



OLC Group
CSR Report 2013

Digest • September 2013



About This Report

The OLC Group CSR Report Digest 2013 outlines our corporate social responsibility (CSR) efforts for our valued stakeholders.

This report contains a special feature on the 30th anniversary of Tokyo Disney Resort and the CSR activities that the OLC Group has engaged in over the years told in part from our employees' perspective.

Additionally, the report summarizes the various initiatives we undertake to uphold the Five Values (Corporate Management, Our Employees, Our Guests and the Community, Community Programs, and Environmental Commitments) as defined in our CSR policy so that readers may get an overall picture of our CSR activities.

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. All Tokyo Disney Resort CSR activities outlined in this report are conducted and managed by the Oriental Land Company in its capacity as owner/operator of Tokyo Disney Resort under license from Disney Enterprises Inc.

■ Timeframe covered

This report primarily deals with CSR initiatives undertaken in fiscal year 2012 (April 1, 2012 – March 31, 2013). However, ongoing or unique efforts may be mentioned in the report even if they took place before or after fiscal year 2012.

■ Reference guidelines

Global Reporting Initiative (GRI) Sustainability Reporting Guidelines Version 3.1

Disney scenes ©Disney Enterprises, Inc.

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* Employees and business sections are current as of September 2013.

* 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>

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	Tokyo Disneyland or Tokyo DisneySea
Tokyo Disneyland or Tokyo DisneySea initiatives	

* 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.

Our Corporate Social Responsibility

OLC Group Corporate Social Responsibility

As a company that offers 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 our Five Values.

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 Social Activity Promotion Department oversees the entire OLC Group's CSR programs by coordinating with various departments and group subsidiaries.

The OLC Group has formulated a Medium-Term Plan through fiscal year 2013 based on the OLC Group CSR Policy. We have identified goals for each of the following Five Values and are working to achieve them.

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.

OLC Group CSR Policy

The OLC Group upholds the following 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.

TOP MESSAGE

OLC Group aims to create a future filled with dreams that enrich people's lives.

Q Tokyo Disney Resort celebrated its 30th anniversary this year. How do you feel now that Tokyo Disney Resort is celebrating its 30th anniversary?

Throughout the past three decades, the OLC Group has continued to make improvements to Tokyo Disney Resort in an effort to offer exceptional and happy experiences to all Guests. As a result, we have had the privilege of welcoming over 570 million Guests to our theme parks. We are grateful to all of our stakeholders who have supported us throughout the years. We have renewed our resolve to achieve growth that is in harmony with society and to make Tokyo Disney Resort even better.

Q Please tell us about CSR activities that are unique to the OLC Group.

As a company that offers magical dreams, moving experiences, delight and contentment, the OLC Group aims to build a future that is filled with dreams that enrich people's lives through our business and social responsibility programs that are aligned with our business. We believe that in doing so, we can do our part in creating a sustainable society.

To achieve this end, we are engaging in our own unique CSR activities by focusing on the Five Values outlined in the OLC Group CSR Policy and staying attuned to the various needs of our society and our Guests.

More specifically, we maintain constant dialogue and build good relationships with our stakeholders while engaging in conscientious corporate activities such as ensuring safety and security. We also focus on nurturing employees, who are one of our greatest strengths, as well as implement Guest- and community-oriented activities, conduct activities that contribute to society and strive to preserve the environment. We are also providing as much aid as possible to the areas affected by the Great East Japan Earthquake.

Q What kind of "happiness" will the OLC Group bring to society through its corporate social responsibility efforts going forward?

We will continue to engage in initiatives that reflect the needs and voices of our Guests, including ensuring full and equal access at Tokyo Disney Resort. We also hope to enlist the help of our Guests as we endeavor to spread happiness beyond the gates of Tokyo Disney Resort and throughout society. During the Christmas season, we will be launching merchandise whose sales price includes a donation. This is just one example of how we intend to make a contribution to society with our Guests who visit Tokyo Disney Resort.

Q Finally, please leave us with a message for stakeholders.

The "happiness" that we offer at Tokyo Disney Resort may not be visible to the eye, but it is a value that will be cherished and sought out in every day and age. That is why we are determined to further improve our three-decade old business so that we may offer happiness for 50 and 100 years to come. The OLC Group will continue to engage in social responsibility initiatives for a future filled with dreams that enrich people's lives.



