



OLC Group CSR Report

2015

Digest September 2015

About This Report

The OLC Group CSR Report Digest 2015 outlines our Corporate Social Responsibility (CSR) efforts for our valued stakeholders.

The report summarizes the various initiatives we undertake to uphold the Five Values as defined in our CSR Policy so that readers may get an overall picture of our CSR activities. Additionally, our special feature “The ‘Field Skills’ Supporting Tokyo Disney Resort” discusses the “on-site skills” that support the experiential value of Theme Park visitors from a technical standpoint.

We have kept this report short and simple for the benefit of our readers. Please visit the CSR section on our website to find out more about our initiatives.

■ Scope of report

This report primarily covers CSR initiatives undertaken by the OLC Group. When an initiative pertains specifically to Oriental Land Co., Ltd. or a group subsidiary, it has been indicated as such. Parts of headings enclosed by lines and reading “at Tokyo Disney Resort”, “involving Tokyo Disney Resort”, etc. include initiatives executed and managed by Oriental Land Co., Ltd. as Tokyo Disney Resort’s operator under license from Disney Enterprises, Inc.

■ Timeframe covered

This report primarily deals with CSR initiatives undertaken in fiscal year 2014 (April 1, 2014 - March 31, 2015). However, ongoing or unique efforts may be mentioned in the report even if they took place before or after fiscal year 2014.

Organizations and facilities in the CSR report

Organizations and facilities in the CSR report	Referred to as
Group-wide initiatives	OLC Group or the Group
Oriental Land Co., Ltd. initiatives	Oriental Land Co., Ltd.
Tokyo Disney Resort® initiatives Tokyo Disneyland® Tokyo DisneySea® Disney Ambassador Hotel® Tokyo DisneySea Hotel MiraCosta® Tokyo Disneyland®Hotel IKSPIARI® Disney Resort Line Maihama Amphitheater	Tokyo Disney Resort
Tokyo Disneyland and Tokyo DisneySea initiatives	Theme Parks
Tokyo Disneyland or Tokyo DisneySea initiatives	Tokyo Disneyland or Tokyo DisneySea

■ CSR reporting tools of the OLC Group

PDF file

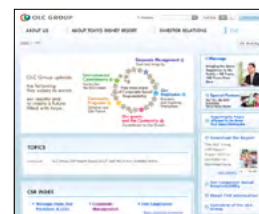
OLC Group CSR Report Digest 2015



This gives on the essence of the OLC Group’s CSR activities in fiscal year 2014 in PDF format.

Website

OLC Group CSR information



<http://www.olc.co.jp/en/csr/>

Search bar with text: Oriental Land CSR

While thoroughly reporting on the CSR activities, it also contains up-to-date information mainly in the TOPICS column.

- Certain companies within the OLC Group are licensed by Disney Enterprises, Inc. to manage and operate Tokyo Disneyland, Tokyo DisneySea, the Disney Hotels and the Disney Resort Line. All of the Disney-branded CSR activities outlined in this report are conducted and managed by Oriental Land Co., Ltd. in its capacity as owner/operator of Tokyo Disney Resort
- Parts of headings enclosed by lines and reading “at Tokyo Disney Resort”, “involving Tokyo Disney Resort”, etc. include initiatives executed and managed by Oriental Land Co., Ltd. as Tokyo Disney Resort’s operator under license from Disney Enterprises, Inc.

Disney scenes © Disney Enterprises, Inc.

Employees and business sections are as of September 2015. Undated information is about FY 2014.

This report draws together the corporate responsibility initiatives of the OLC Group. Information on CSR activities by The Walt Disney Company is available at the following location: <http://thewaltdisneycompany.com/citizenship>

Our Corporate Social Responsibility

Corporate Mission

Our mission is to create happiness and contentment by offering wonderful dreams and moving experiences created with original, imaginative ideas.

OLC Group CSR Policy

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

Caring for the environment

Environmental issues come first in our business activities, so that we leave behind a healthy and clean environment for the next generation.

GO! P.23

Trust and integrity

OLC will continue to inspire trust through honesty and integrity in every aspect of our business including promoting sound business activities and management, open communication, and commitment to our community.

GO! P.9

Children are our future

Children are what help bring families and communities together. As responsible corporate citizens, OLC will focus on nurturing children to advance the development of a healthy and happy society.

GO! P.20

Dynamic and inspiring workplace

OLC will cultivate a work environment in which each and every employee is encouraged to develop to their full personal and professional potential.

GO! P.14

Commitment to our Guests

OLC will consider the needs, happiness and best interests of our Guests in all of our business activities.

GO! P.17

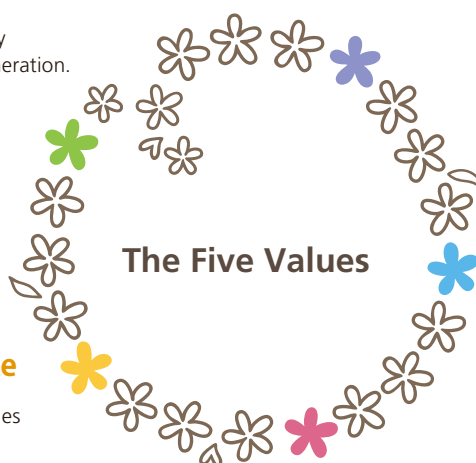


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OLC Group Corporate Social Responsibility

What Oriental Land Co., Ltd. has consistently offered to the public is a unique brand of happiness not to be found anywhere else. While the OLC Group has been expanding its business, shifting from Theme Parks to Theme Resorts and other services, its core values have remained unchanged — namely, a commitment to “making people feel more vibrant by offering magical dreams, moving experiences, delight and contentment” under the guiding principle “spreading happiness”.

Based on our corporate mission of “using new and innovative ideas as the driving force for providing magical dreams, moving experiences, delight and contentment,” our aim is to help create a future filled with dreams that enrich people’s lives. This is why our Corporate Social Responsibility revolves around applying the Group’s Five Values.



Governance and Medium-Term Plan

The Social Activity Promotion Department is a division of Oriental Land Co., Ltd. that is dedicated to promoting our CSR initiatives.

The OLC Group has formulated a Medium-Term Plan through fiscal year 2016 based on the OLC Group CSR Policy, and we are carrying out various CSR activities. During the current medium-term, we have incorporated promoting CSR activities in the Theme Parks business, as well as issuing materials that promote an understanding of CSR to employees and further advancing environmental management.

