

CSR Report 2024

**LOVE HAS
NO LIMIT**



UNIVERSAL STUDIOS JAPAN

Message from the President and CEO



President and CEO
J.L. Bonnier

USJ LLC hopes to become a unique existence that can free all our guests from the routines of daily life and energize them for tomorrow by providing them with a world-class experience through operating our theme park, Universal Studios Japan.

In our CSR initiatives, we have been proactively working for activities by leveraging our unique ideas and creativity, based on our corporate statement of “Energizing people and society with super-entertaining creativity” which expresses the reason for the company’s existence.

And now, we have pledged to make even greater strides in our initiatives and are committed to move forward with creating a future full of smiles of children, through limitless love and limitless creativity under a new slogan, “LOVE HAS NO LIMIT”.

USJ LLC has a wide variety of jobs as well as a diverse group of talented people from different nationalities, generations and genders. We are focusing on consideration to the environment, having

respect for diversity and contributing to our local community in order to realize the society where everyone can lead their daily lives with positive power, while demonstrating our one-of-kind creativity, which we can create from such differences.

This CSR report 2024 introduces a wide range of activities, including both new and ongoing initiatives in cooperation with our like-minded corporate partners and groups, and local community and local governments. I hope this report will be a good guide to feel the passion of each one of our team members for each activity as well as to expect our limitless challenges.

CONTENTS

01 Message from the President and CEO

03 CSR Slogan
LOVE HAS NO LIMIT

07 Diversity, Equity & Inclusion

08 Team Member Interview

09 Key Initiatives in 2023

11 Environment

12 Team Member Interview

13 Key Initiatives in 2023

15 Community Relations

16 Team Member Interview

17 Key Initiatives in 2023

19 Voices of External Partners

21 Awards and Recognition

Energizing people and society

with super-entertaining creativity

In 1915, Universal Studios began to provide unprecedented and exciting experiences to guests with the unconventional idea of opening up the backstage of filmmaking. In our 100-plus years of history since, we have always had at our core the spirit of entertaining people with innovative creativity that goes beyond the boundaries.

The first of its kind outside the United States, Universal Studios Japan opened in Osaka in 2001 to offer park visitors countless imagination-defying experiences that are “Super Emotional” and “Super Exciting.”

Based on our desire to respect diversity, understand people’s needs, and help guests feel “Super Energized” by whisking them away from their everyday lives, we hope to produce diverse and stimulating entertainment, providing the power that drives people forward into tomorrow and helps society evolve toward the future. To achieve this, we will continue to challenge ourselves with our super-entertaining creativity that goes beyond the ordinary rules of entertainment.

CSR Slogan

**LOVE HAS
NO LIMIT**

With Limitless love,
we aim for a future filled
with children's smiles.

Brand Slogan

NO LIMIT!

Create no-limit imagination-defying
entertainment that is “Super Exciting”
and “Super Emotional”,
leaves a lasting impression,
and leaves guests “Super Energized.”

LOVE HAS NO LIMIT



The watchword is: "LOVE HAS NO LIMIT."

Along with the belief that we can overcome anything.

We bring all people and society
our Super Entertaining creativity.

LOVE HAS NO LIMIT

For a Future Full of Children's Smiles

There are people for whom coming to this place gives them hope.

There are people who are able to smile by coming to this place.

Universal Studios Japan's mission is to make as many people

Super Energized as possible with the power of entertainment.

And the place to make that happen isn't only limited to inside the park.

The watchword is: "LOVE HAS NO LIMIT."

Along with the belief that we can overcome anything.

We bring all people and society our Super Entertaining creativity.

Creating a society where people respect each other's diversity and can live their lives as their true selves.

Creating an energized community for the children of Osaka because Osaka has supported us.

And creating a sustainable environment to be able to continue to bring smiles to people's faces.

We meet all of this with limitless love.

We strive for a future where children's smiles abound.

Diversity, Equity & Inclusion

We strive for a society where people can live as their true selves.

Environment

We contribute to the creation of a sustainable environment.

Community Relations

We support the revitalization of the local community to create a bright future for the children.

CSR Promotion Framework

Chaired by the CMO (Chief Marketing Officer), the Committee is promoting activities in cooperation with all the parties concerned based on the overall CSR activity strategy, as well as the strategies and action plans in the three areas of "DE&I (Diversity, Equity, and Inclusion)," "Environment," and "Community Relations." In addition, the Committee holds periodic discussions with management to facilitate activities company wide.



DE&I Diversity, Equity & Inclusion

We respect one another, and are pursuing various initiatives aimed at building a society in which everyone can shine, irrespective of human rights status, ethnicity, sex, gender, sexual orientation, gender identity/expression, religion, age, marital status, nationality, ancestry, pregnancy/childbirth, illness, physical/mental disability, or any other characteristics or conditions protected by law.

