



OLC GROUP CSR REPORT 2018

SEPTEMBER 2018

TOC

Message from Our Leadership	1
Special Feature.....	3
Our Corporate Social Responsibility	8
Trust and Integrity	11
Dynamic and inspiring workplace.....	47
Commitment to Our Guests.....	75
Children are Our Future	89
Caring for the environment	101
SRI and Awards from External Organizations.....	124
About CSR information	126
Overview of the OLC Group.....	129

* OLC group official website "CSR information" page is imaged and compiled in PDF.

Message from Our Leadership



What initiatives did you undertake in FY 2017, the first year of the 2020 Medium-Term Plan?

The 2020 Medium-Term Plan upholds our strategy to enhance our hospitality skills and operational efficiency by improving our workplace environment and implementing measures to help our employees feel a tangible sense of personal growth.

As many Guests look forward to interacting with our Cast Members, we need to further enhance their hospitality, which is one of the appeals of Disney Theme Parks. Given the shrinking working-age population in Japan, we have adopted a forward-looking recruitment strategy, under which we introduced a new recruitment marketing method as well as new benefits for employees living in remote locations.

Furthermore, our Guests have been increasingly anticipating a higher level of service quality in recent years. If we are to continue offering services that exceed our Guests' expectations, our Cast Members critically need to be self-driven in serving them. This is why we are strengthening our service training and improving our working environment to enable our Cast Members to concentrate more on delivering quality service.

What progress have you made in your efforts to strengthen your human resources?

The 2020 Medium-Term Plan upholds our strategy to enhance our hospitality skills and operational efficiency by improving our workplace environment and implementing measures to help our employees feel a tangible sense of personal growth.

As many Guests look forward to interacting with our Cast Members, we need to further enhance their hospitality, which is one of the appeals of Disney Theme Parks. Given the shrinking working-age population in Japan, we have adopted a forward-looking recruitment strategy, under which we introduced a new recruitment marketing method as well as new benefits for employees living in remote locations.

Furthermore, our Guests have been increasingly anticipating a higher level of service quality in recent years. If we are to continue offering services that exceed our Guests' expectations, our Cast Members critically need to take spontaneous actions in serving them. This is why we are strengthening our service training and improving our working environment to enable our Cast Members to concentrate more on delivering quality service.

What is your view on the OLC Group's long-term sustainable value creation?

Going forward, demographic changes, various technological evolutions, and the diversification of lifestyles and communications are expected to progress. Yet I believe that the value of such invisible things as delight, the feeling of being moved, spiritual fulfillment, and bonds with family members and other loved ones will not only remain important, but will become increasingly meaningful.

It is our mission to continue to deliver our signature “magical dreams, moving experiences, delight and contentment” over the next 50 or even 100 years. If we are to fulfill this mission, it is crucial for us to identify changes in society from a corporate social responsibility (CSR) perspective. We recognize that continuing to work sincerely on CSR activities through our business operations and to evolve them will lead to the creation of new value on a long-term sustainable basis.

We are determined to promote CSR in order to live up to social needs and expectations and contribute to achieving a sustainable society, while constantly listening to what our stakeholders have to say.



SPECIAL FEATURE: CSR Stories

Creating Happiness for Guests to Take Home Developing Products for Babies

The OLC Group plans and develops safe and high-quality products and markets them at our Theme Parks. In this Special Feature, we introduce how we develop products for babies, which demand greater consideration to safety among the diverse products we offer.



Rika Kanbara
Director of Merchandise Division

Creating products that make everyone feel truly happy

In producing our products, we are constantly mindful of how we can maximize our Guests' experiences and memories through them.

The products we create are hopefully not just "objects," but representations of happiness and memories of their Theme Park experience for our Guests to take home. The slightest dissatisfaction in a product they purchase is enough to ruin an otherwise happy day spent at our Theme Parks. For this reason, we give utmost priority to ensuring the safety of our products and also pay meticulous attention to their quality in our day-to-day operation.

It takes the dedicated work of numerous people before a product offered at our Theme Parks reaches a Guest. Our goal is to maximize happiness

through our products. Our products should therefore be developed in a way that not only makes our Guests happy, but also allows all parties involved—from those engaged in product planning and development, to those in charge of quality control and logistics, the Cast Members who sell them, and the suppliers that manufacture them—to feel good about having been involved with the product. Only when their aspirations come together can we produce the Tokyo Disney Resort's quintessential products that help create precious memories for each and every Guest who purchases them.

I know of a Guest who has long treasured a product that was purchased at Tokyo Disneyland 35 years ago, when the Guest visited as a baby. Also, there are times when, on a trip abroad, I catch sight of people who have our products with them. I am genuinely delighted to see the outcome of our aspirations being valued by our Guests. As part of our efforts to continue providing our Guests with maximum experience value, we will remain committed to creating products that make everyone feel truly happy.

① Analysis/Planning

In developing our products, we first determine what to develop as well as the suppliers and manufacturers. We audit our suppliers based on stringent standards set by Disney and Oriental Land.



13 months prior to product release Initial planning meeting (Conception)

Based on a review of merchandise sold in the past and market analysis, we share ideas on new products, decide on our development policies and product concepts, create rough designs, and develop reference samples.

CSR
Viewpoint

Stringent quality control begins at the conception stage

Right from the initial concept stage, we rigorously check the proposal for any safety and quality issues to eliminate any elements that may adversely impact our Guests' happy and memorable experiences. When the potential development items have been decided, we select our suppliers based on the ILS program* as well as through factory examinations conducted in line with our proprietary quality control regulations. The factory environment and production lines of our selected suppliers are continuously monitored on-site, whether in Japan or overseas.

* Disney's International Labor Standards program

START

11 months prior to product release Plan sharing meeting (Approval)

The product development policies are discussed with the director of Merchandise Division and the director of Merchandise Product Development Department for approval.

10 months prior to product release Development items determined



8 months prior to product release Design concepts approved

The ideas behind the rough designs and samples for each candidate item are communicated to Disney and our Merchandise Design Group for approval of the final design concept.



Developer's
thoughts

Tomoko Iijima
Master Product Developer
Regular Merchandise Group
Merchandise Product Development Department
Merchandise Division

Unifying our efforts to deliver excitement to Guests

Our role as product developers is to closely examine the overall product plan while seeking a good balance among a range of elements including quality, specifications and cost. Product development cannot be achieved by one person working alone. It requires a group of people, including designers, quality control, store development and sales promotion staff, and suppliers, to share ideas and unify their best efforts. It is precisely this kind of teamwork that enables our Guests to take home safe and high-quality products along with their happy memories. Baby items especially require consideration to safety. We take a serious approach to each and every product, applying our solid teamwork in the hope that our Guests select our products with a sense of excitement.

② Development

In line with the development concept finalized by the developers, the product design is drawn up. While our products aim to embody the essence of our Theme Parks, they must also be rigorously checked so that they fulfill safety and statutory requirements in terms of product design, package and labeling.

7.5 months prior to product release

Production of original drawings commenced

In view of the product concept, the designer assigns a suitable illustrator and provides detailed directions on colors and details to produce original drawings. The quality control staff check intellectual property rights issues and propose a precautionary statement.



6 months prior to product release

Design data submitted

Design data are submitted to the supplier.



5.5 months prior to product release

Prototype checked

The prototype is received from the supplier and checked by the designer and quality control sections.

CSR Viewpoint

Checking prototype to protect babies

The quality control perspective is indispensable even at the prototype stage. We thoroughly check product specifications by presuming actual usage conditions. For example, we assess the safety of the positions and lengths of strings and ribbons, their compliance with the Japanese Industrial Standards (JIS), the product's color fastness, whether any parts come off easily, and whether there are any corners or sharp edges that may hurt users.

Package design and product labels prepared

The designer oversees the package design, while the quality control staff supervise the product representation, which should conform to the Act against Unjustifiable Premiums and Misleading Representations, instructions presuming how the product will be used, and precautionary statement.



Designer's thoughts

Katsuko Sakaida

Merchandise Design Group
Merchandise Product Development Department
Merchandise Division

Embodying the fun essence of our Theme Parks in design

When we design our products, we envision them in the hands of our Guests, imagining how they will be used and what conversation will take place. Our character T shirt and parka, for example, were each designed by giving consideration to how the characters appear when they are worn at the same time. In addition, our products incorporate many intricate ideas intended to delight children, such as a one-point design on the sleeve or the toe of socks. Safety considerations are also essential, such as ensuring that materials coming into contact with the skin are especially soft to the touch. To allow our Guests to take home high quality merchandise from the Theme Parks as a memento, I work hard to constantly pursue even better products by harnessing my own experience as a parent and taking into account the latest trends, while having fun myself.

③ Production/Quality Control

The quality of our products is rigorously checked over and over again at every step: the prototype stage, when starting production, before shipment, and prior to delivery. Ongoing inspections by third parties are also performed annually after products are released in the market.

CSR
Viewpoint

Pre-launch and annual quality checks by third-party expert organizations

Examinations and inspections are performed by third parties on approximately 1,000 SKUs* a year to check color fastness (durability against friction, sweat and washing), composition (whether materials used are as described), statutory representations (whether in compliance with the Act against Unjustifiable Premiums and Misleading Representations), and other factors. Notably, our self-imposed formaldehyde limit is set at 0.03 abs in products for babies (up to 24 months old), which is more stringent than the statutory limit of 0.05 abs.

* A Stock Keeping Unit (SKU) is an identification code assigned to each product for inventory management. Different SKUs are allotted to the same products if they differ in color or size.



1.5 months prior to product release Product examination/pre-shipment inspection by third parties

Product examination and pre-shipment inspection are performed by third-party organizations. When cleared, the products are shipped from the factory. If any non-conformity is identified, improvements are made, followed by reexamination and reinspection.

4.5 months prior to product release Final prototype

The supplier, developers and quality control staff check the specifications of the final prototype, which are identical to those of the product to be sold. Checkpoints in production and inspection are reaffirmed and agreed upon.



4 months prior to product release Production commenced

Production is commenced at the commissioned factory, which has passed an audit under the ILS program and OLC's examination. The developers and quality control staff check the production status on-site.



1 week prior to product release Pre-delivery inspection

All necessary quality assurance documents are verified, including the product examination conformity document and the pre-shipment inspection conformity document. In addition, product representation details are checked, price tags are scan-checked, and conformity to the agreed final prototype specifications is confirmed. If no problems are identified, the products are delivered to us.



Shuya Okamoto

Merchandise Quality Control Group
Merchandise Administration Department
Merchandise Division

Thinking things through to protect babies' delicate skin

Developers and designers unleash their imagination to create products that embody the essence of our Theme Parks. While fully respecting their aspirations, we never compromise on safety as quality control staff. To make safe and appealing products, the wisdom of all parties involved, including employees in charge and suppliers, must be consolidated. Our Guests cannot check the content of chemical substances just by looking at the product. I try to bear in mind that the only way to offer peace of mind to our Guests is to undertake chemical investigations, prepare reasonable documents, and assure safety and quality.

④ Sales/Improvement

Our pursuit of happiness continues even after our merchandise is sold to our Guests. We gather frank opinions and ideas from within and outside our Group, and respond promptly if any problem arises. Moreover, such input is reflected in our product improvements.



1 day prior to product release

Store display

In collaboration with Cast Members at stores, we seek to design store displays that make it easy to notice, choose and purchase products.

CSR
Viewpoint

Stores where everyone can enjoy shopping

The Brave Little Tailor Shoppe specializing in goods for babies and toddlers was opened in March 2018. Themed on the Disney movie, Brave Little Tailor, the store is designed with ample space, including around its doors, and is equipped with a large dressing room that can accommodate a baby stroller.



Product release



Feedback from Guests

The Tokyo Disney Resort Merchandise Guest Services has been established to gather feedback from our Guests. Cast Members at stores also collect Guest feedback.

Continue delivering even more happiness

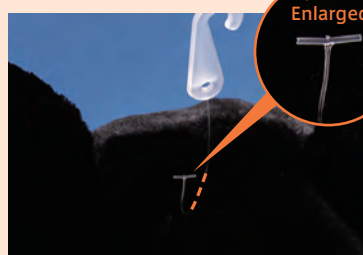
Improvements

We refer to ideas from Cast Members at stores and feedback from Guests to make consistent improvements to our products.

Example of improvement (Tag for hat)

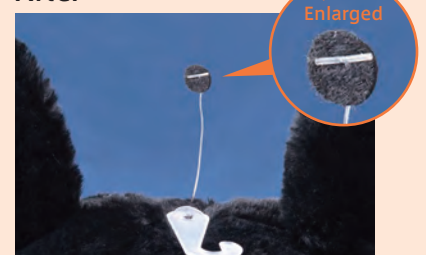


Before



A Guest pointed out that the head of the plastic tag for hanging the product for display was buried deep in the boa fabric, making it difficult to find and remove when cutting off the tag.

After



We placed a piece of fabric at the head to prevent it from getting lost in the boa fabric.

