted online briefing sessions of quality control as well as to learn how the ILS program, that sets standards to prevent child labor, labor without free will, discrimination, and ensure health and safety of the workers, is implemented and inform our suppliers of precautions to be taken. A total of 145 suppliers attended these sessions. At the briefing session on ILS, we support the suppliers by showing the examples of improvements that had been made against noncompliance such as inappropriate record taking, closure of information on their labor state at audits, use of the unapplied factories, and about emergency measures such as safety drills and fire protection measures.



Giving consideration to the working environment at manufacturing plants



Briefing session for the suppliers (Online)

The OLC Group Vendors Code of Conduct

The OLC Group Vendors Code of Conduct

This OLC Group Vendors Code of Conduct (the “Code of Conduct”) is aimed at Our Group fulfilling its social responsibility, together with its vendors (“Vendors”), not only in terms of quality assurance but also in the manufacturing process of goods and services which form the transactions between our Group and its Vendors.

Our Group requires all Vendors to conduct their business ethically, to conduct their business in compliance with laws and regulations, social standards and the Code of Conduct and to ensure their subcontractors comply with laws and regulations, social standards and the Code of Conduct. Our Group is committed to complying with the same principles described in the Code of Conduct. In addition, The OLC Group will regularly monitor Vendor compliance with the Code of Conduct. Vendor cooperation with this monitoring process will be appreciated. If any failure of compliance is found as a result, our Group will work with the Vendor towards improving their compliance.

1. Compliance with the Law

1-1 Compliance with the Law

Vendors, in conducting any business, will do so ethically, and in compliance with applicable laws and regulations and social standards.

2. Safety of Merchandise

2-1 Ensuring Safety of Merchandise

To ensure the safety of the merchandise, vendors will comply with applicable laws and regulations, as well as relevant standards.

2-2 Information Disclosure regarding Safety of Merchandise

Vendors will, in a timely manner, provide and disclose appropriate information in relation to the safety of merchandise.

2-3 Prohibited Substance

Vendors will not use any chemical substances and raw materials which are prohibited by laws, regulations or standards set forth by our Group.

3. Worker Safety and Respect for Human Rights

3-1 Workers' Health and Safety

Vendors will provide a working environment respectful of workers' health and safety.

3-2 Working Hours

Vendors will appropriately manage their workers' hours so as to not exceed those allowed by applicable laws and regulations.

3-3 Wage/Compensation

Vendors will, at a minimum, pay workers the minimum wage provided by applicable laws and regulations, and will not conduct any unjust wage reduction. Also, Vendors will pay overtime allowance for workers' overtime work.

3-4 Non-discrimination

Vendors will not engage in any conduct, when hiring or throughout the course of the workers' employment, which unjustly discriminates against workers on the basis of race, nationality, gender, age, creed, and mental and physical disability, etc.

3-5 Child Labor

Vendors will comply with the applicable laws and regulations in their respective countries and regions regulating young workers, and will not cause young workers to work at night or in dangerous environments.

3-6 Harassment

Vendors will prohibit cruel and inhumane treatment, such as sexual harassment/abuse, corporal punishment, psychological/physical coercion and ill-treatment by abusive language, etc.

3-7 Forced Labor

Vendors will hire any worker at his/her free will and will not force him/her to work. Vendors will also uphold the worker's right to leave his/her job upon giving reasonable notice.

3-8 Right to Organize

Vendors will respect the workers' right to organize and have collective bargaining and will endeavor to establish favorable labor-management relations.

4. Fair Business Practices

4-1 Anti-Competition

Vendors will not engage in any action to hamper free, fair, and transparent transactions.

4-2 Abuse of Dominant Bargaining Position

Vendors will not abuse their dominant bargaining position by engaging in action which might/ is detrimental to their business partners.

4-3 Grant/Receipt of Inappropriate Profit

Vendors will not grant/receive any inappropriate profit.

4-4 Intellectual Property Rights

Vendors will respect intellectual property rights and will not infringe any third party's intellectual property right(s).

5. Information Management

5-1 Information Security

Vendors will establish a proper information management system so that any unauthorized acquisition, use, disclosure, or divulgence of personal and confidential information does not occur.

6. Anti-Social Forces

6-1 Attitude towards Anti-Social Forces

Vendors will have no relations with anti-social forces, will assume a resolute attitude towards such groups, and will not give in to their demands.

7. Environment

7-1 Environmental protection

To prevent global warming and environmental pollution and to take biodiversity into consideration, etc., efforts shall be made not only to comply with laws and regulations and other standards but also to reduce all environmental loads.

Social

Bringing Happiness to Guests and the Community

- ▼ Policies and Management Structures
- ▼ Actions and Performances

Happiness and Hospitality

Tokyo Disney Resort

The OLC Group continues to spread happiness through its Theme Parks business. Disney Theme Parks provide “Happiness” to our Guests through shows, parades and attractions of outstanding quality, and by transporting Guests to a wonderful world of fun in a safe and clean environment. However, our commitment to the safety and cleanliness of the park environment and facilities cannot spread happiness alone—it is the hospitality of Cast Members working at the Theme Parks that is an integral part of this experience. Walt Disney 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 their 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 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 a comfortable environment for all Guests, and menus considering children's health.

Also, we believe that the happiness we offer to our Guests through our architecture, art, culture, history, film, music, and landscape, 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.

Offering Diverse Guests a Comfortable Time

Policies and Management Structures

Tokyo Disney Resort aims 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.

A diverse range of Guests visit the Theme Parks, including speakers of different languages, people with permanent or temporary disabilities, the elderly, expectant mothers, and people with special dietary needs. The OLC Group makes every effort to offer these Guests a comfortable and pleasant experience by providing the necessary facilities, support tools and support services performed by Cast Members.

Actions and Performances

Major Services Catering to Diverse Guests ✨ ✨ ✨

Tokyo Disney Resort

Catering to Multilingual Service Needs	<p>To offer a comfortable experience to Guests with diverse language and cultural needs, we are taking a variety of measures including providing our website in multiple languages and introducing a translation app.</p>
For Guests Using a Wheelchair	<p>We ensure that wheelchair users can enjoy attractions with their family and friends.</p> <p>Facilities accessible in a wheelchair</p> <p>[Tokyo Disneyland / Tokyo DisneySea]</p> <ul style="list-style-type: none"> • Theaters and the transportation-type attractions* that can carry a large number of Guests from one point to another <p>[Tokyo Disneyland]</p> <ul style="list-style-type: none"> • Buzz Lightyear's Astro Blasters <p>[Tokyo DisneySea]</p> <ul style="list-style-type: none"> • Toy Story Mania! • Jasmine's Flying Carpets • Sindbad's Storybook Voyage • Caravan Carousel <p>Facilities equipped with an exclusive boarding area, allowing wheelchair users to take the time they need to get on and off the ride safely, without having to worry about others.</p> <p>[Tokyo Disneyland]</p> <ul style="list-style-type: none"> • Pooh's Hunny Hunt • Monsters, Inc. Ride & Go Seek! • Enchanted Tale of Beauty and the Beast <p>[Tokyo DisneySea]</p> <ul style="list-style-type: none"> • Toy Story Mania! <p>*Western River Railroad, Mark Twain Riverboat, Tom Sawyer Island Rafts, DisneySea Transit Steamer Line and DisneySea Electric Railway</p>
For Guests with Visual or Hearing Disabilities	<p>For Guests with a visual disability, we offer tactile maps that they can touch to check the locations of facilities at Tokyo Disneyland and Tokyo DisneySea, and scale models that allow them to feel the shape of attractions and characters.</p> <p>For Guests with a hearing disability, Cast Members serve as sign-language interpreters, offering interpretation services at some attractions.</p> <p>Furthermore, the Disney Handy Guide, which began to be offered in April 2017 at Tokyo Disneyland and Tokyo DisneySea, provides Guests with visual or hearing disabilities with park information in the form of audio and text/captions (currently in Japanese only).</p> <p>When used in audio mode, the terminal provides users with automatically obtained information on their present location and a range of information on nearby park facilities, all via voice. In addition, in December 2018, we started offering a second audio program (SAP) service at some attractions to provide vocal explanations of the scenes encountered as the rides proceed. When used in caption mode, it displays captions for narrations, scripted dialogue and songs at some attractions and entertainment facilities.</p> <p>In addition to such support tools, we also offer support provided by Cast Members to help Guests enjoy a pleasant time at the Theme Parks.</p>

For Guests with	We provide information on our facilities and services through the
Special Restrictions due to Other Disabilities, Pregnancy, etc.	Tokyo Disney Resort official website and the Tokyo Disney Resort Information Booklet to efficiently help Guests with a disability, expectant mothers, the elderly, those with a temporary decline in physical function, and others with special restrictions to enjoy our Parks.
For Guests with Special Dietary Needs	At Tokyo Disney Resort, we offer food choices for vegetarian Guests, as well as those with allergies or other dietary needs.



Attractions that allow Guests to board without leaving their wheelchairs



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

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

Tokyo Disney Resort

The Sherwood Garden Restaurant located in the Tokyo Disneyland Hotel offers vegetables prepared to cater to children's preferences, such as vegetable bread, during lunch and dinner hours. The health-conscious selections of dishes for children allow even picky eaters to enjoy a fun and healthy meal, providing them with opportunities to learn about nutrition.

*Buffet menu varies by season.

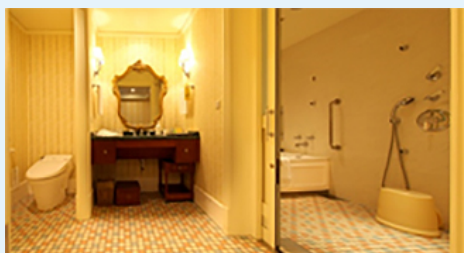


Health-conscious menu at Tokyo Disneyland Hotel

Barrier-free Facilities at Hotels✿✿✿

Tokyo Disney Resort

Initiative	Features
Accessible rooms	<ul style="list-style-type: none"> • Handrails • Sliding door at restroom • Lower beds <p>【Hotels equipped with accessible rooms】</p> <ul style="list-style-type: none"> • Disney Ambassador Hotel (6 rooms) • Tokyo DisneySea Hotel MiraCosta (2 rooms) • Tokyo Disneyland Hotel (5 rooms) • Tokyo Disney Celebration Hotel (4 rooms)
Universal room	<ul style="list-style-type: none"> • Handrails • Sliding door at restroom • Electric adjustable beds <p>【Hotel equipped with a universal room】 Disney Ambassador Hotel (1 room)</p>
Items Available upon Request	<ul style="list-style-type: none"> • Bone conduction phones • Flash bells • Bath boards



Accessible room at Tokyo Disneyland Hotel

Related information

> [Barrier Free in Tokyo Disney Resort](#) 

Learning from Guest Feedback

- ▼ Policies, Regulations and Management Structures ▼ Actions and Performances

Policies, Regulations and Management Structures

Learning from Guest Feedback

Tokyo Disney Resort

Walt Disney 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 received from Guests are shared throughout Our 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.