Diversity, Equity & Inclusion INTERVIEW

We acknowledge each other's diversity and are committed

to maximizing the capabilities of each individual

so as to bring smiles to the faces of all our guests

Human Resources Department
Nobuko Uriu



Human Resources Department
Akiko Yoneda



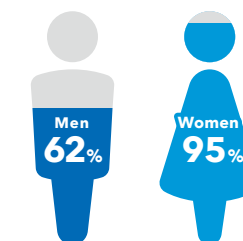
USJ is a company filled with a broad spectrum of talent, as there are employees with various nationalities, ages, and backgrounds. In addition, due to the large number of guests visiting the Park daily, "diversity" is a very familiar term for us. As an organization, we are engaged in a wide range of initiatives related to gender equality, LGBTQ+ friendliness, employment of people with disabilities, and international hiring. The underlying principle of all these initiatives is none other than this: to respect and accept the person in front of you. By recognizing and embracing each other's diversity and giving full play to individual abilities, we believe we can drive the growth of our business.

In FY2023, I feel that we took significant steps not only to create a more comfortable working environment—including the NO BORDERS company-wide project and career events, as well as gender-neutral wardrobes for crew—but also to extend our commitment to diversity beyond our company to society at large. The latter included the start of work experience internships for middle school students at Osaka Prefectural special needs schools, which reflected our positive experiences with employment of disabled persons.

As the operator of Universal Studios Japan, which offers world-class experiences, our mission is to provide a plethora of guest services and communications globally. To bring smiles to our diverse guests, I believe it is crucial that we ourselves be a diverse organization. USJ will continue to strive toward building an inclusive organization in which everyone can work as themselves, and a society in which everyone can be themselves.

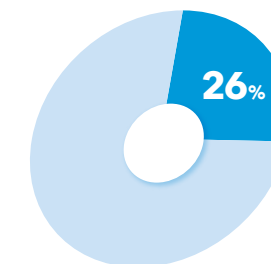
USJ aims for the realization of a truly diverse society and is continually working to build an inclusive organization in which everyone can work as themselves.

Percentage of eligible employees taking childcare leave



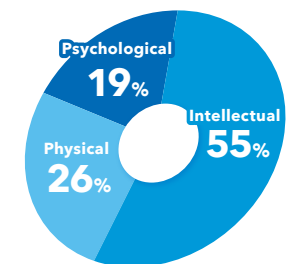
Actual data for January 1 - December 31, 2023
* Although the figure is 95% when calculated using the Ministry of Health, Labour and Welfare's method, in reality all female employees who are eligible for childcare leave take such leave.
* Denominator: No. of employees who gave birth or whose partner gave birth during the period
* Numerator: No. of employees who took childcare leave during the period

Percentage of managerial posts held by women



Percentage of all managerial posts (assistant manager and above) occupied by women: 26%*
* As of December 31, 2023

Percentage of disabled employees by disability type



* As of June 1, 2023

Example initiatives

- Inclusion of those in common-law marriages and same-sex partnerships in the condolence and celebration monetary gift system and leave policies
- Use of the personal gender identity, name, and pronouns employees prefer, depending on the situation
- Establishment of internal and external consultation services for LGBTQ+ issues
- Internal decorations during PRIDE month and participation in external events for allies
- Support for employees declaring themselves allies using tools such as rainbow flags
- Subsidy system for gynecological examination costs
- Internal seminars on women's health
- Childbirth support system
- Establishment of support teams for the employment of persons with disabilities
- Provision of unconscious bias training
- Acceptance of Vietnamese technical interns

DE&I 1 Company-wide projects for gender equality

Aiming for workplaces in which everyone is better able to shine Universal Women's Festa 2023

To coincide with International Women's Day on March 8, the company-wide DE&I promotion project NO BORDERS organized Universal Women's Festa 2023. This event was first held in 2022, so this was its second year. It was attended by about 30 female employees, who engaged in dialogue with seniors and colleagues, making the event a vibrant occasion at which participants discussed the importance of taking on challenges without self-imposed limits, not just in their careers but also in their personal lives, and recognizing and supporting each other's inner voices. During the period of the event, efforts were made to foster a supportive atmosphere by displaying posters of female employees who are excelling within the company on the buses for employees that operate in the Park and in office corridors.



▲ Universal Women's Festa 2023



▲ Bus for employees

What is the NO BORDERS company-wide project?

Launched in 2020, this project aims to provide our diverse guests with excitement and thrills that defy the imagination and help them unleash their energy within by creating an organization in which employees respect and thrive on diversity. With the goal of creating workplaces in which each individual can work with enthusiasm, it aims to facilitate further growth toward fostering a unique corporate culture.



Paternity Leave Seminar - Presented by fathers who have taken childcare leave Raising the percentage of eligible men taking childcare leave

In FY2023, to promote active participation by men in childcare, the Human Resources Department ran regular "papa classes," and under the auspices of the NO BORDERS project, a Paternity Leave Seminar where attendees could hear about the experiences of fathers who have taken childcare leave was held. As of December 2023, the percentage of eligible men taking childcare leave stood at 62%, which was significantly higher than the government's target of 30% by 2025. Male employees have also praised the leave system, noting that their parenting experience has been beneficial when providing guest services.