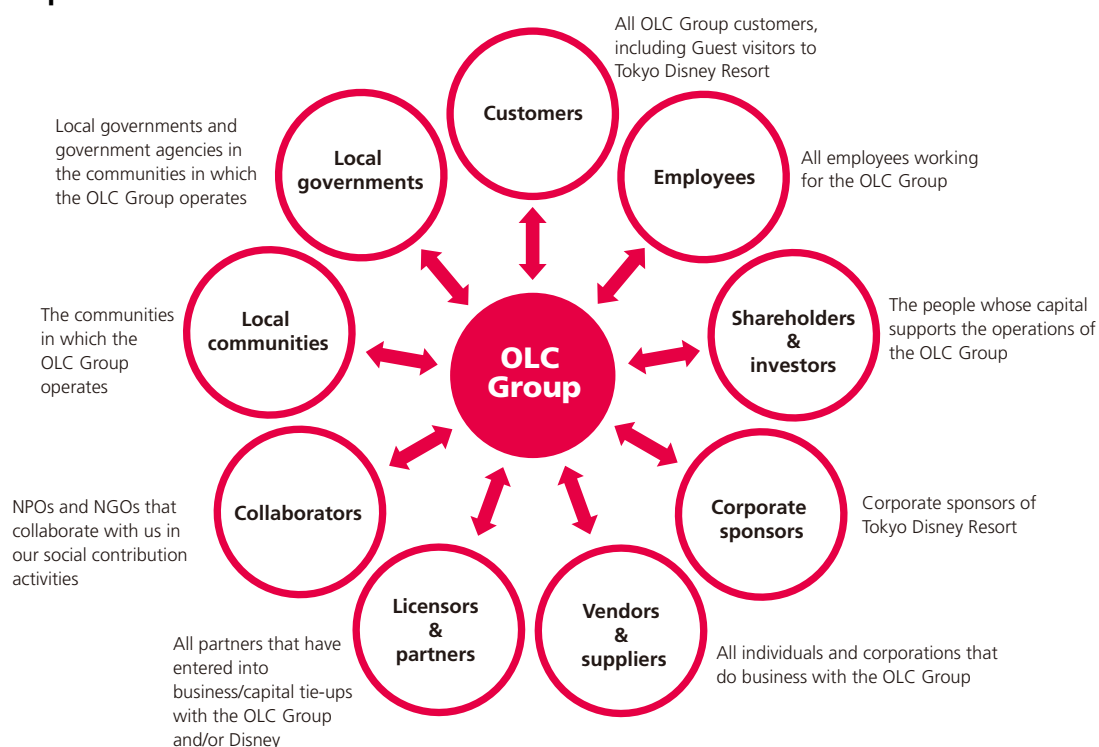
Further, we are measuring our performance against the ISO 26000 standard to identify the challenges that must be addressed and determine our future direction in order to incorporate them into the Medium-Term Plan.

Stakeholder Engagement

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

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

OLC Group Stakeholders



Message from Our President and COO

Bringing the Same Happiness to the Public — 50 Years, 100 Years from Now

Kyoichiro Uenishi

President and Chief Operating Officer



Q

How would you describe 2014?

2014 was the year that followed Tokyo Disney Resort's 30th anniversary. Our new contents and special events were very well received, and we registered record numbers of visitors at both of our Theme Parks. I would like to once again thank all of the stakeholders who have supported us. Looking back to our roots, we intend to pursue even greater Guest satisfaction, and ensure that Tokyo Disney Resort evolves in the process.

Q

What initiatives did you undertake in terms of CSR?

On the basis of the OLC Group Vendors Code of Conduct, we engage in our transactions upon giving extensive consideration to our social responsibility. To this end, in October 2014 we introduced Voluntary Investigation List in order to verify the state of our vendors' CSR activities. We will continue expanding the scope of Voluntary Investigation List and intensifying our initiatives so that our entire supply chain can fulfill its social responsibility.

As part of our work to protect the environment, we have gradually been changing part of the raw materials of shopping bags available at our theme parks and hotels to bio-polyethylene made from sugarcane draff (⇒p.25). Compared with conventional products employing petroleum-based polyethylene, these allow cutting down annual CO₂ emissions by about 30%. In the years to come, we will continue extensive efforts to help prevent global warming, such as by furthering the shift to LED lighting at our theme parks.

Q

Please tell us about any future growth-oriented CSR initiatives.

Last year, at the OLC Group we formulated our vision "OLC in 2023", outlining our goals for ten years down the road. Centered around two areas — the long-term, sustained growth of our core businesses and further growth to be achieved through our new businesses — the Vision expresses the long-term focus of the way in which we do business. In particular, in the context of the long-term, sustained growth of our core businesses we will aim to intensify initiatives for involving Guests from all brackets, including families with very young members, middle-aged and senior Guests, foreign Guests, etc. In order to adapt to the values and needs of a vast customer base, from children to the elderly and foreign guests with diverse cultural backgrounds, we will need to evolve further. Among other things, this will mean expanding our product lineup and creating more comfortable environments. Also, the OLC Group will need to hire and train personnel in order to continue bringing happiness to its Guests. With the aim of further boosting hospitality and operational capabilities across our theme parks, from April 2016 onwards we will be establishing a new employment category — theme park operation positions (⇒p.14). This will entail intensifying the training of our staff as professionals in theme park operation, and becoming better able to hire personnel having great personal charm. In conjunction with the new category's establishment, all current Theme Parks employees (on fixed-term contracts) will be promoted to become corporate employees (on indefinite-term contracts). We will also improve treatment/welfare and expand programs for our Part-time Cast Members, who play a central role in hospitality. Our aim is to create a workplace where all employees can draw satisfaction and growth from their jobs. We will carry forward with a variety of CSR-oriented initiatives, and work to turn the "OLC in 2023" into a reality.

Our roots lie in the happiness brought to the public by the OLC Group, which will remain unchanged 50 years and 100 years from now. With each one of our employees constantly bearing in mind the Five Values that compose our CSR policy, we will push forward with our CSR efforts and develop sound relationships with our various stakeholders and society at large.

I look forward to your continued understanding and support.

Special Feature

The “On-Site Skills” Supporting Tokyo Disney Resort

The OLC Group has made it its aim to bring vitality and solace to its customers through its various businesses, which encompass Theme Parks and hotels. The resources that support these business activities include the spirit and corporate philosophy behind the OLC Group’s foundation, as well as technical capabilities, personnel development and safety/quality control initiatives that are continuously being passed on and improved upon. And it is in “on site” that these efforts come together and bear fruit. This special feature discusses the “on-site skills” that serve as technical support for the value experienced by visitors to our Theme Parks in the form of design, production and maintenance of show elements such as sound, lighting and movement.

* Affiliations and job titles are current as of July 2015.



Sound

Morio Yoshida

Unit Manager
Audio Video Unit
Show System Group
Show Engineering Department

Lighting

Tetsuya Masuda

Unit Manager
Lighting Unit
Show System Group
Show Engineering Department

Movement

Hiroto Kondo

Unit Manager
Animation Unit
Mechanical Support Group
Show Engineering Department

The Sound, Lighting and Movement behind Experiential Value

— First of all, please tell us about what your job entails.

Yoshida: At the Audiovisual Unit, we control the quality of audiovisual elements at our Theme Parks, and design and carry out facility upgrades. The scope of our work encompasses the roughly 12,000 speakers present in the Parks as well as the systems controlling them. We check that music is broadcast without interruption, and ensure that quality for audiovisual equipment is maintained. We are also involved in the audiovisual elements of projects for the creation of new attractions and facilities.

Masuda: At the Lighting Unit, we control the quality of the lighting used inside the Theme Parks, and design and carry out facility upgrades. The scope of our work encompasses the roughly 85,000 pieces of lighting equipment present in the Parks as well as the systems controlling them. The Parks’ lighting serves not only to make locations brighter, but also to bring into relief the thematic features of areas and facilities. We are working on a daily basis to maintain and improve quality. We are also involved in the lighting aspects of the construction and repair of new facilities.

Kondo: The Animation Unit is composed of four specialized teams. We take care of the roughly 3,400 Audio-Animatronics figures* (henceforth “AA figures”) present in the Theme Parks. Our work consists of quality control, which entails checking whether movement quality is in line with settings; quality assurance for elements of external appearance such as paint and skin (skin rendering technology); disassembly/maintenance of driving and control parts; and design/production works aiming to upgrade the AA figures and further improve their quality.

* Machines in the shape of human beings or animals, which are made to move by systems controlled so as to coordinate sound and movements.



AA figures for the Country Bear Theater

Balancing Guest Needs with World of Unique Themes

— What kind of efforts is each of you especially making to express the vision of Disney Theme Parks?