We have asked Guests visiting Tokyo Disney Resort to respond to questionnaires and interview surveys as part of ongoing efforts to collect their opinions, requests and evaluation of the services we provide. In addition, in FY 2017, we strengthened our feedback gathering system by starting to accept inquiries via web form.

Furthermore, in December 2019, we launched a dedicated web form for inquiries on defects, malfunctions and other concerns related to our products. The feedback we receive from Guests are diverse, ranging from those concerning Cast Members’ Guest services and Theme Park rules and procedures, to those related to the Theme Park facilities and environment as well as the products we offer. We share all comments from our Guests 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.

Actions and Performances

Guest feedback * * *

Tokyo Disney Resort

Total number of comments and feedback * * *

FY 2020	8,128
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Breakdown of feedback by content * * *

	Opinions/suggestions	Compliments (praise)
FY 2020	69.6%	30.4%

Breakdown of feedback by route * * *

	Telephone	Web form	Letter	Questionnaire	Others (e.g., Information Center)
FY 2020	17.1%	48.5%	14.9%	14.7%	4.8%



Accepting Guest comments at our Information Center

Examples of improvements made based on Guest feedback * * *

We introduced an online shopping function named Tokyo Disney Resort Shopping that allows Guests to purchase goods through our official app on the day they visit our Theme Parks. The function is helping to reduce Guests waiting times and alleviate overcrowding. 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.



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

Basic Approach to Human Resources

▼ Policies and Regulations ▼ Actions and Performances

Policies and Regulations

Our Basic Approach to Human Resources

For the OLC Group, investing in human resources is just as crucial as investing in Theme Park facilities in terms of creating value in our Theme Park business. In particular, at Tokyo Disney Resort, interactions between people are in itself a precious value and people are the very source of our strength.

By having employed 20,000 people or more in Tokyo Disney Resort for more than 35 years, we are assuming a major responsibility for society.

We believe that having every employee continue to produce results and achieve personal growth, continue to create new value while acknowledging individual differences and demonstrating diverse capabilities are important for our business. We also believe that our employees would also feel motivated working in this environment to enable them to work actively, which will lead to happiness for Guests and higher value for the OLC Group and, by extension, make a positive contribution to society.

Human Resources Initiatives under 2020 Medium-Term Plan

In view of the impact of the decreasing working population due to the progressively aging population, under our 2020 Medium-Term Plan, we have been making labor-saving efforts while striving to elevate our hospitality by reinforcing our human resources.

We have also defined our employees' behavioral requirements and development cycle with the aim of strengthening our human resources. Moreover, we have been working to improve their workplace environment in support of their childcare and family care and have expanded our career support measures to help them recognize their own personal growth.

Specifically, we are working to raise their role/qualification-based wage limits, to encourage Cast Members to feel stronger bonds among their peers, and to improve their evaluation standards. In addition, in February 2020, we established a new employee category named "Theme Park Operation Employees."

The employees under the new category specialize in operational tasks at our theme parks, assuming the role of directly serving Guests at the forefront.

Founding the Basis of Work

Our Group considers it critically important to found the basis of work if we are to maximize the strength of our people, the cornerstone of our business, with the aim of allowing each and every employee to demonstrate their maximum potential. To this end, we support our employees by helping their career development, teaching efficiency, reviewing our systems and rules, and creating a safe and reliable work environment.

At OLC, we implemented the following: we introduced a new employee category named "Theme Park Operation employees," helped our employees maintain a healthy work-life balance while providing childcare and family care, improved our "backstage" environment, revamped our IT environment, and introduced a remote working system.

We encourage employees to make use of the support that we provide, review work procedures to better address challenges unique to each organization, and take pro-active actions.

Employment Categories and Roles of Employees

OLC employs approximately 20,000 people, each of whom is putting their special skills to use. Around 20% of our workers are corporate employees, contract workers and show performers, with the remaining 80% employed as Theme Park Operation Employees and 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 management staff	Operation and stage professionals who work at Theme Parks
	Specialists	Specialists working in specific fields such as technology and food preparation
Theme Park Operation Employees		Employees who specialize in operational tasks at our Theme Parks, the role of directly serving Guests at the forefront
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.

*A new employee category named Theme Park Operation Employee was added on February 1, 2020.

Labor-Management Relations

At OLC, we follow international standards to respect basic labor rights including the collective bargaining rights.

The management and the labor union, Oriental Land Friendship Society (OFS), build mutual understanding and trust through negotiations in order to collaborate and implement initiatives aimed at creating a better workplace environment.

As of March 2021, there were 21,235 union members, accounting for 99.9% of all employees, including contract workers, Cast Members, and show performers, who joined in FY 2017, and Theme Park Operation Employees, who joined in FY 2019.

In FY 2018, labor unions were also formed at each our Group company, along with the Federation of Oriental Land Group Friendship Society (OGFS), a federation comprising the labor unions of our Group.

Under its labor agreement concluded with the labor union, our Group employs the union shop system applicable to all categories of employees.

Employee Recruitment and Payment Compliance

At OLC, we prevent the occurrence of child labor by confirming ages on recruitment to comply the minimum age of ILO (International Labour Standards). Also, we comply with all laws and domestic regulations of each location for the payment, ensuring payment more than the minimum wage.

Training and Development

[▼ Policies and Regulations](#)
[▼ Management Structures](#)
[▼ Actions and Performances](#)

Policies and Regulations

* 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 needs to enhance professional skills. We also support our employees in building their careers through various initiatives, including an internal system for part-time Cast Members to become corporate employees across different employment categories and providing them with opportunities to think about their careers.

By developing our employees, 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 goal on the long-term corporate strategy of Oriental Land Co., Ltd., which is upheld as part of our long-term business goal.

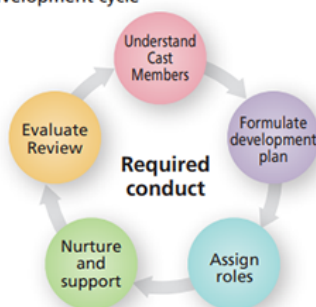
Corporate Employees* * *

Our training policy is designed to support corporate employees in becoming more independent and enhancing their professional skills, while boosting their willingness to take on new challenges. We 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. To help our employees fulfill these ideals, we offer a range of training programs catering to their individual roles and career stages. Furthermore, an employee development cycle, which is comprised of understanding Cast Members, formulating a development plan, assigning roles, nurturing and supporting them, and evaluating as well as reviewing their work, has been defined, based on which career interviews and evaluation interviews are implemented.

① Attitudes we encourage among employees



③ Development cycle



Theme Park Operation Employees / Cast Members* * *

We are fostering a corporate culture that encourages our Cast Members to work with vigor. Specifically, we help them gain a strong sense of self-efficacy, namely, the sense of being useful to our Guests, and a sense of personal growth. In our belief that this initiative will lead to further development of our Cast Members, we are working to expand education/training programs and offer a support system for supervisors in our efforts to improve the workplace environment.

Management Structures

* 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 as well as the Job Challenge System that encourages employees to venture into new fields are offered to help employees build their careers.

Actions and Performances

* Training Programs for Corporate Employees

We provide our corporate employees with job opportunities and training programs to enable them to become the core members of their respective business operations and, moreover, gain a competitive edge that would be highly rated outside of the company.

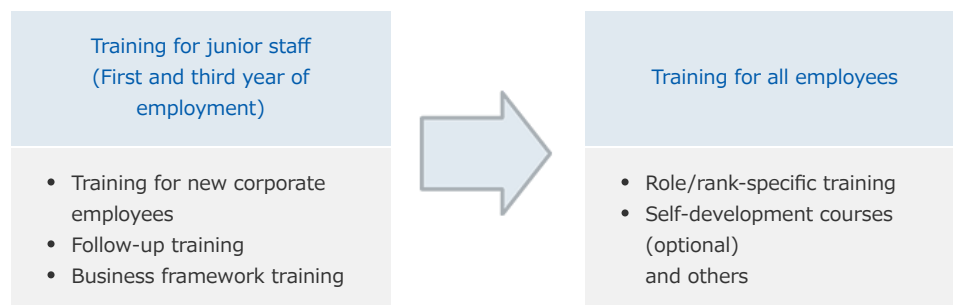
To achieve sustainable growth as a corporation, development of our people is indispensable. If each employee can develop their competence and ability to think for themselves, make their own decisions and take spontaneous actions, we are bound to grow as an organization.

To provide opportunities for individuals and organizations to grow in tandem, we support each employee's capacity development to the maximum possible extent. Our training programs are part of such significant support measures.

Outline of Employee Training Programs and Development Systems* * *

Our training programs are composed of training for junior staff aimed at developing the basic knowledge and skills needed to serve as a fully contributing member of society, and training tailored to the roles and career of each employee. In addition, there are also systems in place to support individuals' career building and personal development.

In April 2021, the OLC Career College, which had previously been open to Theme Park Operation employees and Cast Members, started accepting our corporate employees. The college offers self-development courses while aiming to provide attendees with opportunities to reflect, learn, and take on new challenges, and to encourage their self-directed selection of workstyles and lifestyles.



Training for junior staff (First and third year of employment)



Training program	Details
Training for new corporate employees	Enables new corporate employees to understand the roles of Co., Ltd.'s corporate employees by learning about our business and engaging in on-the-job training at Theme Parks, and to acquire the basic knowledge required for such roles. Extensive knowledge can be acquired including Disney philosophy and business skills.
Follow-up training	Accelerates the development of employees in their first to third year and provides them with task inventory opportunities.
Business framework training	Enables trainees to acquire practical business skills and knowledge required for their tasks. The training program offers e-learning courses on a range of business skills.

Training for All Corporate Employees



Training Program	Details
Role/rank-specific training	Enables trainees to acquire structured knowledge and skills required for their roles and rank.
Self-development courses (optional)	Support employees who are motivated to learn. Courses include correspondence courses for acquiring knowledge in new fields, skills for daily operations and overcoming weaknesses, as well as language courses. Part of the tuition fee is subsidized by the company.

Employee Development Systems



System	Details
Self-assessment System	Under the system, each employee develops their own career plan based on their values, capacities they wish to develop, and goals they wish to fulfill. They also meet with their superior to report the plan. The plan is also shared with Human Resources staff.
Job Challenge System	The system creates opportunities for employees to transfer to a field they regard as "an area where they can contribute by making use of their capacity and skills," on the condition that they are achieving positive outcomes in their current field of business. The aim of the system is to support employees in their effort to take on new tasks as part of their career building.
In-house Recruitment System	The system allows employees to apply for job openings announced within the company. Most of the applicable jobs involve highly professional/specialized tasks or are jobs in new business fields. Employees with suitable capacities and skills are eligible to apply.
Study Abroad programs	Study at all kinds of educational institutions is eligible, as long as employees can put what they have learned into practice.



