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OLC Group CSR Report 2014

Digest September 2014



About This Report

The OLC Group CSR Report Digest 2014 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. Also included are three special feature columns based on a panel discussion titled "Reflecting on the Past 30 Years of Tokyo Disney Resort Through a Discussion with Intellectuals" that was held in commemoration of the 30th anniversary of Tokyo Disney Resort. These columns will provide further insights into our initiatives based on The Five Values.

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.

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

■ 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. Concerning the "Initiatives related to Tokyo Disney Resort and the Theme Parks business" found at the bottom of each page, they are initiatives executed and managed by Oriental Land Co., Ltd. through the operation and management of Tokyo Disney Resort under a license from Disney Enterprises, Inc.

■ Timeframe covered

This report primarily deals with CSR initiatives undertaken in fiscal year 2013 (April 1, 2013 – March 31, 2014). However, ongoing or unique efforts may be mentioned in the report even if they took place before or after fiscal year 2013.

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 Disney Resort
Tokyo Disneyland®	
Tokyo DisneySea®	
Disney Ambassador Hotel®	
Tokyo DisneySea Hotel MiraCosta®	
Tokyo Disneyland®Hotel	
IKSPIARI®	
Disney Resort Line	Theme Parks
Maihama Amphitheater	
Tokyo Disneyland and Tokyo DisneySea initiatives	Theme Parks
Tokyo Disneyland or Tokyo DisneySea initiatives	Tokyo Disneyland or Tokyo DisneySea

- Certain companies within the OLC Group are licensed by Disney Enterprises, Inc. to manage and operate Tokyo Disneyland, Tokyo DisneySea, the Disney Hotels and the Disney Resort Line. All of the Disney-branded CSR activities outlined in this report are conducted and managed by Oriental Land Co., Ltd. in its capacity as owner/operator of Tokyo Disney Resort.
- ✿ Items indicated with this mark are CSR activities of Oriental Land Co., Ltd.
- ✨ ✨ ✨ ✨ ✨ Items indicated with this mark include the CSR activities executed and managed by Oriental Land Co., Ltd. as the company that manages and operates Tokyo Disney Resort on license from Disney Enterprises, Inc.

Disney scenes © Disney Enterprises, Inc.

Employees and business sections are current as of September 2014.

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

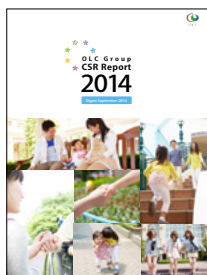
<http://thewaltdisneycompany.com/citizenship>

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CSR reporting tools of the OLC Group

"OLC Group CSR Report Digest 2014" (PDF file)

This gives on the essence of the OLC Group's CSR activities in fiscal year 2013 in PDF format.



"OLC Group CSR information" (Website)

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



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

Oriental Land CSR

search

Tokyo Disney Resort 30th Anniversary Special Feature

Reflecting on the Past 30 Years of Tokyo Disney Resort Through a Discussion with Intellectuals



A panel discussion titled "Reflecting on the Past 30 Years of Tokyo Disney Resort Through a Discussion with Intellectuals" was held in commemoration of the 30th anniversary of Tokyo Disney Resort. Excerpts from that panel discussion are included in this report as three special feature columns which follow The Five Values sections that discuss Tokyo Disney Resort-related initiatives.

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Our Corporate Social Responsibility

✿ OLC Group Corporate Social Responsibility

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 initiatives revolve around The Five Values of our Group.

✿ OLC Group Stakeholders

We believe in maintaining positive relationships with all of our stakeholders, including customers, employees, shareholders and investors, corporate sponsors, corporate clients, licensors, business partners, collaborators, local communities and local governments.

✿ Corporate Social Responsibility 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 studying and promoting CSR activities in the Theme Parks business, such as continuing the sales of products that include a donation, 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.

Also, along with grasping the changes in society from the perspective of CSR and responding to the needs of stakeholders, we have been conducting stakeholder surveys every year since 2009 in order to receive comments from various perspectives, such as CSR professionals, investors, average citizens and the media, and we reflect those comments in our activities and reporting.

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.

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.



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.

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.

Commitment to our Guests

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

Message from our President and COO

By continuing to provide happiness, we will contribute to the realization of a future filled with dreams that enrich people's lives.

Kyoichiro Uenishi
President and Chief Operating Officer



Q How do you feel when you look back on 2013?

In 2013, Tokyo Disney Resort celebrated its 30th anniversary, and it was also the first year that the annual number of Guests visiting the two theme parks exceeded 30 million people. We were able to provide happiness to a great number of Guests, and we were also able to achieve good fiscal results. I would like to extend my heartfelt gratitude to all the stakeholders who have supported us through the years, and I once again truly recognize the enormity of the expectations society has for us as well as our corporate social responsibility.