Kyoichiro Uenishi
President and Chief Operating Officer



Opening of Tokyo Disneyland

1983



Opening of Tokyo DisneySea

2001



Special
Feature

30 Years of Tokyo Disney Resort

Tokyo Disneyland opened its doors to the public on April 15, 1983. Since that time, the theme park has grown into the Tokyo Disney Resort, home to a variety of facilities such as Tokyo DisneySea, the Disney Hotels, a commercial complex and a monorail line. In this section, we provide an overview of the CSR activities we have steadfastly engaged in over the past three decades.



2013



Unwavering Commitment to Safety

Our most important responsibility at Tokyo Disney Resort is to make sure that all Guests have a safe and enjoyable experience. When Tokyo Disneyland opened 30 years ago, it had 32 attractions. Today, we have 79 attractions throughout two theme parks. Maintenance and operations Cast Members work together to keep attraction equipment and operations safe by training Cast Members and establishing procedures that ensure proper operational execution. In this section, managers from the Safety Assurance Department in charge of auditing facility maintenance and Operations Management Department responsible for auditing facility operations talk about their efforts to enhance safety.

Maintenance and operations Cast Members work seamlessly to keep Guests safe and secure at the theme parks

Hisashi Miyata

Head of Operations Management Department, Operations Division
Joined the OLC Group in 1982. Operated and developed attractions as a member of the Operations Department and managed construction of Tokyo DisneySea. Current position held since 2010.

Takeo Nakahara

Head of Safety Assurance Department, Engineering Division
Joined the OLC Group in 1988. Gained experience in maintenance in the Maintenance Department and attraction construction, engineering review and design in the Engineering Division. Current position held since 2009.

Nakahara Tokyo Disney Resort's basic safety policy, which aims to give all Guests a safe and enjoyable theme park experience, has remained unchanged since its opening. The Safety Assurance Department, which audits facility maintenance, and the Operations Management Department, which audits facility operations, work as one to keep both theme parks safe.

Miyata These departments maintain equipment and operational safety by collaborating on inter-departmental initiatives. For example, when a new attraction is introduced to a theme park, the departments work together to conduct safety checks. This collaborative relationship has not changed over the past 30 years.

Nakahara There are, however, some things that have changed over the last three decades; we have added new attractions and the general public has become more aware of safety.

The Safety Assurance Department conducts maintenance audits and inspections in accordance

with equipment safety standards to verify the safety of attractions.

Miyata I feel that we have also seen a change in how Guests prefer to experience the theme parks. Some Guests like to enjoy the theme parks at a relaxed pace, while other Guests are more active. This means that Cast Members in charge of operations must be able to adapt and respond to the Guests' diverse needs. The most important aspect of proper operational execution is Cast Members training. That is why the Operations Management Department rigorously trains Cast Members in safety check procedures and performs periodic inspections.

Nakahara Cast Members training is also a critical element of facility maintenance. We make sure that the skills and know-how we have acquired over the years are documented and passed down to the younger generation. In addition to making efforts to ensure safety on a daily basis for the past 30 years, we executed a five-year plan

to enhance safety starting in 2006. As part of this plan, we implemented various measures including making improvements to safety harnesses on rides and installing gates at attraction boarding areas for a safer Guest experience.

Miyata The two departments' five-year plan to enhance safety is complete, but our efforts to identify and address challenges must go on. It is essential that all Cast Members execute their duties in accordance with the standards and procedures we have established without fail. This is why we have a framework for the operations and maintenance departments to work together in



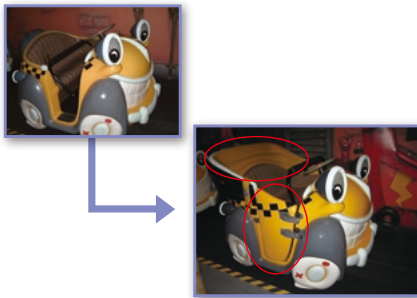
the theme parks on a daily basis. We also regularly hold inter-departmental Safety Promotion Information Liaison Meetings so that various departments may share and discuss the challenges encountered.

Nakahara The pursuit of safety is a never-ending process. Whether it be maintenance or operations, we are constantly establishing, implementing, checking and improving individual procedures, training Cast Members and enhancing our technical skills in order to enhance safety.