✧ Training Programs for Theme Park Operation Employees and Cast Members

Cast Members' growth underpins the development of our Theme Parks. In pursuit of "We Create Happiness," the goal upheld by Cast Members, we provide all Cast Members with induction courses for learning about the Disney philosophy and the Cast Members' code of conduct. After they are assigned to their respective divisions, 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.

Furthermore, we strive to improve the workplace environment by refining the activities we implement to encourage Cast Members to acknowledge and praise one another, as well as receiving feedback. By doing so, we aim to offer them opportunities to be recognized in their daily operations and to receive effective feedback.

Supporting Career Building ✧ ✧ ✧

We established OLC Career College in October 2018. Through a variety of seminars, workshops and career consultation services provided at this college, we are offering additional or enhanced support to Cast Members in their career development. College attendees have voiced comments such as, "I now understand the advantages of being a Cast Member," and "The program has prompted me to think about my career."

*Enrollment expanded to include corporate employees from April 2021.

Major Training Programs ✧ ✧ ✧

Training program	Content
Education/training programs	<ul style="list-style-type: none"> ■ Induction courses for new employees ■ Programs for acquiring the knowledge and skills required for each role and qualification
Department-specific training programs	Training specific to job types; on-the-job training
Career support programs (on an application basis; since FY 2018)	OLC Career College <ul style="list-style-type: none"> ■ Career design training program ■ Career consultation service ■ Progress Report on Generic Skills ■ Problem-solving training program ■ Business skills training program ■ Language courses

Corporate Culture and Employee Satisfaction

Actions and Performances

* Corporate Culture that Inspires Creation of New Emotional Experiences

The OLC Group has continued to offer wonderful 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.

As exemplified by both our culture of equal opportunities that enables all employees to work in an environment free of discrimination and the employee mindset of finding satisfaction and fulfillment in providing happiness to others, a corporate culture distinctive to Oriental Land Co., Ltd. has been fostered and passed on through the decades. In addition, we have implemented unique initiatives in order to boost the motivation and enthusiasm of our employees.

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 OLC, we present awards for outstanding initiatives selected among those nominated by organizations and committees across the company. Moreover, the Award of Excellence is presented for initiatives that achieved particularly notable results.

Corporate awards* * *

Award	Description
Guest Experience Award	Presented in recognition of an outstanding contribution/achievement in enhancing the quality of Guests' experience value
Safety Award	Presented in recognition of an outstanding contribution/achievement in enhancing safety and/or reducing risks
Cost Performance Award	Presented in recognition of efficient use of management resources including people, goods and money
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 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 2020	2,075
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Ideas awarded in the past

- Closable popcorn box

✿ “Spirit of Tokyo Disney Resort” Program

Tokyo Disney Resort

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 individual growth and bonding as Cast as well as allows superiors to recognize daily behavior with each other.

In FY 2020, the message exchange event was held on a smaller scale.

To prevent the spread of infection, no ceremony was held and no award winners were selected.



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 2019	475,497
FY 2020	Program not held

Number of Spirit Award recipients ✿ ✿ ✿

FY 2019	522
FY 2020	Program not held

* “Five-Star-Program”

Tokyo Disney Resort

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 Cast Members is linked to bringing smiles to the faces of Guests, demonstrating that the program also gives



The Five-Star Card acknowledges Cast Members for outstanding service

supervisors an opportunity to remain mindful of Guest and Cast Member happiness. The program has been carried out since 1995.

Number of cards handed to Cast Members * * *

FY 2019	11,042
FY 2020	9,416

* “Thanks Day”

Tokyo Disney Resort

Thanks Day is an annual event held after the Parks are closed to the public for the day to show our appreciation to Cast Members, who sustain Tokyo Disney Resort. Preventing the spread of infectious disease, the event was not held in FY 2020.

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

FY 2019	17,000
FY 2020	Program not held

Number of Thanks Day event hosts/hostesses (directors, officers, managers and corporate employees) * * *

FY 2019	1,400
FY 2020	Program not held

Policies and Regulations

* Basic Approach to Labor 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 safety issues in a focused fashion to reduce on-the-job accidents.

* Policy to Employees' Health

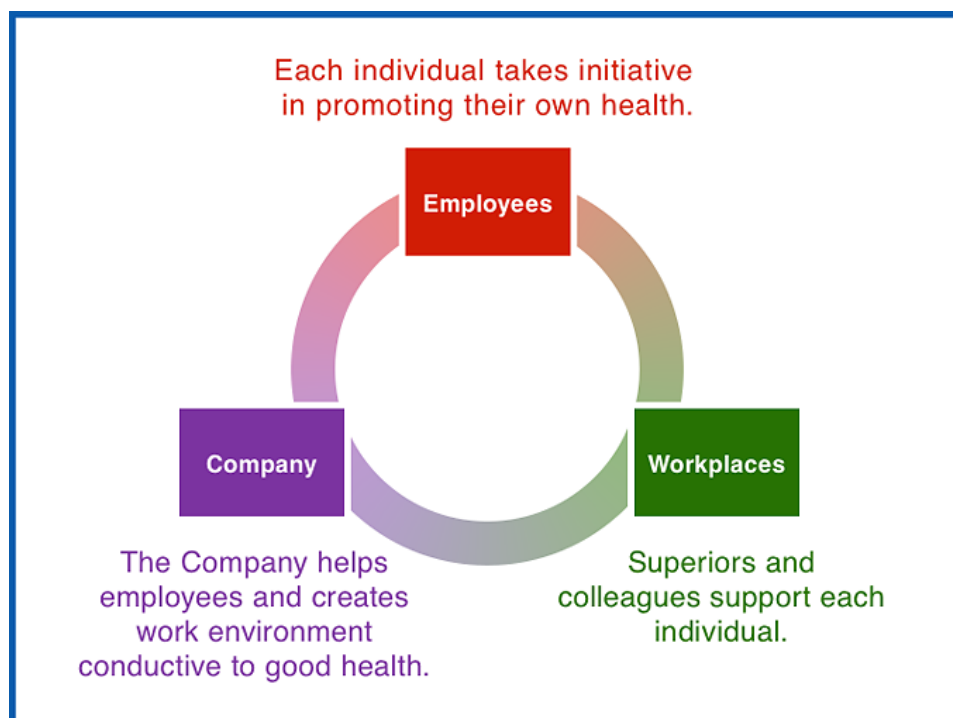
At OLC, employee health is considered to be a part of our human resources assets. Based on this belief, we support each employee's efforts to promote their own health and create a work environment conducive to such efforts in our hope to further strengthen our systematic foundation for allowing employees to work with peace of mind.

(1) Declaration of Health Promotion

We declare that we will promote each individual's mental and physical health so that we ourselves can feel wonderful dreams, moving experiences, delight and contentment as well as offer them to our Guests.

*By "we," we mean Oriental Land Co., Ltd., its employees and workplaces. Each component fulfills its respective roles.

(2) Our Roles



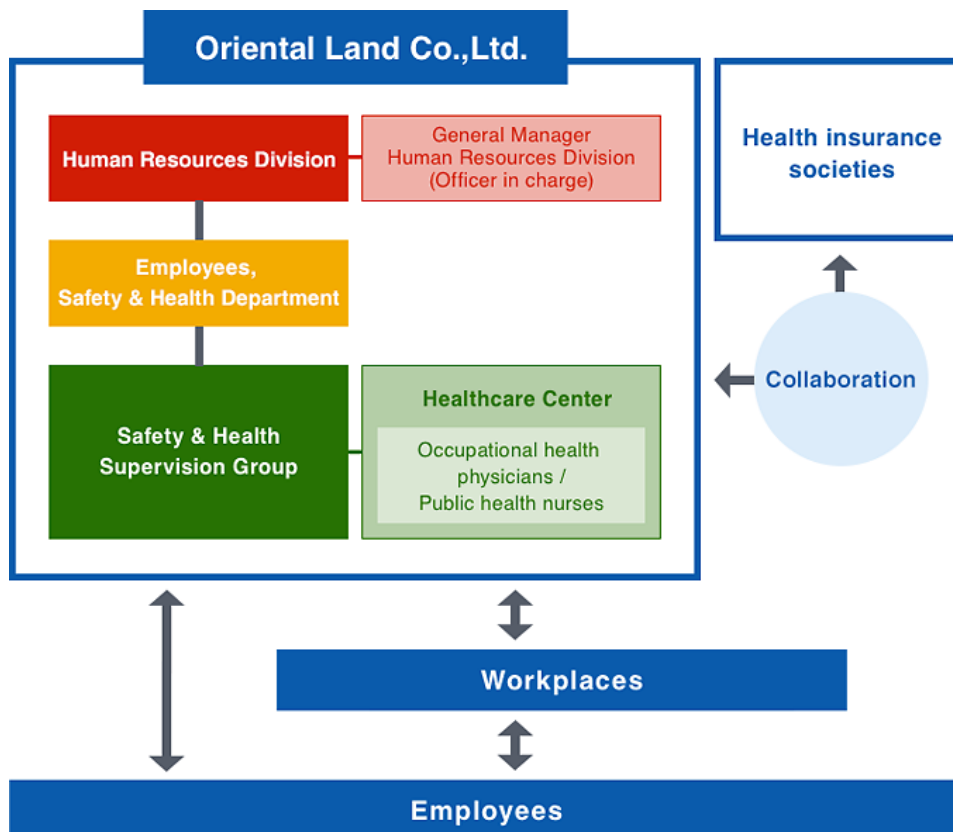
Management Structures

* Structure for Promoting Health and Safety

At OLC, the Occupational Health and Safety Committee is set up as an organization for managing employees' 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.



* Structure for Promoting Healthier Bodies and Minds



Actions and Performances

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 work-related incidents 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

Initiative	Details
Message concerning health and safety delivered by President	<ul style="list-style-type: none">• 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 work-related incidents are shared across the company to be applied in other organizations• Conduct workplace inspection by occupational-health physicians and sanitation managers• Show safety education videos using TV monitors placed at the 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

Approach to Cast Safety* * *

Tokyo Disney Resort

To provide our Guests with happiness, we must focus on the safety of our Cast Members. At the Tokyo Disney Resort, we place great importance on the safety of our Cast Members in addition to Guest safety.