In the "2013 Mid-term Business Plan," we included the goals of sustainable growth at Tokyo Disney Resort, our core business, and the strengthening of the foundation for long-term sustainable growth and we came together as a company to achieve these goals. During that time, although adverse situations were encountered, such as the temporary closing of Tokyo Disney Resort following the Great East Japan Earthquake, I believe that we were able to achieve significant accomplishments as a result of the strong determination to "provide happiness" that is shared by all employees and the efforts to transform and improve.

Going forward, we will work even harder to meet the expectations of our stakeholders.

Q Please inform me of the topics in relation to the CSR activities.

During the Christmas season in 2013, the "Make Happiness" program, which featured products that include a donation, was held for the first time, and through UNICEF, we were able to put a donation of approximately 10 million yen to use in benefitting a program that supports the education of children in Asia. I thank you all for your understanding and acceptance of this program, and going forward, we will aim to contribute in partnership with Guests to the creation of a better society through our CSR activities.

Next, in regards to our measures for the environment, despite our efforts we were unable to achieve the mid-term CO₂ emissions target as a result of additional new facilities and an increase in the number of Guests. Given this, we will further initiatives such as increasing the number of installed solar panels and promoting a switch to LED lighting. Moreover, we will broadly contribute to preventing global warming by supporting CO₂ reduction activities outside of the OLC Group through the implementation of carbon offsets for a period of three years from 2014.

Also, at the OLC Group, based on the "OLC Group Vendors Code of Conduct," we have worked to conduct transactions in compliance 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, and going forward, we will work so that the supply chain as a whole fulfills this social responsibility through initiatives such as strengthening the framework for obtaining cooperation from new vendors in performing voluntary audits of the state of compliance.

Q Please tell me about the next stage and CSR of the OLC Group.

Directed at new growth of the OLC Group, we have set forth a "vision for 2023" as the target the Group will aim for over the next ten years. We contemplated from a long-term perspective about what the value we provide to society truly is, and this vision indicates the direction we will head over the long-term. Directed at realizing the "vision for 2023," in the "2016 Mid-term Business Plan" that covers the first three years, we will begin work on initiatives aimed at further growth through new businesses and sustainable growth in our core business.

The value of the "happiness" provided by Tokyo Disney Resort is not visible to the naked eye, and there is no change in our belief that happiness is something that is universally needed in all ages. However, in order to continue providing happiness for the next 50 or 100 years, while also realizing sustainable long-term growth as a corporation, we must respond to the changes in society and continue to create new value. In order to accomplish this, we will establish a good relationship with society and stakeholders and conduct our business activities with a constant awareness of the "The Five Values" defined in our CSR policy. With a firm belief that the build-up of individual activities will lead to a future filled with dreams that enrich people's lives, we will steadily progress with our CSR activities one step at a time.

I ask you all for your continued understanding and support.

The Five Values We Uphold in Our CSR Initiatives

In the following section, you will find out about our efforts to uphold The Five Values as defined in the OLC Group Policy.



Trust and Integrity

Making sure of the safety and sense of security of Guests at our Theme Parks is an important consumer-related issue for us as well as our most important responsibility. Along with ensuring this safety and sense of security, we believe that enhancing transparency and fairness in corporate management to build trust with stakeholders and achieve continual growth and development is the foundation of all business activities.

I Safety First and Provide a Sense of Security

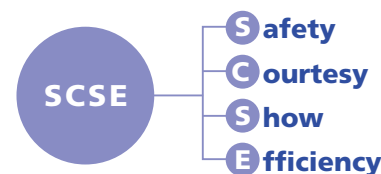
The OLC Group incorporates know-how developed by Disney at the other Disney Theme Parks and puts the safety of Guests first within the operation of the Theme Parks.

* SCSE: The Key to All Operational Decisions (Code of Conduct at all Disney Theme Parks)

All Disney Theme Parks adhere to a code of conduct called SCSE, which represents Safety, Courtesy, Show and Efficiency, in the order of their priority. Safety always comes first.

SCSE is the single most important priority for Oriental Land Co., Ltd., which operates Tokyo Disneyland and Tokyo

DisneySea under license from Disney Enterprises, Inc. SCSE guides the operational decisions and behavior of all Cast Members.



* Show and Parade Safety

■ Safety Management of Theme Parks Hardware

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.

* A Safe Shopping Experience

■ 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.

* Attraction Safety

Not only do the Theme Parks attractions undergo statutory inspections, we also perform daily and routine inspections, as well as maintenance according to our own maintenance standards, in order to maintain attraction safety. Cast Members are trained not only in the procedures from operating manuals, but also receive on-the-job training in order to acquire hands-on experience. They also regularly participate in emergency drills to evacuate attractions during non-operating hours at

the Theme Parks.

