

## DISNEY EXPERIENCES

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Disney Experiences brings the magic of The Walt Disney Company's powerful brands and franchises — including Disney, Pixar, Marvel, Star Wars, ESPN, Twentieth Century Studios and National Geographic — into the daily lives of families and fans around the world to create magical memories that last a lifetime.

When Walt Disney opened Disneyland in Anaheim, California, on July 17, 1955, he created a unique destination built around storytelling and immersive experiences, ushering in a new era of family entertainment. More than 65 years later, Disney has grown into one of the world's leading providers of family travel and leisure experiences. With an iconic collection of businesses, these include six resort destinations with 12 theme parks and 55 resort hotels in the United States, Europe and Asia; a top-rated cruise line with five ships and plans for three more to be completed by 2025; a beachside resort in Ko Olina, Hawaii; a popular vacation ownership program; new Disney-branded home communities; two award-winning guided tour adventure businesses; and immersive, professional development and event exploration offerings. Disney Imagineers are the creative force behind Disney theme parks, resort hotels and cruise ships globally.

Disney Consumer Products, Games and Publishing includes the world's leading licensing business, one of the largest children's publishing brands globally, one of the largest licensors of games across platforms worldwide and consumer products at retail around the world.

## EXCITING NEW DEVELOPMENTS

Every Disney experience shares a commitment to excellence in quality, storytelling and guest service that has been a hallmark for our organization since the beginning, and we continue that commitment as we expand our business around the world. Walt Disney once said, “Disneyland will never be completed. It will continue to grow as long as there is imagination left in the world.” Building on that spirit, Disney has a multitude of exciting new travel and leisure experiences that have recently opened or are now underway around the world.



Earlier this year, **Disneyland Resort** kicked off the Disney100 celebration with limited-time offerings, along with the opening of the reimagined Mickey’s Toontown and Mickey & Minnie’s Runaway Railway. Inspired by Disney’s “The Princess and the Frog,” Tiana’s Palace recently received a warm welcome in New Orleans Square at Disneyland park. This quick-service dining location is a tasty hotspot of Southern comfort dishes inspired by Cajun and Creole cuisine. Other new developments include San Fransokyo Square, which recently opened at Disney California Adventure park, transporting guests to a vibrant district of diverse dining, interactive shops and iconic landmarks from Disney’s “Big Hero 6.”

**Walt Disney World Resort** recently opened TRON Lightcycle / Run presented by Enterprise at Magic Kingdom Park, a coaster-style attraction for a thrilling race through the digital world. This attraction is welcomed amongst several other new additions, including Guardians of the Galaxy: Cosmic Rewind, a family thrill coaster at EPCOT. In addition, the transformation of EPCOT includes Journey of Water, Inspired by Moana, where guests can explore the water cycle, while making friends with magical, playful water.

**Tokyo Disney Resort** is celebrating its 40th Anniversary from April 15, 2023 to March 31, 2024. The main feature of the anniversary event is the new daytime parade, “Disney Harmony in Color” at Tokyo Disneyland. Also, at Tokyo DisneySea, the largest expansion for Disney theme parks ever is underway to create an eighth themed port, Fantasy Springs. The port will include three distinct areas and four new attractions that recreate the worlds of the Disney films *Frozen*, *Tangled* and *Peter Pan*. The expansion will also include the park-integrated Tokyo DisneySea Fantasy Springs Hotel with two buildings, the deluxe Fantasy Chateau and the luxury Grand Chateau.



At **Disneyland Paris**, the all-new Disney Symphony of Colors will provide vibrant new guest experiences that are sure to surprise and entertain starting early next year. On January 25, Disneyland Hotel will reopen as the very first Disney hotel to propose a five-star journey celebrating Disney royalty, from iconic classics to recent hits. The transformation of Walt Disney Studios Park continues with work underway on a new *Frozen*-themed area, following the opening of Avengers Campus in 2022 and the new “TOGETHER: a Pixar Musical Adventure” show which premiered this summer.