Structure for Promoting Health and Safety* * *

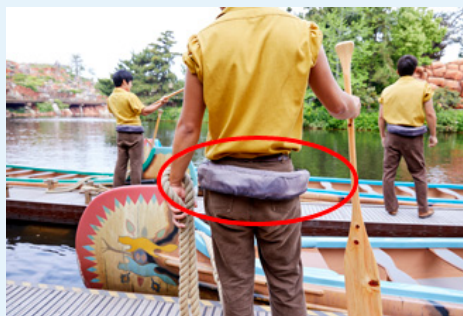
At our Company, the Occupational Health and Safety Committee is set up as an organization for managing employee health and safety. The Committee is chaired by the general manager of the Human Resources Division, who manages all issues concerning health and safety. Furthermore, under the Committee, Occupational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

Cast Safety* * *

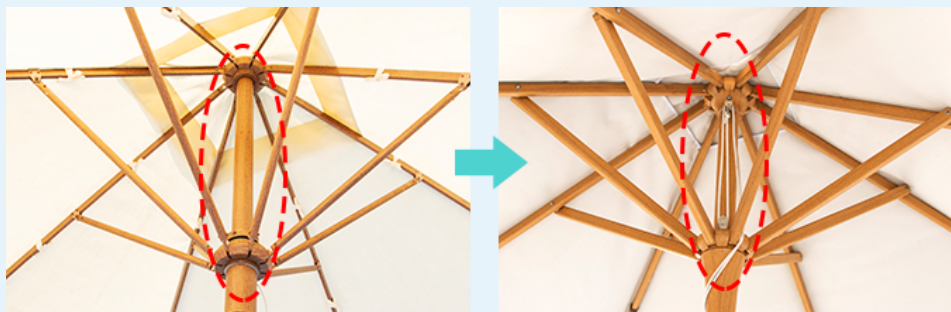
To secure safety for Cast Members, we execute a wide range of health and safety activities and safety education programs including regular workplace visits by occupational health physicians and sanitation managers and rigorous enforcement of the Plan-Do-Check-Act (PDCA) cycle through line management.

Efforts that have yielded positive results and lessons learned from work-related incidents 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 examples
Structural initiatives	<ul style="list-style-type: none"> Automatic personal floatation device that activates upon detecting water Cast Members working on Beaver Brothers Explorer Canoes and others who work in the proximity of water wear the device to secure their safety. Parasol for Cast Members We have installed parasols for Cast Members assigned to work outdoors to prevent heatstroke. In FY 2019, we adopted pulley systems for our parasols, enabling them to be easily opened and closed by hand.
Non-structural initiatives	<ul style="list-style-type: none"> Ensure that fluids and salts are replenished Educate employees and raise their awareness of the risk of heatstroke



Automatic personal floatation device to be activated when detecting water



Pulley systems were adopted for parasols

Initiatives for Promoting Healthier Bodies and Minds

At our Group, we create a work environment to encourage employee efforts to promote their own health and offer a diverse range of initiatives for this.

At our Healthcare Center, occupational-health physicians and public health nurses are on duty at all times to provide health consultation services. For regular employees, the Center also conducts physical and mental health check-ups to monitor employees' health and take actions.

Major Initiatives

Initiative	Details
Monitoring employees' health	<ul style="list-style-type: none"> Periodical physical exams for all regular employees
Ensuring early detection and preventing aggravation	<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
Raising health awareness	<ul style="list-style-type: none"> Measures against passive smoking
Promoting mental health	<ul style="list-style-type: none"> Stress tests Self-care seminars Providing managers with feedback on organizational assessment and guidance on improving the workplace environment for mental health management of subordinates Health consultation by medical staff In-house mental health consultation service Arrangement of counseling by outside counselors



Occupational-health physicians and public health nurses are on duty at all times at the Healthcare Center

Create a Workplace for Diverse Employees

 Policies and Regulations
  Actions and Performances

Policies and Regulations

Basic Approach to Create a Workplace for Diverse Employees

Oriental Land Co., Ltd. have developed systems that help our employees maintain a healthy work-life balance so that they are able to lead fulfilling private lives, while achieving a high performance. We make every effort to create a corporate culture that furthers this goal.

At OLC, we are trying to create an environment in which employees can gain experience and reach their full potential. In other words, we are focusing on boosting inclusion.*

Aiming to raise the proportion of female managers to at least 25 percent by FY 2025, 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.

*Creating an environment that not only gathers in a diverse range of people, but also develops the potential of each individual as possible as it can.

Actions and Performances

Initiatives for Work-Life Balance

At OLC, as part of our initiatives to help employees maintain their work-life balance, we have systems that allow a leave of absence to provide childcare, a vacation to care for sick children, a leave of absence or vacation to provide family care, and paid leave in half-day increments. Employees avail themselves of paid leave in hourly increments and use the flexible working hours system as well as the remote working system in a way suitable for each job.

For Theme Park Operation Employees who sustain our Theme Park operations, certain systems for corporate employees are offered to them. For Cast Members who also sustain our Theme Park operations, short work shifts are made available to help stay-at-home parents and students balance work and family responsibilities or studies. For Cast Members looking to take on longer shifts, we have in place a smartphone-based system, through which they can apply to fill available shift slots to achieve a more flexible workstyle.

At OLC, we strive to reduce overwork and extra hours of the employees by cultivating appropriate time management skills for managers, reviewing numbers of each positions regularly, and installing tools for further efficiency.

At OLC in FY 2020, the average extra hours worked monthly amounted to 6 hours and 53 minutes.

Number of individuals who took childcare leave and their rate of return

Corporate employees at Oriental Land Co., Ltd.

	FY 2017	FY 2018	FY 2019	FY 2020
Total	100	133	128	159
Female	94	118	108	131
Male	6	15	20	28
Rate of return	99.0%	99.2%	100.0%	100.0%

* Figures for FY 2019 and after include data pertaining to Theme Park Operation Employees, an employment category established on February 1, 2020.

Other workers at Oriental Land Co., Ltd.

	FY 2017	FY 2018	FY 2019	FY 2020
Total	202	243	346	220
Female	198	241	335	217
Male	4	2	11	3
Rate of return	98.0%	97.5%	95.4%	99.6%

* Other workers: Contract workers, show performers, Cast Members, etc.

* 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 2017	FY 2018	FY 2019	FY 2020
5	6	3	4

* Figures for FY 2019 and after include data pertaining to Theme Park Operation Employees, an employment category established on February 1, 2020.

Other workers at Oriental Land Co., Ltd.

FY 2017	FY 2018	FY 2019	FY 2020
13	13	12	13

* Other workers: Contract workers, show performers, Cast Members, etc.

Furthermore, as benefits for corporate employees and contract workers, OLC has in place an optional asset-building support system. This system offers our corporate employees and contract workers an opportunity to build assets in preparation for a secure post-retirement life after 60 years old by enrolling in a bonus-based defined contribution pension plan. 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 OLC, 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.

> [Action plan for balancing work and childcare](#)

✳ Initiatives to Support Employees with childcare

At OLC, we adopt a wide range of systems designed to help employees keep working while fulfilling childcare responsibilities.

We have set up a childcare leave program for all employees, which is available until the day before the child reaches 12 months of age. According to circumstances, the period can be extended until the child reaches 18 or 24 months of age, or until the first April 30 after the child turns 24 months of age if his/her birthday is in April.

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. We also provide employees with a consultation service where they can seek advice.

Furthermore, on March 23, 2020, we opened Kids' Village Arbre, a company-financed childcare facility within our premises to support employees returning to work, thereby helping them plan their careers from a medium- and long-term perspective and achieve growth by making maximum use of their time.

Examples of Initiatives * * *

Initiative	Outline
Briefing on childcare leave	Held for employees scheduled to take childcare leave. Provides tips on how to prepare for and what to do during leave.
Return-to-work seminar (held regularly)	For employees on childcare leave, held once a year; in around February to March. Provides participants with information on the range of support offered by the company after their return to work, as well as an opportunity to think about their own career-building to help them feel confident about returning to work.
Awareness program for officers/managers (held irregularly)	Provides an opportunity to think what needs to be valued in managing an organization comprised of diverse members. <ul style="list-style-type: none"> • FY 2016: Diversity Management Forum • FY 2017: Seminar on long-term family care

* Promoting Active Participation of Women in the Workforce

At OLC, 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 the number of years of continuous service between male and female corporate employees is 4.8. Women account for 53.1% of corporate employees, and 77.8% of Cast Members and other workers* (as of the end of March 2021).

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.



* Figures for FY 2019 and after include data pertaining to Theme Park Operation Employees, an employment category established on February 1, 2020.

Difference in years of continuous service between male and female (corporate employees at Oriental Land Co., Ltd.) * * *

	As of March 31, 2019	As of March 31, 2020	As of March 31, 2021
Female	13.1 years	7.8 years	7.6 years
Men	17.9 years	13.8 years	12.4 years
Difference	4.8 years	6.0 years	4.8 years

* Figures for FY 2019 and after include data pertaining to Theme Park Operation Employees, an employment category established on February 1, 2020.

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

		As of March 31, 2019	As of March 31, 2020	As of March 31, 2021
Corporate employees	Female	1,405	2,510	2,852
	Male	1,855	2,335	2,520
	Female Ratio	43.1%	51.8%	53.1%
Other workers	Female	16,998	15,937	12,730
	Male	5,248	4,843	3,632
	Female Ratio	76.4%	76.7%	77.8%

* Figures for FY 2019 and after include data pertaining to Theme Park Operation Employees, an employment category established on February 1, 2020.

Percentage of female employees (on a consolidated basis) * * *

	As of March 31, 2020	As of March 31, 2021
Female	22,439	19,356
Male	10,064	8,983
Female Ratio	69.0%	68.3%

* Data of Oriental Land Co., Ltd. as of March 31, 2021, other data as of April 1, 2021.

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

	FY 2018 (As of March 31, 2019)	FY 2019 (As of March 31, 2020)	FY 2020 (As of March 31, 2021)
Female managers	27 out of 200 (13.5%)	32 out of 203 (15.8%)	35 out of 199 (17.6%)
Female executive directors	1 out of 10 (10.0%)	2 out of 10 (20.0%)	2 out of 10 (20.0%)
Female corporate Officers	3 out of 21 (14.2%)	3 out of 21 (14.2%)	3 out of 21 (14.2%)

> Action Plan based on the Act on the Promotion of Female Participation and Career Advancement in the Workplace

> Women in our workforce (Information disclosure)

Employment of People with Disabilities

At OLC, we actively employs individuals with disabilities, primarily at our special subsidiary Maihama Corporation Co., Ltd. Employees with disabilities represent 2.71% of our workforce (as of June 1, 2021), which is greater than the legally prescribed rate of 2.3%. In FY 2015, we received the Prize Awarded for Effort from the 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 engaged in various jobs that accord with their attributes. We are also actively expanding the range of jobs for our disabled employees within the OLC Group. Furthermore, 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 (Group applied)



As of June 2018	As of June 2019	As of June 2020	As of June 2021
2.29%	2.30%	2.47%	2.71%

*Percentage of employees with disabilities of our is 2.64% as of September 2021.

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 our 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
Central Kitchen support	Dishwashing duties, etc., at the Central Kitchen
Floriculture	Cultivation of flowers for Theme Parks
Barber	Barber service (for employees)
Massage	Massage service (for employees)



Caring for flower seedlings

Social

Action plan for balancing work and childcare

We have formulated the following action plan with the aim of improving the employment environment to help employees fully demonstrate their full potential and continue working with peace of mind and to advance concrete initiatives that allow them to balance work and childcare.

Applicable period

October 1, 2020 to September 30, 2023 (3 years)

Goals

Goal 1: Establishing internal programs to help employees returning from childcare leave to continue working while raising their child.