Involving Tokyo Disney Resort

Our Corporate Social Responsibility

Our Corporate Social Responsibility

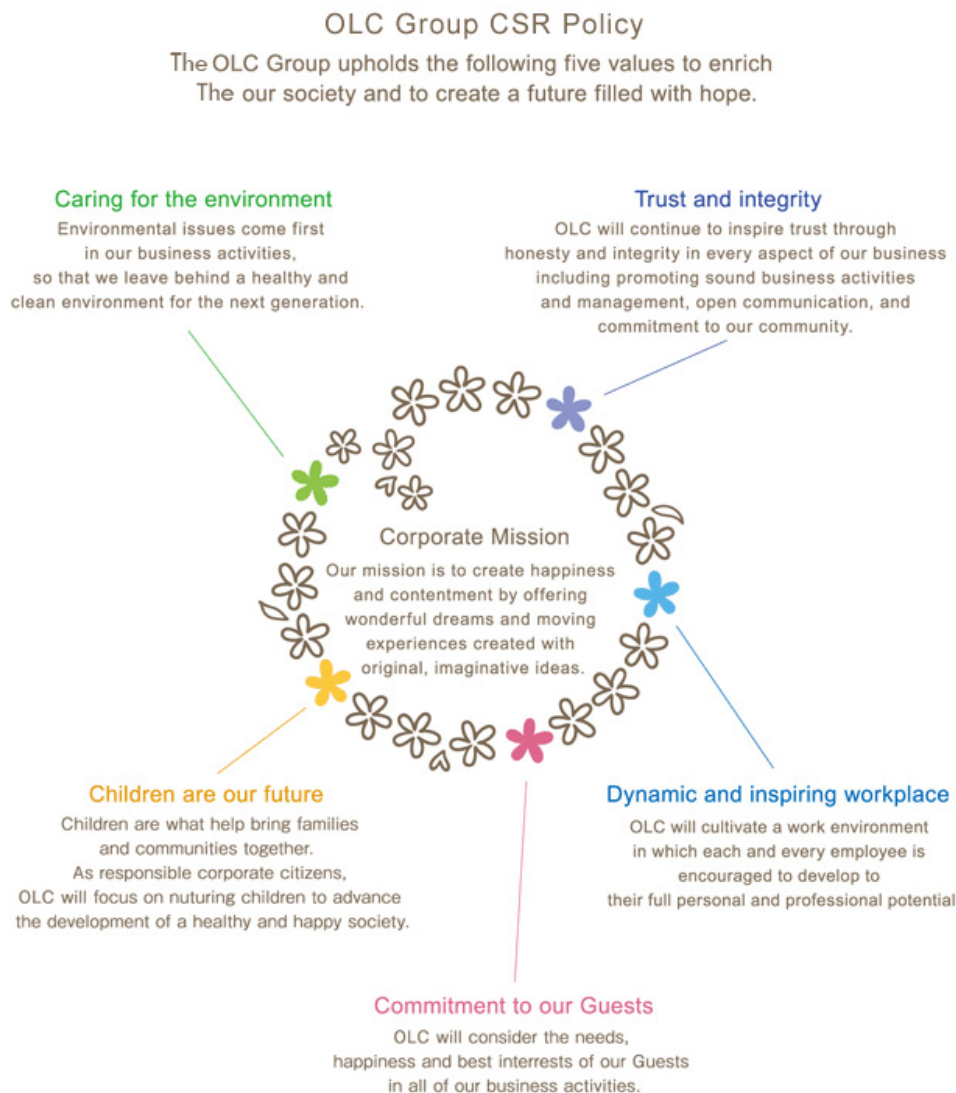
Oriental Land Co., Ltd. was established in 1960 with the purpose of contributing to the cultural life of the nation and the welfare of Japanese citizens. Following this, efforts to attract the American Disneyland to Japan began, and in 1979, a license agreement was signed with Walt Disney Productions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

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

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

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

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



Stakeholder Engagement

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

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



Our Corporate Social Responsibility

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

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

Medium-Term Plan for our CSR activities

By measuring ourselves against such guidelines as the ISO 26000, an international standard that sets out how businesses and organizations can operate in a socially responsible way, the OLC Group has been assessing the challenges we face today and the efforts to be undertaken in the future as they pertain to CSR. In FY 2016, based on The Five Values constituting the OLC Group CSR Policy, we formulated our medium-term plan for our CSR activities through FY 2020 in view of social demand. In this process reference was made, among others, to the ISO 26000, the SDGs*, the UN Guiding Principles on Business and Human Rights, and various environmental, social and governance (ESG) investment indices. The medium-term plan lays out what OLC aims to be in FY 2020, as well as targets for each fiscal year.

Having verified how its business can relate to the SDGs and what roles it should play in society, the OLC Group is proceeding with its medium-term plan primarily focusing on three themes: human rights, the environment and social contribution.

>See here for the OLC Group's ESG and CSR initiatives and business-related SDGs. 

*The SDGs (Sustainable Development Goals) are a set of global targets adopted by the United Nations (UN) in September 2015 to be achieved by 2030. The SDGs call for universal actions to be taken by governments, enterprises and civil societies to keep development within the limits of our planet's resources, end poverty and ensure equality of opportunities and dignity for all people.

Corporate Management : Trust and Integrity



Social Issues

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

Our Approach

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

Corporate Management

Corporate Governance

Policies and Regulations

* Basic Approach to Corporate Governance

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



Management Structures

Corporate Governance Structure

Clarifying Oversight Responsibility and Operating Responsibility



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

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

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

Ensuring Auditing Effectiveness

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

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

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

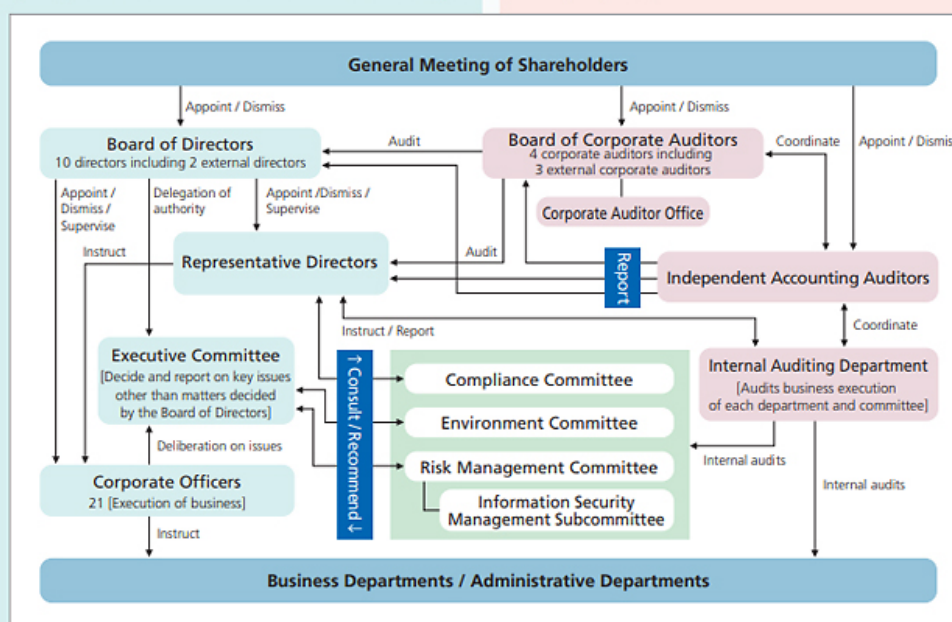
Business Execution System

- Introduction of the Corporate Officer System
- Appointment of two external directors out of ten directors
- Establishment of the Executive Committee

Audit and Supervisory System

- Adoption of the Board of Corporate Auditors
- Appointment of three external corporate auditors out of four corporate auditors
- Cooperation between the standing corporate auditors, Internal Auditing Department and independent accounting auditors, supported by dedicated staff from the Corporate Auditor Office

Corporate Governance Overview of the Basic Systems (As of August 1, 2018)



As of August 1, 2018

[Corporate auditors]

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

[Internal Auditing Department and Financial Auditors]

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

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

Actions and Performances

Promoting Internal Control over Financial Reporting

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

Our internal controls pertaining to the consolidated financial reports were deemed to be effective at the point of March 31, 2018, the fact of which was duly audited by an independent auditor and reported to the authority.

Policies and Regulations

* Thorough Enforcement of the Compliance System

OLC Group Compliance Code* * *

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

OLC Group Compliance Code (Established April 2006)

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

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

Business Guidelines* * *

The OLC Group has put together business guidelines as part of its commitment to the highest standards of corporate conduct in all of its dealings.

Based on the underlying values of integrity and sincerity, the Business Guidelines clarify the need for each and every employee to make a dedicated effort to put into practice their commitment to compliance in all aspects of their work.



Management Structures

* Compliance Committee

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

Actions and Performances

Compliance Seminars

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

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

Compliance Month

"Compliance Month" is held every year to provide an opportunity for employees to develop a sense of ownership and learn to think independently with respect to compliance, the nature of which changes over time. In this year's "Compliance Month"—January 2018—management shared messages to help employees catch any possible misconduct in their everyday work.

Efforts undertaken during Compliance Month

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

Questionnaire Survey on Compliance

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

Policies and Regulations

Respect for Human Rights

OLC Group Human Rights Policy

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

OLC Group Human Rights Policy (Established July 2008)

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

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

[> OLC Group Compliance Code](#)

Respect for Human Rights in Supply Chain

Respect for human rights in the supply chain is set forth in the OLC Group Vendors Code of Conduct.

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

Actions and Performances

Other Efforts to Promote Respect for Human Rights

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

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

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

Risk Management and Information Security

Policies, Regulations and Management Structures

Risk Management Systems

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

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

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

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

Specific Risks Handled by the ECC

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

Information Security Management Systems

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

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

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

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

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

Policies, Regulations and Management Structures

Our Basic Position on Information Disclosure

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

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

Disclosure of Negative Information

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

Actions and Performances

OLC's IR Activities

IR Activities

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

Proactive Information Disclosure and Listening to Shareholder and Investor Feedback

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

We also categorize thousands of opinions, requests or critiques we receive from retail investors, of whom we have roughly 180,000, and regularly give feedback to employees in order to improve our operations.

Healthy Partnerships with Our Vendors

Policies and Regulations

Policy on Building Partnerships with Vendors

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

In April 2010, with reference to international standards, we established the “OLC Group Vendors Code of Conduct” in order to ensure compliance with laws and regulations and to fulfill our CSR procurement and social responsibility in a wide range of issues including product safety, worker safety, respect for human rights and environmental conservation through our dealings with partner vendors.

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

Supply-Chain Management for Disney-Brand Products

Tokyo Disney Resort's

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

Please see the Disney Corporate Social Responsibility Update 2017.

 [Disney Corporate Social Responsibility Update 2017](#) (4,810KB)

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

Voluntary Investigation List (Self-check Sheet)

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

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

To assist vendors in completing their Voluntary Investigation List, we ask them to read through the Vendors Code of Conduct Guide, which aims to help vendors and their subcontractors understand the purpose behind each requirement set forth in the Code of Conduct and the concrete measures that should be taken to fulfill the requirements.

Furthermore, to keep monitoring vendors’ compliance with the Code of Conduct, we require vendors to complete the Voluntary Investigation List every two years even when transactions are ongoing.

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

OLC Group Vendors Code of Conduct

OLC Group Vendors Code of Conduct

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

The OLC Group requires all Vendors to conduct their business ethically, to conduct their business in compliance with laws and regulations, social standards and the Code of Conduct and to ensure their subcontractors comply with laws and regulations, social standards and the Code of Conduct. The OLC Group is committed to complying with the same principles described in the Code of Conduct.

In addition, the OLC Group will regularly monitor Vendor compliance with the Code of Conduct. Vendor cooperation with this monitoring process will be appreciated. If any failure of compliance is found as a result, the OLC Group will work with the Vendor towards improving their compliance.

1. Compliance with the Law

1-1 Compliance with the Law

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

2. Safety of Merchandise

2-1 Ensuring Safety of Merchandise

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

2-2 Information Disclosure regarding Safety of Merchandise

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

2-3 Prohibited Substance

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

3. Worker Safety and Respect for Human Rights

3-1 Workers' Health and Safety

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

3-2 Working Hours

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

3-3 Wage/Compensation

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

3-4 Non-discrimination

Vendors will not engage in any conduct, when hiring or throughout the course of the workers' employment, which unjustly discriminates against workers on the basis of race, nationality, gender,

age, creed, and mental and physical disability, etc.

3-5 Child Labor

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

3-6 Harassment

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

3-7 Forced Labor

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

3-8 Right to Organize

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

4. Fair Business Practices

4-1 Anti-Competition

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

4-2 Abuse of Dominant Bargaining Position

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

4-3 Grant/Receipt of Inappropriate Profit

Vendors will not grant/receive any inappropriate profit.