DE&I 2 Creating LGBTQ+-friendly workplaces



Crew can wear a skirt or pants, or all the crew in the workplace wear the same unisex design

Crew wardrobes play a vital role in adding color to the Park's atmosphere. We have been developing wardrobes that anyone can wear regardless of gender. In recent years, we have updated our wardrobes, and not only skirts but also pants are now an option. In FY2023, all employee clothing used in the Park have been either made unisex or crew have been given a choice between skirts or pants, allowing them to freely select the style that suits them best.



Creating spaces in which everyone can feel safe and comfortable Installation of gender-neutral restrooms and changing rooms for everyone

We have installed "restrooms for everyone," which are both accessible to persons with disabilities and are gender-neutral, in 17 locations within the Park and 18 locations within offices. Additionally, in the winter of 2023, we introduced new "changing rooms for everyone" in the offices. These are only accessible to the person using them, which safeguards their privacy. They are spacious booths that are wheelchair-accessible and provide a safe and comfortable environment not only for LGBTQ+ individuals but for all employees.

DE&I 3 Enhancing multilingual services through the hiring of global talent



Employing personnel from Taiwan to improve multilingual services

As of April 2024, the company has employees from 37 countries/territories, who contribute across various departments and positions. In 2023, we launched a pilot program to accept talent coming to Japan on working holiday visas from Taiwan. Our HR representatives have conducted corporate presentations in Taiwan, and are pushing forward toward formal recruitment. By actively hiring global personnel, we are looking to better engage with customers in multiple languages and further enhance our services.

DE&I 4 Enabling the Park to be enjoyed regardless of disabilities



Striving for accessibility so that all guests can enjoy themselves

At Universal Studios Japan, some attractions allow guests with physical disabilities to enjoy the experience while remaining in their wheelchairs. And for guests with hearing impairments, we offer subtitle display glasses and support stickers. We also provide tactile maps that guide guests to the locations and features of facilities within the Park. Moreover, all restaurants and shops in the Park are accessible to guests accompanied by assistance dogs (such as guide dogs for the visually impaired).

DE&I 5 Park restaurants offering comfortable and relaxed dining experiences for everyone

Launch of plant-based menus to respect food diversity

Aiming to create a Park restaurant experience that enables everyone to confidently choose and enjoy their meals, in November 2023 we began introducing plant-based menus at some of the Park's eateries. Previously only offered at the request of guests as a special menu, a plant-based menu is now part of the main menu at each of the participating restaurants, allowing all guests to choose from these alternative options. We plan to gradually roll out these menus to more restaurants throughout FY2024.

What is a plant-based menu?

A menu with dishes comprising only plant-based ingredients. This means that animal-derived ingredients (meat, seafood, eggs, dairy products, and honey) are absent, even as secondary ingredients such as food additives.



Environment



We believe it is crucial to create a sustainable global environment in which all children can feel safe and genuinely smile. As a member of the Comcast NBCUniversal Group, we will continue to make the Park even more environmentally friendly and to tirelessly contribute to society.

Environment INTERVIEW

From USJ to society

Infinitely expanding the circle of activities

to protect the environment



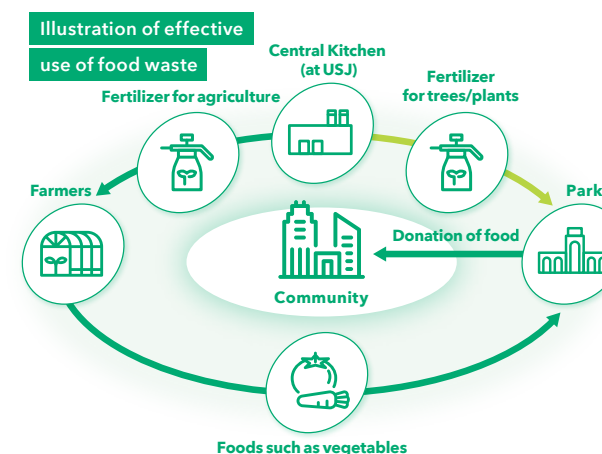
EHS Office
Atsuhiko Ueda

At USJ, we have established a company-wide CSR Committee and Sustainability Task Force to pursue various environmental activities by leveraging the expertise of each department.

Our environmental activities are based on two pillars: the circular economy and carbon neutrality. In FY2023, we moved to reduce plastic use by switching from plastic to wooden cutlery in some Park restaurants. And to save energy, we applied heat-resistant coating to attraction facilities. Moreover, eco-conscious employees have voluntarily spearheaded initiatives such as producing upcycled bags from construction-site image sheets [large external posters showing what the under-construction facility will look like when completed] that are no longer needed, and it was a year in which their environmental efforts began to bear fruit. With this growing environmental awareness among employees as a foundation, we will continue to pursue more impactful activities for sustainable Park development.

When an entertainment company like USJ engages in impactful environmental activities, it draws societal attention, triggering greater awareness among the public. This awareness acts as a seed, fostering new environmental activities within various communities, generating further ripple effects and reducing environmental impact across society. This is the vision we strive for. To ensure that all guests visiting the Park unleash their energy within and that genuine smiles appear on their faces, we will continue to conceive and deploy astonishing initiatives that only USJ is capable of.