<Measures>

The following measures are implemented to help employees balance work and childcare (depending on employment category)

April 2021-	Introduction of a consultation desk to support balanced work and childcare for all employees
April 2021-	Expansion of existing childcare support measures

Goal 2: Implementing measures to enhance productivity (reduce overtime working hours)

<Measures>

October 2020-	Improvement of office automation environment to enhance productivity
April 2021-	Introduction of a work-from-home program

Social

Action Plan based on the Act on the Promotion of Female Participation and Career Advancement in the Workplace

We formulated the following action plan with the aim of improving the employment environment for female workers in management positions.

* 1.Applicable period

April 1, 2021 to March 31, 2026

* 2.Issues for Oriental Land Co., Ltd.

No significant issues are observed in the proportion of new female workers to the total number of newly employed workers, Paid holidays taken and overtime work hours, but the proportion of female in management positions to the total number of management position is low and continuous support to enable both female and male employees to choose their careers is needed.

* 3.Goals and Initiatives

Goal 1. To increase the proportion of female workers in management positions(junior and middle managements) to more than 25%.

<Initiatives>

Support for Career Development

2021-	Expansion of career development assistance program
2022-	Expansion of opportunities for female candidates of managers such as study sessions
2023-	Consideration for ideal role model for management positions

To implement measures to enhance productivity (reduce overtime working hours)

2021-	Introduction of a work-from-home program
2021-	Implementation of Overtime work reduction
2022-	Consideration for broader choices of workstyle

Goal 2. The difference in the average number of 10years of service between male and female newly employed workers

<Initiatives>

2021-	Introduction of a consultation desk to support balanced work and childcare for all employees
2021-	Expansion of existing childcare support measures
2022-	Expansion of support for balanced work with childcare for shift work employees
2022-	Clarification of issues to address for diverse careers

Social

Women in our workforce (Information disclosure)

* 1. Recruitment

Percentage of female workers among all workers employed (as of March 31, 2020)	Corporate employees: 51.8% Other employees*: 76.7%
Percentage of female workers among all newly employed workers (as of March 31, 2021)	Corporate employees: 53.1% Other employees*: 78.0%

*Other employees: Contract workers, show performers, Cast Members, etc.

* 2. Continuous service / work-style reform

Difference in years of continuous service between men and women (Corporate employees; as of March 31, 2021)	Women: 12.4 years Men: 7.6 years Difference: 4.8 years
Percentage of entitled paid holiday actually taken (Corporate employees; FY 2020)	83.8%

* 3. Assessment / promotion

Percentage of female workers among supervisor-level workers (Corporate employees; as of March 31, 2021)	32.9% 241 out of 733
Percentage of female workers in management positions (Corporate employees; as of March 31, 2021)	17.6% 35 out of 199
Percentage of female top / senior managements (as of March 31, 2021)	2 out of 10 executive directors (20.0%) 3 out of 21 corporate officers (14.2%)

Social

Human Resource Related Data

Major Data on Employees

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

Number of employees (on a consolidated basis)

FY 2017	FY 2018	FY 2019	FY 2020
5,825	6,007	8,034	8,782

* Figures for FY 2019 and after include data pertaining to Theme Park Operation Employees, an employment category established on February 1, 2020.

* Data from Securities Report

Number of employees (on a consolidated basis)

employment category		FY2018	FY2019	FY2020
Corporate employees	Corporate employees	3,260	3,366	3,354
	Male	1,855	1,851	1,793
	Female	1,405	1,515	1,561
	Career-track employees	1,516	1,521	1,454
	Theme Park operation staff	982	-	-
	Theme Park management staff	-	1,072	1,143
	Specialists	762	773	757
Theme Park Operation employees	Theme Park Operation employees	-	1,479	2,018
	Male	-	484	727
	Female	-	995	1,291
Contract workers	Contract workers	358	394	360
	Male	271	310	280
	Female	87	84	80
Show performers	Show performers	1,157	1,154	672
	Male	246	262	111
	Female	911	892	561
Cast Members	Cast Members	20,771	19,267	15,315
	Male	4,771	4,306	3,227
	Female	16,000	14,961	12,088
Total		25,546	25,660	21,719

* Theme Park operation staff were renamed Theme Park management staff as of February 1, 2020.

* Figures for FY 2019 and after include data pertaining to Theme Park Operation Employees, an employment category established on February 1, 2020.

Number of employees by region of nationality (Oriental Land Co., Ltd.) * * *

	FY2019	FY2020
Japan	26,038	21,601
Asia	49	50
North America	2	2
Latin America and the Caribbean	5	4
Europe	2	5
Middle East	1	1

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

FY 2017	FY 2018	FY 2019	FY 2020
41.5	41.3	39.9	39.2

* FY 2020 average age: Male: 41.2; female: 37.5

* Figures for FY 2019 and after include data pertaining to Theme Park Operation Employees, an employment category established on February 1, 2020.

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

	FY 2018	FY 2019	FY 2020
All employees	15.8	10.8	9.8
Male employees	17.9	13.8	12.4
Female employees	13.1	7.8	7.6

* Figures for FY 2019 and after include data pertaining to Theme Park Operation Employees, an employment category established on February 1, 2020.

Employee turnover (corporate employees at Oriental Land Co., Ltd.) * * *

		FY 2019	FY2020
Turnover rate(including retirement)	Total	3.57%	4.24%
	Male	2.37%	2.79%
	Female	1.20%	1.45%
Turnover rate(personal circumstances)	Total	1.11%	2.66%
	Male	0.39%	1.66%
	Female	0.72%	1.00%

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

FY 2020	4,513,472 yen
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Number of new graduates hired as corporate employees (Oriental Land Co., Ltd.) * * *

	Hired in April 2018	Hired in April 2019	Hired in April 2020	Hired in April 2021
University graduates (Total)	89	105	110	63
Male	30	36	40	25
Female	59	69	70	38
Junior college / vocational school graduates	3	3	2	3
Total	92	108	112	66

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

	Hired in April 2015 (Corporate employees remaining as of April 2018)	Hired in April 2016 (Corporate employees remaining as of April 2019)	Hired in April 2017 (Corporate employees remaining as of April 2020)	Hired in April 2018 (Corporate employees remaining as of April 2021)
Male	30 (29)	34 (34)	24 (20)	31 (29)
Female	27 (26)	46 (44)	42 (40)	61 (56)
Retention rate after three years	96.5%	97.5%	90.9%	92.4%

Number of mid-career corporate employees hired (Oriental Land Co., Ltd.) * * *

	FY 2018	FY 2019	FY 2020
Total	96	1,620	627
Male	49	545	289
Female	47	1,075	338

* Figures for FY 2019 and after include data pertaining to Theme Park Operation Employees, an employment category established on February 1, 2020.

Percentage of mid-career recruitment employees (Oriental Land Co., Ltd.) * * *

	FY 2017	FY 2018	FY 2019
Total	61%	51%	94%

* FY2019 data includes Theme Park Operation Employee, which was established February 1, 2020.

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

FY 2017	FY 2018	FY 2019	FY 2020
61	71	75	63

* All employees are hired upon request

Training hours (for corporate employees / per person) * * *

	FY2019	FY2020
Training hours	13.5 Hours	9 Hours
Amount spent on training	20,000 JPY	8,000 JPY

* Calculated only for employee training by the Human Resources Department

Percentage of entitled paid holidays taken * * *

Corporate employees at Oriental Land Co., Ltd.

FY 2017	FY 2018	FY 2019	FY 2020
86.8%	85.4%	90.9%	83.8%

* Figures for FY 2019 and after include data pertaining to Theme Park Operation Employees, an employment category established on February 1, 2020.

Contract workers, show performers, Cast Members, and others. at Oriental Land Co., Ltd.

FY 2017	FY 2018	FY 2019	FY 2020
92.6%	94.5%	93.8%	70.4%

* Create a Workplace for Diverse Employees

Number of individuals who took childcare leave and their rate of return * * *

Corporate employees at Oriental Land Co., Ltd.

	FY 2017	FY 2018	FY 2019	FY 2020
Total	100	133	128	159
Male	6	15	20	28
Female	94	118	108	131
Rate of return	99.0%	99.2%	100.0%	100.0%

* Figures for FY 2019 and after include data pertaining to Theme Park Operation Employees, an employment category established on February 1, 2020.

Contract workers, show performers, Cast Members, and other at Oriental Land Co., Ltd.

	FY 2017	FY 2018	FY 2019	FY 2020
Total	202	243	346	220
Male	4	2	11	3
Female	198	241	335	217
Rate of return	98.0%	97.5%	95.4%	99.6%

* 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 2017	FY 2018	FY 2019	FY 2020
5	6	3	4

* Figures for FY 2019 and after include data pertaining to Theme Park Operation Employees, an employment category established on February 1, 2020.

Contract workers, show performers, Cast Members, and other at Oriental Land Co., Ltd.

FY 2017	FY 2018	FY 2019	FY 2020
13	13	12	13

Difference in years of continuous service between male and female (corporate employees at Oriental Land Co., Ltd.) ✳ ✳ ✳

	As of March 31, 2019	As of March 31, 2020	As of March 31, 2021
Male	17.9 years	13.8 years	12.4 years
Female	13.1 years	7.8 years	7.6 years
Difference	4.8 years	6.0 years	4.8 years

* Figures for FY 2019 and after include data pertaining to Theme Park Operation Employees, an employment category established on February 1, 2020.

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

		As of March 31,2019	As of March 31,2020	As of March 31, 2021
Employees	Male	1,855	2,335	2,520
	Female	1,405	2,510	2,852
	Female Ratio	43.1%	51.8%	53.1%
	Male STEM worker	-	468	436
	Female STEM worker	-	70	68
	Female STEM worker ratio	-	13.0%	13.5%
Other workers	Male	5,248	4,843	3,632
	Female	16,998	15,937	12,730
	Female Ratio	76.4%	76.7%	77.8%

* Figures for after FY 2019 and after include data pertaining to Theme Park Operation Employees, an employment category established on February 1, 2020.

* STEM: Science, technology, engineering, and mathematics

STEM worker: Employee specialized in STEM area.

* Female STEM worker ratio was collected since FY2019.

Percentage of female employees (on a consolidated basis) * * *

	As of March 31,2020	As of March 31, 2021
Male	10,064	8,983
Female	22,239	19,356
Female Ratio	69.0 %	68.3%

* Data of Oriental Land Co., Ltd. as of March 31, 2020, other data as of April1,2021.

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

	FY 2018 (As of end of March, 2019)	FY 2019 (As of end of March, 2020)	FY 2020 (As of end of March, 2021)
Female managers	27 out of 200 (13.5%)	32 out of 203 (15.8%)	35 out of 199 (17.6%)
Female managers of non- management department	-	23 out of 138 (16.7%)	-
Female executive directors	1 out of 10 (10.0%)	2 out of 10 (20.0%)	2 out of 10 (20.0%)
Female corporate Officers	3 out of 21 (14.2%)	3 out of 21 (14.2%)	3 out of 21 (14.2%)

* Data of non-management department was collected since FY2019.

