



Shanghai Disney Resort 10th Anniversary Community Report

With You, It's Magic ✦



Shanghai Disney Resort
June 2026

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Foreword

Shanghai Disney Resort is committed to being a force for good. In our daily operations, we strive to create happiness for our guests and cast, and to be a place where everyone belongs—but beyond that, we aspire to make a positive impact on the community around us and the world beyond.

Since before Shanghai Disney Resort first opened its gates in 2016, our approach to community and citizenship has been grounded in a clear belief: strong communities are built through consistent action, trusted partnerships and a long-term perspective. Over the past decade, that belief has guided how we engage with our community and contribute beyond our day-to-day operations. We are committed to leveraging our inherent strengths, our storytelling and our talented cast and imagineers to help inspire others and together address community needs and environmental challenges, and make the world a better place for everyone.

The resort is proud to collaborate with non-profit organizations, local partners, and members of our community to amplify our citizenship and community initiatives. Together, we focus on areas where we can make a meaningful and lasting difference — promoting a spirit of compassion, inspiring creative and innovative thinking among youth, protecting the magic of nature through conservation and building an inclusive environment for everyone.

This report reflects on over ten years of steady progress and represents the continuous growth of our community partnerships in Shanghai and across the region. It also showcases the ongoing commitment of our cast members and imagineers to building a better, more inclusive world for all. Our cast members' dedication, whether through organized initiatives or individual contributions, continues to strengthen the connection between our resort and the community we are all part of.

As our resort continues to grow, so too will our citizenship and community efforts. In the future, we will continue building on the strong foundation outlined in this report by expanding our impact where it matters most and ensuring our approach remains thoughtful, responsible and aligned with our stakeholder priorities and community needs.

We share this report with appreciation for those who have worked with us in delivering magic to our community over the years, and with a clear commitment to the work ahead.

Shanghai Disney Resort



Shanghai Disney Resort Citizenship and Community Relations

Shanghai Disney Resort is committed to supporting and welcoming the communities where we operate, promoting conservation, providing compassionate support and inspiring others. We do this by leveraging our core strengths, our storytelling and cast, and by partnering with like-minded individuals and organizations to further amplify the impact of our engagements. Working with communities in and around Shanghai and the region, we aim to create lasting positive change while promoting happiness and well-being for everyone.

We focus on core areas such as compassion, youth development, environment and conservation, and inclusion to deliver a variety of impactful programs. These include signature initiatives like the Disney Wish program, Children's Hospital Project, Disney Imaginations, Earth Month Celebrations, MagicALL program, and more. Through our active VoluntEARS programs, we work closely with organizations to give back to the community, creating lasting positive change and sharing Disney's magic with everyone.

COMPASSION



We recognize that our storytelling and cast have unique abilities to inspire people in need, whether they be children facing critical health issues, disadvantaged families, marginalized members of society, or persons needing a little extra care. Shanghai Disney Resort continues this legacy by supporting wish-granting organizations and children's hospitals, as well as in-park and community outreach to a wide range of persons in need. We even support our non-human neighbors, promoting animal welfare for dogs and cats and fostering a greater appreciation for all living things.

Ten Years of Magic and Compassion



Over 500
Children's Wishes Granted

Since 2017, Shanghai Disney Resort has brought hope and happiness to more than **500 children** with critical illnesses and their families across the Chinese Mainland through the Disney Wish Program.



RMB
20 million
Donation

In 2016, The Walt Disney Company announced a donation of **RMB 20 million** to fund Disney-themed play spaces at different children's hospitals across the Chinese Mainland.



50
Disney Fun Houses

Over the past ten years, The Walt Disney Company China and Shanghai Disney Resort have collaborated with China Soong Ching Ling Foundation and Shanghai Charity Foundation to build **50 Disney Fun Houses** in hospitals across **41 cities** in **24 provinces and municipalities** throughout the Chinese Mainland.



