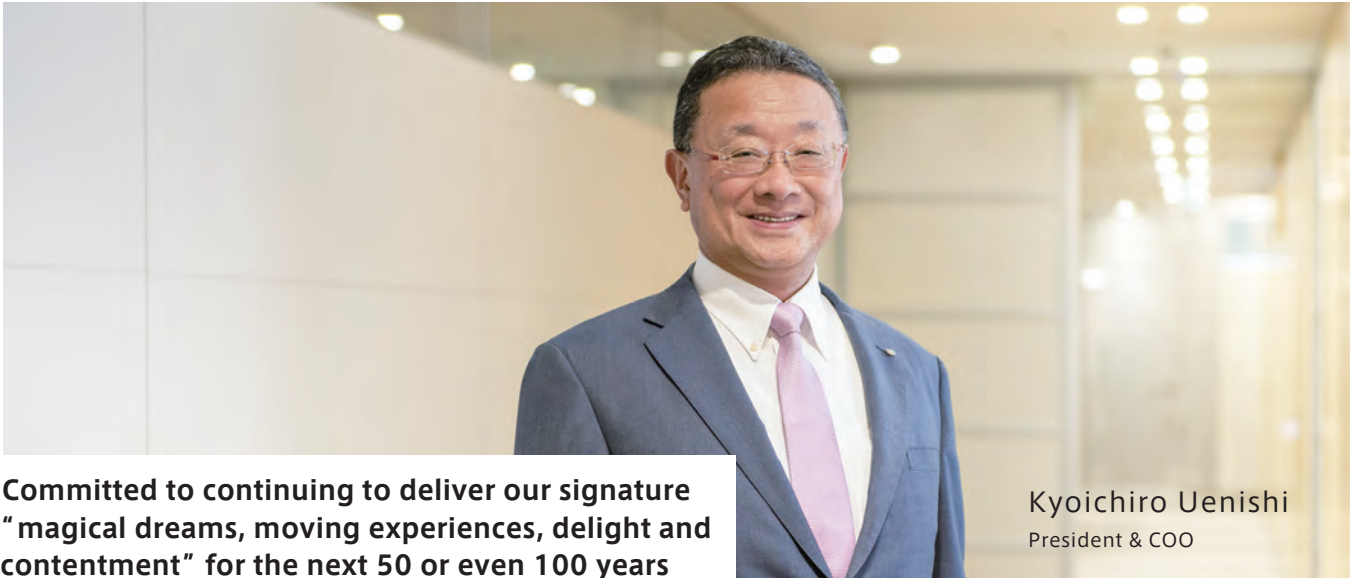




OLC GROUP CSR REPORT 2018

DIGEST SEPTEMBER 2018

MESSAGE FROM OUR LEADERSHIP



Committed to continuing to deliver our signature “magical dreams, moving experiences, delight and contentment” for the next 50 or even 100 years

Kyoichiro Uenishi
President & COO

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

Our 2020 Medium-Term Plan was formulated with the goal of strengthening our business foundation toward long-term sustainable growth. In FY 2017, we endeavored to reinforce our structural aspect to provide novelty and comfort with the aim of enhancing Guest satisfaction and empowering us to attract more Guests.

For example, Nemo & Friends SeaRider, which newly opened at Tokyo DisneySea, not only contributed to strengthening our novelty, but also increased the comfort we provide by offering a roof over the outdoor waiting area. We also renovated our food facilities and restrooms and introduced more tools to support Guests from overseas. By constantly making such meticulous and persevering renovation and expansion efforts, we hope to continue enhancing our Guests' experience value in a steady manner.

Q. 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 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.

Q. 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.

Involving Tokyo Disney Resort

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

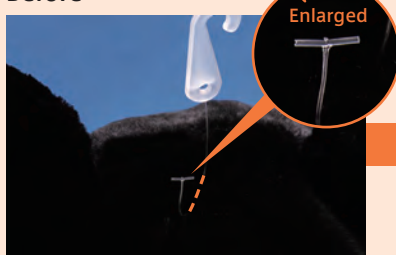
We refer to ideas from Cast Members at stores and feedback from Guests to make consistent improvements to our products.

Example of improvement

(Tag for hat)

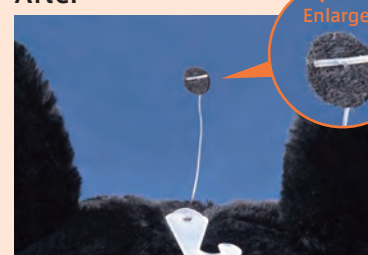


Before



Enlarged

After



Enlarged

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.