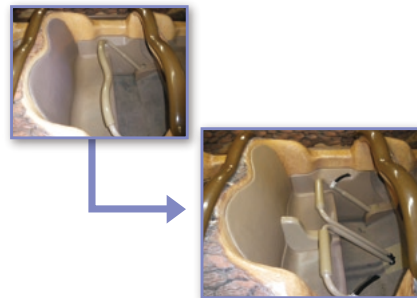
Modifications to enhance safety

Modifications to keep Guests in the ride vehicle



Doors were installed on ride vehicles and the back of the vehicle was made higher.

Changes to safety bars and seats



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

Changes to attraction steps



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

Modification of fences



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

● Details of the incident involving an injury at the Tokyo DisneySea attraction Raging Spirits, which occurred in May 2012, can be found under Attraction Safety on page 12.

Ensuring **Full and Equal Access** for All

The OLC Group has been working to create a barrier-free environment since opening its first theme park. Our goal is for all Guests to receive VIP treatment and have an enjoyable experience at our facilities.

Treating all Guests as VIPs: Three decades of Learning from Guests

At Tokyo Disney Resort, all Guests are VIPs. We aim to create an environment that allows all Guests to fully enjoy their visit and go home happy. Among the Guests who visit our theme parks every day are people with disabilities, the elderly, expectant mothers and children. We make every effort to make sure that all Guests have a magical experience so that they will want to visit us again.

The OLC Group has been working to create a barrier-free environment since Tokyo Disney Resort first opened to the public. At the time, Japanese society as a whole was not equipped with the infrastructure to service the needs of disabled people. Few Guests with disabilities visited our theme park, so we had to learn how to address the needs of Guests using wheelchairs, for example, through trial and error. Everything important about servicing Guests, we learned by directly interacting with them in our theme parks. For example, Guests using wheelchairs gave us feedback that their view of a Tokyo DisneySea show was obstructed by fencing, which led us to install a movable safety fence. Thirty years of Cast Member dedication to ensuring the best Guest experience has enabled us to make a wide range of operational and equipment-related improvements.

One such example is the renovation of the Western River Railroad attraction. Its station was located on the second floor and there was a 55-centimeter height difference between the boarding platform and the ride. Due to structural limitations of the 30-year-old ride, enabling Guests to board the ride in their wheelchair without compromising the design central to the attraction was a considerable challenge. After years of studying the issue, we finally decided on the idea of installing a loading platform that would be pulled out by Cast Members only when necessary. Guests can now easily board the attraction in their wheelchair. We believe that the change we made to the attraction has enhanced the Guest experience so that they would want to keep coming back.

Our theme parks are constantly evolving and our efforts to create a barrier-free environment are also never-ending. We look forward to improving our theme parks even more by learning from our Guests in the same way we have over the past three decades.



Koichi Noguchi

Barrier-free Producer, CS Enhancement Group,
CS Enhancement Department

Joined the OLC Group in 1982. Gained experience as general supervisor of attractions; current position held since 2000. Spends half his time walking through the theme parks to gather input from Guests and Cast Members.



Our Efforts to Ensure Full and Equal Access are Constantly Evolving

2007~

Movable waterfront fence



A moveable waterfront safety fence was installed so that Guests using wheelchairs can enjoy an unobstructed view

2001~

Scale models



Scale models help us inform Guests with visual disabilities about attractions and characters

1993~

Information booklet



Information on barrier-free facilities and services is available in our information booklet

2008~

Platform that enables Guests to board ride without leaving wheelchair



The platform at Western River Railroad was partially raised so that Guests may board the attraction without leaving their wheelchairs

2013

2011~

Easy shopping experience for all Guests



The height of cashier counters was lowered (to 900 mm) and the width of handrails was increased (to 1,200mm) so that all Guests, including children and persons in wheelchairs, can shop with ease.

2004~

Sign language performers



Sign language performers tell the show story through sign and dance.

1999~

Cast Members with sign language skills



Sign language classes are offered at Tokyo Disney Resort; certified Cast Members wear a sign language pin

1983

Tireless Efforts to Protect the Environment

The OLC Group's commitment to eliminating wasteful use of resources has remained constant over the last 30 years. We continue to adopt the newest technologies to build facilities and systems that are more efficient and have a smaller environmental impact.

Reducing Our Environmental Impact



We have always sought to curb wasteful use of resources ever since Tokyo Disney Resort first opened. While our focus has remained the same, resource management technology has completely changed over the years. We are continually updating our system to harness the latest technologies throughout the various life cycles of our attractions and facilities—from design, introduction, renovation to updating, etc.—and improving our facilities to reduce our impact on the environment.