**Hong Kong Disneyland Resort** is raising the bar with its new immersive land World of Frozen, opening on November 20, 2023. Guests will be able to experience *Frozen* like never before with the addition of two new exciting attractions – Wandering Oaken’s Sliding Sleighs, the first *Frozen*-themed coaster, and Frozen Ever After. To commemorate Disney’s 100th anniversary this year, the park debuted its very own Walt Disney and Mickey Mouse Statue “Dream Makers” in October. In July, the reinvented Disney’s Hollywood Hotel returned, bringing Disney movie magic to life and celebrating the art of storytelling with a refurbished hotel lobby and two restaurants.



**Shanghai Disney Resort** features classic Disney storytelling and characters with “authentically Disney and distinctly Chinese” experiences tailored specifically for guests in China. Opened on June 16, 2016, Shanghai Disney Resort is home to Shanghai Disneyland, two themed hotels, Disneytown, a shopping, dining and entertainment district, Wishing Star Park and other outdoor recreation areas. It is currently undergoing its second major expansion since opening, which will bring the world of Zootopia to life, and its third themed hotel which just broke ground this year.

**Disney Cruise Line** continues to expand its blueprint for family cruising with a fleet of five ships – the Disney Magic, Disney Wonder, Disney Dream, Disney Fantasy and Disney Wish—and three more ships planned, including the Disney Treasure. Guests can sail out of ports around the world on exciting itineraries to the Caribbean, Bahamas, Alaska and Europe, among others. In addition to Castaway Cay, a Disney destination located in the Abaco chain of The Bahamas, Disney Cruise Line is creating a new experience in Eleuthera at Lighthouse Point in The Bahamas. The new destination will celebrate both the stories and culture of The Bahamas, as well as the natural environment of Lighthouse Point.

**Storyliving by Disney** new home communities, will feature distinctive designed spaces, unique amenities and Disney’s brand of legendary service. Cotino, a Storyliving by Disney community will be the first community, located in Rancho Mirage, California.



**Adventures by Disney** announced new destinations for guests to discover in 2024. Colombia and the eastern Canada Maritimes of Nova Scotia and Prince Edward Island were added to its global portfolio of more than 40 itineraries. When traveling with Adventures by Disney, guests will experience Disney’s signature storytelling with the convenience of hassle-free travel and attention to detail provided by a team of Disney-trained Adventure Guides.

**National Geographic Expeditions**, which offers travelers unique access to more than 80 global destinations through the lens of knowledgeable National Geographic Experts, launched the second phase of its 2024 travel portfolio to Bhutan, the Baltics and Colombia. The National Geographic Expeditions departures will offer an in-depth exploration to some of the world’s most sought-after destinations.



## CONSUMER PRODUCTS, GAMES AND PUBLISHING

Consumer Products, Games and Publishing (CPGP) brings beloved brands and franchises into the daily lives of families and fans through products – from toys to t-shirts, apps, books, console games and more – and experiences that can be found around the world, including on the shopDisney e-commerce platform and at Disney Parks, as well as local and international retailers. The business is home to world-class teams of product, licensing and retail experts, artists and storytellers, and technologists who inspire imaginations around the world.