4-4 Intellectual Property Rights

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

5. Information Management

5-1 Information Security

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

6. Anti-Social Elements

6-1 Attitude towards Anti-Social Elements

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

7. Environment

7-1 Environmental protection

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

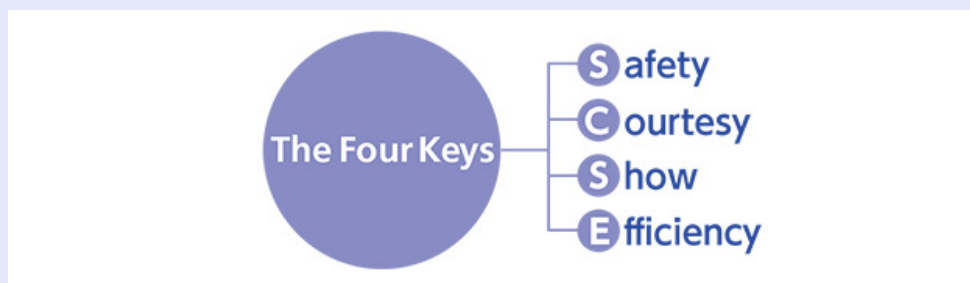
Code of Conduct - The Four Keys (Tokyo Disney Resort)

Policies and Regulations

* Code of Conduct - The Four Keys

Tokyo Disney Resort's

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



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

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

Actions and Performances

* Working in accordance with The Four Keys

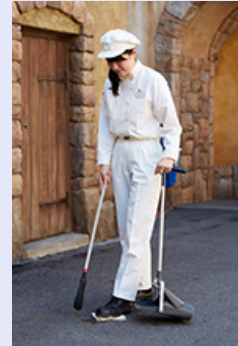
Tokyo Disney Resort's

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

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

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

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



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

Attraction Safety (Tokyo Disney Resort)

Policies and Regulations

Our Policy on Attraction Safety

Tokyo Disney Resort's

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

Policy on Attraction Safety

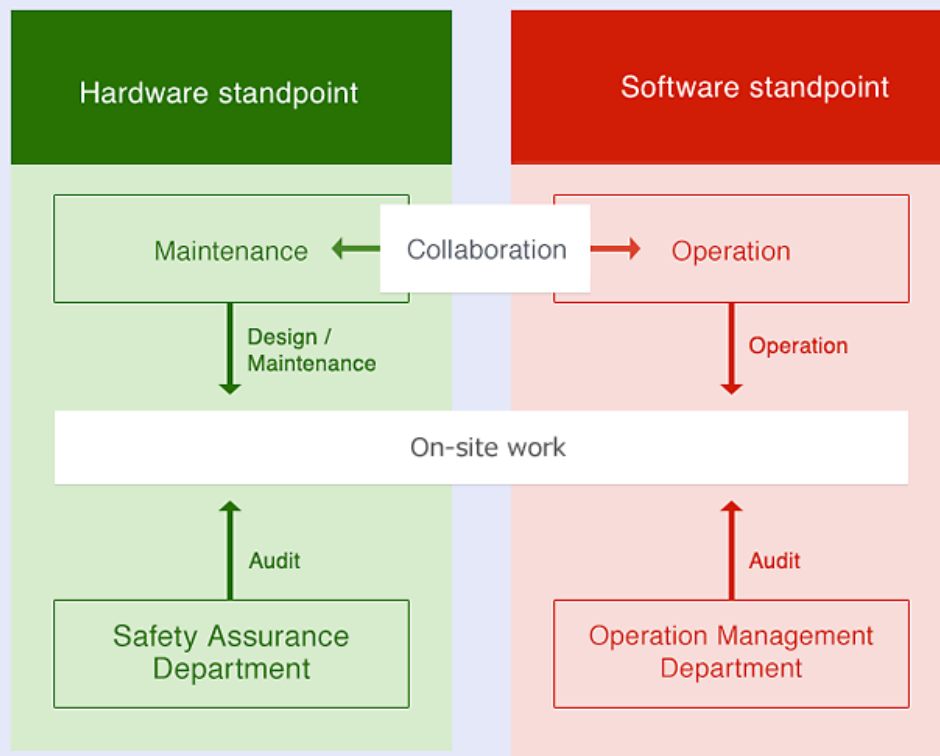
To allow us to create happiness and contentment by offering “magical dreams, moving experiences, delight and contentment” the OLC Group is dedicated to maintaining and enhancing the safety of our attractions and to achieving the highest standards of safety and quality.

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

Management Structures

* The Role of Audits and Communication in Safety Management

Tokyo Disney Resort's



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

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

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

Actions and Performances

* Attraction Safety Program

Tokyo Disney Resort's

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

Safety Management of Theme Parks Hardware – Design Safety



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



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

Safety Management of Theme Parks Hardware – Maintenance Safety * * *

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

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

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

Operational Safety✳✳✳

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

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

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



Cast Members perform safety checks before departure.

Measures Taken to Improve Safety on Castle Carousel✳✳✳

In FY 2017, we extended the length and width of the stirrups and adopted more visible paint colors to enhance Guests’ safety when getting on and off the carousel horses.



➤ Examples of Improvements that Have Been Made to Date

Examples of Improvements that Have Been Made to Date

Actions and Performances

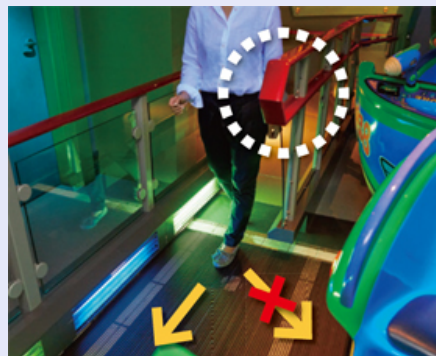
* Examples of Improvements Made to Date

Tokyo Disney Resort's

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

Measures Taken to Improve Safety on Buzz Lightyear's Astro Blasters * * *

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



Buzz Lightyear's Astro Blasters offering improved access

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

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



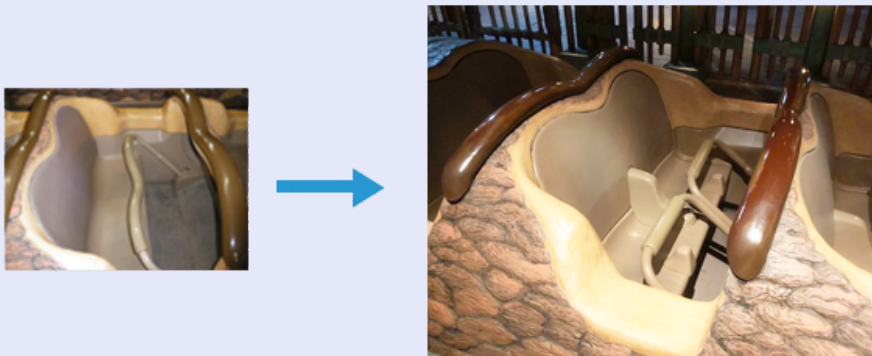
Measures Taken to Improve Safety on the Tom Sawyer Island Rafts * * *

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



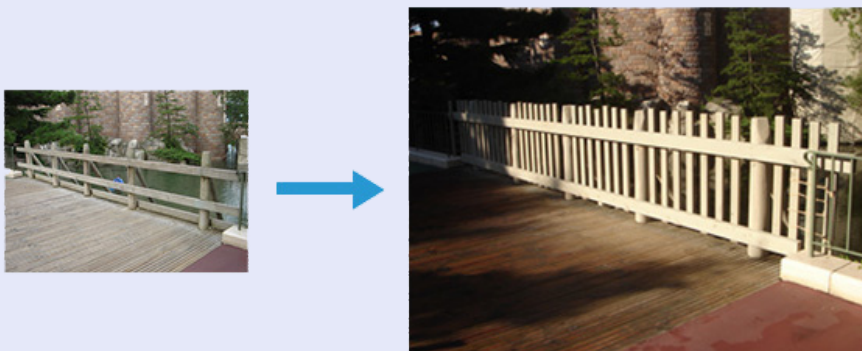
Changes to Safety Bars and Seats * * *

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



Modification of Fences * * *

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



Show and Parade Safety (Tokyo Disney Resort)

Policies and Regulations

Our Policy on Show Safety

Tokyo Disney Resort's

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

Policy on Show and Parade Safety

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

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

Management Structures

Management System for Facility and Equipment Safety

Tokyo Disney Resort's

Safety Guidelines for Equipment

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

The Safety Guidelines are composed of the following two guidelines:

The Guidelines on the Manufacturing and Construction of Show Equipment, which sets forth safety standards for the manufacturing of floats, stages and sets; and

The Guidelines for Maintenance, which provides detailed information on the cycles, content and methods to be employed in inspecting equipment used in shows and parades.

Management System for Safety in Manufacture and Inspection

Tokyo Disney Resort's

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

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

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

Management System for Operational Safety

Tokyo Disney Resort's

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

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



Cast Members stationed along the parade route

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

Corporate Management

Safe Shopping Experience (Tokyo Disney Resort)

Policies and Regulations

Our Merchandise Safety Policy

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

Policy on Product Safety and Quality

— Making Sure of Our Guests Taking Home Happy Memories —

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

Merchandise Safety and Quality Actions

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

Management Structures

Product Safety Management

Tokyo Disney Resort's

Production Process Management

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

Our Disney-brand products are manufactured at factories that comply with Disney's International Labor Standards program (ILS program) and have been assessed as fulfilling the OLC Group's requirements in technology and productivity.

> [Supply-Chain Management for Disney-Brand Products](#)

Quality Inspection* * *

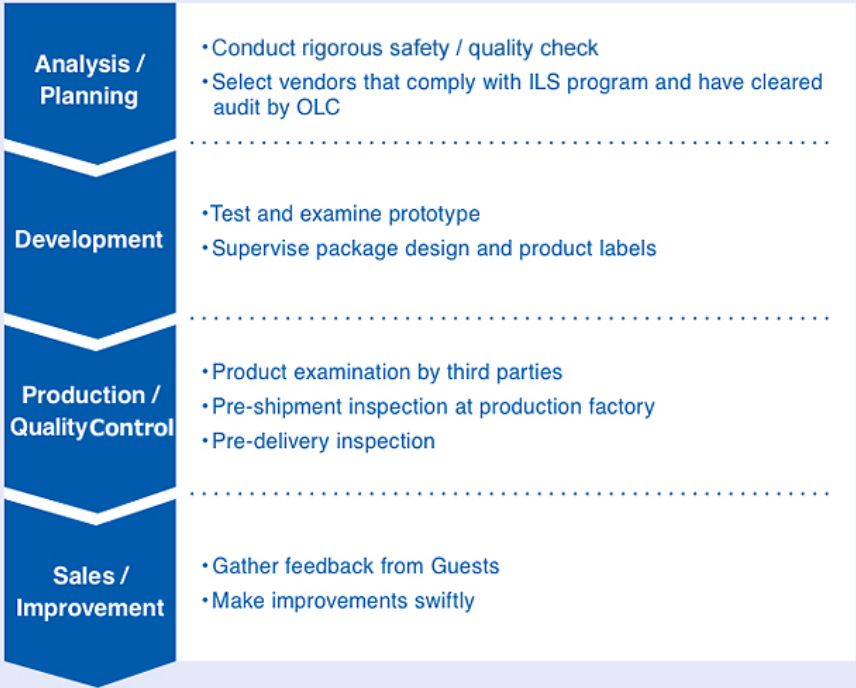
Theme Parks merchandise includes plush toys, key chains, and other general merchandise as well as candies, chocolates, and other confectionery products. A wide array of original merchandise is on sale in our stores at any one time. In order to verify the safety and quality of all these products, we have developed our own quality inspection standards that incorporate the legal and regulatory safety requirements of Japan, Europe and America, and all original merchandise is subject to testing by independent inspection agencies.

Contact for Inquiries* * *

All merchandise-related inquiries, comments and requests are handled by the Tokyo Disney Resort Guest Merchandise Service Department and our system enables us to respond immediately. We also ensure that our Guests' input is reflected in our product development and improvements.



Product Quality Control Process



Actions and Performances

* Product Development to Ensure Guests Safety

Tokyo Disney Resort's

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

Our Commitment to General Merchandise Safety* * *

The Food Sanitation Act regulates the use of six phthalate esters (plasticizers) in toys. Oriental Land Co., Ltd. applies this regulation not just to our toys, but to all merchandise made of plastic. We test our plush toys for flammability against our safety standards requiring the flame spread rate to be 2.5 mm/second or slower.



Our Commitment to Clothing Safety* * *

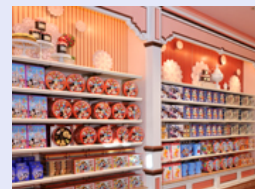
Formaldehyde, which is a processing agent used on clothing, is considered a cause of skin allergies. The law states that formaldehyde levels must be 0.05 abs or lower in clothing for infants (age 24 months or younger). At Oriental Land Co., Ltd., we abide by a stricter standard in order to promote clothing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



Our Commitment to Food Labeling* * *

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

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



----- Related Information

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

Safe Dining Experience (Tokyo Disney Resort)

Policies and Regulations

Our Philosophy and Policy on Food Safety

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

The OLC Group Philosophy / Policy on Food Safety

Food Safety Philosophy

— Safety First —

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

Food Safety Action

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

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

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

Management Structures

* Food Safety Initiatives in Our Theme Parks

Tokyo Disney Resort's

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

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



Testing the core temperature
prior to serving

In FY 2017, we set up a farm in Hokuto, Yamanashi Prefecture to establish a system for year-round supply of tomatoes and bell peppers. Moreover, we have also set up a farm in Teshikaga, Hokkaido, where we produce strawberries in-house. We will keep working to ensure a steady supply of fruits and vegetables by producing them in-house and further enhancing our quality control systems.