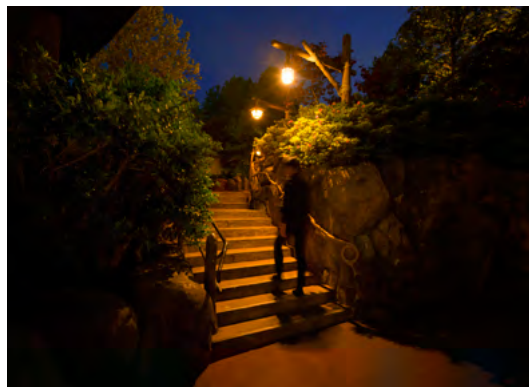
Yoshida: The most important thing is how the Guests perceive sound. For this reason, even for work done before the Park opens or after it closes we will still make sure to verify the results from the Guests' perspective during the Park's business hours. It is true that sound only plays a supporting role, but we take care to fine-tune sound effects so as to really bring out the vision that is unique to Disney Theme Parks. For example, given that each area has its specific soundscape, we use the sound of fountains or river water at boundaries between the areas to make sure that the previous area's sounds are blocked out while the Guests transition into the next area's atmosphere. Also, at restaurants we create soundscapes that do not hinder conversation, while sound effects at attractions are timed



Rivers on area boundaries

to match the story, so that the Guests enter into that attraction's world naturally. In this way, sound can play an outstanding supporting role, turning into an indispensable aspect of attractions.

Masuda: Lighting serves to create an effect that encompasses the degree of brightness, determined in accordance with the theme specific to each area and facility. Even though we may have used the same degree of brightness for several decades, the way in which Guests perceive it has changed with the times, in parallel with evolving sensitivity and changes to brightness inside other commercial facilities. Taking this into account, we go to work to make sure that our Guests are as comfortable as possible, considering the role played by the place of installation within the attraction's storyline, and the effect that it will be necessary to produce in keeping with that role.



Reproduce Critter Country's view, and ensure stair safety

Sound Skills : Judging with Our Ears



Morio Yoshida
Audio Video Unit

While we do have systems in place to measure sound volume and quality, ultimately we judge with our ears. This is because sound effects are meant for the ears of our Guests. Inside the Park, a variety of sounds come together, and we have the necessary skills to distinguish among them. We will also listen to our sound effects in a sophisticated studio environment, and compare our perception with recorded data. We train our ears and our sensitivities by listening to a diverse array of sounds, and are working as sound professionals to maintain and improve quality.



Kondo: It is extremely important that the movements and appearance of the AA figures faithfully reproduce Disney's original vision, and that such conditions are maintained day in and day out. In order to ensure that our Guests can enjoy a high-quality experience of the Disney vision, we closely monitor colors, shapes, textures and movements based on photographs, videos and other documents.

In recent years, we have been working to improve quality so that the figures' expressions, skin and other elements reproduce film characters more faithfully.

Also, we are engaged in R&D on paints and materials for figures installed outdoors in attractions such as Jungle Cruise: Wildlife Expedition.



Closely monitor the movements of AA figures



Safety First, for All Situations

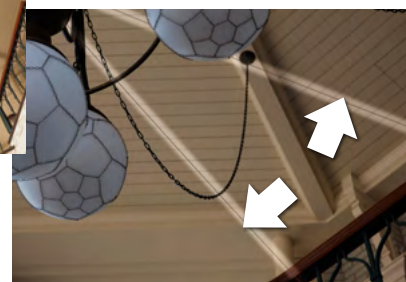
— What steps are you taking to ensure safety?

Masuda: With regard to lighting, we need to maintain a certain degree of brightness to ensure that the Guests can be safe and comfortable inside the Park. If, however, brightness is overly prioritized, the attractions' thematic features may suffer. Therefore, we pay attention to ensuring safety while at the same time preserving thematic features.

We are taking all possible steps to ensure safety. In addition to daily inspections, for example we also manage works in keeping with independent installation criteria that take the risk of earthquakes into account, and, given our proximity to the sea, we take measures to deal with salt-air damage and strong winds.



Wire is in place to prevent light fixture from rocking due to strong winds



Lighting Skills: Reacting Minor Effect Changes



Tetsuya Masuda
Lighting Unit

A simple walk inside the Parks allows us to quickly react to minor changes in brightness that would go unnoticed by the Guests. The way in which the same light source is perceived will vary depending on brightness in the surrounding area and the location of use. Therefore, it is important that we look at as many lighting effects as possible on site, and that we heighten our sensitivity to them. When changing or upgrading each individual piece of lighting equipment, our technicians will make adjustments to make sure that the lighting effects are not lost. Needless to say, this too would be impossible without a thorough knowledge of on-site conditions.



Kondo: As for AA figures, we do a thorough job of verifying the strengths of components and installation methods. In addition to regular inspections, we are also working to prevent overturning and drops by employing safety wires, as well as other safety measures. But however safe the attraction may be, if safety structures become visible to the Guests this will destroy the illusion, so it is absolutely necessary to make sure that the Guests cannot see them.

Yoshida: In addition to the audio systems for music used to create a variety of scenes in the Parks, we have also installed speakers at locations where music is not usually broadcast, so that evacuation announcements are audible to Guests everywhere during emergencies.

over the past three years. Since the renewal of 2013, all lights used for the Star Tours: The Adventures Continue show have been changed to LEDs. We will continue to employ LED equipment at new facilities, and convert the lighting used at major facilities to LED.



Tokyo Disney Resort, where the shift to LED is under way

Shift to LEDs and Carbon Benefits

— Do you have any initiatives in place to protect the environment?

Masuda: Our Theme Parks have as many as 30,000 regular light bulbs. In view, however, of the improvements in the performance of LEDs and other next-generation light sources, we have been gradually shifting our light sources to LED since 2011. Thanks to the shift to LED, CO₂ emissions from lighting inside our Parks have been reduced by 1,600 t

Passing Skills on to the Next Generation

— Please discuss the efforts you are making to pass technical skills on to the next generation, and any matters you routinely keep in mind as the Unit's manager.

Kondo: It has been over 30 years since the opening of Tokyo Disneyland, and the way in which we pass on technical skills and know-how is an important issue to us. Quality assurance work for paint, skin and other elements of the appearance of

Movement Skills: Realizing the Best Performance



Hiroto Kondo
Animation Unit

The movements of AA figures and the quality of their performance are determined by numerous elements, which include sound and lighting in addition to external appearance and activation systems. We need to check from various angles whether the AA figures are functioning in accordance with settings and their thematic features, and I believe that it is important for every one of us to precisely identify our own area of specialty. Then, we need the executive ability that is necessary to use these technical skills to assess actual day-to-day on-site conditions, understand issues, and move on to the next step. I believe that "on-site skills" may be defined as the comprehensive ability to do so.



AA figures requires finely honed specialized skills, as does disassembly and maintenance work for driving and control parts. Person-to-person education carried out over the long-term with a focus on OJT (on the job training) is therefore indispensable.

To this end, we are in the process of “visualizing” skills and know-how: creating procedure manuals, training materials and other documents so that we are able to pass on our experience, and trainees are able to acquire specialized skills.

The Animation Unit is a community of technicians from different fields. As the Unit’s manager, I am always mindful of the need to combine the executive ability that is required to motivate the Unit’s members with the development of a workplace that allows exchanges of opinions, thus leading to rapid and accurate problem resolution.