To make the Park sustainable,
USJ is focusing on the circular economy and carbon neutrality.



To promote resource recycling,
we are striving to recycle food waste
and eliminate plastic



We are working to cut
our GHG emissions to achieve carbon
neutrality by 2035

Environment 1 Aiming to become an eco-friendly and sustainable Park

Reducing use of plastics Introduction of wooden cutlery and strawless lids

As new initiatives in the Park's food and beverage operations aimed at reducing the use of plastics, from July 2023, some restaurants have switched from plastic to wooden cutlery for guests, and begun providing strawless lids (lids for drinks that can be consumed without a straw) made from recycled plastic. We plan to further expand these initiatives going forward, and by focusing on reducing the use of plastics made from virgin materials (new products), we aim to make sustainable materials comprise at least 50% of the weight of the materials used at restaurants, e.g., cutlery for guests, by FY2025.

* Sustainable materials: Recyclable resources such as wood/paper, recycled plastics, and bioplastics



In FY2022 we introduced salad cups made from recycled plastic bottles. They look and feel exactly the same as the previous cups, so by switching to a sustainable material we have not compromised on the quality we provide to guests.



Installation of food waste processors in the Central Kitchen to make effective use of food waste

To reduce food waste generated during the preparation of Park food, we have introduced food waste processors that grind and dehydrate organic waste to reduce the quantity of it. In addition, we are experimenting with the conversion of this waste into liquid fertilizer for trees and plants in the employee area, as we not only want to reduce waste but also to make better use of it. Ultimately, we aim to use this liquid fertilizer for the trees and plants in the Park and provide it to partner farms. If all goes well, and we are able to use the produce from these farms in Park food, we will have created a resource cycle with USJ as the starting point, and will be contributing to the establishment of a circular economy by supplying food to the local community.



Highly acclaimed trash separation efforts

The garbage collected in the Park is manually separated by our crew, and our commitment and action in the area of trash sorting has been highly praised by local governments and experts. In 2008, we received an award from the Mayor of Osaka for our waste reduction and resource conversion efforts, and have maintained our strong reputation over the years since, with our facilities being certified by Osaka City as "excellent waste reduction buildings" in FY2023. Our policy is to not only stimulate the emotions of guests through their Park experiences but also to continue to be an environmentally conscious enterprise.



Use of smart meters as we aspire to achieve carbon neutrality

Comcast NBCUniversal has committed to achieving carbon neutrality by 2035. One of the methods being employed to reach this goal is utilizing smart meters to "make energy consumption visible." These meters have already been installed in some of the Park's attractions and restaurants as well as in the Central Kitchen, aiding in the effective reduction of energy consumption.



Success with saving energy and improve air-conditioning efficiency thanks to application of heat-resistant clear coating to restaurant

As one of our energy-saving measures, we applied heat-resistant clear coating to the windows on the sunroom side of the Parkside Grill restaurant in the Park. This coating has been effective in curbing interior temperature rises due to solar heat while preserving the attractiveness of the clear glass, which means that guests can still enjoy the view from their tables.



Conserving water resources with water-saving faucets Installation in employee cafeteria for the first time

Special water-saving faucets developed by a company based in Osaka have been installed in the Park's kitchens since 2021. As a result, we succeeded in saving 20,000 tons of water in 2022. Buoyed by this success, in November 2023 we also installed them in the employee cafeteria. Thanks to taking steps like this, since we started this initiative in 2021, we have managed to save 45,000 tons of water, which is equivalent to approximately 150 years of average household use*.

* Assumes a family of four using 300 tons per year



Development of upcycled bags by reusing under-construction image sheets

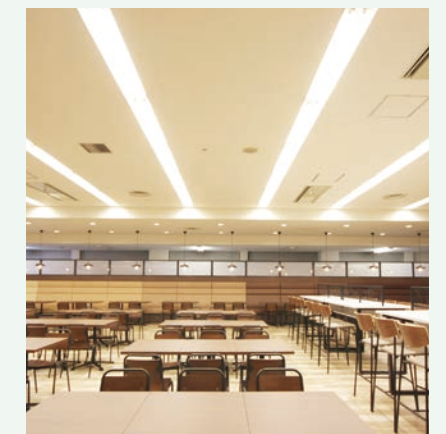
To keep the Park looking attractive when construction is taking place, image sheets are used to conceal scaffolding. After these sheets serve their purpose, they are typically discarded, so with the aim of using them more effectively, we have developed upcycled* bags from them. These bags have been distributed to some employees, and we intend to expand this initiative in the future to produce various other items.

* Upcycling: Repurposing products that would otherwise be discarded, giving them new value



Application of heat-resistant coating to the roofs of attraction facilities to save energy and cut GHG emissions

We have added heat-resistant coating to the roofs of some attraction facilities to reduce interior heat build-up and the burden on air conditioners. And we have confirmed that compared to those of other facilities, the roofs with the heat-resistant coating see significantly smaller surface temperature rises when exposed to direct sunlight. According to our estimates, this effect will translate into an annual reduction in GHG emissions of around 15%.