For instance, when Tokyo Disneyland opened, we built an in-house water treatment facility capable of handling waste water generated by roughly 80,000 people. We have continued to enhance its capability and invested in additional equipment, and as a result, this facility is now able to treat waste water generated by roughly 130,000 people. This water treatment facility allows us to conserve clean water (tap water) by reusing approximately 60% of the water used in the resort as toilet-flushing water on resort premises.

We also use an advanced purification system to circulate the water flowing through water attractions such as Rivers of America and Jungle Cruise in order to conserve water and manage water quality in a sanitary manner.

We also applied our know-how in water treatment systems when opening Tokyo DisneySea. The water on Tokyo DisneySea premises flows through a massive circulation and filtration system. This system allows us to only replenish water that is lost to evaporation. Water flowing through the fountains circulates into the bodies of water throughout Tokyo DisneySea so that no water is wasted.

Our commitment to eliminating wasteful use of resources also extends to electric energy. In order to minimize transmission loss, we have used high-voltage power transmission lines since Tokyo Disney Resort's opening. Today, we have an energy management system in place to monitor electricity usage throughout the theme parks. Our solar panels also generate more electricity than is necessary to power nighttime parades. Our solar panels boast one of the largest outputs for a commercial facility in the Kanto area, capable of generating 0.6 megawatts of power.

We use a variety of colorful light bulbs to create a unique theme park experience. Because until ten years ago LED lighting was limited in the range of colors it could emit, we co-developed LED soft lights with manufacturers. In order to further conserve energy, we are gradually switching our illuminations to LED lights that do not compromise the integrity of the attractions or shows.

With 27 million Guests visiting each year, Tokyo Disney Resort is much like a town. By reducing our impact on the environment, we will continue to evolve into efficient "smart parks" where all Guests can enjoy a pleasant visit.

Yoritoshi Kikuchi

Executive Director, Director of Engineering Division

Joined the OLC Group in 1980. Gained experience in construction and maintenance departments; involved in the construction of Tokyo DisneySea from its planning stages. In charge of planning, development and construction since 1991; current position held since 2009.



Our Environmental Initiatives are Constantly Evolving

2013

2010~

Solar power generation



Solar panels were installed on building rooftops; they generate more electricity than is necessary to illuminate our nighttime parades

2010~

Use of LED lighting



We are replacing filament bulbs with LED lighting to illuminate and decorate facilities and attractions

2004~

Use of different fuel for attractions



Fuel used to run the Western River Railroad has been changed from heavy oil to kerosene

1996~

Sorting and recycling of waste



We have established meticulous waste sorting standards to be followed by Cast Members so that we recycle as much of the waste generated at Tokyo Disney Resort as we can

1998~

Promotion of use of recycled materials



Portions of Cast Member costumes and cleaning supplies are made of recycled materials

1983~

Use of compressed natural gas to fuel attractions



Jungle Cruise boats have been powered by compressed natural gas since Tokyo Disney Resort first opened

1983~

Water treatment facility



Water used on Tokyo Disneyland and Tokyo DisneySea premises flows into our in-house water treatment facility for purification

1983

The Tokyo Disney Resort Ambassador and 30 Years of Welfare Activities

32 Ambassadors have participated in more than 1,300 welfare activities over the past 30 years.



● 30th anniversary (today)



● First anniversary ● Fifth anniversary ● 10th anniversary ● 15th anniversary ● 20th anniversary ● 25th anniversary (two Ambassadors)

Representing all Cast Members in spreading dreams, magic and happiness throughout Japan

The Tokyo Disney Resort Ambassador is a goodwill ambassador who engages in public relations, welfare and community activities and makes goodwill visits to local governments. Keiko Hata, who served as our first Ambassador Coordinator, was involved in organizing these activities from the start. One of the Ambassador's important roles is to deliver the Disney dream and magic to children who cannot come to our theme parks. Hata adapted US Disney's model of Ambassador visits to suit Japanese needs, and the program continues to this day. We receive Ambassador visit requests from all over Japan and we have made 1,340 visits in the past 30 years.

Hata says that she witnessed countless occasions in which these activities brought smiles to children and the

people around them. This unique Tokyo Disney Resort tradition has been passed down through the generations for over three decades. Hata hopes that future generations of Ambassadors spread even more dreams, magic and happiness to people throughout Japan.