Yoshida: The fact that we are a technical division means that we deal with “objects”, but it is “people” who hold the workplace together. And in order for people to perform to the best of their abilities, I believe that it is the Unit Manager’s responsibility to foster a better working environment. All of our work is carried out in a joint fashion. It is important to create a workplace where we can leverage our human resources while respecting each other’s roles.

Masuda: We technical professionals have different specialties, but this does not mean that each of us is capable of getting a job done single-handedly. As the Unit’s manager, I take care to ensure that we do our job not as

individuals, but as an organization. Instead of considering problems by ourselves, we need not only to exchange opinions within the team, but also to share specialized knowledge and information with other departments. This will enable us to complete jobs that we would not be able to complete on our own, and to make better use of our technical skills.



The *Sangen* Principle: A Practical Approach to Enhancing Experiential Value

Yoshihisa Kuchikata, Director, Show Engineering Department

The Show Engineering Department is in charge of design, production and maintenance work on all show elements* at both of our vast Theme Parks. Given the direct relationship to the Guests’ experiential value, we place an emphasis on the *sangen* principle — in other words, we do not simply look at drawings and equipment backstage, but instead actually visit the Parks (*genba*), their attractions and other facilities, personally check the state of the systems and equipment that are installed there (*genbutsu*), and assess any issues that may be present (*genjitsu*). The field is the basis of all operations. I try to visit the field myself as frequently as possible, and to verify things with my own five senses.

We must always take into account the needs and perspective of our Guests, and think of ways to reflect

these onto our technical work. Given that our organization consists of multiple specialized groups, we are always mindful of how each one of us should combine his/her individual area of technical expertise with those of others; of how we should work to maintain and improve show quality; and of how this should lead to better experiential value for our Guests.

Using the *sangen* principle as our basic approach, we will continue encourage training and the creation of a suitable environment for our employees to fulfill their potential in the course of field work, so that Guests can feel secure and in good hands at our Parks while they enjoy show elements.

* General arrangement of space and facilities, encompassing sound, lighting and animations.

Attraction Safety at Tokyo Disney Resort

■ Facility and Equipment Safety

All our attractions are designed by placing utmost importance on safety, and are equipped with safety bars and other devices to prevent Guests from going over fencing or getting out of their seats. Among other measures, we have also established restrictions on height.

All facilities, attractions included, are checked by a team of approximately 1,000 maintenance technicians* who work in shifts to verify and maintain safe conditions. In addition to statutory inspections, we perform daily and periodical inspections/maintenance in accordance with our own strict maintenance standards.

In the event of an earthquake exceeding a certain magnitude, Theme Park attractions will stop at locations that enable Guests to safely disembark and reach safety through evacuation routes. We will then conduct inspections by following standards and checklists proportionate to the magnitude of the earthquake, and confirm the safety of the rides and attractions.

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



Automated gates enhance safety at boarding

■ Operational Safety

Cast Members have an important role to play in the safety of the rides and attractions they operate. On the "Star Tours: The Adventures Continue" attraction, for example, after the riders have fastened their seatbelts Cast Members perform system checks to confirm whether the locks are in place. The Guests are then requested to pull their seatbelts, and rigorous steps are taken for both Guests and Cast Members to confirm that the belts are securely fastened.

New Cast Members are required to learn the standard operating procedures and receive repeated on-the-job training so that they are able to respond to any situation, and must go through an assessment period before being authorized to operate attractions independently. As part of their training, Cast Members also regularly participate in emergency evacuation drills while the attractions are shut down in the early hours before the Theme Park opens or after it closes.



Safety check before departure



Show and Parade Safety at Tokyo Disney Resort

■ Safety Management

Our Safety Guidelines specify the safety standards for the design, construction, inspection and maintenance of the equipment used in parades and shows at Tokyo Disneyland and Tokyo DisneySea, and are rigorously enforced.

■ Safety in Manufacture and Inspection

All floats, stages and sets are manufactured in accordance with the Guidelines on the Manufacture and Construction of Show Equipment. We develop maintenance plans tailored to specific program components and perform inspections and maintenance work in accordance with our Maintenance Guidelines.

■ Operational Safety

In an effort to ensure safety during shows and parades, we rigorously enforce the SCSE quality standards and regularly train Cast Members. This enables Cast Members to remain alert to possible incidents or potential risks when working in our Theme Parks so that they are ready to take prompt and appropriate action in the event of an emergency.



Cast Members assigned along the parade route

A Safe Shopping Experience at Tokyo Disney Resort

■ Making Sure of Product Safety

Oriental Land Co., Ltd. has developed its own quality inspection standards which are consistent with the legal and regulatory safety requirements of Japan, Europe and the United States. All of our original merchandise is tested by independent inspection agencies. We also ask our vendors to undergo plant audits and pre-shipping inspections performed by Oriental Land Co., Ltd. employees or designated third-party auditors that correspond to the type of product manufactured. All merchandise-related inquiries, comments and requests are handled by the Tokyo Disney Resort Guest Merchandise Service Department.

■ Product Development to Make Sure of Guest Safety

When developing merchandise for our Theme Parks, due consideration needs to be given to the way children behave. To make sure of that our products are not only aesthetically pleasing and functional but also damage resistant even when they have been subject to impact or bitten, we have developed a set of safety standards and put all merchandise through dropping, stretching and compression tests, as well as chemical examination.



A Safe Dining Experience at Tokyo Disney Resort

■ Food Safety Initiatives in Our Theme Parks

The restaurant facilities at Tokyo Disneyland and Tokyo DisneySea follow the HACCP system—an internationally-recognized safety management tool—in order to maintain food safety. Our food suppliers are selected on the basis of our Vendor Selection Standards, a series of voluntary standards that include more than 30 criteria on food sanitation and food inspection systems. We also conduct regular evaluations of original food safety offered at the restaurant facilities, as well as the food processing plants we contract to produce the ingredients we use.



Testing core temperature prior to serving

■ Food Safety Training

All employees working in food service receive training on topics ranging from proper food handling to food sanitation.



Cast Members wash their hands properly and frequently

■ Considerations for Guests with Allergies

Restaurants at Tokyo Disneyland and Tokyo DisneySea offer special dietary menus whose ingredients are free of the five major allergens (wheat, buckwheat, eggs, milk and peanuts). Also, to allow Guests to check the menu before coming to the Theme Parks, in April 2014, we opened an "Allergen information search" page (in Japanese only) in the official Tokyo Disney Resort website (<http://fsp.tokyodisneyresort.jp/>).



"Allergen information search" page



Menu containing allergen information

Security, First Aid and Emergency Response at Tokyo Disney Resort

■ Security and First Aid

Security Cast Members patrol and conduct bag checks at the Theme Parks as a security measure. Additionally, we conduct a wide range of crime prevention activities that include patrols of the area surrounding Tokyo Disney Resort.

In terms of first aid measures, Tokyo Disneyland and Tokyo DisneySea each have four first aid stations on Park premises (the number of first aid stations in operation will vary depending on Park operating conditions). In the event of an emergency, first aid Cast Members immediately run to the Guests. We have also made automated external defibrillators (AEDs) available throughout Tokyo Disney Resort.



Checking bags at Theme Parks entrance



Central First Aid

■ Emergency Response

The emergency response operations team oversees the operation of the Central Monitoring Center and monitors Tokyo Disney Resort around the clock. Comprehensive emergency drills are held four times each year in different sections of the Theme Parks, while building-specific emergency exercises are held approximately 160 times each year.