Conserving energy through widespread use of LED lighting inside and outside the Park

Since 2021, USJ has accelerated the adoption of LED lighting both inside and outside the Park, and in 2023, we carried out extensive LED conversions in multiple locations, including cafes used by employees. This has resulted in an annual CO2 reduction of 550 tons, and when the lights are combined with motion sensors, they are even more effective for saving energy.

Community Relations

To create a bright future for children, we are supporting the development of Osaka, our home town, and are also doing everything we can to contribute to the local community. We understand the challenges faced by the local community and are always there to offer assistance. Maintaining close cooperation with local governments such as those of Osaka Prefecture and Osaka City, we engage in various activities to invigorate society and the local community.

Community Relations INTERVIEW

Desire to do something for society

Turning this wish from each employee into tangible

outcomes that contribute to the local community

External Affairs Department
Tomoyuki Okuno

External Affairs Department
Saori Kono

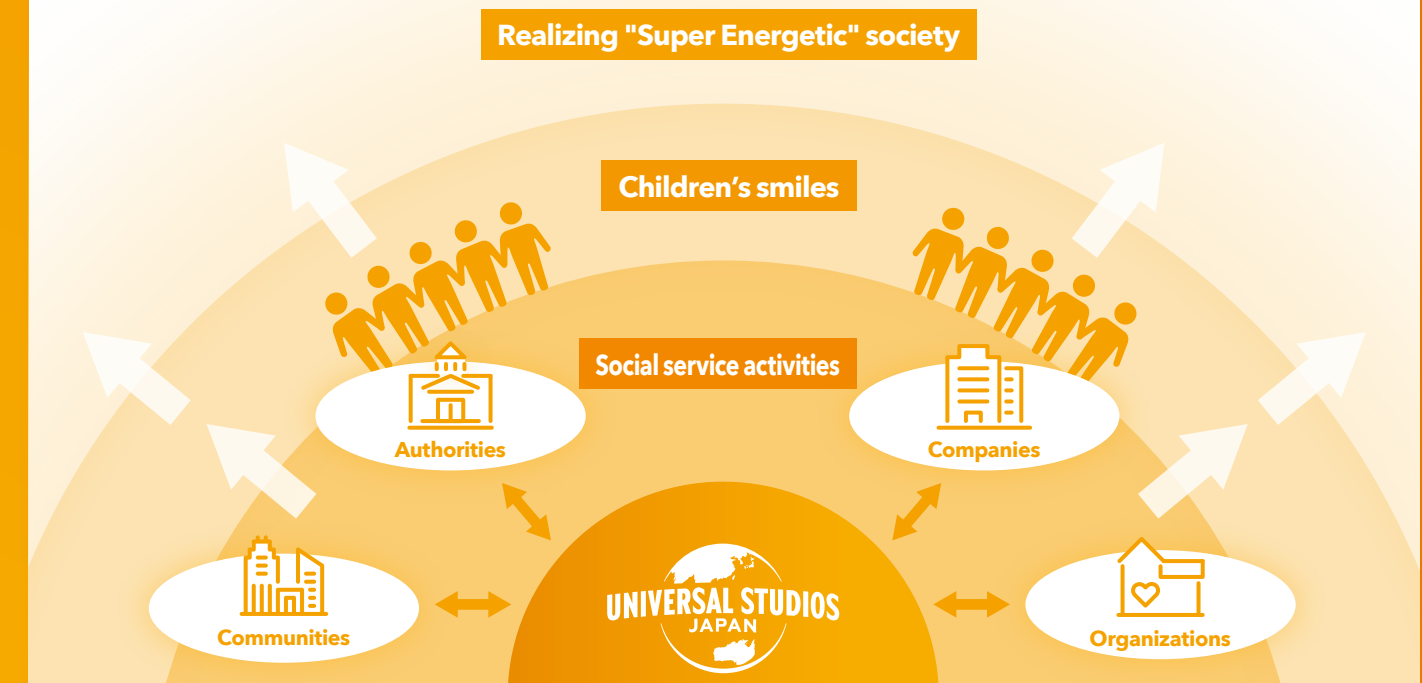


At USJ, one of our social service initiatives involves supporting the healthy development of children in Osaka. Our business cannot grow without the development of our home town of Osaka. By supporting the children who will shape the future of Osaka, we aim to contribute to the local area and to broader society. We understand the challenges faced by the local community, and maintaining close cooperation with local governments such as those of Osaka Prefecture and Osaka City, we engage in various activities to unleash the energy within society and the local community.

In 2023, as new initiatives, we ran a program called High School Career Program 2023 Summer in collaboration with the Osaka Prefectural and Osaka City governments and organized social service events in cooperation with official marketing partners. The year also saw the full-scale launch of an employee-led fund, the Universal Studios Japan Foundation, which has significantly broadened the range of participants. The desire to do something for society is permeating among our employees and becoming entrenched as part of the corporate culture of USJ. We are confident that by conveying this sentiment to the region and society with our new CSR slogan "LOVE HAS NO LIMIT," we can enlarge the circle of our social service to encompass the world.