Actions and Performances

* Food Safety Training

Tokyo Disney Resort's


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




Cast Members wash their hands
properly and frequently

* Considerations for Guests with Allergies

Tokyo Disney Resort's

To enable Guests with food allergies to enjoy the experience of dining with us, as of April 2018, 12 restaurants at Tokyo Disneyland and 10 restaurants at Tokyo DisneySea offer [special dietary menus](#)  that do not include the five major allergens (wheat, buckwheat, eggs, milk and peanuts).

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



A menu offering information on allergens



“Allergen information search” page

* Country of origin of food ingredients

Tokyo Disney Resort's

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

----- Related Information

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

Park Safety (Tokyo Disney Resort)

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

Actions and Performances

* Security

Tokyo Disney Resort's

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

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



Checking bags at the Theme Park's entrance

Strengthening Security System* * *

In view of the situation of the world as well as the increasing global attention directed toward Japan as 2020 approaches, we must further strengthen our security system. We will therefore review our security system in collaboration with the police and administrative authorities, and reinforce bag checks and park patrols with the aim of offering safer and more secure Theme Parks. In preparation for a possible emergency, we are gathering information and conducting training on crime prevention and security in our everyday operations and are constantly watching out for suspicious persons and objects.

* First Aid

Tokyo Disney Resort's

Tokyo Disneyland and Tokyo DisneySea both have several first-aid stations on Park premises. The first-aid facilities have beds to allow Guests with minor injuries and illnesses to rest, and we can also refer indisposed or injured Guests to local hospitals. In the event of an emergency, first-aid Cast Members immediately respond to the sick or injured Guests. As of March 31, 2017, we have installed automated external defibrillators (AEDs) at approximately 140 attractions, restaurants and other locations across the Tokyo Disney Resort. Cast Members across all departments receive continued first-aid training, which includes on AED operation and CPR (cardiopulmonary resuscitation), thus ensuring that they are capable of dealing with emergencies.



Central First-Aid



AEDs placed inside the Park

* Emergency Response

Tokyo Disney Resort's

The emergency response operations team works around the clock in eight-hour shifts to monitor Tokyo Disney Resort checking for fires and other abnormalities. The team inspects and maintains firefighting equipment and is responsible for all fire prevention operations within the Parks. They also oversee operation of the Central Monitoring Center, provide guidance and supervision in fire prevention activities, and are responsible for Park security.

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



Central Monitoring Center

Tackling Fire Risks * * *

In the event of a fire, the Central Monitoring Center will request immediate dispatching of firefighting units via its direct hotline to fire departments while our firefighting team will take initial measures to put out any fires. Tokyo Disney Resort is equipped with a fire truck so we may engage in first response firefighting activity when necessary. Cast Members participate in regular education and training programs to ensure their ability to provide evacuation guidance and extinguish fires to maintain Guests' safety.



Fire extinguishing drills

Tackling Earthquake and Tsunami Risks✳ ✳ ✳

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

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

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

Emergency Drills✳ ✳ ✳

At Tokyo Disneyland or Tokyo DisneySea, we have developed an emergency response manual to ensure that Cast Members can react swiftly in case of an earthquake or other emergency. To make sure that Cast Members gain a thorough understanding of the procedures contained in the manual, emergency exercises are held at all 197 facilities at Tokyo Disneyland and Tokyo DisneySea, either before or after opening hours.

To further improve our ability to cope with disasters, we hold comprehensive emergency drills four times a year under realistic park operation conditions.

In FY 2017, the comprehensive drills were held with around 2,000 employees deployed as Guests.



Comprehensive Emergency drills

Related information

> [Guest Services and Facilities](#) 

Cast Safety (Tokyo Disney Resort)

Policies and Regulations

Approach to Cast Safety

Tokyo Disney Resort's

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

Management Structures

Structure for Promoting Health and Safety

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

Actions and Performances

Cast Safety

Tokyo Disney Resort's

To secure safety for Cast Members, we execute a wide range of health and safety activities and safety education programs including regular workplace visits by the president and rigorous enforcement of the Plan-Do-Check-Act (PDCA) cycle through line management. Efforts that have yielded positive results and lessons learned from labor accidents are shared across the company to be applied in other organizations. Other measures are also taken to identify and address risks related to equipment or operational procedures that may lead to worker injury.

We are taking safety measures tailored to each season and workplace. In summer, for example, we roll out campaigns and implement “walk-throughs” to prevent heatstroke. Also, Cast Members working on Beaver Brothers Explorer Canoes and others who work in the proximity of water wear life jackets that are equipped with sensors and inflate automatically when they come in contact with water.

In addition, in FY 2017 we replaced our two-wheeled stanchion carts, which are used for carrying ropes that mark parade routes, with four-wheeled carts to make it easier for Cast Members to operate them. Lighting was also added to the carts for safe transportation during the nighttime.



Automatic life jacket
to be activated when detecting water



Four-wheeled stanchion cart with added lighting

Our Employees : Dynamic and inspiring workplace



Social Issues

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

Our Approach

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

Basic Approach to Human Resources

Policies and Regulations

* Our Basic Approach to Human Resources

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

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

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

Actions and Performances

* Employment Categories and Roles of Employees

Oriental Land Co., Ltd. employs approximately 24,000 people, each of whom is putting one's special skills to use. Around 20% of our workers are corporate employees, contract workers and show performers, with the remaining 80% employed as part-time Cast Members who work at the frontline welcoming Guests.

Employment categories and roles of employees

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

Major Data on Employees

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

Number of employees (on a consolidated basis)			
FY 2014	FY 2015	FY 2016	FY 2017
4,438	4,477	5,433	5,825

Number of employees (Oriental Land Co., Ltd.)					
Employment category		FY 2014	FY 2015	FY 2016	FY 2017
Corporate employees		2,229	2,236	3,146	3,194
	Career-track employees	1,581	1,571	1,559	1,546
	Theme Park operation staff	—	—	891	931
	Specialists	648	665	696	717
Theme Park employees		820	866	—	—
Contract workers		219	260	290	317
Show performers		955	1,024	1,057	1,129
Cast Members		18,890	18,706	18,057	19,716

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

Average age (corporate employees at Oriental Land Co., Ltd.)			
FY 2014	FY 2015	FY 2016	FY 2017
44.1	44.0	41.5	41.5

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

Average number of years of service (corporate employees at Oriental Land Co., Ltd.)			
	FY 2015	FY 2016	FY 2017
All employees	19.8	16.3	16.2
Male employees	20.8	18.5	18.3
Female employees	17.3	13.2	13.2

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

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

FY 2017

6,721,589 yen

Number of new graduates hired as corporate employees (Oriental Land Co., Ltd.)

		Joined in April 2015	Joined in April 2016	Joined in April 2017	Joined in April 2018
University graduates (Total)		57	77	62	89
	Male	30	33	22	30
	Female	27	44	40	59
Junior college / vocational school graduates		0	0	4	3
Total		57	77	66	92

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

	Hired in April 2012	Hired in April 2013	Hired in April 2014	Hired in April 2015
Male	15 (15)	15 (15)	19 (18)	30 (29)
Female	19 (19)	19 (17)	20 (20)	27 (26)
Retention rate after three years	100%	94.1%	97.4%	96.5%

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

	FY 2015	FY 2016	FY 2017
Total	33	75	102
Male	22	38	46
Female	11	37	56

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

FY 2014	FY 2015	FY 2016	FY 2017
24	50	48	61

* All employees are hired upon request

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

	FY 2015	FY 2016	FY 2017 (As of March 31, 2018)
Female managers	12.0%	11.9%	13.9%
Female executive	1 out of 11	1 out of 10	1 out of 10
directors	(9.1%)	(10.0%)	(10.0%)
Female corporate Officers	3 out of 19 (15.8%)	3 out of 18 (16.7%)	3 out of 18 (16.7%)

Labor-Management Relations

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

Under its labor agreement concluded with the labor union, Oriental Land Co., Ltd. employs the union shop system applicable to all categories of employees.

Training and Development

Policies and Regulations

Basic Approach to Human Resources Development

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

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

Corporate Employees

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

Cast Members

We are fostering a corporate culture that encourages our Cast Members to work with vigor. Specifically, we help them gain a strong sense of self-efficacy, namely, the sense of being useful to our Guests, and a sense of personal growth.

We are also trying to motivate Cast Members to take spontaneous actions by improving their workplace environment. Our measures include offering a support system for unit managers and supervisors who oversee Cast Members.

Management Structures

Training and Development

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

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

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

Actions and Performances

* Training Programs

Corporate Employees* * *

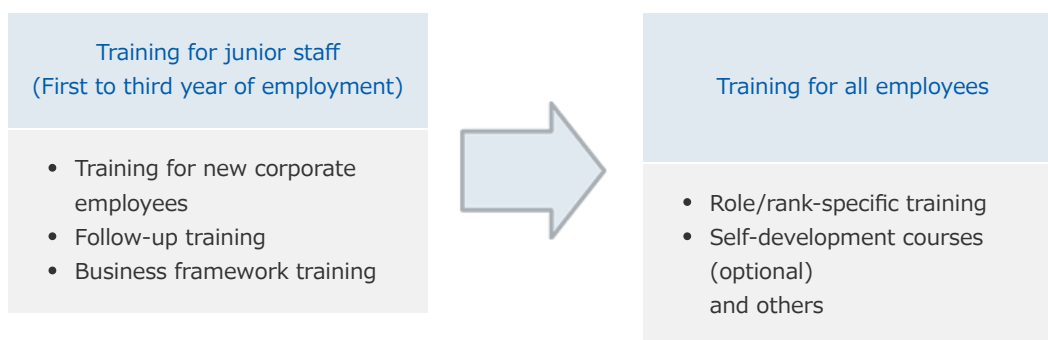
We provide our corporate employees with job opportunities and training programs to enable them to become the core members of their respective business operations and, moreover, gain a competitive edge that would be highly rated outside the company.

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

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

Outline of Employee Training Programs and Development Systems* * *

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



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

Training program	Details
Training for new corporate employees	Enables new corporate employees to understand the roles of Oriental Land's corporate employees by learning about our business and engaging in on-the-job training at Theme Parks, and to acquire the basic knowledge required for such roles. Extensive knowledge can be acquired including Disney philosophy and business skills.
Follow-up training	Accelerates the development of employees in their first to third year and provides them with task inventory opportunities.
Business framework training	Enables trainees to acquire practical business skills and knowledge required for their tasks. Training topics include logical communication, numerical thinking and how to proceed with one's tasks.

Training for All Corporate Employees

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

Employee Development Systems

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



Cast Members✱✱✱

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

Furthermore, since FY 2016, we have been hosting about eight programs every year offering hands-on experience outside the company, including experience in other lines of business and workshops. Approximately 320 trainees participate in the programs each year, enhancing their awareness as professionals and making use of their experience in their career building.

Moreover, the business skills training programs also offered since FY 2016 have been expanded, and are scheduled to be offered under the name of "OLC Career College" from October 2018. Through this college, we will provide strengthened support to Cast Members by hosting a variety of seminars, workshops and career consultation services.

* Cast Members assigned to generic jobs require five days of training on average before they make their debut as Cast Members.

Major Training Programs

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



We Create Happiness* * *

Tokyo Disney Resort's

Taking the 35th Anniversary of our Theme Park business as an opportunity, we revamped our education program on the Disney philosophy and Theme Parks under our goal of “creating happiness.”

At Disney Theme Parks, all Guests are treated as a V.I.P., which, in our belief, not only stands for Very Important Person, but also for Very Individual Person. As a licensee of Disney Enterprises, Oriental Land also values this hospitality policy. Under the concept, we offer education programs to foster human resources capable of taking initiatives to create moving experiences that exceed Guests’ expectations and delivering unique and special happiness to each and every Guest.

Corporate Culture and Employee Satisfaction

Actions and Performances

Corporate Culture that Inspires Creation of New Emotional Experiences

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

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

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

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

Corporate awards

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

In FY 2017, a total of 10 initiatives were presented with one or more of four awards.



FY 2017 award ceremony

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

"I Have an Idea" * * *

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

Number of ideas proposed

FY 2017

2,115

Ideas awarded in the past

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



"I Have an Idea" Award Ceremony



Closable popcorn box

* "Spirit of Tokyo Disney Resort" Program

Tokyo Disney Resort's

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

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



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

Number of cards exchanged

FY 2017

394,583

Number of Spirit Award recipients

FY 2017

499

“Five-Star-Program”

Tokyo Disney Resort's

In this program, when supervisors observe Cast Members providing exemplary service, they hand them a Five-Star Card on the spot. By acknowledging Cast Members on the spot for their specific efforts and reinforcing [The Four Keys](#), the program enhances Cast Member motivation. A supervisor giving out the card commented that doing so resulted in their renewed appreciation for how each and every action taken by the Cast Members is linked to bringing smiles to the faces of Guests, demonstrating that the program also gives supervisors an opportunity to remain mindful of Guest and Cast Member happiness. The program has been carried out since 1995. Cast Members given a Five-Star Card by their supervisor may participate in a program held to honor their achievements, at which Cast Members and a host of supervisors get together and engage in friendly interaction.