Keiko Hata

First Ambassador Coordinator

Joined the OLC Group in 1982; served as Ambassador Coordinator. Left the OLC Group in 2005.



Walking in the footsteps of 31 Ambassadors

Ayaka Nagai 2013 Tokyo Disney Resort Ambassador

At first I was not sure whether I could take on the role of Ambassador during our important anniversary year, but my fellow Cast Members and former Ambassadors have all given me encouragement and support. Each visit we make to welfare facilities is an emotional experience. Seeing the faces of children light up with joy is my source of energy. Helped by the 31 Ambassadors who came before me, I will show our gratitude to people all across Japan for their supporting Tokyo Disney Resort over the past 30 years.

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 park business. That is why we engage in activities that bring joy to children in disaster-stricken areas, including sending the Tokyo Disney Resort Ambassador and Disney characters to visit elementary schools, staging joint performances by junior and senior high school students and Tokyo Disney Resort musicians and giving incoming first graders the gift of Tokyo Disney Resort school supplies.

Activities to support disaster-affected areas

The Tokyo Disney Resort Ambassador and Disney characters have been paying visits to elementary schools and welfare facilities (such as children's hospitals, facilities for persons with disabilities and special needs schools). We bring the fun and joy of Tokyo Disney Resort to children in the prefectures affected by the earthquake disaster and deliver smiles and positive energy.

In 2012, we took two trips to elementary schools located in the three prefectures affected by the earthquake disaster (Iwate, Miyagi and Fukushima)—the first between May and June (total of 20 schools visited) and the second between November and December (total of 31 schools visited).

In September 2012, we hosted the "WE ARE ONE Joint Concert in Miyagi," which gave junior and senior high school students in Miyagi prefecture the opportunity to perform with Tokyo Disney Resort musicians.



Disney Resort Ambassador and Disney characters visit an elementary school in disaster-affected area in 2012



"WE ARE ONE Joint Concert in Miyagi" held on September 30, 2012

Donation of school supplies

Starting in 2012, we have been providing a Tokyo Disney Resort school supply kit (two notebooks, two stationery sets, a clear folder, stickers and pens) to all incoming first grade elementary school students in the hope that children in these areas may have a fun start to their school year. In the spring of 2013, we made donations to 368 schools in Iwate prefecture, 421 schools in Miyagi prefecture and 480 schools in Fukushima prefecture, or a total of 1,269 elementary schools. 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.



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



Special donation menu item at employee dining halls

At the seven employee dining halls located on our premises, we offer a special menu item 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 children in Iwate, Miyagi and Fukushima prefectures. This special menu item is available on the second Friday and Saturday of each month from November 2011.



Special donation menu item is offered at employee dining halls



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

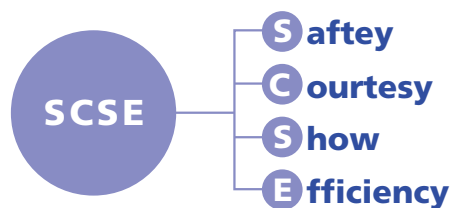
Theme Park Safety

Ensuring the safety and security of Guests at our theme park is a consumer issue and our greatest responsibility. Continuous and wide-ranging efforts must be implemented in order to offer Guests safety, peace of mind and high-quality products and services. The OLC Group's theme park operations put Guest safety first.

SCSE: The Key to All Operational Decisions

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.



Attraction Safety

Not only do the theme park attractions undergo statutory inspections, we also perform daily and routine inspections and 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 for on-site safety. Meanwhile, internal checks are carried out on an ongoing basis by internal independent auditors. Maintenance and operations Cast Members meet regularly in order to ensure seamless communication.

►Special Feature

Unwavering Commitment to Safety (P4~5)

Incident Involving Injury Caused by Tokyo DisneySea Attraction "Raging Spirits"

On May 28, 2012, a car of the Tokyo DisneySea attraction "Raging Spirits" departed while the safety bar of one Guest was still raised. Feeling endangered, this Guest attempted to vacate the car while it was in motion and was injured in the process. The Company has determined the direct cause of the incident was the misunderstanding of a Cast Member due to insufficient education with regard to the workings of the safety bars.

To prevent reoccurrences, the Company temporarily ceased operation of the attraction. The period of ceased operation was used to revise operating manuals, develop new operational procedures, and conduct thorough safety training for Cast Members to refresh and reconfirm their understanding of operational procedures. Going forward, all members of the OLC Group will continue to place safety as the top priority for theme park management so that we can ensure that our Guests are able to enjoy our parks with peace of mind.