To address the risk of earthquakes, we have prepared a response manual indicating the action to be taken by each individual department in accordance with a basic earthquake response plan that stipulates material and rescue measures. If a large-scale earthquake occurs, we will set up TDR Earthquake Control Supervision Center under the President's lead to deal with the situation.



Central Monitoring Center



Emergency drills carried out about 160 times/year

❖ TOPICS Emergency Drills with Guests

In October 2014, in an effort to further enhance our preparedness, we held an emergency drill at Tokyo Disneyland during pre-opening hours, with about 2,100 family members of the employees playing the role of Guests. With the participation of these Guests, who were not aware of internal procedures, we were able to perform a more realistic drill.



Comprehensive emergency drill with Guest participation

Cast Safety at Tokyo Disney Resort

In addition to Guest safety, at Tokyo Disney Resort we also place great importance on the safety of our Cast Members. For example, we are ensuring the safety of Cast Members working on Venetian Gondolas — in the water's proximity — by having them wear life jackets that are equipped with water sensors and inflate automatically. Also, we are employing PET bottle cases as a measure against heatstroke so that Cast Members can hydrate during working hours without taking away from the atmosphere created by Theme Park costumes.



Automatic life jackets activate when detecting water



Cast Members carry drinking water to help prevent heatstroke

II. Management Structure

We believe that sound management structures and corporate integrity are the foundation of our CSR activities and all business activities. Greater transparency and fairness in corporate management allow companies to build trust with stakeholders and achieve continual growth and development. The OLC Group strives to enhance corporate governance so that we may stay true to our corporate mission of creating magical dreams, moving experiences, delight and contentment.

Corporate Governance

At Oriental Land Co., Ltd., the company at the heart of the OLC Group, the Board of Directors focuses on supervision in order to bolster its management supervisory function. Business execution is delegated to corporate officers in order to facilitate swift and appropriate decision-making.

We have a corporate auditing system in place and have established the Regulations for the Board of Auditors and Audit Standards for corporate auditors to clarify the roles and responsibilities of our corporate auditors. Three of our four corporate auditors are external auditors.

In order to provide reliable financial reporting, we have established a Committee for the Promotion of Internal Controls and are enhancing the OLC Group's system of internal controls.

Compliance

The OLC Group has established the OLC Group Compliance Code, which sets forth rules for executives and employees on corporate ethics and legal compliance, as well as Business Guidelines, which outline standards for corporate conduct. We have a Compliance Committee in place and have also established a counseling room for employees wishing to report any instances of improper conduct within or without the Group. The OLC Group provides regular training on compliance-related issues and is engaged in ongoing efforts to monitor employee compliance. In January 2015 "Compliance Month" was held to promote our employees' understanding of harassment.

Human Rights

At the OLC Group, we have established the OLC Group Basic Policy on Human Rights, and have provided clear indications within the Group on how human rights must be respected in the course of corporate activities. Our Business Guidelines also contain stipulations on human rights, and aim to spread information on the subject. We hold training and put the respect of human rights into practice in the course of our daily work.

Risk Management and Information Security

The OLC Group strives to prevent and respond to a wide range of business risks in accordance with the OLC Group Risk Management Guidelines. We have created a response manual in order to address earthquake risks. In the event of a major earthquake, the Tokyo Disney Resort Earthquake Countermeasures Headquarters is established and called into action. The OLC Group Basic Policy on Information Security lays out our basic information management policy. In January 2013, we established the OLC Group Guidelines on Social Media.

Active Information Disclosure

The OLC Group observes laws and regulations pertaining to information disclosure. We disclose information deemed essential to understanding and assessing our business activities, including negative information, in a fair, timely and appropriate manner through various methods such as press releases, website announcements and briefing meetings.

Healthy Partnerships with Vendors

■ Developing Healthy, Solid Partnerships

We make every effort to promote fair and proper dealings with vendors. We follow the OLC Group Vendors Code of Conduct, established with reference to international standards, in order to comply with laws and regulations and fulfill our social responsibility in a wide range of issues including product safety, worker safety, respect for human rights and environmental preservation through our dealings with partner vendors.

■ Supply Chain Management for Disney Brand Products

The factories commissioned to manufacture the Disney brand products sold at the Theme Parks are required to comply with Disney's International Labor Standards international labor standards program (ILS program).

* ** Dynamic and Inspiring Workplace * ** * * * *



Snapshot

Ratio of staff taking paid leave:

82.4 %

Thanks Day participants

15,901
(Number of persons eligible: 23,671)

Social Issues

The working population in Japan is currently decreasing due to aging population and declining birth rate, and the ways in which people view work are also becoming increasingly diversified. More than ever, companies need to respect basic human rights and individual diversity, and to offer “decent work” from the standpoint of employment, working conditions, labor-management relations, safety and health, and human resources development.

Our Approach

Our personnel is the source of the magical dreams, moving experiences, delight and contentment offered by the OLC Group. To continue bringing happiness to our Guests and the public at large, each and every one of our employees must behave hospitably. We are engaged in a variety of initiatives aiming to make sure that all of our employees can realize their full potential, feel safe at work, experience personal growth, and find their jobs rewarding.

Basic Approach to Human Resources

The source of our company's strength is to be found in the outstanding hospitality demonstrated by our personnel; therefore, we believe that hiring and training staff with great talent is essential. We are working on creating an environment where all employees can find their work rewarding, experience personal growth and feel safe. Starting in April 2016, Oriental Land Co., Ltd. will also have a new recruitment category: Theme Park operation positions.



Training and Support Programs

As our business philosophy states, Oriental Land Co., Ltd. respects individuals and seeks to provide motivational support. That is why we offer our employees the opportunity to realize their potential and assist them in developing their professional skills. We have a system in place that encourages employees to pursue opportunities for advancement within the company, whereby part-time Cast Members can apply for Theme Park Cast Member status.

Main Employee Training Programs

Corporate Employees and Theme Park Cast Members	Part-time Cast Members
<ul style="list-style-type: none"> Rank-specific training Training for younger employees Age group-specific career design training Self-study courses 	<ul style="list-style-type: none"> Department-specific training (includes OJT, hands-on training) Five-step career development program and training program based on skill level and experience Part-time Cast Members act as trainers and give guidance to newer employees
* Programs for learning about the Disney philosophy and entertainment business are open to all employees.	

● For more information, please visit ● <http://www.olc.co.jp/en/csr/index/relation.html>

Corporate Culture and Employee Satisfaction

Oriental Land Co., Ltd. has built a corporate culture that inspires and empowers employees so that we may continue to offer magical dreams, moving experiences, delight and contentment to our Guests. All employees enjoy equal opportunity in the workplace and are encouraged to find satisfaction and fulfillment in providing happiness to others. We have implemented unique initiatives in order to enhance satisfaction and motivation.

One example of such an initiative is "I Have an Idea." This program encourages all employees to propose ideas for merchandise, food items and Guest services that Guests will enjoy, regardless of their title or position within the organization.



"I Have an Idea" Award Ceremony

ES Activities at Tokyo Disney Resort

■ Spirit of Tokyo Disney Resort Program

This program allows Tokyo Disney Resort Cast Members to recognize and praise their peers for their everyday efforts. Tokyo Disney Resort Cast Members who were deemed most exemplary are presented with the Spirit Award.



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

■ Five Star Program

In this program, supervisors recognize Tokyo Disney Resort Cast Members for excellent service by handing them a Five Star Card.



The Five Star Card acknowledges Cast Members for outstanding service

■ Thanks Day

Each year on Thanks Day after the Theme Parks have closed, company officers, corporate employees and Theme Parks Cast Members entertain part-time Cast Members as Guests to show their appreciation.