The Five-Star Card acknowledges Cast Members for outstanding service

Number of cards handed to Cast Members

FY 2017

11,726



At the program

"Thanks Day"

Tokyo Disney Resort's

On Thanks Day, after the Parks are closed to the public for the day, company officers and corporate employees entertain Cast Members and show performers as Guests to show their appreciation. This annual event was held for the 19th time in January 2018. The event is attended by roughly 63% of our Cast Members and show performers and provides an opportunity for them to recognize the importance of their work and for officers and employees to get back in touch with the magic of the Parks. The event is an opportunity for all employees, regardless of their position, to share a night of fun and laughter.

Employees who played host on Thanks Day said that they were eager to express their appreciation to Cast Members and show performers by wearing their costumes and doing their best to entertain them. Meanwhile, Cast Members and show performers who attended the event said that the experience made them realize that all Cast Members were part of the same team regardless of job or position type. They were also impressed by the hosts and hostesses, whose enthusiasm rivaled that of their own when they serve Guests. Cast Members said that the event was a great learning experience.

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

FY 2017

Approx. 16,000

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

FY 2017

Approx. 1,700



Corporate employees welcoming Cast Members



At the ceremony

Award for Enterprises Promoting Part-time Workers

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

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



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

Work-Life Balance

Policies and Regulations

* Basic Approach to Work-Life Balance

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



Actions and Performances

* Initiatives for Work-Life Balance

At Oriental Land Co., Ltd., as part of our initiatives to help employees maintain their work-life balance, we have in place systems that allow a leave of absence to provide childcare, a vacation to care for sick children, a leave of absence or vacation to provide family care, and paid leave in half-day increments.

Employees avail themselves of paid leave in hourly increments as well as use the flexible working hours system in a way suitable for each job.

For Cast Members who sustain our Theme Park operations, short work shifts are offered to help homemakers and students balance work and family responsibilities or studies. For Cast Members looking to take on longer shifts, we have in place a smartphone-based system, through which they can apply to fill available shift slots to achieve a more flexible workstyle.

In FY 2017, at Oriental Land Co., Ltd., the average extra hours worked monthly amounted to 16 hours and 44 minutes.

Percentage of entitled paid holidays actually taken

Corporate employees at Oriental Land Co., Ltd.

FY 2014	FY 2015	FY 2016	FY 2017
82.4%	83.1%	85.7%	86.8%

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

Other workers at Oriental Land Co., Ltd.

FY 2014	FY 2015	FY 2016	FY 2017
90.3%	91.3%	94.5%	92.6%

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

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

*Figures in brackets represent male employees.

Corporate employees at Oriental Land Co., Ltd.

FY 2014	FY 2015	FY 2016	FY 2017
67 (1)	46 (1)	94 (5)	100 (6)
100%	100%	99.0%	99.0%

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

Other workers at Oriental Land Co., Ltd.

FY 2014	FY 2015	FY 2016	FY 2017
213 (2)	247 (3)	196 (6)	202 (4)
96.0%	100%	98.0%	98.0%

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

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

Number of individuals who took family care leave

Corporate employees at Oriental Land Co., Ltd.

FY 2014	FY 2015	FY 2016	FY 2017
2	6	7	5

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

Other workers at Oriental Land Co., Ltd.

FY 2014	FY 2015	FY 2016	FY 2017
1	8	7	13

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

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

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

Health and Safety

Policies and Regulations

* Basic Approach to Labor Safety

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

Management Structures

* Structure for Promoting Health and Safety

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



Actions and Performances

* Labor Safety

Our top management makes it clear that the health and safety of employees must be secured by management if we are to continue to grow as a company and contribute to society. To this end, we execute a wide range of health and safety activities and safety education programs.

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

Major health and safety activities

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



Periodic safety walks with President

We are ensuring the safety of Cast Members working on Beaver Brothers Explorer Canoes and others who work in proximity of water by having them wear life jackets that are equipped with sensors and inflate automatically when they come in contact with water.

In addition, we replaced our two-wheeled stanchion carts, which are used for carrying ropes that mark parade routes, with four-wheeled carts to make it easier for Cast Members to operate them. Lighting was also added to the carts for safe transportation during the nighttime.



Automatic life jacket to be activated when detecting water



Four-wheeled stanchion cart with added lighting

For Healthier Bodies and Minds

Policies and Regulations

* Policy to Employees' Health

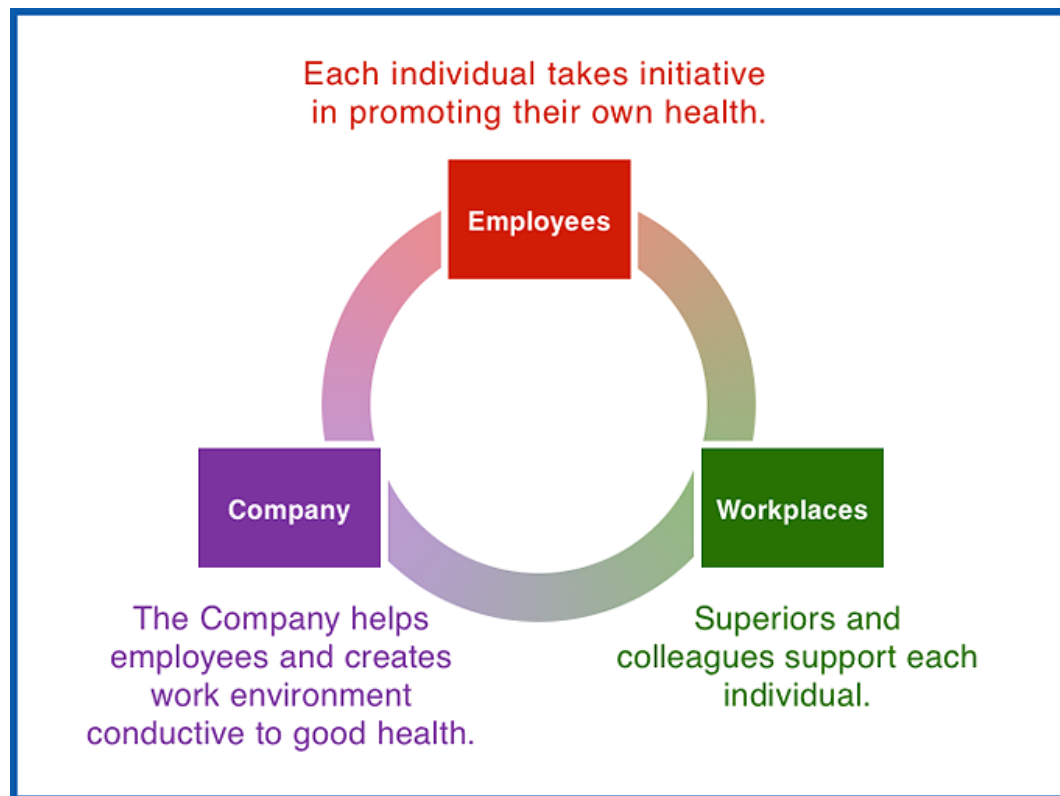
At Oriental Land Co., Ltd., employees' health is considered to be a part of our human resources assets. Based on this belief, we support each employee's efforts to promote their own health and create a work environment conducive to such efforts in our hope to further strengthen our systematic foundation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

(1) Declaration of Health Promotion

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

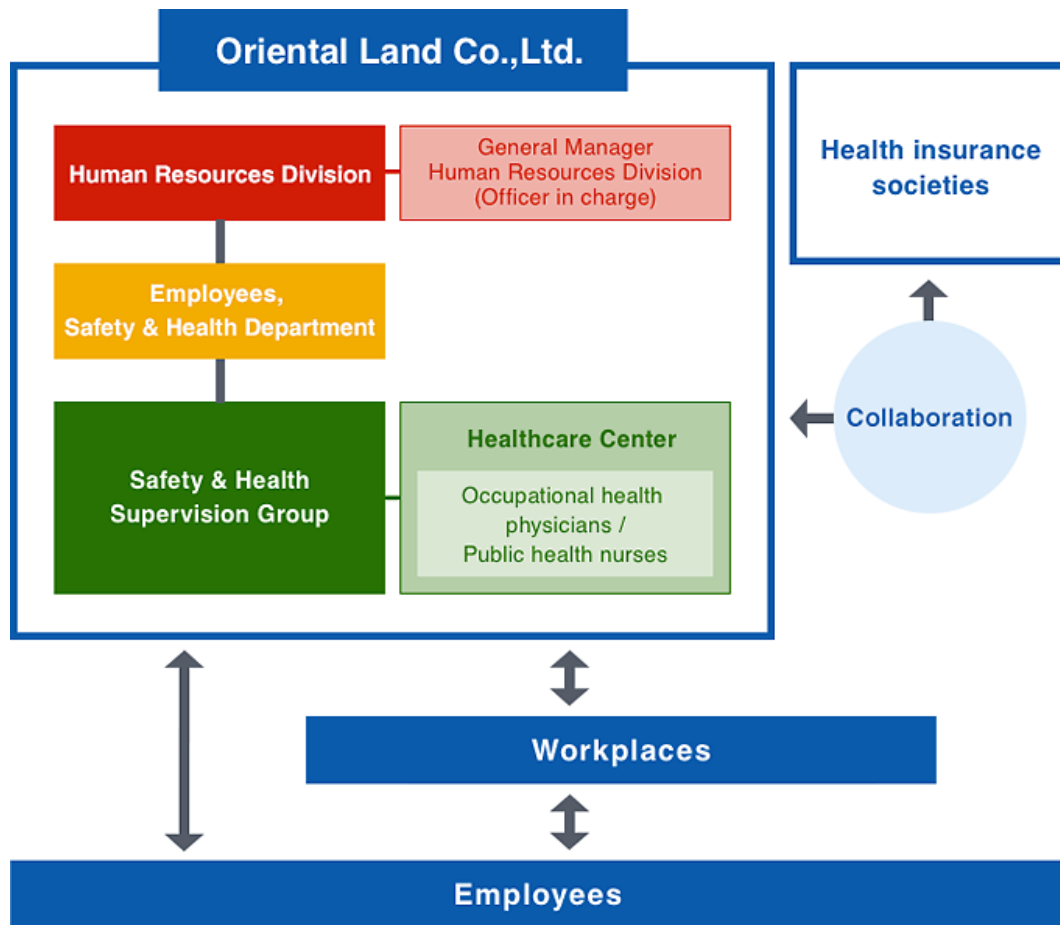
*By "we," we mean Oriental Land Co., Ltd., its employees and workplaces. Each component fulfills its respective roles.

(2) Our Roles



Management Structures

* Structure for Promoting Healthier Bodies and Minds



Actions and Performances

* Initiatives for Promoting Healthier Bodies and Minds

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

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

Major Initiatives	
Initiative	Details
Monitoring employees' health	<ul style="list-style-type: none">• Periodical physical exams for all regular employees
Ensuring early detection and preventing aggravation	<ul style="list-style-type: none">• Health exams and follow-up care• One-on-one guidance by occupational-health physicians• Health guidance by public health nurses
Raising health awareness	<ul style="list-style-type: none">• No-smoking seminars• Measures against passive smoking
Promoting mental health	<ul style="list-style-type: none">• Stress tests• Self-care seminars• Providing managers with feedback on organizational assessment and guidance on improving workplace environment for mental health management of subordinates• Health consultation by medical staff• In-house mental health consultation service• Arrangement of counseling by outside counselors



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

Our Employees

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

Policies and Regulations

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

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

Actions and Performances

★ Promoting Active Participation of Women in Workforce

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

At present, the difference in number of years of continuous service between male and female corporate employees is 5.1. Women account for 41.8% of corporate employees, and 77% of Cast Members and other non-corporate employees (as of the end of March 2018).

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



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

	As of March 31, 2017	As of March 31, 2018
Women	13.2 years	13.2 years
Men	18.5 years	18.3 years
Difference	5.3 years	5.1 years

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

	As of March 31, 2017	As of March 31, 2018
Corporate employees	40.5%	41.8%
Other workers	77.2%	77.0%

Initiatives to Support Employees with childcare

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

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

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

Examples of Initiatives

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



Return-to-work seminar

Employment of people with Disabilities

Actions and Performances

Employment of people with Disabilities

OLC actively employs individuals with disabilities, primarily at our special subsidiary Maihama Corporation Co., Ltd. Employees with disabilities represent 2.29% (as of June 1, 2018), which is greater than the legally prescribed rate of 2.2%. In FY 2015, we received the Prize Awarded for Effort by President of Japan Organization for Employment of the Elderly, Persons with Disabilities and Job Seekers (as an outstanding employer of persons with disabilities). This prize is awarded to businesses that are proactive in employing persons with disabilities, thus promoting their hiring and job stability prospects.

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

Percentage of employees with disabilities

As of June 2015	As of June 2016	As of June 2017	As of June 2018
2.15%	2.22%	2.38%	2.29%

Jobs at Maihama Corporation

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



Caring for flower seedlings

Our Guests and the Community:

Commitment to Our Guests



Social Issues

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

Our Approach

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

Our Guests and the Community

Bringing Happiness to Guests and the Community

Actions and Performances

✿ Happiness and Hospitality

Tokyo Disney Resort's

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

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

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

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



Bringing Happiness to the Customers and Society

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

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

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

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

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

Offering Guests from Overseas a Comfortable Time

Policies and Management Structures

Serving Guests from Overseas at our Theme Parks

As a growing number of travelers have started to visit Japan in recent years, our Theme Park Guests from overseas are becoming increasingly diversified.