Maintenance and operations managers maintain close contact with Cast Members to facilitate swift decision-making and action. These managers are also responsible for checking on-site safety. Meanwhile, internal checks are carried out on an ongoing basis by internal independent auditors. Maintenance and operations Cast Members hold regular safety meetings in order to strengthen the cooperation between divisions.



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



Safety check prior to departure

©Disney ©&™ Lucasfilm Ltd.

Features that increase safety on the Jungle Cruise

The Jungle Cruise: Wildlife Expedition attraction, which reopened on September 8, 2014 following renovations, includes various safety enhancements.

On the boarding platform, by securing the boat in position, rocking has been reduced, and the size of the gap between the platform and boat has been made even smaller. In the boats, by making the height of each step equal, it is now easier to get on and off the boat. Also, some of the aisles have been widened.

The size of the gap between the platform and boat has been made even smaller



By making the height of each step equal, it is now easier to get on and off the boat

* Safe Dining Experience

■ 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 Member gives hands a thorough washing

■ 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

■ Security

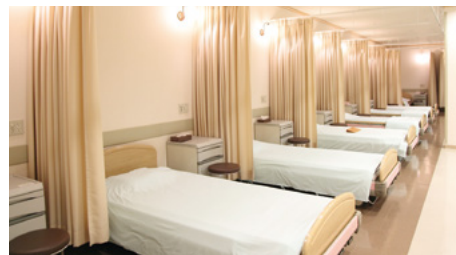
Security Cast Members patrol the Theme Parks and conduct bag checks. Additionally, we conduct a wide range of crime prevention activities that include patrols of the area surrounding Tokyo Disney Resort.



Checking bags at Theme Parks entrances

■ First Aid

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 will go to the Guests, assistance and injured Guests can be transferred to a nearby hospital. We have also made automated external defibrillators (AEDs) available throughout Tokyo Disney Resort.



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 170 times each year. In October 2013, we held an emergency drill with 2,000 family members of Cast Members playing the role of Guests.



Central Monitoring Center



Comprehensive emergency drill with “Guest” participation

II Management Structure

We believe that sound management structures and corporate integrity are the foundation of 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 2013 as "Compliance Month," an appeal was made to use and promote the understanding of the "Business Guidelines."

The OLC Group has established the OLC Group Human Rights Policy to proclaim its commitment to protecting human rights in all of its business operations. In addition, our Business Guidelines contain provisions on human rights, and we make these provisions widely known.

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 respond to 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 all 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 and Clients

We make every effort to promote fair and proper dealings with vendors. We follow the OLC Group Vendors Code of Conduct 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. Also, the factories commissioned to manufacture the Disney brand products sold at the Theme Parks are required to comply with The Walt Disney Company's Corporation's international labor standards program (ILS program).

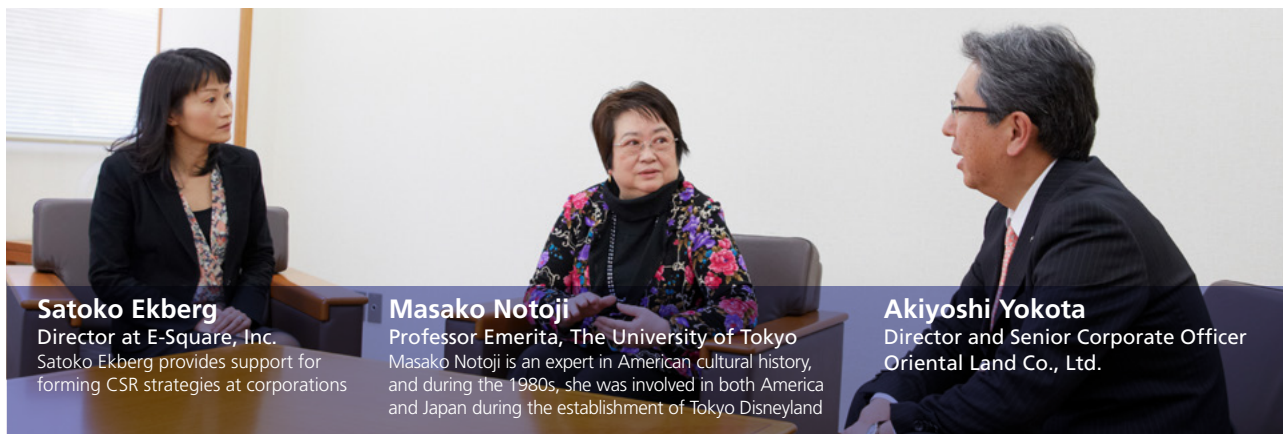
* indicates the initiatives related to the Tokyo Disney Resort business.