Looking ahead, our goal is to increase the number of colleagues who share this desire, further expand the scope of our activities, and scale up our efforts. We will continue to take on new challenges that involve going beyond the Park to deliver to society our super-entertaining creativity and our power to unleash the energy within.

USJ conducts social service activities in cooperation with various communities with the aim of bringing smiles to children and realizing "Super Energetic" society.



Charity activities with companies and organizations that share the same desire



Hosted the 15th UNIVERSAL WONDER NIGHT together with sponsoring companies

To support local people and contribute to the development of the community, we host this charity dinner show. We have organized the event annually since 2008, and in 2023, we celebrated its 15th edition. In FY2023, 37 companies sponsored the event, and the cumulative total donations surpassed 200 million yen. We calculated the net amount by deducting the expenses for the dinner show from the sponsorship funds, and made a matching donation, yielding a total of 18 million yen in charity money. Of this amount, 15 million yen was allocated to fund the Osaka Prefecture Ikueikai USJ Scholarship, a grant-type scholarship of Osaka Prefecture Ikueikai and a vehicle worth three million yen was donated to a welfare facility in Osaka City. The facility will use it to pick up and drop off users of the facility.



Vehicle donated in 2023 ▶



Helping high school students to chase their dreams Osaka Prefecture Ikueikai USJ Scholarship

The Osaka Prefecture Ikueikai USJ Scholarship is a grant-type scholarship program established by USJ in cooperation with Osaka Prefecture Ikueikai an education-related NGO. It awards grants to high school students who are struggling to continue their education due to financial difficulties, with each recipient getting one million yen to help them make their dreams come true. Since its inception in FY2011, the program, for which 2023 was its 13th year, has helped realize the dreams of a total of 165 high school students.

Action to unleash the energy within the local community



Special performance at Tourism EXPO Japan 2023

Tourism EXPO Japan 2023, one of the world's largest travel festivals, was held in October 2023 at INTEX Osaka. At the invitation of the Osaka Prefectural Government, we put on a special performance at a reception party attended by tourism ministers and government officials from various countries. We will continue to actively engage in activities that invigorate the local community in cooperation with our home town of Osaka.



Surprise visit from Park characters Celebrating the coming of age of new adults in Konohana ward, Osaka City

On January 9, 2023, at Konohana Ward Citizens' Hall, we delivered a special performance for Konohana Ward Coming of Age Day. The venue was electrified as Park characters in kimonos, entertainers, and USJ MC Reika Ayanokoji took to the stage. In addition, the new adults were presented with specially-designed pouches to take away as mementos, making it an energy-unleashing celebration of the like that only USJ can deliver.



Joint volunteer activities by crew from Universal Studios Japan locations around the world

Universal Studios locations worldwide are actively engaged in local volunteer activities. In 2023, an event called the Global Volunteer Program was held for the first time. Volunteer activities at four locations worldwide were conducted simultaneously to expand the circle of our activities as a corporate group. Here in Osaka City, USJ personnel teamed up with the people of Konohana ward to clean up local parks and playgrounds.

Initiatives for children's smiles and for the future



Support for children with intractable diseases to realize their dreams

Since the Park opened, we have continued to collaborate with Make-A-Wish Japan, a charitable foundation that helps children battling intractable diseases to fulfill their dreams. So far, we have invited more than 150 children to the Park. We all work as a team to make sure children can enjoy the Park safely on the day of their visit with the biggest, brightest smiles on their faces, and take away special memories that they could only acquire here.



Unique program that allows high schoolers to experience working as crew

As part of the Comprehensive Collaborative Agreement with Osaka Prefecture, we ran an event called the High School Career Program 2023 Summer to provide vocational experience to high school students during their summer vacation. This initiative was inspired by the wide variety of job types available at USJ, such as operating attractions, serving food and beverages, and selling merchandise. It was designed to give high school students exposure to different kinds of work, and thereby get them thinking about their future careers.



Providing Park food to children's cafeterias in Osaka City's Konohana ward

We initiated support for children's cafeterias in 2020, driven by a desire to bring smiles to local children's faces as COVID-19 began spreading around the world. In 2023, before Christmas, we provided them with Park food such as candies and character buns. In collaboration with the Council of Social Welfare, we intend to continue our support for children's cafeterias in Konohana ward.



Collaboration between USJ and Lawson Christmas presents for children in hospital

In partnership with one of our official marketing partners, Lawson, Inc., we delivered original merchandise and sweets to children hospitalized at Osaka Metropolitan University Hospital. This initiative is aimed at bringing smiles to local children's faces, and we conducted it for the third time in 2023. On the day of the event, Park characters visited the pediatric ward, where they lit up the room with smiles.



Collaboration between USJ and Sumitomo Mitsui Card Financial education workshop for elementary and middle school students

In March 2023, we held our first ever financial education workshop for elementary and middle school students, in collaboration with Sumitomo Mitsui Card Co., Ltd., another of our official marketing partners. Children living in child welfare facilities in Osaka Prefecture took part. They acquired financial literacy in a fun and practical way, gaining skills they will need for living in society. For example, they experienced making cashless payments within the Park.