Under its 2020 Medium-Term Plan, Oriental Land Co., Ltd. upholds its core business strategy of strengthening measures to offer overseas Guests a more comfortable time at our Theme Parks. Specifically, we are pursuing a variety of initiatives to mitigate the inconvenience they may experience due to language and cultural differences.

In promoting the initiatives, the Overseas Guests Accommodation Subcommittee was established for implementing companywide measures. The subcommittee is composed of all departments engaged in Theme Park operations, and the CS Enhancement Group of the CS Enhancement Department and the Inbound Marketing Group of the Marketing Department, Marketing Division, serve as its secretariat. The subcommittee holds monthly meetings managed by each department to assess the trends and needs of overseas Guests, discuss concrete measures to enhance our capacity to better accommodate them, and share updates on our progress.

Actions and Performances

Multilingual service at our Theme Parks✳✳✳

Tokyo Disney Resort's

Our website and guide maps are available in Japanese, English, Chinese (Traditional and Simplified), Korean, Thai and Indonesian.

In November 2017, we redesigned our guide maps so that each language version is more easily identifiable, which helps Cast Members greet and address Guests in their respective languages. We also changed the content of the guide maps with the aim of encouraging Guests to talk to Cast Members. Specifically, a new section entitled “Just Point & Ask!” was created in the inside page of the guide maps, where some sample questions and helpful answers are indicated in their respective languages as well as in Japanese. The racks holding the guide maps are now placed near the entrance of each Theme Park to make it easier for overseas Guests to pick up the version of the guide map they desire.

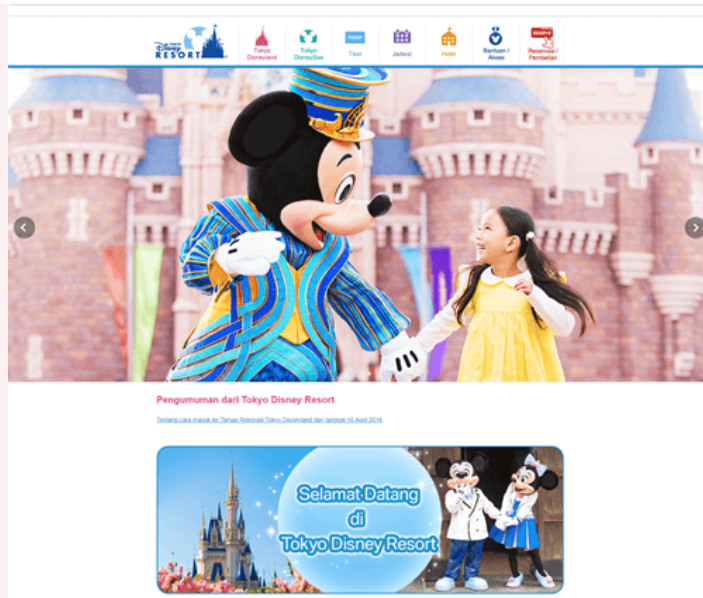


Redesigned guide maps in multiple languages



A rack holding the guide maps

In May 2018, we redesigned our foreign language websites to make them just as informative as their Japanese counterpart. These foreign language websites now roughly mirror the Japanese version to help Cast Members better serve overseas Guests, even if they do not speak their language. In addition, in December 2016, we began offering online booking for Disney Hotels and purchase of Disney e-tickets and Tokyo Disney Resort Vacation Packages (official package deals) in Chinese (Simplified) as well as in Japanese and English.



Website in Indonesian

Guest Service Tools Used at our Theme Parks ✿ ✿ ✿

Tokyo Disney Resort's

To allow our Cast Members to readily communicate with Guests from overseas, we have a variety of tools including booklets outlining the services offered at the Theme Parks and our requests for Guests, as well as a phone interpretation service. In August 2017, we additionally introduced a smartphone translation app to help us provide them with services finely attuned to their needs.



Smartphone translation ap

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

Tokyo Disney Resort's

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

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

*Buffet menu varies by season.



Health-conscious menu at Tokyo Disneyland Hotel

Our Guests and the Community

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

Policies and Regulations

✿ Providing Full and Equal Access to All Guests

Tokyo Disney Resort's

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

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

Actions and Performances

✿ Barrier-Free Facilities and Support Materials

Tokyo Disney Resort's

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

Improved Guide Maps ✿ ✿ ✿

In April 2018, we redesigned our guide maps in consideration of diverse color vision.



Former guide map / New guide map

Attractions That Can Be Boarded in a Wheelchair ✨ ✨ ✨

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

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

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



Attractions that allow Guests to board without leaving their wheelchairs

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

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



Platform raised to enable access for Guests on wheelchairs

Ensuring Easy Shopping Experience for All Guests ✨ ✨ ✨

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



Wider queuing space makes purchasing easier for Guests in wheelchairs



We will continue to make improvements to provide an environment where all Guests can spend an enjoyable time. We also provide information on our barrier-free facilities and services through the official website and an information booklet of Tokyo Disney Resort.

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

Barrier-free Facilities at Hotels ✿ ✿ ✿

Disney hotels offer accessible rooms and universal rooms that are comfortable to use for people with disabilities.

Accessible rooms

Facility	Number of rooms	Features
Disney Ambassador Hotel	6 rooms	-Handrails -Sliding door at restroom -Lower beds
Tokyo DisneySea Hotel MiraCosta	2 rooms	
Tokyo Disneyland Hotel	5 rooms	
Tokyo Disney Celebration Hotel	4 rooms (2 Wish rooms, 2 Discover rooms)	

Universal room

Facility	Number of rooms	Features
Disney Ambassador Hotel	1 room	-Handrails -Sliding door at restroom -Electric adjustable beds



Accessible room at Tokyo Disneyland Hotel

Bone conduction phones, flash bells and bath boards can be lent out upon request.

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

Introduction of Disney Handy Guide ✿ ✿ ✿

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

When used in audio mode, the terminal provides users with automatically obtained information on their present location and a range of information on nearby park facilities, all via voice. When used in caption mode, it displays captions for narrations, scripted dialogue and songs at some attractions and entertainment facilities.



Disney Handy Guide

The following facilities and support tools are also available.

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



Sign for multifunctional restroom



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



Information booklet* that puts together information on barrier-free facilities and services

*Information booklet can be downloaded in PDF format (in Japanese only) on the Tokyo Disney Resort official website.

✿ Support Services Offered by Cast Members

Tokyo Disney Resort's

In addition to offering barrier-free services while maintaining the unique themed atmosphere of our Theme Parks, the OLC Group supports Cast Members so that they can provide services to assist Guests who have disabilities. In addition to providing training and education to Cast Members, we support those who wish to become certified as service caregivers by paying for their entire examination fee and helping them with their procedures to obtain the certification. Currently, we have approximately 400 certified service caregivers. At Tokyo Disney Resort, we offer Japanese sign-language classes to enable our Cast Members to communicate with as many of our Guests as possible. We have established an in-house accreditation system to encourage personal development efforts of our Cast Members, through which approximately 80 employees have been accredited to date. Although shift schedules and work details present certain challenges, every effort is made to assign Cast Members with sign-language ability when they are needed. Cast Members who have passed the certification program wear sign-language pin on their costumes so that Guests can identify them.



Sign-language pin

Learning from Guest Feedback

Policies, Regulations and Management Structures

Learning from Guest Feedback

Tokyo Disney Resort's

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

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

In FY 2017, we strengthened our feedback gathering system by starting to accept inquiries via web form to help Guests who find it difficult to make inquiries over the telephone, such as those who live in a different time zone and thus would need to bear expensive phone charges and those with a hearing disability.

Beyond this, we ask Guests visiting Tokyo Disney Resort to respond to questionnaires and interview surveys as part of ongoing efforts to collect their opinions, requests and evaluation of the services we provide.

The feedback we receive from Guests are diverse, ranging from those concerning Cast Members’ Guest services and Theme Park rules and procedures, to those related to the Theme Park facilities and environment and products we offer. We share all comments from our Guests within the organization and put them to use in a wide range of measures aimed at improving the safety and quality of our services and facilities.

Actions and Performances

Guest feedback ✨ ✨ ✨

Total number of comments and feedback

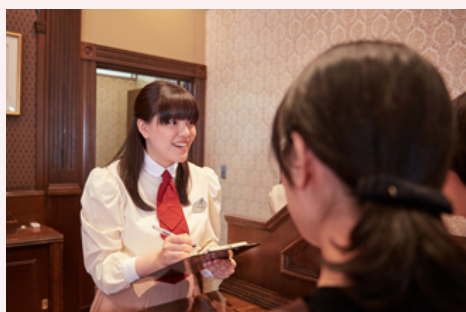
FY 2017	13,951
---------	--------

Breakdown of feedback by content

	Opinions/suggestions	Compliments (praise)
FY 2017	74.0%	26.0%

Breakdown of feedback by route

	Telephone	Letter	Questionnaire	Others (e.g., Information Center)
FY 2017	53.0%	28.0%	12.0%	7.0%



Accepting Guest comments at our Information Center



Tokyo Disney Resort Information Center

Examples of improvements made based on Guest feedback



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



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

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



Operational status and other information can be checked via smartphone.

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

Community Programs : Children are Our Future



Social Issues

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

Our Approach

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

Our Community Action Programs

Policies and Regulations

✿ Our Policy on Community Action Programs



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

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

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

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

○Programs fostering the positive development of children

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

○Programs that support children

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

Actions and Performances

Programs to promote the positive development of children

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

Programs to support children

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

Activities to Nurture and Support Children

Policies and Regulations

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

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

○Programs fostering the positive development of children

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

○Programs that support children

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

Actions and Performances

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

Programs to Promote the Positive Development of Children Disney Dreamers Experience

Tokyo Disney Resort's

The Disney Dreamers Experience, a program that started in 2015 for fifth- and sixth-graders at elementary school, aims to provide participants with an enjoyable opportunity to interact and share experiences with inspirational Cast Members—who are themselves driven by an unwavering commitment to their dreams—and to think about their own aspirations.

During FY 2017, the program was held five times—in May, July, August and December 2017 and January 2018—for a total of 123 children nationwide.

The children's comments included, "My aspiration to realize my dream has now become stronger," and the parents offered feedback such as, "My daughter's goal towards achieving her dream seems to have become clearer," and "The program has prompted my son to think about what he needs to do to achieve his dream, which has increased his motivation to learn."



Disney Dreamers Experience - helping children broaden their horizons

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

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






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

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



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

Designated charities and areas of support:

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

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

Tokyo Disney Resort's

We send our Tokyo Disney Resort Ambassador, accompanied by various Disney characters, to visit facilities throughout the country, including pediatric wards, facilities for people with disabilities, special needs schools and nursing homes, to deliver the “Disney Dream” to those who find it difficult to visit Tokyo Disney Resort. This program has been ongoing since 1982, before Tokyo Disneyland opened. In FY 2017, visits were made to 41 facilities.

Number of facilities visited

FY 2014	FY 2015	FY 2016	FY 2017
32	24	26	41



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

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

Tokyo Disney Resort's

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

Number of dreams supported

FY 2014	FY 2015	FY 2016	FY 2017
82	74	77	78



Letters from the children

Connecting with Local Communities

Policies and Regulations

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

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

○Programs fostering the positive development of children

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

○Programs that support children

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

Actions and Performances

Activities to Support Children’s Development in the Local Community

As part of our effort to support children’s development in the local community, the OLC Group offers work experience programs and travels to schools to host classes. Our employees also help run local events as volunteers. We treasure such opportunities for our employees to come together with the people in the community.

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

Since FY 2007, the OLC Group has hosted classes at junior high schools in Urayasu City. Dance became compulsory for first- and second-year junior-high-school students in FY 2012. In response, in-school dance classes began to be offered in FY 2013.

The program aims at supporting the education of children in local communities by providing dance classes leveraging the OLC Group's unique human resources and skills.

In FY 2017, a total of four choreographers and dancers held lectures for around 110 and 150 first-year students at Akemi Junior High School in November 2017 and Hinode Junior High School in January 2018, respectively.

Comments by the enthusiastic students included: "I recognized the importance of sharing all kinds of ideas among ourselves," and "The class gave me an opportunity to learn how to pull our team together." Teacher feedback included: "All the pupils were eager to enjoy dancing whether it was their cup of tea or not."



In-school classes in FY 2017

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

Since FY 2005, the OLC Group has hosted the "OLC Group Work Experience Program – We Make Happiness" in conjunction with the career education initiatives implemented by the Ministry of Education, Culture, Sports, Science and Technology.

In FY 2017, 42 first-year students from Urayasu Junior High School (November 2017) and 46 second-year students from Takasu Junior High School (January 2018), both municipal schools in Urayasu City, tried their hand at a variety of jobs including plating food in restaurant kitchens, sewing buttons onto costumes, working as information center staff at Ikspiari, and making beds at hotels.

The students' feedback included: "I have learned that the Tokyo Disney Resort is sustained by all kinds of backstage jobs and excellent teamwork," while trainers at each workplace commented, "Working with the students got us back to basics."