Tens of Thousands
Young Patients Served

Since 2016, Disney Fun Houses in hospitals have offered **tens of thousands of children** places of respite from their illness, allowing them and their caregivers to experience the magic of Disney even during the most challenging of times.



Disney Wish Granting — Creating Magic



Since 2017, Shanghai Disney Resort has embraced the Disney wish granting legacy by working with non-profit organizations like Make-A-Wish Shanghai. Together, we bring hope, magic, and joy to children battling critical illnesses in Shanghai and across the country. We will continue to expand our wish-granting program to spread more Disney magic and inspiration to more children and caregivers in need.



Shanghai Disney Resort Disney Wish Program Milestones

The First Disney Wish Granted at Shanghai Disney Resort.



September 8, 2017

The 50th Disney Wish Child Wears a Snow White Dress Prepared by Minnie Mouse.



July 7, 2020

Shanghai Disney Resort Hosted the Inaugural Wishing Star Charity Concert.

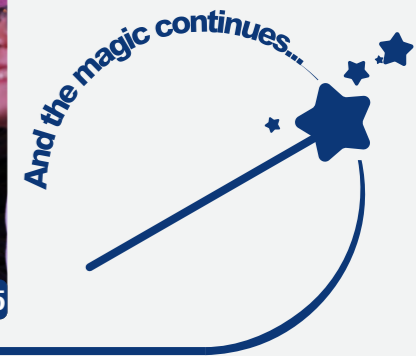


April 15, 2023

The 300th Wish Child Granted by Shanghai Disney Resort.



March 20, 2025



June 1, 2017



Shanghai Disney Resort Launched the Disney Wish Program.

September 8, 2019



Shanghai Disney Resort Welcomed the 40th Disney Wish Child on the Second Anniversary of the Establishment of the Resort's Wish Program.

March 27, 2023



The 100th Disney Wish Child and Family Joined the Shanghai Disney Resort Grand Marshal Procession.

March 7, 2024



The 200th Disney Wish Child Granted by Shanghai Disney Resort.

Disney Wish Highlights



2023 Wishing Star Charity Concert: Melodies of Hope and Inspiration

On April 15, 2023, with the support of Shanghai Disney Resort, the Shanghai International Youth Orchestra and Make-A-Wish Shanghai, the first Wishing Star Charity Concert was held at the Walt Disney Grand Theatre in Disneytown. The concert supported efforts to grant wishes for children with life-threatening medical conditions.

Disney characters and dancers, including the wish-granting Genie from *Aladdin*, surprised everyone by appearing on stage, filling the atmosphere with happiness and joy.



World Wish Day

On April 29, World Wish Day, Disney granted wishes worldwide for children and teenagers with critical illnesses, standing by them every step of the way on their journey of courage. As part of this global initiative, three wish children who were huge Disney Princess fans were transformed into their favorite princesses — Cinderella, Rapunzel, and Ariel, while three other wish children saw their Marvel wishes come true.



Celebrating the 1,000th Wish Granted by Make-A-Wish Shanghai

On September 11, 2025, Shanghai Disney Resort granted the 374th Wish, which was also the 1000th wish granted by Make-A-Wish Shanghai.

The Wish Child, Jun Jun, was a huge fan of the Walt Disney Animation Studios film *Zootopia*. During his magical adventure, Jun Jun and his family became rookie *Zootopia* police officers, giving them confidence, bravery, and hope in their time of need.



"When I saw *Mulan*, I was inspired by her fearless and heroic personality! It makes me feel brave enough to take on big challenges. This has been a really special experience for me. I have found happiness and also found the courage to deal with tough things."

—Wish Child Xuanxuan



"Seeing the smiles on children's faces when their dreams come true is the most fulfilling moment—it's the purest form of happiness."