Gender pay gap of basic salary and remuneration of management positions (Oriental Land Co., Ltd.) * * *

	FY2020 (Male : Female)
Basic salary	106 : 100
Total remuneration	106 : 100

* Treatment are compatible for all employees regardless of pay or gender, including non management positions. The gap is partially caused by years of experience.

Percentage of employees with disabilities (Group applied) * * *

As of June 2018	As of June 2019	As of June 2020	As of June 2021
2.29%	2.30%	2.47%	2.71%

*The percentage of employees with disabilities in our Group is 2.64% as of September 2021.

* Data on Corporate Culture and Employee Satisfaction

Number of ideas proposed at "I Have an Idea" * * *

FY 2020	2,075
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Number of cards exchanged during Spirit of Tokyo Disney Resort program * * *

FY 2020	Program not held
---------	------------------

Number of Spirit Award recipients * * *

FY 2020	Program not held
---------	------------------

Number of cards given to Cast Members by their superiors in their Five-Star Program * * *

FY 2020	9,416
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Number of Thanks Day event attendees (Cast Members and show performers) * * *

FY 2020	Program not held
---------	------------------

Number of Thanks Day event hosts/hostesses (directors, officers, managers and corporate employees) * * *

FY 2020	Program not held
---------	------------------

Basic Policy on Community Action Programs

Policies and Regulations

✿ 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 wonderful dreams, moving experiences, delight and contentment, we expend considerable energy in activities that focus on the “heart,” placing emphasis on programs that nurture and support families and children who are an integral part of the services we provide. Particularly, we focus on community action programs for children. Thereby, we aim to contribute to create healthy and happy families, regions and communities.

Concerning our programs aimed at promoting the positive development of children, 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, a public interest incorporated foundation.

The 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**

Our Group will support programs that “nurture the heart” in children to develop intellectual curiosity and consideration for others.

○ **Programs that support children**

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

Management Structures

Promotion structure of community action programs

Social Activity Promotion Department to implement community programs. The director in charge of the department coordinates and advances overall community programs including those conducted by our Group companies.

Actions and Performances

Expenditures Made for Community Programs

The chart below shows expenditures made for community programs by Oriental Land Co., Ltd. in FY2020.

(Hundreds of yen)

Total	78
Cash contributions	13
In-kind giving: product or services donations, projects/partnerships or similar	13
Time: employee participation during paid working hours	50
Management overheads	2

The OLC Group's Community Action Programs

Actions and Performances

- ✓ Programs to Promote the Positive Development of Children
- ✓ Programs to Support Children
- ✓ Initiatives for Local Communities
- ✓ Support for Those Affected by Large-scale Disasters

*In order to prevent the spread of the infectious disease, some activities in FY2020 were not held.

* Programs to Promote the Positive Development of Children

Disney Dreamers Experience* * *

Tokyo Disney Resort

Year Started	2015
Target	Fifth- and sixth-graders at elementary schools nationwide
Details	Participants interact and share experiences with inspirational Cast Members, who are themselves pursuing their dreams at Tokyo Disney Resort, and think about their own aspirations.
Number of participants	FY 2017: 123; FY 2018: 117; FY 2019: 120; FY 2020: Program not held
Feedback from children (FY 2019)	"It was great to have an opportunity to think deeply about my dream." "The program has enabled me to keep my focus on my goal."
Feedback from parents (FY 2019)	"I believe the experience gained in the program will help my son make the right decision when he needs to." "This was a great experience for my daughter. I will continue having talks with her about her dreams."



FY2019 Disney Dreamers Experience

* Programs to Support Children

OLC Group Children's Smile Fund * * *

Established	2010
Target	Children facing hardships
Details	<ul style="list-style-type: none"> The Company and employees join together to support children in need throughout the world We collect charitable contributions made by our employees on a voluntary basis as a fraction of their monthly paychecks or bonuses (99 yen or less) and an optional number of 100-yen units. The employees 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 OLC will donate a matching gift to each of the chosen recipients.

* Designated charities and areas of support

(yen)

The OLC Group Children's Smile Fund Designated charities		Areas of support	FY 2020 donation amount
	The Japan Committee for UNICEF	Support for water and hygiene	969,577
	Save the Children Japan	Support for education	817,639
	Japan Association for the World Food Programme	Support for school lunch programs	768,497
	Japan Committee Vaccines for the World's Children	Support for vaccinations	773,616
	Medecins Sans Frontieres	Support for Medical Care (Nutritional Improvement)	755,749

Social Activities of Tokyo Disney Resort Ambassador✿✿✿

Tokyo Disney Resort

Year Started	1982 (Before Tokyo Disneyland opened)
Target	Children who have difficulty visiting Tokyo Disney Resort
Details	Our Tokyo Disney Resort Ambassador, accompanied by various Disney characters, visits facilities throughout the country, including pediatric wards, facilities for people with disabilities, special needs schools and nursing homes, to deliver the "Disney Dream" > Tokyo Disney Resort Ambassador 
Number of facilities visited	FY 2017: 41; FY 2018: 59; FY 2019: 45; FY 2020: Program not held



FY2019 Social Activities of Tokyo Disney Resort Ambassador

Helping Make Wishes of Children Come True (in Cooperation with Make-A-Wish Japan)✿✿✿

Tokyo Disney Resort

Year Started	2012
Target	Children with intractable diseases
Details	In collaboration with Make-A-Wish Japan, we help children realize their dreams of visiting our Theme Park and staying at a Disney Hotel by providing tickets and hotel accommodations.
Number of wishes supported	FY 2017: 78; FY 2018: 88; FY 2019: 75; FY 2020: Program not held



Letters from the children

Initiatives for Local Communities

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



Year Started	FY 2007
Target	First- and second-year junior high school students in Urayasu City
Details	<ul style="list-style-type: none"> Started hosting classes at junior high schools in Urayasu City in FY 2007 In response to dance education becoming mandatory in FY 2012, the classes were upgraded to in-school dance classes in FY 2013. Supports the education of children in local communities by providing dance classes taught by a choreographer and dancers.
Number of participants	FY 2017: Approx. 260; FY 2018: Approx. 300; FY 2019: Approx. 390; FY 2020: Program not held
Feedback from students (FY 2019)	<p>"It was fun to create new dances and dance together with friends"</p> <p>"Through dancing, I realized how important it is to work as a team."</p>
Feedback from teachers (FY 2019)	"Dancing seems to have taught the students the value of communication and helped them tackle difficulties."



FY2019 In-school classes

The OLC Group's Work Experience Program, We Make Happiness✱✱✱

Year Started	FY 2005
Target	Junior high school students in Urayasu City
Details	The Program is hosted to support the career education initiatives implemented by the Ministry of Education, Culture, Sports, Science and Technology. A total of 16 types of jobs had been experienced including: Answering phone calls; preparing for fires and earthquakes; making beds at hotels; working at the Ikspiari information center; and working at the cinema.
Number of participants	FY 2017: 88; FY 2018: 84; FY 2019: 86; FY 2020: Program not held
Feedback from students (FY 2019)	"I learned that I can work safely and efficiently by taking the next action into account." "Smiles and communication makes it easier to work."
Feedback from trainers at workplaces (FY 2019)	"We were hoping to convey to the students how happiness can be created, but conversely, the students delivered happiness to us. We were glad that they understood the importance of putting themselves in others' shoes, a policy we were given the chance to reaffirm."



FY2019 Work experience program

Supporting Community Events✱✱✱

Our Group supports various events held in Urayasu City. We utilize our internal network (intranet) to provide information about volunteer opportunities for our employees, such as cleaning up the city, or providing assistance at kindergarten or nursery-school field days in Urayasu City. We cherish the opportunity to work together with the people of the community. Also, we donate candles used at our hotels to the Urayasu City welfare center, where they are recycled to make handmade candles that are offered for sale.

Community events we support	Play Time for Families: Smiles and Dreams Urayasu City Sports Fair Urayasu Citizens' Festival Tokyo Bay Urayasu City Marathon
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*In order to prevent the spread of the infectious disease, we refrained from hosting or cooperating with some events.



Play Time for Families: Smiles and Dreams 2019

Supporting Local Community amid Pandemic✧✧✧

On March 25, 2020, we donated 14,000 pieces of baked chocolate crunch sold at our Theme Parks to Urayasu City's public elementary and junior high school students to cheer them up during the school closure amid the pandemic. The treats were handed out to each child on the last day of their school term, with a letter attached for their parents, saying, "We sincerely hope that the current situation will be resolved and your school life full of fun and hope will be resumed as soon as possible." In addition, on May 1 and 8, 2020, as part of our efforts to help prevent the spread of the infectious disease, we donated 10,000 units of rainwear to Chiba Prefecture and another 5,000 units to Urayasu City, that can be used as protective clothing for healthcare workers being pointed out of its shortage at the time.

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



Tokyo Disney Resort

OLC has provided a Tokyo Disney Resort facility as the venue for Urayasu City's Coming-of-Age ceremony since 2002.

On March 7, 2021, the Urayasu City Coming-of-Age Day ceremony was held at Tokyo DisneySea's Broadway Music Theatre, where the arrival into adulthood of 1,702 young people was officially recognized. This year's theme was "A New Journey — Pursuing shining dreams as one." On behalf of the new adults, a youth representative gave a speech, saying: "What we should value most in our lives ahead is our ability to connect with others. Even if we get lost in the dark, unable to foresee our future, let us join our hands and push forward to achieve our bright new dreams."



FY2020 Coming-of-Age Day ceremony

Support for Those Affected by Large-scale Disasters

Support initiative	Support provided
Support for Those Affected by Torrential Rain in July 2018	In July 2018, we made a monetary donation of 10 million yen plus additional donations from employees to the Japanese Red Cross Society.
Support for Those Affected by Hokkaido Eastern Iburi Earthquake	In September 2018, we made a monetary donation of 5 million yen plus additional donations from employees to the Japanese Red Cross Society.
Support for Those Affected by Typhoon No. 15 in 2019	In September 2019, we made a monetary donation of 30 million yen plus additional donations from employees to Chiba Prefecture.
Support for Those Affected by Typhoon No. 19 in 2019	In October 2019, we made a monetary donation of 10 million yen plus additional donations from employees to the Japanese Red Cross Society.

Special Set Meals including Donations at Employee Dining Halls (Support for Those Affected by the Kumamoto Earthquakes and Great East Japan Earthquake)

To support people affected by large-scale disasters, our Group has made monetary donations, visited elementary schools, donated stationery (Kumamoto Earthquakes and Great East Japan Earthquake), participated in restoration events (Kumamoto Earthquakes), performed joint concerts with junior/senior high school students, and donated school supplies (Great East Japan Earthquake).