Work experience program held in FY 2017

* Supporting Community Events

The OLC Group supports various events held in Urayasu City such as, for example, lending our facilities for use as the venue for the city's official Coming-of-Age Day ceremony for 20-year-olds.

In FY 2017, we helped host Play Time for Families: Smiles and Dreams 2017 (August), the Urayasu City Sports Fair (October), the Urayasu Citizens' Festival (October) and the Tokyo Bay Urayasu City Marathon (February).

Our employees also volunteer to clean up the city and provide assistance at kindergarten or nursery-school field days in Urayasu City. In addition, we donate candles used at our hotels to the Urayasu City welfare center, which reuses them to make handmade candles for sale. We cherish the opportunity to work together with the people of Urayasu City.



Play Time for Families: Smiles and Dreams
2017 held in August 2017



Employees engaged in cleanups in Urayasu City
as volunteers

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



Tokyo Disney Resort's

As part of its efforts to contribute to the local community, Oriental Land has provided Tokyo Disneyland as the venue for Urayasu City's Coming-of-Age ceremony since 2002.

On January 8, 2018, the Urayasu City Coming-of-Age Day ceremony was held in Tokyo Disneyland's Showbase. This year's theme was, "Leap from Urayasu to achieve your dream." The arrival into adulthood of about 1,699 young people was officially recognized in the ceremony, a record high number exceeding 80% of all eligible participants.

The newly minted adults offered such comments as: "I'm so happy that our coming-of-age ceremony is held at this familiar place, which we have all enjoyed since our childhood," and "Having spent such a spectacular time here in our kimono, it is beginning to sink in that we have become adults."



Coming-of-Age Day ceremony

Support for Those Affected by Large-scale Disasters

Actions and Performances

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

Support for Those Affected by Hokkaido Eastern Iburi Earthquake

To support people affected by the Hokkaido Eastern Iburi Earthquake, we have made a monetary donation of 5 million yen as well as donations from employees.

Support for Those Affected by Torrential Rain in July 2018

To support people affected by the torrential rain in July 2018, we have made a monetary donation of 10 million yen as well as donations from employees.

Support for Those Affected by 2011 earthquake and tsunami and Kumamoto Earthquakes

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

To support people affected by the Kumamoto Earthquakes, we have made monetary donations, donated stationery, paid visits to elementary schools, and participated in restoration events.

Special Set Meals with Donation at Employee Dining Halls✳ ✳ ✳

On two days of each month since November 2011, we have been offering a special set meal called “We Are One” at the seven dining halls for employees located on our premises.

The price of the special set meal includes a 30-yen donation, which, along with a matching donation by Oriental Land Co., Ltd., goes toward presenting necessary supplies to elementary schools affected by earthquake disasters. As of April 2018, we have supported a total of 138 schools in Iwate, Miyagi and Fukushima Prefectures.

In October 2017, a group of OLC employees including volunteers originally from Iwate Prefecture presented notebooks, rulers, compasses and other stationery to two elementary schools in Rikuzentakata City, Iwate Prefecture. In February 2018, a group of OLC employees including volunteers originally from Miyagi Prefecture visited two elementary schools in Kesennuma City, Miyagi Prefecture, to donate notebooks and Japanese dictionaries.

After visiting Rikuzentakata, an employee originally from Kuji City commented, “We would be delighted if our support helps the children lead a happy school life.” Another employee, who actually visited his hometown and reunited with his own elementary school teacher, said, “I was the one who was encouraged by the smiles of the children and teachers of Kesennuma, where I grew up. Restoration from the disaster will take a lot of effort, but I am truly happy to be able to help the city’s school children.”

The children said, “Thank you for coming. I will study hard with the stationery I was given.” Feedback from the head teachers included: “We are grateful for the kindness extended by OLC’s employees. Their support not only helps the children, but also their families,” and “We feel appreciative that their thoughts are with us and that they are rooting for us. Their kindness has encouraged us to move forward toward further restoration.”



An employee originally from Iwate Prefecture visited the schools



An employee originally from Miyagi Prefecture visited the schools

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

Environmental Commitments : Caring for the environment



Social Issues

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

Our Approach

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

Our Policy and Systems for Conservation

Policies and Regulations

Environmental Policy of the OLC Group

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

Our Environmental Policy (Established November in 2005)

Environmental Philosophy

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

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

OLC Group Environmental Action Policy

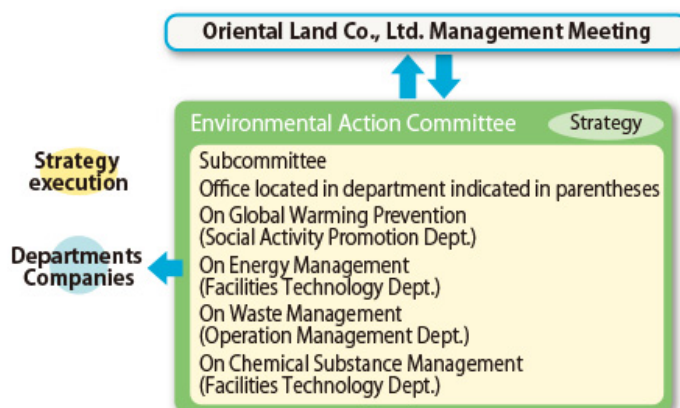
1. The OLC Group will make every effort to fight global warming, conserve energy, prevent pollution, engage in green purchasing, consider biodiversity and reduce and recycle waste in all aspects of its business operations.
2. The OLC Group will comply with all statutory regulations and internal standards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

Management Structures

* The OLC Group Environmental Management Structure

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

The OLC Group Environmental Management Structure



* Structures to Promote Environmental Action

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

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

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

*1 The four subcommittees are: the Subcommittee on Global Warming Prevention, the Subcommittee on Energy Management, the Subcommittee on Waste Management and the Subcommittee on Chemicals Management (as of June 2018).

* Internal Environmental Audits

Since FY 2015, the OLC Group has been implementing theme-based internal environmental audits. In FY 2017, "compliance with the Act on the Promotion of Sorted Collection and Recycling of Containers and Packaging" and "compliance with the Guidelines on Paper Procurement" were audited.

Actions and Performances

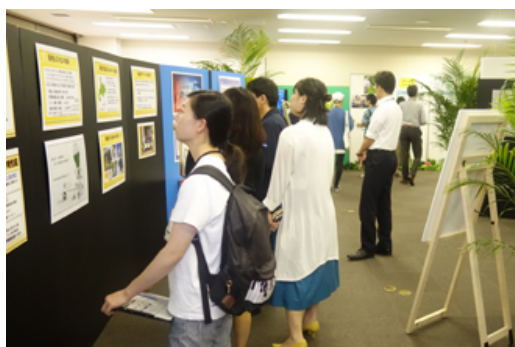
* Compliance with Environmental Laws and Regulations

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

* Environmental Education Activities for Employees

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

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



Internal exhibition "Environmental Fair"

* Environmental Impact Status of Tokyo Disney Resort

Tokyo Disney Resort's

The environmental impact of Tokyo Disney Resort's FY 2017 business operations is indicated here.

[> Environmental Impact Status of Tokyo Disney Resort](#)

Environmental Impact Status of Tokyo Disney Resort

Actions and Performances

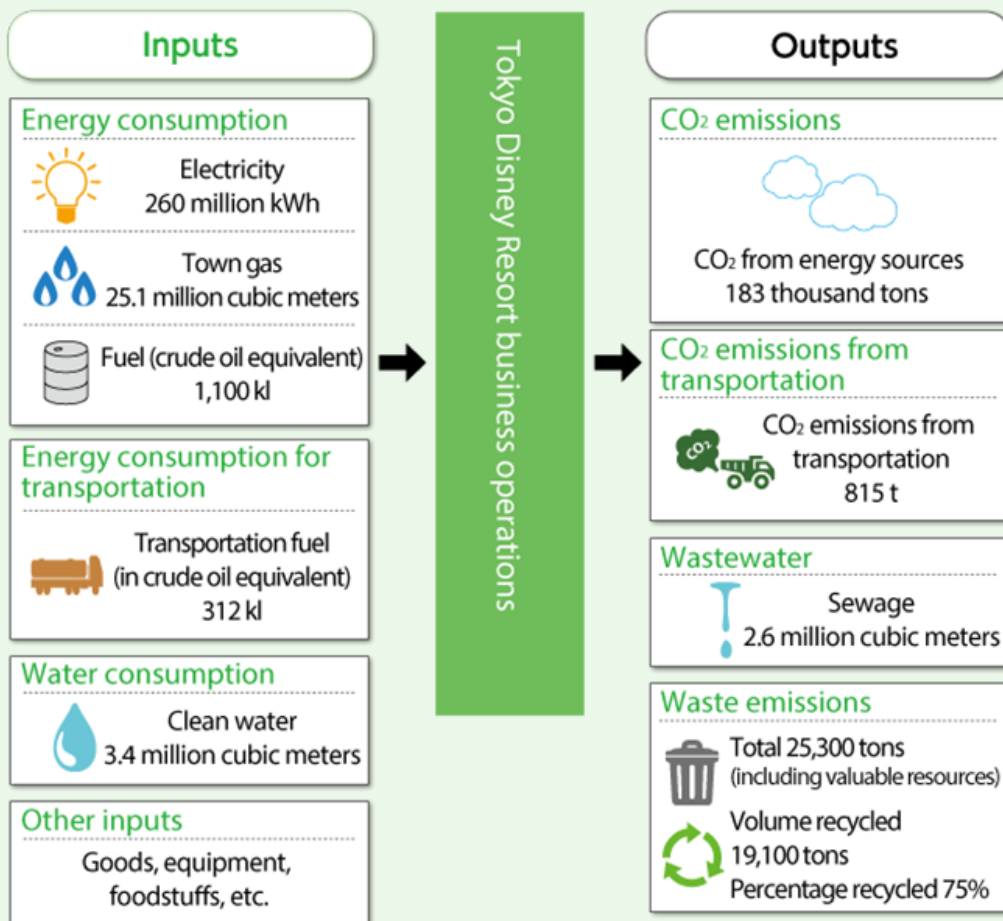
* Environmental Impact Status of Tokyo Disney Resort

Tokyo Disney Resort's

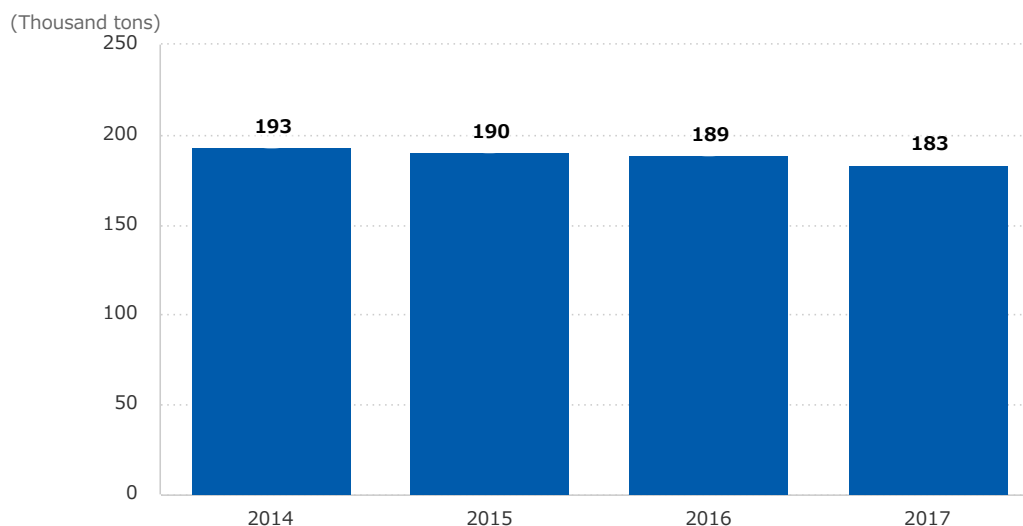
The chart below gives a broad indication of the environmental impact of the business operations of Tokyo Disney Resort (Tokyo Disneyland, Tokyo DisneySea, Disney Ambassador Hotel, Tokyo DisneySea Hotel MiraCosta, Tokyo Disneyland Hotel, Tokyo Disney Celebration Hotel, Ikspiari, Bon Voyage, the Tokyo Disney Resort Line, and Maihama Amphitheater) in FY 2017. The data covers more than 90% of the OLC Group's business areas: the Theme Park business, Hotel business, and Other business segments. Our environmental efforts touch on a variety of areas including energy management, water processing, waste management and recycling activities. We give due consideration to a range of environmental factors to reduce the burden on the global environment produced by our business activities.