— Winnie Yao, Lead of Merchandise at Shanghai Disney Resort, Disney VolunteARS



Children's Hospitals — Bringing Happiness to Children and Families



The longstanding Disney tradition of supporting children's hospitals began when Walt Disney himself brought animators to visit hospitalized children. We continue this legacy by bringing joy to patients and their families, offering comfort and moments of magic during difficult times. In addition, we also provide toy deliveries, care packages and more to support children's hospitals. Through transforming hospital spaces with imaginative installations leveraging our storytelling, we help ease the fear and anxiety of hospital stays for patients and their families.

The Journey of Fun Houses



The Disney Children's Hospital Special Fund was established with a RMB 20 million donation from The Walt Disney Company, supporting the creation of Disney-themed play spaces in children's hospitals across the country.

The first Disney Fun House in the Chinese Mainland opened at the Children's Hospital of Shanghai, bringing moments of joy and comfort to young patients and their families.



The First Space Mickey themed Fun House opened at Shanghai Children's Medical Center Lujiazui Campus, creating a captivating world for young patients and their caregivers.

The Walt Disney Company and Shanghai Disney Resort announced a RMB 2 million donation to fund a five-year "National Pediatric Social Work Training Program", providing professional training to pediatric medical social workers from children's hospitals across the country.



The first Mobile Movie Theater opened at Shanghai Children's Medical Center, creating an immersive experience for children receiving treatment. To date, The Walt Disney Company and Shanghai Disney Resort have installed 15 Mobile Movie Theaters at local children's hospitals.

The 50th Disney Fun House, and the first Zootopia-themed one, opened at the Children's Hospital of Zhejiang University School of Medicine in Hangzhou.



The Disney Play Space at Children's Hospital Zhejiang University School of Medicine's Moganshan Campus was officially opened. Inspired by renewed local scenery, the play space blends classic Disney storytelling with the beauty of nature.



Community Engagement — Spreading Magic to Those in Need

Shanghai Disney Resort is deeply committed to supporting a diverse range of community members. We collaborate closely with local elderly centers, universities, hospitals, and non-profit organizations to bring warmth and kindness to those in need. By focusing on the well-being of senior citizens, disadvantaged youth, migrant workers and even animals in need of care, we strive to make a positive impact and bring happiness to those who need it most — because every act of compassion helps make our community become a little brighter, stronger, and more connected.

Caring for Senior Citizens

Childlike wonder knows no age, and happiness knows no bounds. At Shanghai Disney Resort, we are deeply committed to giving back to our community by caring for the elderly and bringing Disney magic into their everyday lives.

During traditional festivals like Chinese New Year, Mid-Autumn Festival, and Double Ninth Festival, our Disney VoluntEARS visit local elderly centers, preparing thoughtful gift bags and organizing interactive activities that spark laughter and joy. We engage in traditional customs like writing couplets and invite our talented Disney chefs to prepare meals with Mickey-shaped designs, tailored to the dietary needs of the senior residents. In turn, our own cast members, from near and far, learn more about local history and culture, creating unique people-to-people exchanges which transcend generations and nationalities.



Workers Engagement

Shanghai Disney Resort has undergone many phases of construction and development since the original groundbreaking in 2011, and expansion work continues even to this day. During these construction phases, Shanghai Disney Resort regularly hosts worker engagement activities to enrich their lives, creating a sense of community while also promoting important professional, personal and safety skills. Popular initiatives have included weekly Disney Movie Nights, singing sessions and safety awards. Large-scale celebrations for traditional festivals like the Mid-Autumn Festival and Chinese New Year are also organized, alongside welfare and safety training courses.