● For more information, please visit • <http://www.olc.co.jp/en/csr/management/>

Tokyo Disney Resort 30th Anniversary Special Feature

Reflecting on the Past 30 Years of Tokyo Disney Resort Through a Discussion with Intellectuals

Oriental Land was founded in 1960 with the objective of “contributing to the culture, well-being and welfare of the Japanese people.” At the time, the main theme of the leisure facility was “wonderful people in a wonderful world.” This theme incorporated the desire to build a place that everyone could enjoy. Later, lobbying to attract Disneyland to Japan began, and in 1979, a license agreement was signed with Walt Disney Productions. Following this, Tokyo Disneyland opened in 1983, and it recently celebrated its 30th anniversary in 2013. We will now reflect on the past 30 years of Tokyo Disneyland through a panel discussion with intellectuals.



Satoko Ekberg

Director at E-Square, Inc.
Satoko Ekberg provides support for forming CSR strategies at corporations

Masako Notoji

Professor Emerita, The University of Tokyo
Masako Notoji is an expert in American cultural history, and during the 1980s, she was involved in both America and Japan during the establishment of Tokyo Disneyland

Akiyoshi Yokota

Director and Senior Corporate Officer
Oriental Land Co., Ltd.

✿ Part 1 “Cleanliness” of Tokyo Disney Resort

Ekberg: Last year, Tokyo Disney Resort celebrated its 30th anniversary. Mr. Yokota, how do you feel when you look back on the past 30 years?

Yokota: During the past 30 years in the history of Tokyo Disney Resort, we have carried on the tradition of the Disney Theme Parks, which have designated “family entertainment” that can be enjoyed by all generations as their basic principle, and while preserving those values, we have continued to evolve. On April 12, 2014, the cumulative number of Guests exceeded 600 million people, and the smiles on these 600 million Guests’ faces confirm that we made the correct choice in selecting The Walt Disney Company as our partner.

Ekberg: I believe that during the past 30 years, Tokyo Disney Resort has truly been accepted into Japanese society. Ms. Notoji, how do you feel about this?

Notoji: In the 1980s when Tokyo Disneyland first opened, the objective of Japanese people’s lives was shifting from “working” to “relaxing and playing” and from “material wealth” to “spiritual wealth.” Up to that time, leisure was viewed as “wasteful” and “unproductive,” but through Tokyo Disneyland, leisure became recognized as “necessary for greasing the wheels of daily life.” Tokyo Disneyland has been a major factor in the establishment of a leisure culture in Japan. Also, the fact that Tokyo Disney Resort is extremely “clean” in addition to being

“safe and secure” has led it to being accepted by the Japanese people and become the standard for public facilities in Japan.

Ekberg: Not only did Tokyo Disney Resort raise the bar for cleanliness, but it also gave birth to new definition of comfortable public space. The fact that this spread throughout Japan makes it one example of an important tradition Tokyo Disney Resort has created.

Yokota: I feel that Tokyo Disney Resort has carried on the spirit of the Disney Theme Parks in America, and “cleanliness” is the “basis of the various services that enable Guests to enjoy their time at the resort.” This spirit has taken root in the hearts of each and every Cast Member, and I believe it has led to initiatives that have originated in Japan, such as the “custodial water art” in which Disney characters are drawn on the pavement after it stops raining.



Custodial Water Art

▶ Continued on P.11



Dynamic and Inspiring Workplace

The movement calling for “decent work” (rewarding and humane work) has been gaining momentum. This movement seeks to promote job creation, better labor conditions, labor relations, safety and hygiene, and human resources development. The OLC Group recognizes that it is our employees who bring magical dreams, moving experiences, delight and contentment to our Guests. That is why we strive to ensure that all of our employees feel safe at their workplace, develop their professional skills, fulfill their potential and feel rewarded by their work.

✿ Training Opportunities 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 employees may apply for Theme Parks employee status and Theme Parks employees may apply to become corporate employees.

We have also developed various initiatives that are designed to support the personal development of our employees, including foreign language and sign language classes. We have also established the Dream Fund, a program in which Oriental Land Co., Ltd. pays a portion of the certification course expenses incurred by part-time employees. In addition to the Employee Counseling Desk, we created a Cast Member Consultation Center as a dedicated office where our part-time employees can freely discuss their concerns.



Main Employee Training Programs

Corporate employees	Theme Parks Cast Members (Supervisor)	Part-time Cast Members
<ul style="list-style-type: none"> Training that corresponds to employee's duties and career plan Self-Assessment System (Employee develops own medium-to long-term career plan and presents it to the company) Job Challenge System (Employee may apply for position in new field of work) 	<ul style="list-style-type: none"> Interpersonal skills training (Coaching, etc.) Business skills training, personal development training, training to encourage employees to reflect upon their career path, etc. 	<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 employees act as trainers and give guidance to newer employees
Programs for learning about the Disney philosophy and entertainment business are open to all employees		

✿ 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. Men and women 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.