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

Corporate Mission

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

OLC Group CSR Policy

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

Caring for the environment

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



Trust and integrity

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



Children are our future

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



Dynamic and inspiring workplace

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



Commitment to our Guests

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



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

Based on our corporate mission of "creating happiness and contentment by offering wonderful dreams and moving experiences created with original, imaginative ideas," our aim is to help create a future filled with dreams that enrich people's lives. This is why our Corporate Social Responsibility revolves around the Group's Five Values.

Trust and Integrity

- ✦ Our most important responsibility is ensuring that our Guests are safe and able to enjoy themselves.
- ✦ Ensuring regulatory and other compliance and maintaining our integrity as a company help us develop mutual trust with our stakeholders, which, in turn, leads to the sustainable growth we aim for.
- ✦ We strive to bolster our corporate governance to provide magical dreams, moving experiences, delight and contentment.



For details about our initiatives, please visit our website: <http://www.olc.co.jp/en/csr/5daiji/management.html>

Initiatives to Ensure Safety and Quality that Sustain Guests' Experience Value

Ensuring that our Guests are safe and able to enjoy themselves free of care is our most important responsibility. To increase Guests' experience value, rigorous quality control is required. To this end, the OLC Group implements a range of scrupulously developed initiatives on an ongoing basis to maintain and enhance safety and quality, while taking into account changing social circumstances and Guests' needs.



Safety check before departure



Enhancing Safety and Quality at "it's a small world"

Kotaro Takeshita

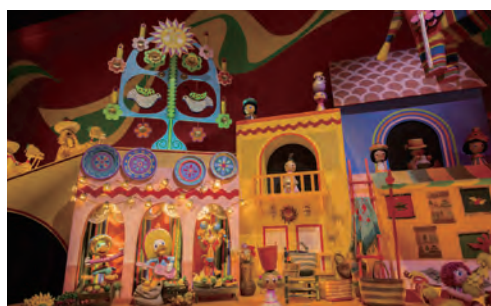
Facility Engineering Department, Engineering Division (as of then)
(Managed the "it's a small world" Redesign Project)

"it's a small world" has remained an attraction loved by many Guests since Tokyo Disneyland first opened. Upon redesigning the attraction, in addition to continuing to adopt our conventional safety measures, we focused on strengthening the Guest environment for a safer and more enjoyable experience to respond to social and environmental changes over the past 35 years. Specifically, we expanded the indoor waiting area to protect Guests from heat, installed a structure to prevent cameras and smartphones from falling into the water at the boat station, and started offering signs and announcements in three languages.

With respect to quality, we introduced new stories and Disney characters for a fresh rendering while preserving the traditional essence. The Disney characters blended well with the traditional ambience of the attraction, seemingly having been there all along, yet exuding a new shine. The show sets and walls were faithfully and vividly reproduced in their original colors used 35 years ago so as to evoke a good original sense of fun and nostalgia.



Indoor waiting area expanded



Fresh new elements sprucing up the traditional fun

Involving Tokyo Disney Resort

Dynamic and Inspiring Workplace

- * Our personnel are the source of the magical dreams, moving experiences, delight and contentment we offer. To continue delivering happiness to our Guests and society at large, we strive to enhance the hospitality offered by each and every employee.
- * We aim to enhance employee satisfaction (ES), make sure that all of our employees can realize their full potential, feel safe at work, experience personal growth, and find their jobs rewarding.



For details about our initiatives, please visit our website: <http://www.olc.co.jp/en/csr/5daiji/relation.html>

Workstyle Reform for Generating Greater Happiness

To continue delivering happiness to our Guests and society at large, hospitality is an essential element. Our business would not be feasible were it not for our people, who embody that hospitality. The Group engages 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.



Promoting Diversity at Work

Tomoko Nakahira

Human Resources Department, Human Resources Division

On the back of a labor shortage, Japanese society is calling for the promotion of workplace diversity and the active participation of women in the workforce. At Oriental Land, we have a corporate culture in which women work on an equal footing with men, as demonstrated by the numerous female employees fulfilling their potential at all kinds of jobs and divisions. Although we have set a numerical target of raising the proportion of female managers, our policy is to ensure equal opportunities rather than equal outcomes, and we are striving to coordinate all our human resources development programs under this policy while offering expanded opportunities to take on new challenges. From the perspective of providing equal opportunities, we are also improving our systems to support employees raising children or caring for family members so that they can balance family care and work responsibilities. In addition to improving our existing schemes, we are trying out new styles of working. Meanwhile, in our efforts to help employees achieve a smooth return to work after taking leave, we offer seminars for applicable employees, as well as an awareness program for officers and managers.