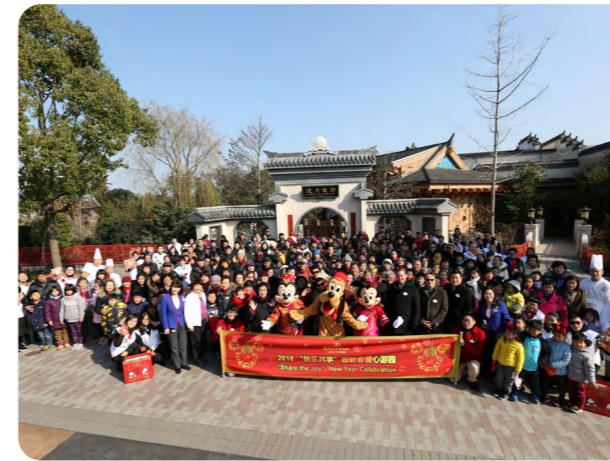
Disney Holiday Magic

Disney has a legacy of making a difference in communities around the world during holiday seasons. Shanghai Disney Resort has invited Disney VoluntEARS to support and participate in programs aimed to help children and families who are less fortunate by donating new winter gifts during the Chinese New Year.



Charitable Giving

Shanghai Disney Resort is designed as a place for everyone to experience happiness. Since 2016, Shanghai Disney Resort has worked with various non-profit organizations and charitable foundations across the country to donate park experiences to disadvantaged or marginalized members of the community, providing opportunities for those persons who may not otherwise have the means to experience the magic of Disney.



Medical Workers Appreciation

Shanghai Disney Resort also welcomes special guest groups who have provided extraordinary services to our community, through their professional work such as medical workers and to recognize outstanding volunteer services.

On June 16, 2020, Shanghai Disney Resort welcomed representatives of hospital staff who have made great contributions to public health and presented them with gifts to show our respect and gratitude. As night fell, the Castle at Shanghai Disney Resort was illuminated with the words "thank you" in multiple languages to express heartfelt gratitude to the Shanghai medical representatives visiting the park and healthcare workers around the world who made tremendous contributions.

Shanghai Disney Resort also provided three park tickets each to 2,500 frontline medical workers, welcoming them and their families to the park to enjoy a memorable day together.



Animal Welfare

Shanghai Disney Resort is committed to promoting animal welfare and fostering a sense of care and compassion for all living things. By collaborating with local non-profit organizations, we promote responsible health care and adoption support for stray animals.

For example, Shanghai Disney Resort cast members regularly volunteer at Cat Island, a Shanghai stray animal shelter, where animals receive comprehensive welfare services including medical treatment, vaccinations, foster care, and adoption promotion. Shanghai Disney Resort also disseminates knowledge about stray animal protection and proper animal care to cast members and the public, advocating for the concept of "Adopt, Don't Shop".

YOUTH INVESTMENT



We are committed to empowering future generations by sharing what we do best — creativity, storytelling, culture exchange, and career inspiration. Shanghai Disney Resort has focused on initiatives that inspire creative and innovative thinking and improve access to education for everyone. Through programs like Disney Reading Together, Disney Wild About Safety, and Disney Imaginations Shanghai Design Competition, we encourage young people to explore their potential, envision a brighter and more connected future, and become the next generation of storytellers.

Ten Years of Youth Investment



Promoting a Culture of Safety

In 2012 Shanghai Disney Resort introduced the Disney Wild About Safety Program to the Chinese Mainland, leveraging Disney storytelling to promote safety awareness to children. By 2017, Chinese language animated training videos and lessons themed to popular Lion King characters were shared with primary schools across Shanghai, promoting important themes like fire, water, and transportation safety.



18,500+ Young Readers and Their Families Reached

Since 2013, the Disney Reading Together Program has successfully hosted hundreds of reading sessions, bringing the magic of Disney storytelling to more than **18,500** children and families.



Inspiring 5,000 Students

The Disney Imaginations Shanghai Design Competition was introduced in 2018, and the annual university competition has now reached **5,000** student participants. Working in teams under guidance from Disney's creative experts, these students explore the boundaries of their imagination while discovering their potential as future creative industry talent.



10+ Years of Community Creativity

We have continuously promoted creativity by organizing a series of activities, including the Community Beautification Program, Art Life Curriculum, and Family Play Program.