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

Show and Parade Safety

■ Safety Management of Theme Park 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

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 are stationed throughout the parade route in key areas in numbers corresponding to Guest attendance as a precaution against unexpected occurrences, such as children running into the path of an oncoming parade.

A Safe Shopping Experience

■ Ensuring 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 Ensure Guest Safety

When developing merchandise for our theme parks, due consideration needs to be given to the way children behave. To ensure 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, and chemical examination.



Chemical examination

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 sanitation. Our food suppliers are selected on the basis of our Vendor Selection Standards, a series of voluntary standards that includes more than 30 criteria on food sanitation and food inspection systems. We also conduct regular evaluations of original food products 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

Special Dietary Menus

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).

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 park entrances

First Aid

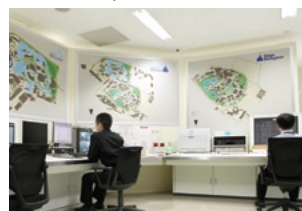
Tokyo Disneyland and Tokyo DisneySea each have four first aid stations on Park premises. In the event of an emergency, sick or injured Guests can be transferred to a nearby hospital by a first aid station Cast Member. We have also made automated external defibrillators (AEDs) available throughout Tokyo 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 180 times each year. In November 2012, we held an emergency drill with 1,500 family members of Cast Members playing the role of Guests.



Central Monitoring Center



Comprehensive emergency drill with "Guest" participation

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

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, and our Business Guidelines contain provisions on human rights. We also offer seminars for managerial employees to learn about power harassment.

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.

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 park employee status and theme park 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 classes 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 park 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 among our Tokyo Disney Resort Cast Members who bring happiness to Guests.

Initiatives designed to let our employees shine



I Have an Idea Program

This program encourages all employees, regardless of their title or position, to propose new ideas for merchandise, food items, or Guest services.



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 to the public for the day, company officers, corporate employees and theme park Cast Members entertain part-time Cast Members as Guests in order to show their appreciation.

Maintaining a Healthy Work-Life Balance

At Oriental Land Co., Ltd., employees may take advantage of child care or nursing 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 2012, 81.5% 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 patrols 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 that make use of hazard maps. 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 to ensure the workplace safety of part-time employees.

As part of our efforts to create a safe work environment and enhance the mental and physical health of our 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. The Healthcare Center is also strengthening its ties with health insurance societies and is engaged in disease prevention activities. Employees also have access to other mental health services.

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 2.02 percent of our workforce (as of June 1, 2013). At Maihama Corporation, we offer each employee a job that is commensurate with his/her individual capabilities and are actively expanding the range of job opportunities available to disabled employees. Jobs include cultivating plants that adorn our theme parks, folding napkins used in theme park restaurants, making and affixing price labels for theme park merchandise, among others.

The OLC Group has developed facilities and support programs to accommodate the needs of employees with disabilities in order to create a positive and productive work environment for everyone. Moreover, we seek to help people with disabilities to enter the workforce by giving them the opportunity to tour our work sites and participate in work experience programs.



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
Napkin folding	Folding of fabric napkins used at theme park 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 of 3D glasses used at theme parks
CK support	Dishwashing duties, etc., at the Central Kitchen
Floriculture	Cultivating of theme park flowers

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 park 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.

The OLC Group will continue to remain attentive to the needs and voices of our stakeholders, including Guests and local communities, and engage in corporate social responsibility activities that contribute to the creation of an abundant and sustainable society.



Our Commitment to Full and Equal Access

We want all Guests who visit Tokyo Disney Resort to have a great time. That is why we are improving our facilities and offering support tools and services so that everyone, including people with disabilities, people whose physical functions have been temporarily weakened due to injury, the elderly and expectant mothers, can have a comfortable and pleasant experience at our theme parks.

►Special Feature

Ensuring Full and Equal Access for All (P6~7)



"Story paper" flyers that inform Guests of the attraction's story and setting.



Tokyo DisneySea audio guide system helps Guests identify their current location or the nearest restroom, etc.