On two days of each month from November 2011 to March 2021, we offered 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 included a 30-yen donation, which, along with a matching donation by OLC went toward presenting necessary supplies to elementary schools affected by earthquake disasters. We supported a total of 204 schools in Iwate, Miyagi, Fukushima and Kumamoto Prefectures during the period.

When donating gifts, we recruited volunteer employees in order to engage more employees in our support activities and to present them in person.

Feedback from our employees in FY 2019 included: “I am originally from Iwate Prefecture, but I haven’t been able to engage in volunteer activities in my home prefecture since I started working. This visit has given me the opportunity to see the smiles of children, teachers, and local shop owners, which was uplifting,” and “I received heartwarming words of appreciation and smiles. I felt honored to have been able to deliver gifts to children, the hope of restoration.”

The children said with smiles on their faces, “Thank you for remembering us. We will take on challenges without giving up, whatever difficulties we may face in the future.” A teacher commented, “Thank you for having bought the gifts at local shops. The children and school staff as well as the local community are all delighted.” (FY 2019)



Employees visited the schools (FY2019)

Corporate Governance

▼ Policies and Regulations ▼ Management Structures ▼ Actions and Performances

Policies and Regulations

* Basic Approach to Corporate Governance

We will continue working to strengthen corporate governance, based on our understanding of the importance of raising management transparency and fairness, achieving sustainable growth and development and fulfilling our social responsibilities. Specifically, we aim to strengthen corporate governance by reinforcing the internal control system, increasing management transparency and promoting the reinforcement of management oversight functions. By conducting honest management that emphasizes corporate ethics through these measures, we aim to increase our corporate value.

Management Structures

* 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 business execution to corporate officers, which leads to expeditious and appropriate decisions.

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 monthly, which all auditors, regular or non-regular attend.

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

Strengthening Independence and Objectivity of Board of Directors* * *

A non-statutory Nomination and Remuneration Committee chaired by the CEO has been established as an advisory body to the Board of Directors. Half of its members are independent external directors. The goal is to enhance the independence and objectivity of the Board of Directors in terms of its functions related to director nomination, and remuneration. The committee deliberates on the validity of director nominations and remuneration, and then reports to the Board. Decisions on individual remuneration amounts for directors are entrusted to the committee by the Board of Directors.

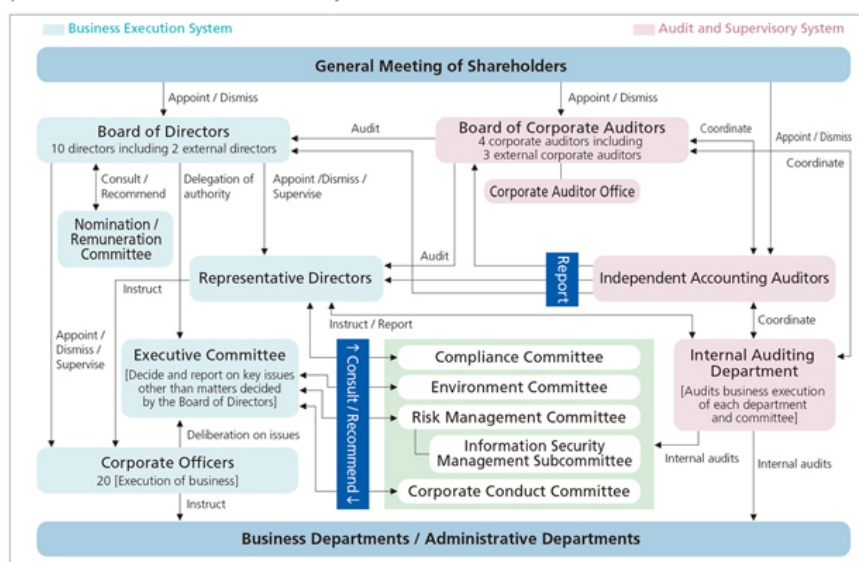
Ensuring Auditing Effectiveness✱✱✱

OLC operates with a Board of Corporate Auditors system. OLC has also introduced a Corporate Officer System to strengthen the management supervisory functions and to accelerate decision making.

In addition, from the viewpoint of incorporating opinions from outside the Company to ensure transparency and fairness in corporate management, OLC has a Board of Directors with ten directors, including two external directors. OLC also has a Board of Corporate Auditors with four corporate auditors, including three external corporate auditors, which incorporates opinions from an objective and independent stance to raise the efficiency of corporate auditors.

Furthermore, as part of the process to enhance the internal control system, starting with a thorough compliance system, OLC has established various committees.

● Corporate Governance Overview of the Basic Systems



As of October, 2021

● Corporate Governance Structure (As of 1, October2021)

Corporate governance system	Company with Board of Corporate Auditors	
Management system	Corporate Officer System	
Directors	Number of directors	10*1
	Term of directors defined in Articles of Incorporation	1 year
	Chairman of Board of Directors	Chairman*2
	Voluntary committees	
	Nomination/Remuneration Committee	Yes
Auditors	Board of Corporate Auditors established	Yes
	Number of corporate auditors	4*3
External directors and external corporate auditors	Number of external directors (independent officers)	2 (2)
	Number of external corporate auditors (independent officers)	3 (2)

*1 The maximum number of directors defined in the Articles of Incorporation is 15.

*2 Except when the chairman serves concurrently as president.

*3 The maximum number of corporate auditors defined in the Articles of Incorporation is 6.

[Corporate auditors]

1. Our 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, which is in charge of internal auditing, while being independent of business execution departments and also playing 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.


Actions and Performances

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 our Group.

Our internal controls pertaining to the consolidated financial reports were deemed to be effective as of March 31, 2021, which was duly audited by an independent auditor and reported to the authority.

Related information

[Corporate Governance Report](#)  (421KB)

Policies and Regulations

* Thorough Enforcement of the Compliance System

The 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.

The OLC Group Compliance Code (Established April 2006)

All our 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* * *

Our Group has put together business guidelines for all its directors and employees as part of its commitment to the highest standards of corporate conduct in all of its dealings. Content of the Business Guidelines is handed out to all employees through mediums such as booklets and intranet.

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.



Outline of Business Guidelines

- Prioritize health and safety (deadline management, workplace safety/environment/health management, overtime work, etc.)
- Respect human rights (prohibition of engagement in child labor and forced labor, ensuring that publicity activities are in consideration of human rights, prohibition of all kinds of harassment, etc.)
- Ensure fair transactions (fair selection of suppliers, compliance with the Antimonopoly Act and Subcontract Act, prohibition of bribery, etc.)
- Ensure information management (management of personal information, protection of intellectual property, precautions in using social media, etc.)
- Address anti-social elements appropriately (with resolute behavior and actions)

Management Structures

Compliance Committee

Our Group has established a Compliance Committee chaired by an individual appointed by the President to ensure the legality of all our Group dealings and embed the spirit of compliance in every business function.

Any time our Group becomes aware of a serious incident involving improper executive or employee conduct or a violation of laws, regulations or company policy, this committee will conduct the necessary investigations and report to the chairman of the committee, the President and an auditor.

In addition, all cases where consultation is sought are periodically reported to the Compliance Committee, the President, the Executive Committee and the Board of Directors.

In FY 2020 no serious law violation occurred.

Whistleblower/Consulter System

We have established a contact point for employees wishing to report any instances of improper conduct including any types of harassment and improper information management within or without our Group.

We also offer such contact points for each employment category and our Group company to make it easier for employees to seek counseling for any potential issues.

In order to ensure the effectiveness of this whistleblower/consulter system, internal regulations clearly specify their anonymity, and that whistleblowers and consulter shall not receive unfair treatments.

Actions and Performances

Compliance Seminars

Our Group provides annual training on compliance-related issues so that all of our employees understand and are aware of their legal and ethical obligations, and are 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 hold 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 including any types of harassment and improper information management, both inside and outside of the company, investigating problems and drafting action plans.

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 to identify any violations.

Risk Management and Information Security

Policies, Regulations and Management Structures

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 organizations in accordance with the Tokyo Disney Resort Basic Plan of Earthquake Disaster Countermeasures, which stipulates a plan for supplies and materials, first-aid plan, etc. In the event of a large-scale earthquake, the Tokyo Disney Resort Earthquake Countermeasures Headquarters is established, with the President of Oriental Land Co., Ltd. as its director, to deal with the situation.

To address the COVID-19 pandemic, we established the Tokyo Disney Resort Infectious Disease Response Coordination Division, with the President of Oriental Land Co., Ltd. as its director. This division implements systems to prevent the spread of the infection by taking various health and safety measures, including gathering information on COVID-19, formulating procedures to prevent closed, crowded places and close proximity and taking other preventive measures to our employees.

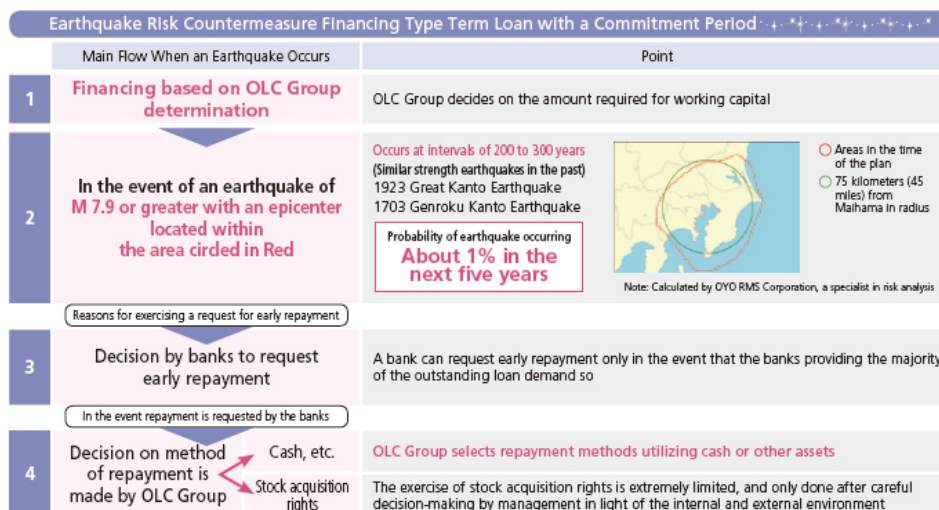
Specific Risks Handled by the ECC

Earthquakes, fires, typhoons, snow, lightning, power outages, accidents, food poisoning, infectious diseases, and terrorism, among other risks

* Business Continuity Plan (BCP) Initiatives

Our Group has set up the Emergency Control Center (ECC) as the organization that supervises response in an emergency such as an earthquake, fire or typhoon to minimize damage to people, and property, enabling the swift resumption of operations. Since the Great East Japan Earthquake in March 2011, we have worked to ensure that operations would be able to continue if a large-scale disaster strikes and are currently considering further initiatives related to our Business Continuity Plan (BCP).

In February 2019, we shifted to a method of financing that sets a loan drawdown of between ¥5 billion and ¥150 billion, with the amount to be determined by our Group if an earthquake materializes.