Disney Reading Together — Inspiring the Next Generation of Storytellers



Since 2013, Shanghai Disney Resort has worked with the Shanghai Pudong Library to host Disney Reading Together storytelling sessions. Through the magic of storytelling, we inspire parents to spend meaningful time with their children, create lasting memories, and become lifelong learners.

Since 2019, our storytelling sessions have expanded to locations within Shanghai Disney Resort. Every Reading Together session brings Disney's legacy of storytelling to local children. We also invite Disney cast members and outstanding community members to participate as storytellers, including Olympic athletes and talented celebrities.

Our Reading Together Story



VoluntEARS Celebrity Ambassador Lin Chiling: *Toy Story*

On May 29, 2019, Shanghai Disney Resort invited nearly 30 young readers from nine Disney Fun House children's hospitals to the resort. Through her talented storytelling, Lin Chiling brought *Toy Story* to life, sparking the children's imagination in a fun and interactive session.



Five-time Olympic Gold Medalist Wu Minxia: *Moana* Story

On March 13, 2021, the resort invited five-time Olympic gold medalist, renowned female springboard diver Wu Minxia to share a *Moana* story. Just like Moana, Wu has always challenged herself and encouraged other women to live their own stories. Moana herself made a surprise appearance after the reading session, interacting with young readers and their families.



International Day of Sign Languages with Hearing-impaired Cast Members: *Duffy* Story

On September 23, 2021, Shanghai Disney Resort teamed up with the Shanghai Disabled Persons' Federation to invite 30 hearing-impaired young readers to the resort for a magical day full of wonderful surprises. This marked the first Chinese Sign Language Reading Together session at Shanghai Disney Resort.



Celebrating Earth Day with Conservation Expert: *Pixar · Up* Story

On April 22, 2024, bird-watching expert and long-time Shanghai Disney Resort collaborator Dr. He Xin shared the story of *Pixar · Up* with young readers. Through the story, children joined Carl and Russell on a heartwarming journey to Paradise Falls. We hope to inspire every young dreamer to take real-life action in protecting and preserving our beautiful planet!



Children's Day with Disney VoluntEARS Champion: *Stitch* Story

On June 1, 2025, Murray King, Vice President of Public Affairs and Communications at Shanghai Disney Resort shared the story of *Stitch*, inspiring young readers with a message of love, courage, and family.



Disney Wild About Safety — Promoting Safety Education



Since 2012, Shanghai Disney Resort has offered the Disney Wild About Safety program, delivering key lessons on fire, water, and traffic safety to children through fun, interactive activities. Through Disney storytelling, children in communities can learn and practice the importance of safety in everyday life.

Our Disney Wild About Safety Story

Ten years on, as we celebrate our 10th anniversary, we remain committed to expanding safety education to reach even more people. Within the resort, children and guests learn about the importance of safety in a fun and engaging way through the annual Safety Month celebration, special Grand Marshal, and a themed fair at Disneytown. We will continue to leverage the magic of Disney to build a safer future for future generations.

Fire Safety

Each year since 2012, Shanghai Disney Resort has organized "Disney Wild About Safety — Safety Smart® About Fire!" activities and educational training in local schools. And beginning in 2016, the resort has partnered with the local Fire Bureau on National Firefighting Day to host firefighters and fire trucks as special guests for Shanghai Disney Resort's "Mickey's Storybook Express" parade and share valuable firefighting tips at the annual Disneytown Fire Safety Interactive Fair.





Water Safety

In 2014 Shanghai Disney Resort introduced water safety education training at local schools. On International Water Safety Day, we visited Pudong Yuanxi Primary School to conduct water safety education community activities. Through interactive games, we conveyed the importance of water safety to the children and awarded certificates to the participating students.