President Uenishi working as Custodial Cast Member

Maintaining a Healthy Work-Life Balance

Oriental Land Co., Ltd. sets child care and family care leave so that employees can balance work, parenting and family care. We also strive to foster a corporate culture that enables employees to maintain a healthy work-life balance. In fiscal year 2013, 82.4% of our employees took paid leave. Employees also have the option of taking their annual paid leave in half-day or hourly increments.



Health and Safety

Oriental Land Co., Ltd.'s management, including the president, regularly walks the workplace to maintain safety and raise awareness of safety issues. We engage in line management to rigorously enforce the PDCA cycle and utilize risk assessment methodologies. We are also boosting our efforts in job-specific risk prediction training as well as in health and safety activities which make use of maps that show the risk of occupational accidents at each workplace. We are educating employees on safety matters when they join the company, providing on-the-job training and job-specific safety education programs for each organizations particularly focused on the safety of part-time Cast Members at the workplace.

Also, as an initiative directed at enhancing the mental and physical health of employees, we have established a Healthcare Center staffed by a resident industry physician, public health nurses and nurses who help employees with their health-related needs. The Healthcare Center offers a range of health exams and provides follow-up care, with the industry physician providing one-on-one guidance and public health nurses offering health guidance.



Regular safety walks by the president



Our Healthcare Center, with resident industry physicians and public health nurses

Employment Opportunities for the Disabled

We actively employs individuals with disabilities, primarily at its subsidiary Maihama Corporation Co., Ltd. Employees with disabilities account for 2.15 percent of our workforce (as of June 1, 2015). At Maihama Corporation, we offer each employee a job that is commensurate with their individual capabilities and we are actively expanding the range of job opportunities available to disabled employees. Jobs include cultivating plants that adorn our Theme Parks, folding linens used in Theme Parks restaurants, making and affixing price labels for Theme Parks merchandise, among others.



Caring for flower seedlings precisely

Jobs at Maihama Corporation

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

* ** Commitment to Our Guests * ** * ** * ** * ** * ** *



Snapshot

Number of visitors to
Tokyo Disneyland and
Tokyo DisneySea in 2014

3.1
million

"Make Happiness!"
Donations

20
million yen

Social Issues

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

Our Approach

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

Bringing Happiness to the Customers and Society

Happiness is an important concept that is firmly kept in mind by each and every one of the Cast Members working at Theme Parks.

As we have shown in the way in which we have fulfilled the expectations of Theme Park Guests up to the present moment, bringing happiness to our Guests and to the community at large means to pay attention to the consumers' diversifying sense of value, as well as to environmental issues and other

problems of social importance, taking into account the Guests' social environment in the course of our business activities.

Also, our Theme Park includes numerous elements allowing Guests to autonomously learn about hospitality, architecture, art, culture, history, film, music and plant while enjoying themselves. Such enjoyable learning opportunities are one form of the happiness that the OLC Group offers to society.

Happiness and Hospitality at Tokyo Disney Resort

The OLC Group continues to spread happiness through its Theme Parks business. In addition to outstanding attractions, shows and parades that transport Guests to a magical world of fun, the hospitality of Cast Members working at the Theme Parks is integral to a happy Guest experience. This is why we place immense value on the

spirit of hospitality. It is what drives Cast Members to not only understand the expectations of every Guest, but to fulfill and exceed them as well.



• For more information, please visit • <http://www.olc.co.jp/en/csr/index/social.html>

Our Commitment to the Well-being of Children: Menu Items at Tokyo Disney Resort

The Sherwood Garden Restaurant located in the Tokyo Disneyland Hotel has a buffet counter for children that offers vegetables prepared in a way children enjoy, such as vegetable parfaits and bread, and soy milk soup, etc. The children's buffet counter is lowered to allow for ease of access. The children's buffet and its health-conscious selections allow even picky eaters to enjoy a fun and healthy meal.

* Buffet menu varies by season



Health-conscious menu offerings at Tokyo Disneyland Hotel

Providing Opportunities to Perform on Stage at Tokyo Disney Resort

As has been done at the U.S. Disney Theme Parks, Tokyo Disneyland and Tokyo DisneySea also offer amateur groups the opportunity to perform live as part of a Music Festival Program. Once on stage, participants become Theme Park Cast Members and experience the magic of Disney Theme Park entertainment and the joy of making their dreams a reality. This program, which has been ongoing at Tokyo Disneyland since its opening in 1983 and at Tokyo DisneySea since 2005, saw the participation of about 180 groups in 2014.



Amateur groups perform at Theme Parks as part of the Music Festival Program

"Make Happiness!" Donations from Christmas Product Purchases at Tokyo Disney Resort

At the Tokyo Disney Resort, out of our desire to deliver happiness to Guests and children throughout the world, since 2013 we have been holding the "Make Happiness!" program, in which donations are made for the purchase of certain products. For special Christmas products purchased by Guests between November 1 and December 25, 2014, 10% of the tax-exclusive sales price was donated to UNICEF. The 20 million yen donation is being used to support the education of children in Asia through the UNICEF "School for Asia"* program.

* Education support initiative being conducted by UNICEF with the aim of providing high quality education and an opportunity for learning to children in the Asia and Pacific region who face difficult situations



"Make Happiness" products that include a donation



Education as a Doorway to the Children's Future

Yukiko Suzuki, Japan Committee for UNICEF

When we heard that OLC was willing to support UNICEF's educational projects through "Make Happiness!", we knew straight away that this would develop into a wonderful initiative that would bring joy to the children. Through education, children are imparted learning and life skills that will subsequently prove essential; they come to cherish their own dreams, and make positive changes to their communities. Going forward, we hope to further expand the scope of our support and secure educational opportunities for more children in Asian countries where education is still plagued with issues.

Initiatives Based on Lessons from Guest Feedback at Tokyo Disney Resort

At Tokyo Disney Resort, our aim is to listen to the voices of our Guests so that we may continue to improve. This is why we gather feedback from our Guests at various Theme Parks facilities and the Tokyo Disney Resort Information Center and ask Guests for their cooperation with questionnaires and interview surveys. We share these comments within the organization and put them to use in a wide range of measures aimed at improving the safety and quality of our services and facilities.



In response to Guest feedback, we installed misting devices to combat the summer heat

Our Commitment to Full and Equal Access at Tokyo Disney Resort

■ Creating an Environment for All Guests to Enjoy

Based on the concept of normalization, the OLC Group is aiming to create an environment in which all Guests who visit Tokyo Disney Resort can enjoy their visit.

Guests who visit Tokyo Disney Resort include people with permanent or temporary disabilities, the elderly and expectant mothers. The OLC Group makes every effort so that these Guests have a comfortable and pleasant experience by providing the necessary facilities, support materials and support services by Cast Members.

■ Support Services Offered by Cast Members

Adding to initiatives that improve infrastructure, the OLC Group provides training and education to Cast Members so that they can provide services to assist Guests with disabilities. This includes supporting employees who wish to become certified as service caregivers.