■ Five Star Program

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



■ 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 in order to show their appreciation.



✿ indicates the initiatives related to the Tokyo Disney Resort business.

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

✿ Maintaining a Healthy Work-Life Balance

At Oriental Land Co., Ltd., employees may take advantage of child care or family care leave so that they may have a fulfilling private as well professional life. We also strive to foster a corporate culture that enables employees to maintain a healthy work-life balance. In fiscal year 2013, 82.6% of our employees took paid vacation days. 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 make the risk of occupational accidents at each workplace visible. We train part-time employees on safety issues when they join the company and provide on-the-job training. Each division also implements job-specific safety education programs in order maintain the workplace safety of part-time employees.

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

✿ Employment Opportunities for the Disabled

Oriental Land Co., Ltd. actively employs individuals with disabilities, primarily at its subsidiary Maihama Corporation Co., Ltd. Employees with disabilities represent 2.1 percent of our workforce (as of June 1, 2014). At Maihama Corporation, we offer each employee a job that is commensurate with his/her 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.



Offering employees jobs that are commensurate with their individual capabilities

Examples of the duties handled by Maihama Corporation Co., Ltd.

Area	Primary duties
Mail services	Affixing of commemorative stamps on outgoing mail deposited at the Theme Parks; collection and sorting of OLC Group companies' 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 Theme Parks
3D glasses cleaning	Cleaning and inspecting the 3D glasses used at the Theme Parks
CK support	Dishwashing duties, etc., at the Central Kitchen
Floriculture	Cultivating of Theme Parks flowers



Tokyo Disney Resort 30th Anniversary Special Feature

Reflecting on the Past 30 Years of Tokyo Disney Resort Through a Discussion with Intellectuals

✿ Part 2 “Hospitality” of the Cast Members

Ekberg: I have heard that at Disney Theme Parks around the world, there exist a principle of “every Guest is a VIP.” Do you think Cast Member hospitality is essential for realizing this?

Notoji: The fact that “hospitality” has become an industry is a social phenomenon of the 21st century. When the Theme Parks first opened, most people in Japan were starting to consider themselves middle class, and the principle of “every Guest is a VIP” and the provision of “hospitality” were very well received. As symbolized by the Japanese word “Omotenashi,” Japan has a proud tradition of world-class “hospitality,” including “courtesy,” “politeness,” “consideration” and “kindness.” I believe this traditional service culture has been further honed at Tokyo Disney Resort. Also, I have heard that former Cast Members of Tokyo Disney Resort are welcomed by Japanese companies, and I believe Tokyo Disney Resort has also had a large social influence in the area of human resources training.

Yokota: We believe that human resources are extremely important and put effort into fostering employees so that each employee can make full use of his/her individual characteristics and abilities. The basis of human resources training at Tokyo Disney Resort is the common goal of “bringing happiness to Guests” that is shared by all employees. There are countless things that occur every day at the Theme Parks, and rules cannot be created for all of them. Concerning service, rather than relying on a manual, we take the approach where each and every Cast Member constantly thinks about “how can I provide the best possible service to Guests” and then puts it into practice.



Ekberg: The thorough response following the Great East Japan Earthquake also received many positive comments and favorable news reports.

Yokota: The “SCSE” (⇒P.4), which is the same at all Disney Theme Parks throughout the world, forms the foundation for the code of conduct at all times. Following the Great East Japan Earthquake, based on the SCSE and directed towards a common goal, I believe each person on the front line could think and decide on their own.

Ekberg: I believe the spirit of “hospitality” is also an important quality for understanding and acting to resolve environmental and social problems. This includes sensitivity towards others, the ability to communicate, showing kindness to living things that cannot speak and personally becoming actively involved in resolving a given problem. The Cast’s spirit of “hospitality” created at Tokyo Disney Resort also contains many items that can be used in practical environmental education and CSR (corporate social responsibility) training.

▶ Continued on P.14



Commitment to Our Guests

Companies must engage in business activities that address the wide range of values and social issues that are important to customers. The OLC Group will always remain attentive to the needs and voices of society and our Guests and reflect them in the way we do business.

✿ Bringing Happiness to Guests and the Community

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.



✿ Learning from Guest Feedback

At Tokyo Disney Resort, our aim is to listen to the voices of our Guests so that we may continue to evolve. 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 analyze Guest feedback and share it within the organization in order to explore and implement a wide range of measures to make our Theme Parks even better.



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

✿ Providing Opportunities to Perform On-stage at the Theme Parks

As has been done in the American Disney Theme Parks, Tokyo Disneyland and Tokyo DisneySea offer amateur groups the opportunity to perform live at our Theme Parks 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, showcases about 200 groups each year.