Traffic Safety

In 2017, Shanghai Disney Resort introduced traffic safety education to local schools. We invited students from Xincheng Primary School to join the Traffic Safety Education Experience Camp in 2018. With Timon and Pumbaa leading the way, the students learned traffic gestures, made creative headwear, and took part in a fun quiz about road safety.



Expanding the Impact

Building on these three pillars, we amplified safety education's reach. In 2017, at the launch of Shanghai's "Safety Education Week" for primary and secondary schools, Shanghai Disney Resort donated nearly 1,000 sets of "Disney Wild About Safety — Safety Smart®" DVDs and interactive materials to the Shanghai Municipal Education Commission. These were distributed to every primary school in Shanghai and the education bureaus of 16 districts, equipping teachers to deliver ongoing and practical fire, water, and traffic safety knowledge for students.



Disney Imaginations Shanghai Design Competition — Fostering Future Creative Talent

IMAGINATIONS
DREAM · DESIGN · DIVERSIFY
梦想 · 设计 · 多元

Inspired by the Disney Imaginations Design Competition, designed, created, and sponsored by Walt Disney Imagineering ("WDI") in the United States in 1991, the Disney Imaginations Shanghai Design Competition was launched at Shanghai Disney Resort in 2018, with the purpose of seeking out and nurturing the next generation of talent for imagineering and the creative industry at large. The competition is committed to bringing Disney's creative practices to local industries and cultivating young talent in the Chinese Mainland. It opens opportunities for university students to showcase their skills and creativity to industry leaders, gain insights into the theme park industry, compete for awards, and even join Shanghai Disney Resort or WDI Shanghai as a cast member or imagineer. Since 2018, the Disney Imaginations Shanghai Design Competition has attracted thousands of university students to participate.

The Journey of Disney Imaginations Shanghai Design Competition

Roadshows

Each year, we host informational roadshows for university students interested in participating in the Disney Imaginations Shanghai Design Competition. Sessions cover the project challenge, rules, arrangements, and qualifications required for university students in the Yangtze River Delta and Central China.

Immersive Tour at Disney

The top five teams selected by a panel of judges are invited to Shanghai for an immersive tour, providing them a chance to meet talented imagineers and cast members face-to-face, learn presentation skills through workshops, and discover the magic behind classic Disney experiences.

Final Competition

At the final presentation, participating teams use their technical, artistic, and creative skills to propose their project concepts for an entertainment-focused experience or product. Through cooperation with teammates and communicating their concept to the audience, the students strive to show their creative talent.

Learning Journey

The winning team are granted trips to Walt Disney Imagineering, including tours of the resort, animation studio, and backstage areas, plus face-to-face meetings with Walt Disney imagineers. They learn how different departments collaborate to create magical experiences for guests through tailored training courses and exclusive experiences.



The story for these future cast and imagineers does not stop at the final presentation but becomes a long-term opportunity from Disney to support their professional development. Many finalists have been offered internship opportunities at Shanghai Disney Resort or WDI Shanghai, with some going on to become official cast members and imagineers at the resort, honoring our commitment to fostering the next generation of storytellers and innovators. These young talents work across departments including graphic designers, creative designers, costumers and architects. We provide them with opportunities to gain experience and skills, and they use their creativity and imagination in return to bring more magic to Disney and our guests.



"Imagineering gives us the power to turn fantasies into reality, building wonderful immersive tours that bring joy and emotional resonance to every guest. Let's take the challenges and create the miracles together!"

—Amy Tao,

Associate Graphic Designer of Design Show & Quality at Shanghai Disney Resort
(First Competition Champion Member | East China University of Science and Technology)



"Imagineering is a way of turning dreams into reality. Opportunities await those who have the courage to give it a go. Now, your chance is here."

— Amanda Yang,

Costumer of Entertainment at Shanghai Disney Resort
(Second Competition Champion Member | Donghua University)



"Imagineering is the place where fairy tales come to life. Being able to create fairy tales and being part of them holds great significance for me. The competition enables me to learn about park design and acquire relevant professional skills along the way."