Sign language pin worn on the chest by Cast Members who have taken a sign language course



■ Barrier-free Facilities and Support Materials

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

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

For use by	Facility and Support
Guests using wheelchairs	Attractions that can accommodate wheelchairs, facilities with slopes or elevators, lowered cash register counters, restrooms designed for Guests using wheelchairs, acceptance of assistance (service) dogs
Guests with visual disabilities	Tactile maps, scale models (of characters and attractions), audio guide systems, informational CDs, tactile map guidebook, acceptance of assistance (guide) dogs
Guests with hearing disabilities	Subtitles, captioning systems, information boards, attraction story papers (mainly in theater-related attractions), acceptance of assistance (hearing) dogs



Attractions that can be boarded in a wheelchair



Platform was raised so that Guests can board the attraction without leaving their wheelchairs



Wider aisles between handrails provide convenience to Guests in wheelchairs and children

* ** Children Are Our Future * **



Snapshot

Total number of children attending the School of Magical Dreams and Moving Experiences

338

Visits by the Tokyo Disney Resort Ambassador

32
locations

Social Issues

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

Our Approach

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

Our Community Action Programs

The OLC Group engages a variety of community action programs in order to fulfill its duty as a good corporate citizen. As a company whose mission is to offer magical dreams, moving experiences, delight and contentment, our activities center on nourishing the heart. That is, we focus on nurturing and supporting families, which are closely intertwined with our business, and particularly children, who represent our future. Such is the stance outlined in the OLC Group Policy on Community Action Programs, established by the OLC Group in 2008.



Child Support and Development Activities

As part of our activities promoting the children's development, we have engaged in initiatives such as "the School of Magical Dreams and Moving Experiences" (⇒p.21), and "in-school classes and workplace experience programs" (⇒p.21). We also help with various events held by the city of Urayasu (Chiba Prefecture); our employees do cleaning work inside the city on a volunteer basis, and cooperate in physical education events at nurseries and kindergartens. In the course of our community activities, we treasure opportunities for interactions with the local residents.

In addition to establishing the OLC Group Children's Smile Fund, an employee matching program to raise funds for child support, we also have our staff visit hospitals, and engage in other community programs involving Tokyo Disney Resort.

School of Magical Dreams and Moving Experiences

The School of Magical Dreams and Moving Experiences is a program that encourages children to have aspirations and to start working toward making dreams a reality. It is aimed at children in the fifth and sixth grade of elementary school. Since its start in 2012, it has been held 14 times, with the participation of a total of 338 children.

In the course of the 2014 program, show performers, costume makers and chefs taught the children about the importance of working to make one's dreams come true.



School of Magical Dreams and Moving Experiences encourages children to pursue their dreams through interaction with Cast Members

In-school Classes and Work Experience Programs for Children in Local Communities

As part of our efforts to engage and educate local children, the OLC Group hosts classes at schools and invites children to experience our workplace. At the in-school class, dancers and choreographers from the Tokyo Disney Resort provided dance instruction. At the work experience program, the "meaning and fun of work" was conveyed through a variety of jobs unique to the Tokyo Disney Resort.



In-school class



Work experience program

Children Support Activities Involving Tokyo Disney Resort

Welfare Activities of the Tokyo Disney Resort Ambassador

To deliver the "Disney Dream" to those who find it difficult to visit Tokyo Disney Resort, we send our Tokyo Disney Resort Ambassador and Disney characters to facilities throughout the country, including pediatric wards, facilities for the disabled, special needs schools and nursing homes. This program has been ongoing since 1982, before Tokyo Disneyland opened to the public. In fiscal year 2014, visits were made to 32 facilities.

Helping Make Dreams of Children with Life-threatening Medical Conditions Come True (in Cooperation with Make-A-Wish of Japan)

Since 2012, as part of our "CSR activities to support children," the OLC Group has worked with Make-A-Wish of Japan and has made Disney Theme Park tickets and hotel accommodations available to children with life-threatening medical conditions in an effort to help them realize their dreams, such as "I want to visit the Theme Parks" and "I want to stay at the Disney Hotel."



The 2015-2016 Tokyo Disney Resort Ambassador, Mickey Mouse and Minney Mouse spread smiles



Letters from the children

Support for Urayasu City's Coming-of-Age Day Ceremony

Since 2002, Oriental Land Co., Ltd. has provided Tokyo Disneyland as the venue for Urayasu City's official Coming-of-Age Day ceremony for 20-year-olds. On January 12, 2015, marking the event's 14th edition, 1,400 new adults—80% of all eligible persons—participated in the ceremony.



Urayasu City Coming-of-Age Day ceremony hosted at Showbase at Tokyo Disneyland

Supporting the People Affected by the Great East Japan Earthquake

The OLC Group continues to help those affected by the Great East Japan Earthquake. We are a company that offers magical dreams, moving experiences, delight and contentment through our Theme Parks business. That is why we engage in activities that bring joy to children in disaster-stricken areas, including staging joint performances by junior and high school students and Tokyo Disney Resort musicians, and giving incoming first graders free school supplies.

Supporting Reconstruction with Our Employees

■ Special Donation Menu Set at Employee Dining Halls

At the seven employee dining halls located on our premises, we offer a special menu set called “WE ARE ONE” that includes a 30-yen donation to support the areas affected by the earthquake disaster. The OLC Group matches the amount donated by employees, and all donations go toward helping elementary school children in Iwate, Miyagi and Fukushima Prefectures in the form of necessary supplies. This special menu set has been available on the second Friday and Saturday of each month since November 2011; in 2014, the initiative targeted 10 elementary schools in Soma, Fukushima Prefecture.



Vaulting box donated via WE ARE ONE



Supporting Reconstruction with Tokyo Disney Resort

■ “WE ARE ONE Joint Concert”

Through music, which is closely related to the Tokyo Disney Resort business, and based on a desire to bring smiles to children and as many people as possible, we began holding “WE ARE ONE Joint Concert” in 2012. The 2014 edition — the third thus far — was performed by junior high school students from the Soso District together with musicians from the Tokyo Disney Resort, at the Minamisoma City Culture Hall.



Concert made everyone's hearts become one



■ Donation of School Supplies

We have been providing a Tokyo Disney Resort school supplies kit to all incoming first grade elementary school students in the hope that children in the disaster-affected areas may have a fun start to their school year. In the spring of 2015, we donated a total of 50,000 sets to a total of 1,219 schools, among which 347 schools in Iwate Prefecture, 405 schools in Miyagi Prefecture and 467 schools in Fukushima Prefecture. We will continue this activity for six years until all of the children who experienced the Great East Japan Earthquake enter elementary school.



Donating Tokyo Disney Resort school supplies to incoming first graders in disaster-affected areas



* ** Caring for the Environment * ** * * * *



Snapshot

Solar power
output

600kW

Recycling rate inside
the Theme Parks

75%

Social Issues

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

Our Approach

The OLC Group is working earnestly on green initiatives that will allow it to continue bringing happiness to the generations to come while preserving and passing on the planet's environment. With regard, in particular, to climate change, the Group is not only working to limit emissions of greenhouse gases, but is also adapting in order to minimize the impact that increasing temperatures exert on its Guests.

Our Policy and Systems for Conservation

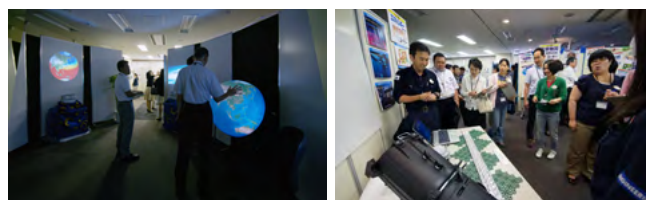
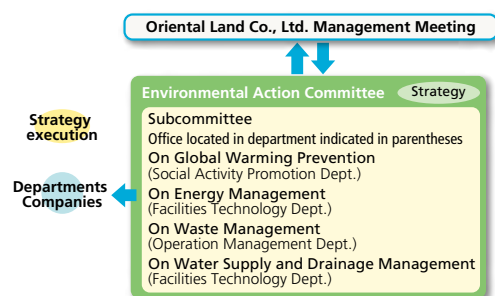
The OLC Group has established an Environmental Policy that states our commitment to operating our business in a way that maintains harmony with the environment so that we may continue to offer magical dreams and moving experiences to future generations. Going forward, we intend to enhance our environmental management structure, keep our business operations in harmony with the environment and engage in activities that focus more on our relationship with Guests and customers.