Elementary school brass band giving a performance through the Music Festival Program

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

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



*Buffet menu varies by season

Health-conscious menu offerings at Tokyo Disneyland Hotel

✿ indicates the initiatives related to the Tokyo Disney Resort business.

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

✿ Our Commitment to Full and Equal Access

■ 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 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.

■ 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 materials, drawing on the opinions and feedback provided by Guests and 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

■ Support Services Offered by Cast Members

As there are sometimes limitations to what we can achieve through initiatives that address physical infrastructure alone, 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 second-level service caregivers.

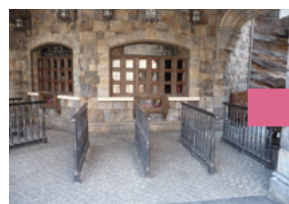
Examples of Normalization



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

✿ “Make Happiness!” Donations from Christmas time Product Purchases

At Tokyo Disney Resort, based on a desire to deliver “happiness,” which was the theme of our 30th anniversary event, to Guests and children throughout the world, we implemented the “Make Happiness!” program in which donations were made when certain products were purchased. For special Christmas products (10 types) purchased by Guests between November 1 and December 25, 2013, 1% of the tax-exclusive sales price was donated to UNICEF. The 11,084,040 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!” display



Products that include a donation

✿ indicates the initiatives related to the Tokyo Disney Resort business.

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



Tokyo Disney Resort 30th Anniversary Special Feature

Reflecting on the Past 30 Years of Tokyo Disney Resort Through a Discussion with Intellectuals

✿ Part 3 Place for Learning About New Cultures While Having Fun

Ekberg: When Tokyo Disneyland first opened, Ms. Notoji, you were involved in creating the “Experience-based Learning Guide” that conveys the benefits of visiting Tokyo Disneyland on school field trips to school officials. Can you tell us about the creation of this guide?

Notoji: The “Tokyo Disneyland Experience-based Learning Guide” was loaded with ways to convey the message of “there are infinite elements of learning within what is fun and interesting.” Tokyo Disney Resort contains many elements that are not well known by Japanese people, such as “Pirates of the Caribbean” and “Halloween,” and these elements provide a starting point for learning about history, geography, culture, architecture and more.

Having an “exposure” along with a fun experience is important in creating a learning opportunity. When an individual questions something, he/she can then look up the answer. I believe Tokyo Disney Resort can be seen as a “place for learning about new cultures while having fun.”

Yokota: The contents of the “Tokyo Disneyland Experience-based Learning Guide” form the basis of the current “Tokyo Disney Resort Campus” page (in Japanese only) located on the Tokyo Disney Resort official website. It introduces a variety of programs that have evolved and expanded over the past 30 years. For example, “Learning Fun” provides various learning elements found at Tokyo Disney Resort as contents in a quiz format that matches

the classwork at school. At Tokyo Disney Resort, there are many elements of fun learning that appeal to children’s five senses, such as hospitality that shows a kind spirit, architecture and art that reveals the beauty of the originals, culture and history that are filled with adventure and video and music that inspires creativity.

Ekberg: The preface to the “Tokyo Disneyland Experience-based Learning Guide” contains the saying by Walt Disney, “Laughter is no enemy to learning.” I believe that “being able to learn while enjoying” is an important perspective. Tokyo Disney Resort provides children with various opportunities for learning precisely because it is a place of enjoyment. Also, it is important that Tokyo Disney Resort can be enjoyed while feeling secure. Tokyo Disney Resort is a place for “spontaneously,” “safely” and “enjoyably” learning about new cultures, and I believe children’s social awareness is being fostered through contact with cultures and traditions not found in Japan.



Contents of the “Learning Fun” contained in the “Tokyo Disney Resort Campus”



✿ Closing remarks —Directed Towards the Next 30 Years



Notoji: I hope that the “happiness” provided by Tokyo Disney Resort will not remain just within the Parks but will expand outside of the out-of-the-ordinary Parks and form broad links with society. It would be great if Tokyo Disney Resort could create channels through which happiness will spread throughout Japan and the world. Guests are becoming more diverse, and I believe it is important to incorporate the various demands and expand them as ideas. I hope Tokyo Disney Resort continues to keep an open mind.



Ekberg: Fans of Tokyo Disney Resort, as well as a wide range of observers, are all watching with high interest how Tokyo Disney Resort, which

has been accepted into Japanese society over the past 30 years, responds to the diverse needs of society. I hope that you will continue to grasp the broad issues in society and tackle them in a fun and positive way.



Yokota: Thank you for your valuable insights. I certainly want to maintain the focus on the diversity of Guests and needs of society, as well as continue to evolve. I hope to incorporate the many hints received today from Ms. Ekberg and Ms. Notoji, and continue well-balanced initiatives in line with “The Five Values” as CSR activities unique to our business.