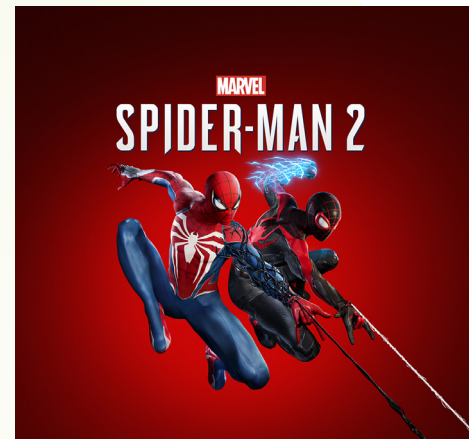
- Consumer Products, Games and Publishing was once again named **Top Global Licensor** by License Global. The annual report is a ranking of global retail sales for licensed consumer products and experiences.
- Toy Association announced the winners in the annual **Toy of the Year (TOTY) Awards**. CPGP and its licensees won in the Construction Toy of the Year category for the LEGO® Disney 'Up' House by LEGO Systems, Inc. and Creative Toy of the Year for the National Geographic Hobby Pottery Wheel by Blue Marble.
- In July, **Create 100**, a global celebration of creativity marking 100 years of Disney storytelling, launched in London. Some of the world's most renowned visionaries and next generation talent across fashion, music, art and more donated artworks, items and experiences inspired by their personal connection to stories and characters across Disney, Pixar, Marvel, *Star Wars*, and 20th Century, to benefit Make-A-Wish®.
- On July 28, Disney Games and DLALA Studios launched "**Disney Illusion Island**", the Mickey and Friends 2D platformer game, on Nintendo Switch.
- The new **Disney Frozen Podcast: Forces of Nature**, a collaboration between Disney Publishing Worldwide, ABC Audio, and Walt Disney Animation Studios, was announced. The new original podcast extends the storytelling of the beloved animated film as an audio-first offering, complete with new characters and an original, standalone adventure set after the events of *Frozen 2*. The podcast launched across all platforms in October, leading up to the 10th Anniversary.
- Ahead of New York Toy Fair, CPGP revealed a first look at all the new toys inspired by Disney's "**Wish**" through a series of creative photographs taken by popular toy photographer Mitchel Wu.
- Global media and influencers were able to preview "**Marvel's Spider-Man 2**" and get a first hands-on demo of the highly anticipated game, ahead of its launch in October.
- Following a successful launch of the collectable trading card game **Disney Lorcana**, licensee Ravensburger announced two new additions to the *Disney Lorcana* trading card game lineup – *Disney Lorcana: Rise of the Floodborn*, the game's second set, and *Disney Lorcana: Disney100 Edition*, a limited-edition, premium collection of cards from the first two *Disney Lorcana* trading card game sets..

## EMPLOYMENT EXPERIENCE

Through resources and benefits, recognition and exclusive activities, we're committed to creating a culture in which each cast member, crew member, Imagineer and employee has access to tools and opportunities that help them live well, realize their goals and experience the magic for themselves. Dozens of resources, recognitions and programs available for our cast members include:

- **Endless Opportunities:** At Disney, you can grow exponentially, try new things, or even take your talents to another industry, without ever leaving the Company. Disney is a community where everyone is welcome and can make a difference. It's a path to a brighter future with access to countless opportunities, resources, and offerings to grow personally and professionally. For example, Disney Aspire, which launched in 2018, is a groundbreaking program designed to help eligible employees put their career dreams within reach. With 100% of tuition and books covered by Disney, the program offers participants the opportunity to study numerous subjects, with individual coaching throughout their journey.
- **Cast Recognition:** Our people are the heart and soul of our Company: the embodiment of the Disney Difference and are celebrated for their passion and dedication through special pins, celebrations, service awards, and Disney Experiences' highest honor, The Walt Disney Legacy Award. The Legacy Awards recognize truly exceptional individuals within the organization who excel in the criteria of Dream, Create, and Inspire. Recipients receive a distinctive blue nametag along with a special silver "Legacy" Sorcerer Mickey pin, allowing for ongoing recognition of their achievement.
- **Only at Disney:** Cast members around the world are invited to participate in uniquely Disney activities that build a sense of community. From yoga in the parks to team events like annual canoe races and trivia challenges, #DisneyCastLife allows cast members to be among the first to experiences new attractions, experiences and entertainment at our parks and resorts in a way that is uniquely Disney. These pinch-yourself-moments are only possible when you live within our brand.
- **A Culture of Inclusion:** Disney is a community where everyone is welcome and can make a difference. In 2021, the Inclusion Key joined our longstanding tradition of The 4 Keys – Safety, Courtesy, Show and Efficiency – which have guided our approach to guest service for more than 65 years. **The 5 Keys, with Inclusion at the heart**, continue to guide us as we cultivate an environment where all people feel valued, welcomed, and appreciated for their unique life experiences, perspectives, and cultures.

For those looking to get involved, cast members are encouraged to join a variety of Business Employee Resource Groups led by their peers to share interests and identity, strengthen collaboration and an inclusive culture, and create opportunities for development and engagement across the company.





## CITIZENSHIP

Every year we continue Walt Disney's commitment to philanthropy and outreach in the global communities where we live, work and play. Through charitable contributions, product donations, collaborations with local organizations and cast member and community volunteerism, we are proud to do our part.