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

Mass Balance on Tokyo Disney Resort Environmental Impacts (FY 2017)



CO₂ emissions



Yearly Data on Mass Balance

Inputs		2014	2015	2016	2017
Energy Consum	Electricity [thousand kWh]	263,700	267,800	263,800	260,000
	Town gas [thousand m ³]	23,600	24,200	24,800	25,100
	Fuel [(crude oil)k ℓ]	1,500	1,400	1,300	1,100
Water consump	Clean water [thousand m ³]	3,000	3,200	3,400	3,400

Outputs		2014	2015	2016	2017
CO ₂ emissions	CO ₂ from energy sources [t]	193,000	190,000	189,000	183,000
Wastewater	Sewage [thousand m ³]	2,300	2,400	2,700	2,600
Waste emissions	Total [t]	26,000	24,700	24,400	25,300
	Volume recycled [t]	19,400	18,400	18,100	19,100
	Percentage recycled	75%	75%	74%	75%

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

Measure Against Global Warming

Policies and Regulations

Global Warming and Power Shortages Are Social Issues

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

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

Medium-term Goal in Tackling Global Warming

As part of our measures to tackle global warming, we intend to continue with our efforts to reduce CO2 emissions through the promotion of efficient energy use. The OLC Group’s medium-term goal is to reduce per-unit* CO2 emissions by 1% each year on average from the FY 2016 level by FY 2020.

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

OLC Group’s Environmental Policy

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

[> Our Environmental Policy](#)

Management Structures

Structures to Promote Environmental Action

The OLC Group has established an Environmental Action Committee to promote the environmental activities of the Group. This committee is chaired by Officer in charge of Social Activity Promotion Department and is responsible for planning environmental activities and for setting the Group’s targets in this area. Positioned under the Environmental Action Committee, the Subcommittee on Global Warming Prevention and the Subcommittee on Energy Management conduct fact-finding surveys and devise strategies for addressing environmental issues.

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

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

Energy Management System

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

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



Visualization of electricity consumption

Actions and Performances

Emissions Reduction and Efficient Use of Energy

Approximately 70% of the OLC Group's current CO2 emissions result from electricity use.

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

In the intangible aspects, we will be introducing a combination of different measures and continue our efforts to reduce CO2 emissions. One example of such measures is to reduce power consumption by employing an energy management system to visualize energy consumption.

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



Central monitoring system at the Central Energy Plant

FY 2017 CO2 Emissions

In FY 2017, CO2 emissions by the OLC Group amounted to 198,000t.

OLC Group's CO2 Emissions

FY2014	FY2015	FY2016	FY2017
212,000t	207,000t	203,000t	198,000t

For the amount of CO2 emitted at the Tokyo Disney Resort, please refer to the [Environmental Impact Status of Tokyo Disney Resort](#).

Carbon Offset✱ ✱ ✱

The OLC Group has been continuing with our carbon offsetting* since FY 2014. In FY 2018, we chose forest maintenance and management projects in Iwate Prefecture as well as other projects to support regions affected by the 2011 earthquake and tsunami to offset a total of 2,000 t of carbon.

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

✱ LEDs

Tokyo Disney Resort's

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

We are already using LEDs to illuminate our Cinderella's Castle, Mount Prometheus, roofs' rims, outdoor spaces and stores. As for the floats in Tokyo Disneyland Electrical Parade Dreamlights, 18 out of 21 now have LED lighting mounted on them. We will continue to make the transition to LED lighting in more areas.

"it's a small world," which was redesigned and reopened on April 15, 2018, now exclusively employs LED lighting. To exude the attraction's unique atmosphere more vividly, we increased the amount of lighting equipment by 60%, while reducing energy consumption by more than 50%.



"it's a small world" maintained its traditional atmosphere with LEDs.



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



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

* Solar Power Generation

Tokyo Disney Resort's

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

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



Solar panels installed atop company building

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

Hokkaido Teshikaga Farm, which cultivates strawberries, adopts greenhouse heating systems that harness abundantly available geothermal and hot spring energy, significantly reducing the consumption of fossil fuels even in the winter season.



Strawberry cultivation facility at the Hokkaido Teshikaga Farm

* Biomass Packaging Employing Sugarcane-based Materials

Tokyo Disney Resort's

The shopping bags provided at stores inside our Theme Parks and hotels are now eco-friendly. In FY 2015, we introduced biomass packaging partially made with sugarcane-based materials. This enables us to cut yearly CO2 emissions down by about 40% compared to conventional bags, which mainly use petroleum-based materials. The sugarcane that serves as the raw material is also being cultivated in such a way as to avoid damaging tropical forests and other elements in the ecosystem.



Gradual introduction of biomass packaging materials made from sugar cane

* Conversion of Vehicles inside Theme Parks to Electric Vehicles

Tokyo Disney Resort's

As part of the efforts to reduce CO2 and its impacts on the atmosphere, all seven of our Big City Vehicles that operate inside DisneySea have been converted to electric vehicles.



Electric car in operation in Tokyo DisneySea

* Environmentally Friendly Transport

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

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

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

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

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

Eco-driving Rules for Guests and Employees* * *

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

OLC Group Eco-driving Rules

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



* Adapting to Global Warming

Tokyo Disney Resort's

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

At present, at the OLC Group we are working to secure water sources, be prepared for typhoons and thunderstorms, and address rising temperatures to prevent heat strokes both indoors and outdoors as a form of adaptation. We intend to continue with such measures, anticipating climate changes that are expected to occur due to global warming. In particular, we have been working to alleviate heat in the outdoor queuing areas of attractions and other facilities. In FY 2017, we installed some roofs for shade and blowers at Nemo & Friends SeaRider. For “it’s a small world,” which reopened on April 15, 2018 after a redesign, the indoor queuing area was expanded in view of the changing climate.



Outdoor queuing area for Nemo & Friends SeaRider is now installed with roofs and blowers



Indoor queuing area for “it’s a small world” was expanded

* Environmental Impact Status of Tokyo Disney Resort

Tokyo Disney Resort's

FY 2017 energy consumption and CO2 emissions at Tokyo Disney Resort as well as other data are indicated here.

> [Environmental Impact Status of Tokyo Disney Resort](#)

Waste Reduction

Policies and Regulations

Increasing Recycling Rates

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

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

Medium-term Target in Waste Management

In waste management, the OLC Group works to reduce waste by upholding the medium-term target of reducing the amount of daily combustible waste by 3% from the FY 2015 level to 110 g per Guest by FY 2020. We will also continue to rigorously enforce the proper separation of different types of waste, and promote recycling.

OLC Group's Environmental Policy

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

[> Our Environmental Policy](#)

Management Structures

Structures to Promote Waste Management

The OLC Group has established an Environmental Action Committee to promote the environmental activities of the Group. This committee is chaired by Officer in charge of Social Activity Promotion Department and is responsible for planning environmental activities and for setting the Group's targets in this area. Positioned under the Environmental Action Committee, the Subcommittee on Waste Management conducts fact-finding surveys and devises strategies for addressing environmental issues.

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

OLC Group Waste Management Policy

The OLC Group has adopted a group-wide waste management policy and is sharing this philosophy within the group in an effort to promote waste disposal methods that are kinder to the environment.

* Recycling Programs

Tokyo Disney Resort's

Rigorous Waste Sorting * * *

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

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



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



Manual sorting by Cast Members

Representative examples of recycling





Liquid waste is separated from general waste before collection

FY 2017 Recycling Rates✳ ✳ ✳

In FY 2002, when Tokyo DisneySea was first opened for the entire year, the recycling rate fell short of 50%; by contrast, the rate across the entire Tokyo Disney Resort reached about 75% in FY 2017 as a result of the initiatives above. We recycle virtually all of the kitchen waste generated in our Theme Parks.

Recycling Rates

FY 2014	FY 2015	FY 2016	FY 2017
75%	75%	74%	75%

Making Use of Recycled Materials✳ ✳ ✳

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

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

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



Recycled materials are used in some Cast Member's costumes

✳ Donations to Food Banks

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

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

Environmental Impact Status of Tokyo Disney Resort

Tokyo Disney Resort's

FY 2017 waste emissions at Tokyo Disney Resort as well as other data are indicated here.

[> Environmental Impact Status of Tokyo Disney Resort](#)

Water Conservation

Policies and Regulations

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

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

OLC Group's Environmental Policy

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

[> Our Environmental Policy](#)

Management Structures

Our Water Supply and Drainage Management System

The OLC Group has established an Environmental Action Committee to promote the environmental activities of the Group. This committee is chaired by Officer in charge of Social Activity Promotion Department and is responsible for planning environmental activities and for setting the Group's targets in this area.

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

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

Actions and Performances

* Water Purification and Recycling

Tokyo Disney Resort's

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



Water treatment facility

* Recycling of Water in Water Areas

Tokyo Disney Resort's

We have placed filtration devices in the areas and attractions containing water at Theme Parks. The devices enable us to maintain water quality by conducting thorough checks and effectively circulating all water.

For example, the water contained in the vast water areas within Tokyo DisneySea is processed through a large-scale cycle filtration/purification system. Thanks to this system, we can efficiently maintain a consistent level of water by replenishing stocks on sunny days to make up for water lost to evaporation and make adjustments to deal with overflows on rainy days. Clean water used for fountains pours into the bodies of water located throughout Tokyo DisneySea, allowing us to use water effectively without wasting any of it.



Water circulates efficiently throughout Tokyo DisneySea

* Environmental Impact Status of Tokyo Disney Resort

Tokyo Disney Resort's

FY 2017 water consumption and wastewater volumes at Tokyo Disney Resort as well as other data are indicated here.

> [Environmental Impact Status of Tokyo Disney Resort](#)

Proper Chemicals Management

Policies and Regulations

Adhering to the Spirit of the PRTR System

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

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

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

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

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

OLC Group's Environmental Policy

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

[> Our Environmental Policy](#)

Management Structures

Environmental Action Committee and Subcommittee on Chemical Management

The OLC Group has established an Environmental Action Committee to promote the environmental activities of the Group. This committee is chaired by Officer in charge of Social Activity Promotion Department and is responsible for planning environmental activities and for setting the Group's targets in this area. Positioned under the Environmental Action Committee, the Subcommittee on Chemical Management conducts fact-finding surveys and devises strategies for addressing environmental issues.

Chemical Substance Management System at the OLC Group

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

Actions and Performances

Efforts to Reduce Chemical Emissions

Tokyo Disney Resort's

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



Proper management of paints used at Theme Parks

Giving Due Consideration to Biodiversity

Policies and Regulations

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

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

OLC Group's Environmental Policy

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

[> Our Environmental Policy](#)

Paper Procurement in Due Consideration of Biodiversity

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

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


Management Structures

The OLC Group has established an Environmental Action Committee to promote the environmental activities of the Group. This committee is chaired by Officer in charge of Social Activity Promotion Department and is responsible for planning environmental activities and for setting the Group's targets in this area.

Greenery at our Theme Parks

Tokyo Disney Resort's

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

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



Guidelines on Paper Procurement (abbreviated)

I. Purpose

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

II. Target

All paper products used in the course of business

III. Procurement policy

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

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

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

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

Method of enforcement

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

SRI and Awards from External Organizations

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

Socially Responsible Investment (SRI)

FTSE4Good Index Series

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

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



FTSE Blossom Japan Index

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



MSCI Japan ESG Select Leaders Index

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



2018 Constituent
MSCI Japan ESG
Select Leaders Index

(in Japanese only)

MSCI Japan Empowering Women Index

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



2018 Constituent
MSCI Japan Empowering
Women Index (WIN)

(in Japanese only)

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

Awards Received in the Past

Award for Enterprises Promoting Part-time Workers

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



About CSR information

Policies on Compiling the CSR Report

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

Use of Different Tools to Provide CSR Information

The OLC Group CSR Report 2018, Digest covers the OLC Group's main CSR activities in FY 2017. It is available in the PDF and e-booklet formats.

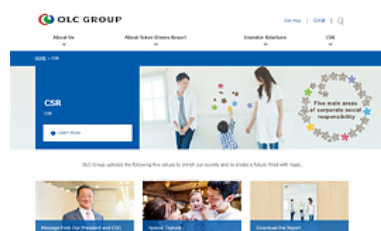
The "CSR information" section of this website contains a comprehensive report on all CSR activities, while the "Topics" section provides the most up-to-date CSR information.

Provide Information in Accordance with Our CSR Policies



"OLC Group CSR Report 2018, Digest"
(PDF)

This publication reports the essence of the OLC Group's CSR activities in FY 2017 in PDF format.



OLC Group CSR Information
(web & PDF)

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



Annual Report


CSR information is covered under the framework of ESG.

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

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

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

 [See here for the OLC Group's ESG and CSR initiatives and business-related SDGs.](#) (1,285KB)

 [See here for Annual Report.](#) (9,967KB)

Looking Ahead in CSR Communication

We interviewed various stakeholders and experts within and outside the OLC Group and took their opinions and suggestions into account in compiling this year's CSR report, as we have done in the past. The OLC Group welcomes and appreciates interest and feedback on this report and on our CSR initiatives, and is committed to enhancing the quality of our CSR communications.

Scope and Structure of OLC Group CSR Information

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

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

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

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

[The Walt Disney Company Corporate Citizenship](#) 

Time Frame for the OLC Group CSR Information 2018

The initiatives presented in this report are mainly applicable to the OLC Group's FY 2017 (April 1, 2017 - March 31, 2018), although information is also provided on ongoing and special CSR programs outside the fiscal year.

Publishing Date

September 2018

Inquiries:

Social Activity Promotion Department, Oriental Land Co., Ltd.

Tel: +81-47-305-3053

Disney scenes © Disney Enterprises, Inc.

Overview of the OLC Group

OLC Group Business

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

OLC Group Business Segments

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

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

*As of September 1, 2018

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

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