Children are Our Future

Companies must address social issues and contribute to the development of communities in their own way in order to fulfill their role as corporate citizens and as members of society and the community. The OLC Group engages in various community action programs that are aligned with its business activities, mainly those to foster and support the development of children in Japan and around the world.

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. At the OLC Group as a "Program to Promote the Positive

Development of Children," we will hold a "School of Magical Dreams and Moving Experiences" based on the policy of developing children's intellectual curiosity and consideration for others. As part of the "Programs to Support Children," we are conducting activities such as making visits to facilities and charity work based on the policy of supporting children who have been placed at a disadvantage.

Programs to Promote the Positive Development of Children

School of Magical Dreams and Moving Experiences

We established the School of Magical Dreams and Moving Experiences in order to give children the opportunity to interact with inspirational Cast Members who are driven by an unwavering commitment to their dreams. Children ponder the importance of daring to dream and what they need to do in order to make dreams come true. The program encourages children to have aspirations and to start working toward making dreams a reality. Since its start in 2012, it has been held 5 times, and a total of 114 children have participated in the program. At the "School of Magical Dreams and Moving Experiences" held on December 21, 2013, 24 fifth- and sixth-year elementary school students were selected from over 100 applicants, and they learned the importance of working to achieve their goals from dancers who have realized their dream of dancing at Tokyo Disney Resort.



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

Activities to Support Children

OLC Group's Children's Smile Fund

In July 2010, the OLC Group established the Children's Smile Fund, which allows employees to make voluntary charitable contributions either as a fraction (of 99 yen or less) of their monthly pay checks or bonuses or as an optional number of 100-yen units. The funds collected are donated twice a year to five charities selected by the contributing employees. The OLC Group matches the contributions made by employees in an effort to help children in need throughout the world.



Leaflet on OLC Group's Children's Smile Fund

✳ indicates the initiatives related to the Tokyo Disney Resort business.

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

✿ Living Together with the Local Community

In addition to our activities to nurture children in the local community, the OLC Group lends its support to various events held in the city of Urayasu. Our employees volunteer to clean up the city on the founding day of Oriental Land Co., Ltd. and provide assistance at kindergartens or nursery schools in Urayasu City on school field days. We cherish the opportunity to work and interact with the people of Urayasu City.

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

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

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

On January 13, 2014, the Urayasu City Coming-of-Age Day ceremony was held at Showbase at Tokyo Disneyland. This year marks the 13th time the event has been held, and about 1,300 new adults, 80% of all eligible persons, participated in the ceremony.



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

✿ Delivering Theme Parks Dreams

■ Welfare Activities of the Tokyo Disney Resort Ambassador

In order 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 2013, visits were made to 34 facilities.



The 2014 Tokyo Disney Resort Ambassador and Mickey Mouse spread smiles

■ 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."

✿ indicates the initiatives related to the Tokyo Disney Resort business.

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

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.

✿ “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. Following the concert in Tagajo City in Miyagi Prefecture during the previous fiscal year, the concert in 2013, which marked the second time for this concert to be held, took place at the Ofunato Rias Hall located in Ofunato City in Iwate Prefecture. The middle school and high school students who performed in the concert were overflowing with smiles and some expressed their joy saying “I am so happy to have been able to perform with other middle school and high school students.”



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 2014, we donated a combined 50,000 school supply kits to a total of 1,242 elementary schools: 356 schools in Iwate Prefecture, 418 schools in Miyagi Prefecture and 468 schools in Fukushima Prefecture. We will continue to donate Tokyo Disney Resort school supply kits over the course of six years, until all children who experienced the Great East Japan Earthquake have entered elementary school.

This year marked the third time a donation has been made since the program began in 2011, and to date, we have donated over 150,000 sets of school supplies.



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

✿ 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. This special menu set has been available on the second Friday and Saturday of each month since November 2011, and the OLC Group matches the amount donated by employees. In 2013, we donated encyclopedias, globes, hurdles, pool course ropes and other supplies to elementary schools in Rikuzentakata City in Iwate Prefecture and Kawamata Town and Minamisoma City in Fukushima Prefecture.



Special donation menu item is offered at employee dining halls



✿ indicates the initiatives related to the Tokyo Disney Resort business.

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



Caring for the Environment

Today, we are all faced with a variety of serious environmental issues. It is essential that companies actively engage in efforts to reduce greenhouse gas emissions, conserve energy and resources, promote recycling and maintain the safety of water resources. The OLC Group believes it has a duty to protect the environment for future generations. That is why we are committed to addressing environmental issues, including global warming, in all aspects of our business operations.