	(FY 2017)	
Proportion of women among new recruits (Oriental Land Co., Ltd.)	Corporate employees	Other workers
	58.5%	77.6%
	(As of March 31, 2018)	
Proportion of women on payroll (Oriental Land Co., Ltd.)	Corporate employees	Other workers
	41.8%	77.0%
	(As of March 31, 2018)	
Difference in years of continuous service (employees at Oriental Land Co., Ltd.)	Women	Men
	13.2 years	18.3 years
	Difference: 5.1 years	

Being a working mother of two children myself, I will continue to try to create an environment where our diverse employees can display their full potential by supporting them to achieve an appropriate balance between family care responsibilities they may have in their private lives and their careers.

Examples of efforts to support employees with work-life balance



Initiative	Outline
Childcare leave seminar (held regularly)	For employees scheduled to take childcare leave. Provides tips on how to prepare for and what to do during leave.
Return-to-work seminar (held regularly)	For employees on childcare leave. Provides information on the range of support offered by the company after returning to work, as well as an opportunity to think about their own career building.
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. Past themes include diversity and long-term family care.



Return-to-work seminar

Commitment to Our Guests

- * We constantly strive to evolve by focusing on our Guests' increasingly diverse needs.
- * We aim to offer greater happiness to our customers and society including people with disabilities, children and the elderly people through business activities that embody a broader social perspective.



For details about our initiatives, please visit our website: <http://www.olc.co.jp/en/csr/5daiji/social.html>

Creating Happiness for All Our Guests

Our Theme Parks welcome diversity of Guests including various families, Guests with different languages and cultures, and the newly aging generation (middle-aged people who can enjoy their own time as their children grow up). Among them are people with disabilities or injuries. We make every effort to offer an environment where all our Guests can spend a comfortable time by providing the necessary facilities, support tools and support services by Cast Members.

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



Cast Members who have received in-house sign-language training and passed the certification program wear a sign-language pin on their costume.



Helping Guests Enjoy a Pleasant Time Despite Language and Cultural Differences

Mikiko Shiiba

CS Enhancement Group
CS Enhancement Department
(as of then)

Hiroyuki Ishiai

Inbound Marketing Group
Marketing Department, Marketing Division (as of then)

In response to the growing number of travelers visiting Japan, Oriental Land, as its core business strategy under its 2020 Medium-Term Plan, is strengthening measures to offer overseas Guests a more pleasant time at our Theme Parks. To implement the company-wide measures, we established the Overseas Guests Accommodation Subcommittee, assigning the CS Enhancement Group of the CS Enhancement Department and the Inbound Marketing Group of the Marketing Department to serve as the secretariat. The subcommittee holds monthly meetings to discuss our initiatives and share updates on them.

Our latest initiatives include upgrading our foreign language guide maps, redesigning our foreign language websites, and introducing a smartphone translation app for Cast Members.



Translation app introduced in August 2017



Guide maps in multiple languages

The foreign language websites are now just as informative as their Japanese counterpart, allowing Cast Members to better serve overseas Guests by helping to mitigate any worries stemming from language differences.

The Olympics and Paralympics event to be held in Tokyo in 2020 is expected to further drive diversity in languages, cultures and customs. We will continue with our efforts to understand our Guests' needs and strengthen our measures to help them enjoy a pleasant time at our Theme Parks.

Involving Tokyo Disney Resort

Children are Our Future

- ✱ We engage in a wide array of community action programs by leveraging our corporate features as a provider of happiness for Guests and society at large.
- ✱ In particular, we aim to help nurture the next generation and develop communities through initiatives that focus on child support and development.
- ✱ We provide continued support to people affected by large-scale disasters through our activities to bring smiles to children's faces.



For details about our initiatives, please visit our website: <http://www.olc.co.jp/en/csr/5daiji/contribute.html>

Child Support and Development Activities

As a corporation with a mission to offer magical dreams, moving experiences, delight and contentment, the OLC Group undertakes various community action programs on an ongoing basis with particular emphasis on programs that nurture and support the emotional development of children, who represent our future. Our programs to nurture children focus on "nurturing their heart" by developing intellectual curiosity and consideration for others. Meanwhile, our programs to support children provide assistance to those who are in various special needs.



The OLC Group Children's Smile Fund supports children around the world.



Inspiring Children to Dream by Leveraging our Business Characteristics

Shoko Kobayashi
Social Activity Promotion Department

The Tokyo Disney Resort offers a wide variety of jobs for people with diverse dreams and skills. Making use of such business characteristics and corporate strength, we began implementing programs aimed at developing future generations in FY 2012.

For example, the Disney Dreamers Experience, a program that started in FY 2015, seeks to provide participants with an opportunity to explore their own dreams through interacting with Cast Members at the Tokyo Disney Resort and engaging in various experiences at our Theme Parks. During FY 2017, a total of 123 children participated in the program, where, with support from entertainment performers and restaurant chefs, they gave thought to their own aspirations and what was important to achieve their dreams. We were delighted to see the sparkle in the children's eyes and to receive positive feedback from their parents, who informed us through our questionnaire how their children's behavior changed after the program. At the same time, we renewed our commitment to remain a place that nurtures children's dreams and to continue living up to the expectations of society.