Independent volunteer activities by employees



Voluntary fundraising by employees Universal Studios Japan Foundation

The Universal Studios Japan Foundation is a unique funding program that allows employees to participate in social service activities by having the amount they wish to donate automatically deducted from their monthly salary. Employees can choose from three categories of support: "Supporting children's futures," "Supporting Osaka," and "Disaster and humanitarian aid." In 2023, the Foundation carried out activities such as donating educational materials to Denpo Kindergarten in Konohana ward, Osaka City and making monetary donations to animal protection organizations and foster child support agencies.

VOICE of CSR PARTNER'S

We sought opinions about USJ's CSR activities from companies and organizations that we work together with for the benefit of the community and children.

Interview 01

A presence for equipping each and every child with the power to live today and the courage to dream of tomorrow

Make-A-Wish Japan
Secretary General **Ms. Tomoko Suzuki**

Make-A-Wish is a volunteer organization established to fulfill the dreams of children aged three to 18 who are battling intractable diseases (referred to as Wish Children) and to give them the strength to live and the courage to fight their illnesses.



▲ Crew warmly welcoming Wish Children visiting the Park

Ever since the opening of the Park, USJ LLC and ourselves, Make-A-Wish Japan, have worked together to make the dreams of Wish Children who wish to visit Universal Studios Japan come true. Children who find out they are going to the Park immediately light up with excitement, eagerly anticipating the day of their visit. For children battling intractable diseases daily, having something to look forward to is the best way to keep them feeling positive. And this much is clear: Universal Studios Japan is a place overflowing with hope and energy. The people at USJ always impress us with their radiant smiles and their attitude of wholeheartedly entertaining the person in front of them. They

listen attentively to each child's dream, often preparing surprises, and provide the utmost hospitality to make the Wish Children's day happy and enjoyable. Children who visit the Park return home with renewed determination to live and the new dream of wanting to visit again. I believe that the number of children wishing to visit Universal Studios Japan will continue to increase. Let's continue to join hands and fulfill the wishes of as many children as we can.



▲ Entertainers interacting with participating children with smiles

Financial education and entertainment
Providing opportunities for children to learn while having fun

Sumitomo Mitsui Card Co., Ltd.

Sumitomo Mitsui Card is the credit card arm of the Sumitomo Mitsui Financial Group, and aims to resolve social issues through its business and help achieve the Sustainable Development Goals (SDGs). With its brand message "Have a good Cashless," it is committed to creating a sound cashless society for Japan, and offers various solutions that provide new added value to both consumers and businesses.

With "Have a good Cashless" as its tagline, Sumitomo Mitsui Card Co., Ltd. aims to resolve social issues through its business. It concentrates particularly on promoting the establishment of a sound cashless society and providing financial education to children, conducting outreach classes in schools. It has been collaborating with USJ LLC as an official marketing partner since 2001, and in 2023 our two companies undertook a new initiative, holding a joint social service event, the Financial Workshop for Elementary and Middle School Students, within Universal Studios Japan. Financial education and entertainment might appear to be unrelated fields, but the synergistic effects of both companies' strengths ensured the event was a great success.

"Money lessons" can sometimes seem difficult for children. However, this event, featuring as it did singing and dancing in a true-to-the-Park-atmosphere, allowed them to learn in a fun setting. They also got firsthand experience of making cashless payments at the Park's stores. The collaboration with USJ made for a very enjoyable and useful session. We learned from the entertainment professionals at USJ that financial education need not be limited to schools and that there are various methods and possibilities available. Being able to collaborate with a leading company in the Kansai region is very encouraging for us, and we are eager to continue this initiative in the future.

Interview 03

The theme park helping children plan their careers

Education Bureau, Osaka Prefecture
Director, Education Promotion Office **Mr. Motonobu Nakatani**

As society undergoes significant changes, including advancement toward an increasingly sophisticated and complex information-driven society, we are working to promote and develop public education in Osaka. Our aim is for the children of Osaka to live with resilience as they strive to realize their dreams and become independent adults who can lead society in the future.



We are extremely grateful to everyone at USJ LLC for supporting the happiness and healthy development of children in the region in various ways, including donations of educational materials to Osaka Prefectural high schools and special needs schools. While Universal Studios Japan is well known as a place where everyone can have fun and forget their everyday lives, I am always amazed and incredibly grateful that USJ is so actively engaged in social service activities. In FY2023, as a means of providing concrete support toward creating "a diverse society where everyone can thrive," USJ ran a work experience internship program for middle school students from prefectural special needs schools.



▲ Commemorative photo of donation to Osaka Fujiidera Special Needs School

The program provided the students with valuable opportunities to learn about society and contemplate their future by participating in activities such as cleaning the employee cafeteria and observing the work of crew members with disabilities. In addition to the longstanding Osaka Prefecture Ikuikai USJ Scholarship, USJ has recently launched the High School Career Program, which is another example of the company's commitment to helping children's dreams come true. And I feel that USJ's cherished principle of PIA (Positive Inter Action) has also been a wonderful initiative for the students. I hope that we continue to work together as valuable partners to bring energy into Osaka and fill it with smiles.