Following the Great Hanshin-Awaji Earthquake in January 1995, we introduced an Earthquake Risk Countermeasure Financing Type Term Loan with the aim of securing liquidity on hand to continue business. This financial preparedness played a part in enabling us to continue business and achieve a rapid recovery in performance when the Great East Japan Earthquake struck. We also review the content of our finances in alignment with our management strategy and the business environment. In addition to being able to increase the financing amount, the new plan allows us to minimize costs by not having to execute the financing until the capital is needed. If an earthquake measuring M7.9 or greater occurs, although the banks can decide whether to request early repayment, our Group can choose to make the loan repayment with cash or other assets, which means the exercise of stock acquisition rights will be extremely limited.

Features

- 1 Ability to engage in long-term borrowing while flexibly securing liquidity at hand
- 2 Lowers impact on the balance sheet by setting a borrowing limit
- 3 OLC Group can choose cash, other assets or stock acquisition rights as the method of repayment

Period	The drawdown period is set at five years from March 13, 2019 The maturity date may be extended to March 2079 However, early repayment in cash may be made on or after March 13, 2024 as determined by OLC Group
Financing amount	¥5 billion to ¥150 billion Procure funds for working capital as determined by OLC Group when earthquake risk materializes
Repayment hierarchy	Repayment hierarchy shall be the same as a senior debt obligations since there is no subordinate clause
Commitment fee	0.20% of the ¥150 billion loan facility
Ability to hedge risks with sufficient funding at low cost	

Information Security Management Systems

Our 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 that conforms to this policy. Information management is controlled by the Information Security Management Committee, a sub-committee under the Risk Management Committee. Chaired by the Executive Director and Executive Officer of the General Affairs Department, the sub-committee works to raise the level of information security management within our group by monitoring compliance with the OLC Group Information Security Policy and developing plans for employee training and awareness programs.

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 our Group's information security including in the social media channels.

*The Executive Director of the General Affairs Department controlled company-wide Information Technology operations, including information security as an executive officer from FY2014 to FY2017.

The 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 technical 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.

Our Group ensures that customers' and Guests' personal information is protected.

> [Privacy Policy for Oriental Land Co., Ltd.](#)

> [Privacy Policy for the Tokyo Disney Resort business](#) 

Active Information Disclosure

Policies, Regulations and Management Structures

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 the business activities of our Group in a fair, timely and appropriate manner through various means such as news releases, website updates 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 decisions made by our Group.

Disclosure of Negative Information

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

Actions and Performances

OLC's IR Activities

Investor Relations (IR) Activities of OLC, Conducting Active Information Disclosure and Transmitting Feedback throughout the Company

Top management, corporate officers, and directors are supported by a specialized IR staff consisting of 8 members (As of October 1, 2021). This staff continuously strives to improve the transparency and speed of information disclosure, and also works to disclose materials, including those for quarterly financial results meetings, in an easy-to-understand manner.

OLC values opportunities for management to communicate directly with shareholders. The Company holds discussion forums with its shareholders and other investors, and participates in conferences throughout Japan and overseas that are organized by securities companies.

In addition, in order to communicate the opinions of shareholders and other investors within the company, we not only make reports to management, but also provide streaming videos to our employees, using materials from financial results briefings.

The opinions, suggestions and evaluations received from our shareholders are sorted for regular feedback to appropriate managers and departments so we can work to improve our management and business activities.

Stakeholders	Main methods of dialogue		FY2020 results
All Stakeholders	Disclosure of IR materials	We disclose quarterly financial results, annual securities report, quarterly securities report, financial results meeting materials, annual reports, Fact Books and other materials on the official OLC website.	Updated when necessary
Shareholders and investors	Holding of financial results meeting	We hold financial results teleconferences and other meetings, to provide an explanatory overview of our financial results and the progress of our medium-term plan.	4 times (quarterly)
	Individual interviews	We conduct individual interviews to provide follow-up for the financial results meeting, as well as matters regarding ESG.	A total of 400 people
	Participation in IR conferences	We participate in IR conferences hosted by securities companies in and outside of Japan.	11 conferences, a total of 100 attendees
Financial institutions	Debt IR activities	We hold briefings on our financial position and strategies for financial institutions in connection with our financing.	When necessary
Employees	Distribution of video of financial announcements	We inform employees about the financial results and the progress of the strategy and provide an opportunity to get feedback on the views and reactions received from shareholders and investors.	Twice (Once every half year)

SRI and Awards from External Organizations

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

Socially Responsible Investment (SRI)

Dow Jones Sustainability Indices (DJSI) Asia Pacific Index

In 2020, Oriental Land Co., Ltd. was selected as a constituent of the Dow Jones Sustainability Indices (DJSI) Asia Pacific Index. The index is operated under a strategic partnership between S&P Dow Jones Indices in the United States and RobecoSAM (Sustainable Asset Management) in Switzerland.

The index is based on the assessment of companies' sustainability from ESG perspective. It constitutes of companies with high performance with their assessment in Asia Pacific area.

Member of
**Dow Jones
Sustainability Indices**
Powered by the S&P Global CSA

[> See details](#) 

FTSE4Good Index Series

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

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.



FTSE4Good

[> See details](#) 

FTSE Blossom Japan Index

Since 2017, Oriental Land Co., Ltd. has been selected for inclusion 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 are based on existing global standards such as the United Nations Sustainable Development Goals (SDGs).



FTSE Blossom
Japan

[> See details](#) 

MSCI Japan ESG Select Leaders Index

Since 2017, Oriental Land Co., Ltd. has been 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.



2021 CONSTITUENT
MSCI JAPAN
ESG SELECT LEADERS INDEX

[> See details](#)

MSCI Japan Empowering Women Index

Since 2017, Oriental Land Co., Ltd. has been 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.



2021 CONSTITUENT
MSCI JAPAN
EMPOWERING WOMEN INDEX (WIN)

[> See details](#)

The inclusion of Oriental Land Co., Ltd. in any MSCI INDEX, and the use of MSCI logos, trademarks, service marks or Index names herein, 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 executive property of MSCI. MSCI and the MSCI index names and logos are trademarks or service marks of MSCI or its affiliates.

S & P /JPX Carbon Efficient Index

Since 2018 Oriental Land Co., Ltd. has been selected for inclusion in the S&P /JPX Carbon Efficient Index. S&P /JPX Carbon Efficient is a stock index that adopts the inclusion criteria based on disclosure level of Environmental information and carbon efficiency (carbon emissions per unit of sales).



Award and Evaluation

2021 Award for Excellence in Corporate Disclosure

Oriental Land Company, Ltd. has been evaluated for the IR attitude of the management team, and has been selected for the number one best company among the 18 companies selected for “2020 Award for Excellence in Corporate Disclosure Selected by Securities Analysts (Advertising, Media and Entertainment Division)” sponsored by The Securities Analysts Association of Japan.



**2021 Award for Excellence
in Corporate Disclosure**
— Industries —
SAAJ The Securities Analysts
Association of Japan

Awards Received in the Past

2020 Award for Excellence in Corporate Disclosure

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2020 Award for Excellence
in Corporate Disclosure
— Industries —

SAAJ The Securities Analysts
Association of Japan

2019 Award for Excellence in Corporate Disclosure

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2019 Award for Excellence
in Corporate Disclosure
— Industries —

SAAJ The Securities Analysts
Association of Japan

Environment Minister's Award for Global Warming Prevention Activities

Oriental Land Company, Ltd. has been awarded the "2018 Environment Minister's Award for Global Warming Prevention Activities" in the "Prevention Practices/Promotion Division." Oriental Land Company has been acknowledged as the recipient of this award for its organization-wide, energy-saving efforts at Tokyo Disneyland and Tokyo DisneySea through the use of its Power Visualization System.

平成30年度
地球温暖化防止活動
環境大臣表彰



Minister of the Environment

対策活動実践・普及部門

Award for Enterprises Promoting Part-time Workers

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.



Overview of the OLC Group

The OLC Group Business

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

The 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; Massage business	
	PHOTOWORKS CO., LTD.	Photography services	
	DESIGN FACTORY CO., LTD.	Planning, designing, and creating promotional goods and merchandise	
	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 Co., Ltd.		Tokyo Disney Celebration Hotel®
			Kyoto Brighton Hotel
			Urayasu Brighton Hotel Tokyo Bay
			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	
	Oriental Land Innovations Co., Ltd.	Investment in and support of venture companies Promoting cooperation with our Group companies	

* As of October 1, 2021

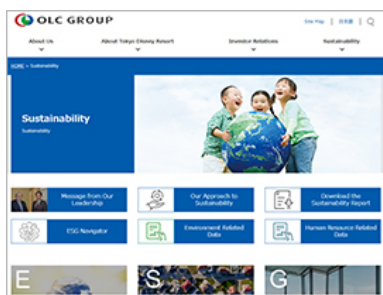
The following businesses are operated under a licensing agreement with Disney Enterprises Inc.

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

About Sustainability information

Policies on Compiling the Sustainability Report

The OLC Group's policies on Sustainability reporting is as follows.




OLC Group Sustainability Information (web & PDF)

Our Group's sustainability activities are exhaustively reported under the framework of Policies and Regulations, Management Structures, and Actions and Performances.

Tokyo Disneyland and Tokyo DisneySea operate prioritizing the health and safety of Guests and Cast Members in accordance with instructions provided by government authorities, in addition to taking measures based on the sector-wide guidelines for amusement and theme parks, which were prepared in view of the Basic Policies for Novel Coronavirus Disease Control by the Government of Japan.

As such, the attractions, restaurants, shops and other facilities at both Theme Parks are operated by setting limits to the numbers of Guests. In order to ensure health and safety of our Guests, we regularly clean the facilities as well as actively ask them to have adequate social distance. Due to the spread of the infectious disease, sustainability program information is subject to partial change.

For information on suspension of facility operations, please refer to the official [Tokyo Disney Resort website](#) .

Looking Ahead in Sustainability Communication

We interviewed various stakeholders and experts within and outside our Group and took their opinions and suggestions into account in compiling this year's sustainability report.


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

Scope of the OLC Group Sustainability Report 2021

This report primarily covers corporate social responsibility initiatives undertaken by our Group. Instances where information is relevant only to Oriental Land Co., Ltd. or to our Group entity will be indicated. All Tokyo Disney Resort sustainability 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 net sales account for more than 80% of the entire net sales generated by our Group. Initiatives undertaken at facilities operated by our Group within Tokyo Disney Resort are as follows:

Scope and structure	Description
Group-wide initiatives	The OLC Group or our Group
Oriental Land Co., Ltd. initiatives	Oriental Land Co., Ltd. or the Company
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 our 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 sustainability 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 our 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 Sustainability Report 2021

The initiatives presented in this report are mainly applicable to our Group's FY 2019 (April 1, 2020 - March 31, 2021), although information is also provided on ongoing and special CSR programs outside the fiscal year.

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October 2021

Issuer

Oriental Land CO.,Ltd.
 Sustainability Promotion Department
 Corporate Strategy Planning Division

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