Feedback from participants

I learned that it is wonderful to achieve dreams, although it may not be easy.

I now know that dreams will come true if you make an effort.

My daughter seems to have realized the importance of pursuing dreams. She told me that she would like to eventually find her own dream. (Parent)

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. (Parent)



Disney Dreamers Experience

Involving Tokyo Disney Resort

Caring for the Environment

- ✱ We work earnestly on environmental initiatives so that we may continue to bring happiness to future generations.
- ✱ We work on climate change by reducing greenhouse gas emissions and implementing adaptation measures to minimize the impact on our Guests and employees.



For details about our initiatives, please visit our website: <http://www.olc.co.jp/en/csr/5daiji/environment.html>

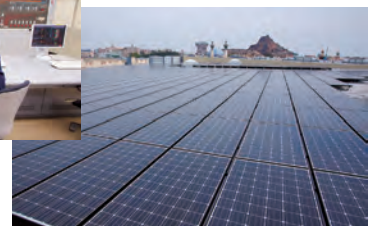
OLC Group's Efforts to Fight Climate Change

The OLC Group is working earnestly on environmental initiatives so that we can pass on an environmentally sound planet and continue to bring happiness to generations to come.

Fighting climate change is an imperative social challenge. We are driving forward a range of Group-wide measures to tackle climate change, such as using energy more efficiently, retrofitting LED lighting, harnessing renewable energy by, for example, installing solar panels, and introducing biomass packaging partially derived from sugar cane.



Central monitoring system at the Central Energy Plant



Solar panels installed on office building rooftops



Cultivating Strawberries with Renewable Energy to Enhance Guests' Experience Value

Yuma Sakurai

Agriculture Operations Group, Food Planning Department, Food Division

In our effort to enhance Guests' experience value through food, we embarked on growing high-quality strawberries on our own. The prerequisite for this project was to be able to cultivate the fruit throughout the entire year, not just when in season, which was why we turned our eyes to Teshikaga, Hokkaido. The location was blessed with an ideal climate for strawberry farming, which requires cool summers and large fluctuations in daily maximum and minimum temperatures. In addition, Teshikaga is home to abundant geothermal and hot spring heat, which could be used as renewable energy to cope with the low temperatures and accumulated snow in winter. This means that less fossil fuel is required, leading to lower CO₂ emissions and higher energy efficiency including reduced costs.

At our Teshikaga strawberry farm, the geothermal and hot spring heat energy is used to heat up greenhouses, warm the plant roots, and melt snow that accumulates around the greenhouses during the winter season. This initiative has been highly rated by municipalities and others for its energy conservation performance and innovative use of new forms of energy.



Heat exchanger for warming greenhouses and plant roots



High-quality strawberries are cultivated throughout the year.

Awards & Recognition

- **Northern Districts' Energy Conservation and New Energy Awards, Excellence Award**
(Hokkaido Bureau of Economy, Trade and Industry; Ministry of Economy, Trade and Industry)
- **Hokkaido Energy Conservation and New Energy Promotion Awards, Encouragement Award**
(Hokkaido Government)
- **New Energy Awards, New Energy Foundation Chairman's Award**
(New Energy Foundation)
- **FY 2017 Hokkaido Green Biz Certificate**

EDITING POLICY

* Scope of report

This report primarily covers CSR initiatives undertaken by the OLC Group. When an initiative pertains specifically to Oriental Land or a group subsidiary, it has been indicated as such.

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



* Time frame covered

This report primarily deals with CSR initiatives undertaken in FY 2017 (April 1, 2017 – March 31, 2018). However, information is also provided on ongoing and special CSR programs outside this period.

* CSR reporting tools of the OLC Group



PDF file

OLC GROUP CSR REPORT 2018, DIGEST



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



Website

OLC Group CSR Information



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

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



PDF file

Annual Report 2018



CSR information is covered under the framework of ESG.

* Company overview (As of March 31, 2018)

Company name	Oriental Land Co., Ltd.
Corporate headquarters	1-1 Maihama, Urayasu City, Chiba Prefecture, 279-8511
Date of establishment	July 11, 1960
Capital	63,201,127,000 yen
Number of employees	Corporate employees: 3,194 Part-time employees: 19,716

Contact us at:

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

Tel: +81-47-305-3053

* 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.

* Parts that read "Involving Tokyo Disney Resort" and are enclosed by ruled lines cover initiatives executed and managed by Oriental Land Co., Ltd. as Tokyo Disney Resort's operator under license from Disney Enterprises, Inc.

Disney scenes © Disney Enterprises, Inc.

* Employees and business sections are as of September 2018. Undated information is about FY 2017.

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