Additionally, the OLC Group has established an Environmental Action Committee, which devises strategies and sets environmental targets to promote environmental initiatives.

To raise employee awareness of the importance of environmental conservation, we also engage in a variety of efforts including offering e-Learning programs to educate employees about environmental issues, publishing an environmental series in our in-house newsletter for employees and hosting environment-themed events.

OLC Group Environmental Management Structure

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



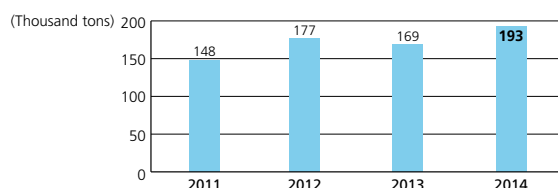
We held an environmentally themed internal exhibition named "Environmental Fair"

● For more information, please visit ● <http://www.olc.co.jp/en/csr/index/environment.html>

Environmental Load Mass Balance at Tokyo Disney Resort

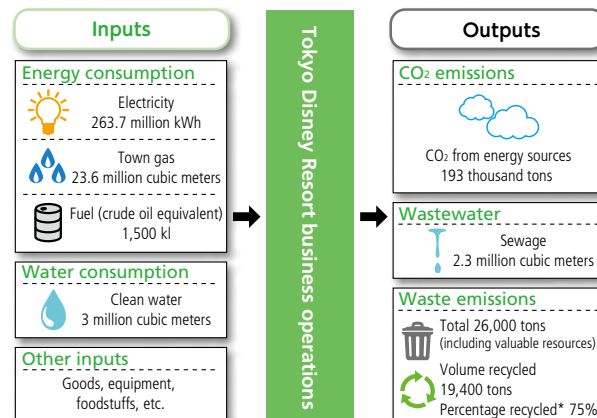
The business activities of Tokyo Disney Resort encompass a myriad of functions, including energy management, water treatment, waste management and recycling, much like a city. This is why we give due consideration to various environmental factors and are working on reducing the burden that our business activities place on the environment.

CO₂ Emissions



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

Mass Balance on Tokyo Disney Resort Environmental Impacts (Fiscal year 2014)



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

Our Efforts to Fight Global Warming

Ever since the Theme Parks were in the earliest planning stages, the OLC Group has been committed to efficient resource use. Currently, we have implemented a variety of measures, such as making electricity usage "visible," and are working to conserve energy through a number of targeted initiatives.

To reduce CO₂ emissions, we have established a mid-term plan and set specific numerical targets. Going forward, our goal will be to limit our CO₂ emissions in fiscal year 2016 to 178,000 tons using the fiscal year 2012 emissions factor. Also, concerning the approximately 2,000 tons emitted in excess of the 2012 target of 181,000 tons, we will implement carbon offsets* of 2,000 tons per year for three years beginning in 2014. To adapt to climate change, we are working to secure water sources, prevent heat stroke and be prepared for unexpectedly strong rainstorms. We intend to continue with such measures, anticipating climate changes that are expected to occur due to global warming.

* All or part of the amount of CO₂ emissions that cannot be reduced is offset by having another company or organization reduce its emission of CO₂ or absorb the equivalent amount (that is, supplementing our CO₂ emissions reductions with reductions achieved by another company).

Giving Due Consideration to Biodiversity

At the OLC Group, as part of our efforts aimed at limiting damage to ecosystems in the course of procurement, we have set new internal guidelines on the procurement of paper. These require avoiding illegal or excessive deforestation, and recommend adopting 100% recycled paper for office use.

Waste Reduction

To reduce our impact on the environment, the OLC Group is actively working to limit the amount of waste generated and promote recycling. This thinking is shared by all companies in the OLC Group, and we are working to form a stronger partnership within the Group and dispose of waste in ways that are kinder to the environment.

Water Conservation

The OLC Group has been purifying waste water and promoting the use of reclaimed water on a voluntary basis. Also, because of the large number of laws and regulations governing clean and waste water within the Group, we have established an "OLC Group Clean and Waste Water Guideline" and are creating a system for properly managing and using clean and waste water in accordance with the guideline.

Proper Chemicals Management

The OLC Group manages materials that contain chemicals, such as paints and cleaning agents, by using safety data information sheets on chemical substances. We also replace or reduce the usage of certain chemicals as appropriate. We have established an "OLC Group Chemical Substance Management Guideline" and are promoting the proper management and use of chemical substances.

● For more information, please visit ● <http://www.olc.co.jp/en/csr/index/environment.html>

Initiatives that Contribute to Alleviating Global Warming at Tokyo Disney Resort

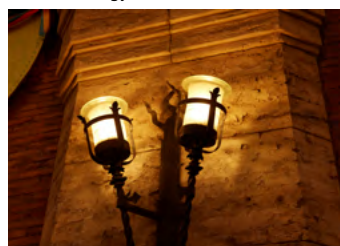
Heating and cooling systems employed in our Theme Parks are managed in a centralized fashion from a single Central Energy Plant, allowing efficient energy consumption. We are also engaged in various other initiatives, which include visualizing energy consumption with an Energy Management System, and switching to LED instead of regular bulbs for lighting and decorations on/in our facilities and attractions. We have also been installing rooftop solar panels, and the equivalent of energy consumption for nighttime parades is currently being covered by natural energy. The shopping bags provided at stores inside our Theme Parks and hotels are now eco-friendly as well, switching from the petroleum-based polyethylene used in the past to bio-polyethylene, which is made from sugar cane draff.



Central monitoring system at the Central Energy Plant



Solar panels installed atop company building



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



Gradual introduction of biomass packaging materials made from sugar cane

Water Conservation Initiatives at Tokyo Disney Resort

The water used at Tokyo Disneyland and Tokyo DisneySea is collected and purified at our in-house water treatment facility. Around 60 percent of the water we use is recycled at this facility and reused as toilet-flushing water. Further, we have placed filtration devices in the areas and attractions containing water and this system ensures that we do not need to replenish water except for that lost to evaporation.



Water circulates throughout the Theme Parks to maintain water quality

Waste Reduction Initiatives at Tokyo Disney Resort

Tokyo Disney Resort as a whole had a recycling rate of approximately 75% in fiscal year 2014. We recycle virtually all kitchen waste generated in our Theme Parks.



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



Manual sorting by Cast Members

Examples of Items We Recycle

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

● For more information, please visit ● <http://www.olc.co.jp/en/csr/index/environment.html>

About OLC Group

The OLC Group aims to invigorate people's lives through its Theme Parks, shopping complex, hotels and monorail line. At the heart of the Group is Oriental Land Co., Ltd., which manages and operates Tokyo Disneyland and Tokyo DisneySea under license from Disney Enterprises, Inc.

■ Company overview of Oriental Land Co., Ltd.

Corporate headquarters 1-1 Maihama, Urayasu City, Chiba Prefecture, 279-8511

Date of establishment July 11, 1960

Capital 63,201,127,000 yen

Number of employees Corporate employees: 2,229

Theme Parks employees: 820

Part-time employees: 18,706

(As of March 31, 2015)

■ Contact us at:

Publicity Department, Oriental Land Co., Ltd. Tel: 047-305-5111