Major barrier-free facilities and support tools 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 and drinking fountains designed for Guests using wheelchairs, acceptance of assistance (service) dogs
Guests with visual disabilities	Tactile maps, scale models (of characters and attractions), acceptance of assistance (guide) dogs, audio guide systems, informational CDs
Guests with hearing disabilities	Subtitles, captioning systems, sign language performers, information boards, attraction story papers (mainly in theater-related attractions) acceptance of assistance (hearing) dogs

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

Our Commitment to the Well-being of Our Guests: Product Labels and Menu Items

■ Our Commitment to the Well-being of Our Guests: Product Labels

Because the well-being of our Guests is important to us, our confectionery and food products show the total number of calories (kcal) and recommended daily intake information (150 kcal for snacks like potato chips, 200 kcal for sweets) to raise Guest awareness of the importance of maintaining a well-balanced diet. These items are also labeled "Please enjoy this product with everyone" to encourage Guests to share confectionery products and enjoy them in moderation.



Confectionery item with recommended daily intake information

Recommended daily intake: 200kcal. Please enjoy this product with everyone.
*Recommended daily intakes are taken from the United States Department of Agriculture Food Pyramid.

■ 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 food items* specifically created to encourage children to enjoy healthy foods, including vegetable parfaits and bread, tofu hamburgers and soy milk soup. The children's buffet counter is lower than normal buffet counters 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 the Theme Parks

The Music Festival Program at Tokyo Disneyland and Tokyo DisneySea offers amateur groups the opportunity to perform live at our theme parks. 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 250 to 300 groups each year.



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

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 park facilities and the Tokyo Disney Resort Guest Relations 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

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.

■ School of Magical Dreams and Moving Experiences

We established the School of Magical Dreams and Moving Experiences in 2012 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.

In fiscal year 2012, children who participated in the program learned the importance of hard work and dedication from a dancer who realized her dream of becoming a Tokyo Disney Resort dancer.



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

■ OLC Group 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

■ Helping make dreams come true for children with intractable diseases

Since 2012, the OLC Group has worked with Make-A-Wish of Japan in an effort to help grant various Tokyo Disney Resort-related wishes for children with life-threatening medical conditions. We make theme park tickets and hotel accommodations available for children who want to come to our theme parks or stay in Disney hotels but need support to do so.

Connecting with Local Communities

■ Supporting Community Events

The OLC Group lends its support to various events held in the city of Urayasu, where Tokyo Disney Resort is located. Since fiscal year 2001, Tokyo Disneyland has been the venue for Urayasu City's official Coming-of-Age Day ceremony for 20-year-olds. In fiscal year 2012, we helped host the Urayasu City Sports Fair, the Urayasu Citizens' Festival and the Tokyo Bay Urayasu City Marathon. 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. The Milial Resort Hotels Co., Ltd. donates the used candles from the Disney Ambassador Hotel to the Urayasu City welfare center, and they are reused to make handmade candles for sale.



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

■ Activities to Support the Development of Children 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. Through these programs, children learn that everything we do at Tokyo Disney Resort is for the happiness of our Guests. They also learn about the Disney philosophy of "kindness as hospitality" and the "importance of and pleasure to be gained from work".



OLC Group employees have taught classes at schools throughout Urayasu City since fiscal year 2007

Delivering Theme Park Dreams

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 2012, visits were made to 78 facilities.

Following the Great East Japan Earthquake, the Tokyo Disney Resort Ambassador and Disney characters have visited schools, hospitals and welfare facilities in the disaster-stricken areas to spread cheer among children.

► Supporting the People Affected by the Great East Japan Earthquake (P11)



The 2013 Tokyo Disney Resort Ambassador and Mickey Mouse spread smiles

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

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

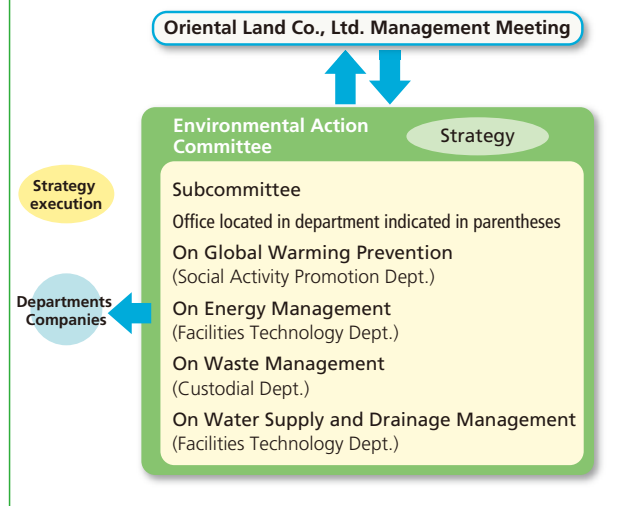
The OLC Group has established an Environmental Policy that states our commitment to operating our business in a way that maintains harmony with the environment so that we may continue to offer magical dreams and moving experiences to future generations. We are always ready to address new environmental challenges and have expanded the scope of our Environmental Action Policy to include a commitment to biodiversity. 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 the 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