▲ bonaqua® Water Bar installed in the USJ employee cafeteria

Passionate and powerful commitment to action a key driver for sustainable activities

Coca-Cola (Japan) Company, Ltd.
Marketing Headquarters, Water Business Division
Director, bonaqua® Water Bar **Ms. Akiko Usui**

"Refresh the World. Make a Difference." With this as our mission, we aim to hydrate and refresh people both physically and mentally through our beloved brands and carefully crafted beverages that are enjoyed worldwide.



We in the Coca-Cola system aim to bring about positive changes for all people, local communities, and the planet through our corporate activities. We have long been collaborating with USJ LLC as an official marketing partner, but with the Universal Studios Japan / Coca-Cola Recycling Study Together Event in 2020 as the starting point, we have begun to cooperate in the CSR domain as well. Currently, we are conducting sustainable activities together, such as the trial introduction at USJ of the bonaqua® Water Bar, which was developed by the Coca-Cola system. This is the first time for the Water Bar, which allows water to be dispensed into the user's own flask, to be installed in Japan. The people at USJ are very proactive in addressing social issues with

innovative ideas, and I feel that this attitude has a lot in common with the Coca-Cola system's aim for a "zero waste society." While sustainability projects constitute a significant social mission, they can sometimes come up against challenges due to various circumstances. However, the deep empathy and strong passion of the USJ team as they work alongside us become a major driver for us. Going forward, we hope that both companies, with our shared commitment to resource recycling, will continue to be partners that spark innovation from Japan to the world.

Awards and Recognition

- June 2017**
Kurumin Certification (government certification program for companies that are supportive of child-rearing)
- July 2018**
Dark-Blue Ribbon Medal Donation of scholarship funds to Osaka Prefecture Ikueikai
- November 2019**
Received the letter of commendation for the company supporting special needs education from the Osaka Prefecture Education Committee
Contribution to promoting employment of people with disabilities, including offering work experience for students with disabilities
- December 2019**
Kobe Kiwanis Society Public Interest Award Contribution to child welfare administration
- May 2020**
Dark-Blue Ribbon Medal Donation of scholarship funds to Osaka Prefecture Ikueikai
- December 2020**
Excellent Supporter Special Award in the "Let's Reduce Plastic Bags" Challenge Campaign Organized by the Ministry of the Environment
Activities for raising environmental awareness through entertainment
- October 2021**
Osaka City LGBT Leading Company Certification
Certified as a three-star (highest-rated) company
Dark-Blue Ribbon Medal Donation of scholarship funds to Osaka Prefecture Ikueikai
- November 2021**
Rated Highest, as Gold, in PRIDE Index 2021
- August 2022**
The Third "Osaka City Sexual Diversity Respect Award"
- October 2022**
Rated Highest, as Gold, in PRIDE Index 2022
- January 2023**
Sports Yell Company 2023 Certification
- March 2023**
Excellent Corporation for Health Management 2023 (Large Corporation Category) Certification
- November 2023**
Rated Highest, as Gold, in PRIDE Index 2023
- December 2023**
Rated Highest, as Best Workplace, in D&I Award 2023 (D&I Certification System)

Letters of Appreciation

- Osaka Prefecture**
- Osaka Prefecture Ikueikai USJ Scholarship
 - Invitation to the USJ Wonder Kids Program
 - Kids Free Campaign
 - Donation to "Children's Bright Future Fund"
 - Invited children from nursing homes in Osaka prefecture to the Park
- Osaka City**
- Donation of vehicles to welfare facilities
 - Invitation to the USJ Wonder Kids Program
 - Donation of merchandise
- Konohana ward**
- Donation of proceeds from the charity bazaar to "Fureai Bank" for 10 consecutive years
- Sakai City**
- Donation of vehicles to welfare facilities
 - Invitation to the USJ Wonder Kids Program
 - Donation of merchandise
- Osaka Prefecture Ikueikai**
- Osaka Prefecture Ikueikai USJ Scholarship
- Tokyo Council of Social Welfare**
- Donation of merchandise
- Education Bureau, Osaka Prefecture**
- Work experience internship program for middle school students from prefectural special needs schools and their parents/guardians

Corporate Information

USJ LLC

Location 2-1-33 Sakurajima, Konohana-ku, Osaka 554-0031

Founded on December 27, 1994

Capital 5 billion yen

Business Description Operation, planning and related businesses of the theme park "Universal Studios Japan"

Number of Employees 14,663 (as of December 31, 2023)

Group Companies

USJ LLC is a member of NBCUniversal Group. NBCUniversal which belongs to COMCAST Group, the world's leading media conglomerate is one of America's greatest entertainment companies, owning attractive entertainment content including NBC and other television networks as well as Universal Pictures, a film production company. One of the users of this content is Universal Destinations & Experiences, which as of April 2024 operates theme parks in four countries.



Request for Readers' Survey

Thank you for reading our CSR Report 2024. We appreciate your comments and opinions, as they will help us in our future CSR activities and report preparation. Duplication and reproduction are prohibited without permission of USJ LLC.

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Some imagery does not represent current operational and safety guidelines.

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**LOVE HAS
NO LIMIT**

For a Future Full of Children's Smiles