— David Luo,

Associate Facility Designer at Walt Disney Imagineering Shanghai
(Fifth Competition Champion Member | Tongji University)



Creativity, Culture, and Cultivation — Empowering Talented Youth

Shanghai Disney Resort has launched specialized youth programs designed to inspire creativity among teenagers through immersive, educational theme park experiences. These initiatives encourage hands-on learning in areas like innovation and culture, while also providing career inspiration for underrepresented youth. Additionally, by integrating Shanghai Disney Resort's guiding principle, "Authentically Disney, Distinctly Chinese", the resort acts as a meaningful platform for global cultural exchange.

Art Life Curriculum

Shanghai Disney Resort supported a local foundation to introduce the "Art Life Curriculum", designed to inspire the next generation of creative talent.



Mickey's 90th Birthday Card Making

On November 22, 2018, a special workshop was jointly hosted by a local community group, Shanghai Disney Resort, The Walt Disney Company China, and China Eastern Airlines. At the workshop, children were invited to bring their imagination and culture to life and share heartfelt birthday wishes for Mickey.

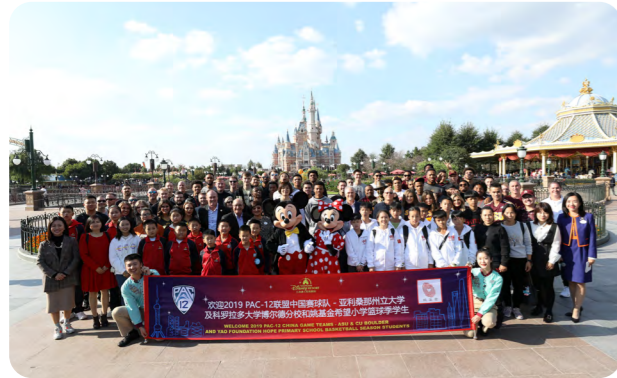


"Share Your Childhood Dreams" Charity Exhibition

In 2021, as part of Shanghai Disney Resort's Fifth Anniversary Celebration, we teamed up with a local non-profit organization to support the "Share Your Childhood Dreams" Charity Exhibition. Out of more than 10,000 incredible artworks submitted by children, five magical paintings stood out. These five young painters were awarded the title "Little Artists," and they, along with their teachers and parents, were invited to a magical journey to Shanghai Disney Resort.

Cultural Exchange

Shanghai Disney Resort serves as a bridge for cultural exchange, promoting friendship, cooperation, and creativity, where guests from near and far are welcomed to celebrate special moments together.



American College Basketball Teams and Chinese Primary School Students Shanghai Disneyland Visit

From 2016 to 2019, Shanghai Disney Resort cooperated with a local non-profit group to provide students from underdeveloped regions with opportunities to experience world-class basketball events, helping them broaden their horizons and inspire a love of sports. In November 2019, basketball players from Pac-12 Conference China Game Teams spent a fun-filled day at Shanghai Disney Resort with underprivileged primary students from Hubei and Guangxi Province.



University Basketball Players Celebrate Friendship at Shanghai Disneyland

In August 2024, a group of basketball players from Shanghai Jiao Tong University and New York University visited Shanghai Disneyland ahead of their head-to-head games - the 2024 CAMPUS Invitational, presented by Great Sports and ESPN. The games featured both men's and women's basketball teams from two renowned universities in Shanghai and New York, leveraging sports to promote global youth exchange.

The Power of Song

Shanghai Disney Resort has regularly hosted world-renowned choral groups to perform classical Disney songs at the resort, including the One Voice Children's Choir, the Harvard Krokodiloes Chorus, and the Princeton Nassoons. These performances provide unique opportunities for people-to-people and cultural exchange.