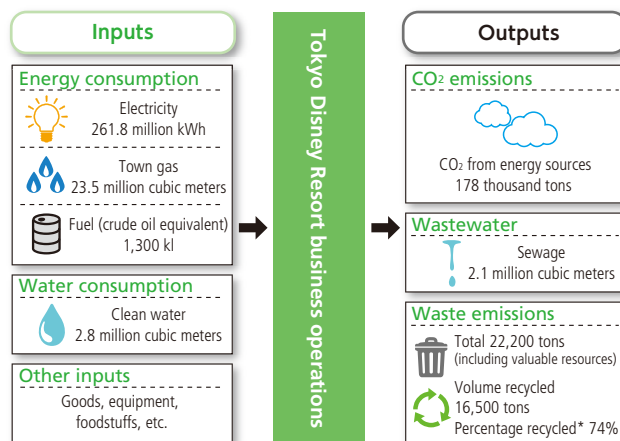


Environmental Impact Status of Tokyo Disney Resort

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.

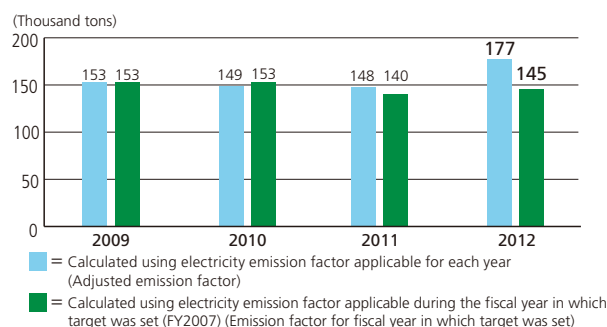
Inputs (i.e., external factors that contribute to the environmental impact of our operations) include energy (electricity, town gas and fuel, etc.), water (clean water), various goods, equipment and foodstuffs. Outputs (i.e., emissions resulting from our business activities) include carbon dioxide, wastewater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

Mass Balance on Tokyo Disney Resort Environmental Impacts (Fiscal year 2012)



* 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.

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

Our Efforts to Fight Global Warming

Ever since Tokyo Disneyland was in its earliest planning stages, the OLC Group has been committed to saving energy. We set out to reduce group-wide carbon dioxide emissions to 2007 levels by fiscal year 2012 but missed the target by a small margin. In addition to utilizing an energy management system to monitor our energy consumption and enhance energy efficiency, we are also switching our lighting to LED lights, generating solar power. Through these and various other initiatives, we continue to work toward reducing CO₂ emissions.



The OLC Group worked with manufacturers to develop soft LED lighting that enhances the theme park experience

Waste Reduction

The OLC Group is working to reduce the volume of paper and plastic waste generated at its theme parks and is promoting recycling in order to reduce our impact on the environment. We are also training Cast Members to properly sort waste. Tokyo Disney Resort as a whole had a recycling rate of approximately 74% in fiscal year 2012*. We recycle virtually all kitchen waste generated in our theme parks.

* 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.

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

Environmentally Friendly Transport

Tokyo Disney Resort has reduced CO₂ emissions from its commercial vehicles and has switched over to low-emission vehicles to reduce its impact on the environment. We have also established the OLC Group Eco-driving Rules and are educating employees who drive company vehicles about the importance of eco-driving and are encouraging Guests, customers and vendors to stop engine idling.

Water Conservation

The OLC Group has been purifying wastewater and promoting the use of reclaimed water on a voluntary basis ever since Tokyo Disneyland opened. 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 at Tokyo Disneyland and Tokyo DisneySea in order to effectively circulate water and maintain water quality. This system ensures that we do not need to replenish water except for that lost to evaporation.



Water circulates throughout the theme parks to maintain water quality

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.

► Special Feature

Tireless Efforts to Protect the Environment (P8~9)

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: 2,186
Theme park employees: 795
Part-time employees: 18,675

(As of March 31, 2013)

■ Contact us at:

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