Our Policy and Systems for Conservation

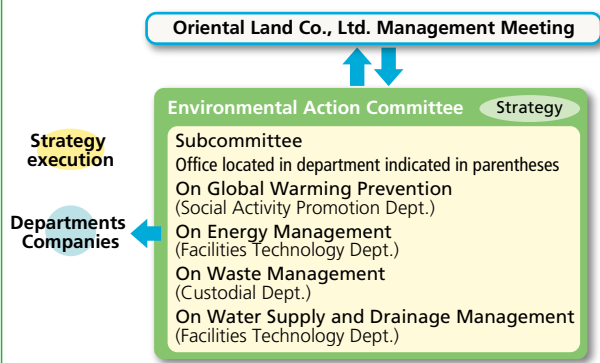
The OLC Group has established an Environmental Policy that states our commitment to operating our business in a way that maintains harmony with the environment so that we may continue to offer magical dreams and moving experiences to future generations. Going forward, we intend to enhance our environmental 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.

In order 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



Eco-Report series in our in-house newsletter

* indicates the initiatives related to the Tokyo Disney Resort business.

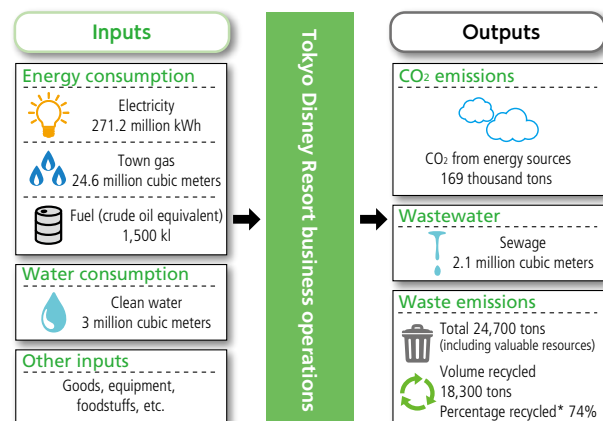
● For more information, please visit • <http://www.olc.co.jp/en/csr/index/environment.html>

Environmental Impact Status of 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 to reduce the burden on the environment resulting from our business activities.

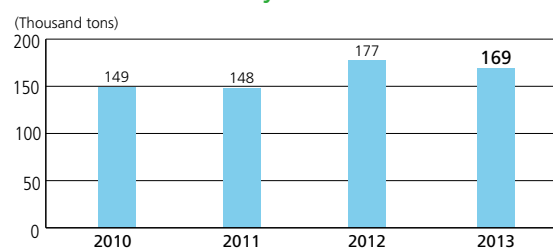
Inputs (i.e., external factors that contribute to the environmental impact of our operations) include energy (electricity, city gas and fuel, etc.), water (clean water), various goods, equipment and foodstuffs. Outputs (i.e., emissions resulting from our business activities) include carbon dioxide, wastewater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

Mass Balance on Tokyo Disney Resort Environmental Impacts (Fiscal year 2013)



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

CO₂ emissions over the years



Tokyo Electric Power Company's adjusted emission factor used to calculate CO₂ emissions from electricity consumption. On paper, emissions for FY2012 increased because the halting of nuclear plant operations caused the electricity emission factor to rise.

Our Efforts to Fight Global Warming

Ever since the Theme Parks was in its earliest planning stages, the OLC Group has been committed to “eliminating resource waste.” 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.

With the aim of reducing CO₂ emissions, we set numerical targets every medium-term. 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 of 0.463. 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.

* For all or part of our own CO₂ emissions that cannot be reduced, that amount is offset (supplementing our CO₂ emissions reductions with the reductions achieved by another company) by reducing the emission of or absorbing an equivalent amount of CO₂ in another location

Waste Reduction

In order 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.

★ indicates the initiatives related to the Tokyo Disney Resort business.

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

Environmental Activities at Tokyo Disney Resort

Initiatives that Contribute to Preventing Global Warming

We are currently in the process of converting the incandescent bulbs used for lighting and decoration in our facilities and attractions to LED lights. Also, through the installation of solar panels on our building rooftops, we can generate the same amount of electricity as that used in our nighttime parades.

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



Waste Reduction Initiatives

Tokyo Disney Resort as a whole had a recycling rate of approximately 74% in fiscal year 2013. We recycle virtually all kitchen waste generated in our Theme Parks.

Examples of items we recycle

	PET bottles	▶ Recycled plastic sheets and fibers
	Bottles	▶ Glass products
	Cardboard boxes	▶ Cardboard paper
	Used paper / paper containers	▶ Recycled paper and toilet paper
	Raw garbage	▶ Biogas power generation, fertilizer and feed
	Cooking oil	▶ Paint 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

Water Conservation Initiatives

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



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: 2,196
Theme Parks employees: 797
Part-time employees: 18,890

(As of March 31, 2014)

■ Contact us at:

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