- Wishes change lives. Since 1980, Disney and **Make-A-Wish** have helped deliver joy where it's needed most for kids with critical illnesses. Together we've granted more than 150,000 wishes. From shopping sprees to magical moments with characters, these wishes span across our parks, resorts, cruise ships and Disney experiences.
- Since 2000, **Disney Publishing Worldwide** has donated more than 90 million books to First Book, a nonprofit organization dedicated to providing free and affordable new books and educational resources to educators who serve children in need, to help inspire the next generation of storytellers.
- At Disney, we proudly support those who give so much through military service. Disney's support for veterans and military families is an important part of the company's history and dates back to our founders Walt and Roy O. Disney, who both served their country during WWI. As hires, suppliers or valued guests, veterans and military families are an essential part of Disney. In 2022, Disney celebrated the 10th anniversary of **Heroes Work Here**, an innovative hiring program that has resulted in more than 15,000 veterans being hired across the Company.
- For more than 75 years, Disney has supported the **Marine Toys for Tots Program** to help bring toys to millions of children in need during the holiday season. Disney's relationship with Toys for Tots began in 1947 when Walt Disney and his animators personally designed the original Toys for Tots train logo that is still used today. Since then, Disney has supported Toys for Tots to help bring toys to millions of children in need during the holiday season.
- Disney is the lead sponsor of the **Russell Innovation Center for Entrepreneurs (RICE)** Supply Chain Accelerator. RICE's program helps diverse entrepreneurs and small businesses prepare for long-term success and the first cohort included 35 companies owned by Black entrepreneurs, 66% of whom were women-owned. In November 2022, 60 participants came to Walt Disney World Resort to engage in sessions focused on storytelling, leadership, customer service and supplier diversity. For more information, visit [How Disney Parks Is Helping Diverse Small Businesses and Entrepreneurs Grow | Disney Parks Blog](#).

## THE ENVIRONMENT

For nearly a century, Disney has found inspiration in the wonders of the world we share and has taken action to support a healthier planet for people and wildlife.

Disney is doing our part to conserve natural resources, care for wildlife and their habitats, use and waste less, and create stories that inspire action. We call our collective efforts, **Disney Planet Possible** – tangible actions we're taking to put possibility into practice and inspire optimism for a brighter, more sustainable future. Every simple action can help create a world in balance. We invite you to join us in taking action for the planet. For more information, visit <https://impact.disney.com/environment>.

In December 2020, The Walt Disney Company announced new environmental goals for 2030, focused on five main areas: greenhouse gas emissions, water, waste, materials and sustainable design. These goals will drive continued progress on sustainability across Disney Experiences. In 2022, we also set a goal to reduce our greenhouse gas emissions beyond our direct operations to include the production and delivery of our products and services, commonly referred to as Scope 3 emissions.

Other environmental efforts include:

- Since 1995, the **Disney Conservation Fund** has directed \$125 million to protect more than 1,000 species around the world and safeguard more than 315 million acres of habitat. In addition, together with Disney Parks, the Disney Conservation Fund has helped provide millions of nature experiences to kids and families around the world.
- Building on our single-use plastics reduction commitment, we introduced new plastic-free packaging for classic dolls on shopDisney.com, Disney stores and Disney Parks in North America. The packaging is made of sustainably sourced paper that is 100% recyclable and easier to open.
- Today, we're harnessing the power of the sun generating enough energy to power the equivalent of two theme parks. In the coming year, we are expanding our solar portfolio at Walt Disney World, Shanghai Disney Resort, Hong Kong Disneyland and Disneyland Paris, increasing the solar capacity across Parks, Resorts and our Cruise businesses by more than 200MW.
- Disney Cruise Line's all-new Wish class ships are designed to be among one of the most fuel- and energy-efficient cruise ships on the water. The class is powered by liquified natural gas (LNG), which reduces onboard CO2 emissions by approximately 27% compared to traditional diesel fuel.
- Across Disney Experiences, we are committed to reducing food waste with a goal of zero waste to landfill. The full-circle food cycle begins with menu planning to predict how many meals we'll serve in our parks each day. This helps prevent food waste before it begins. When there is unused food, we donate it to support local communities whenever feasible. We also utilize composting and biodigestion, and convert food waste into animal feed where possible. Reducing food waste contributed to the more than 125K pounds of operational waste diverted from landfill last year.