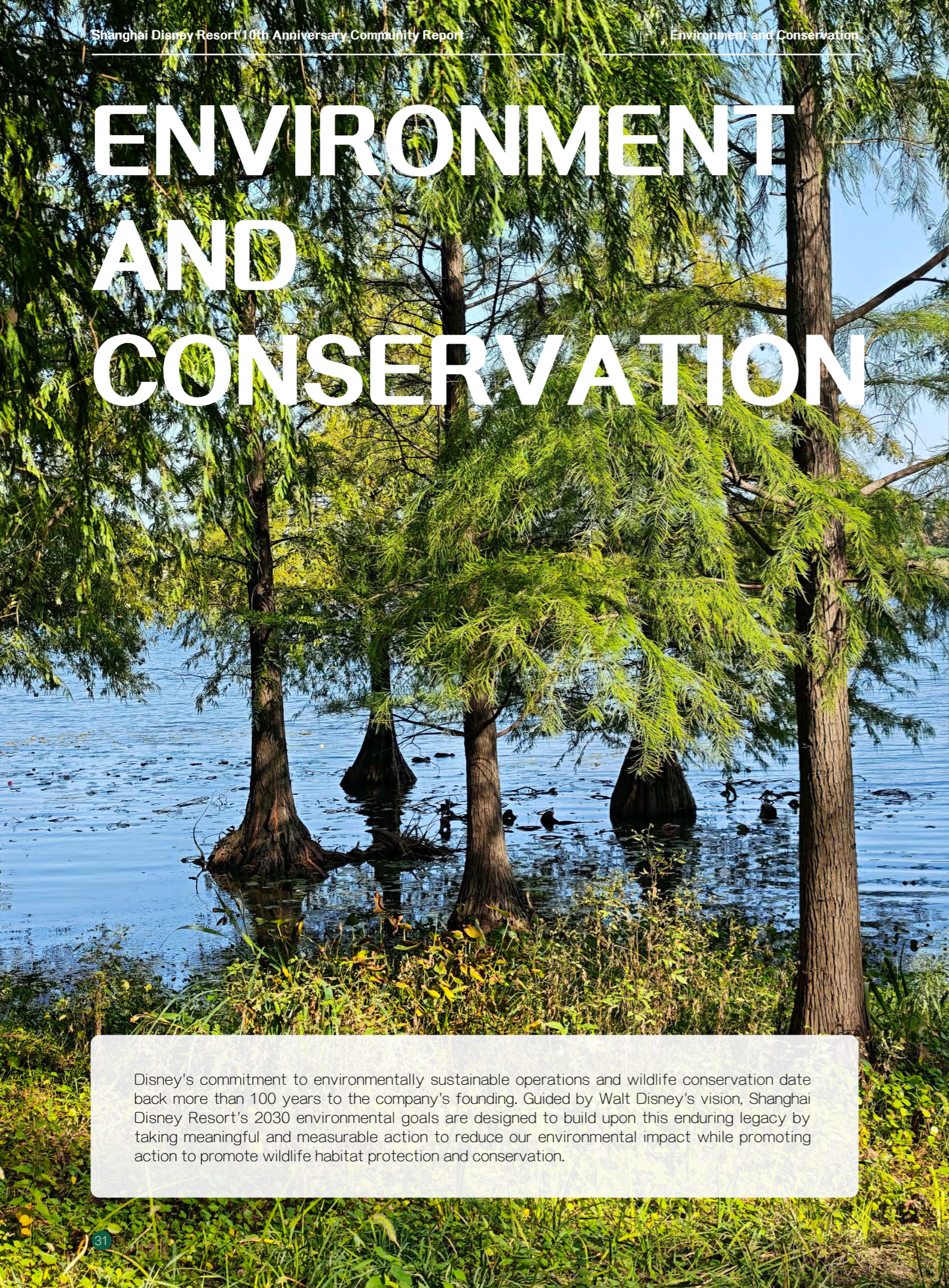


Career Inspiration

Shanghai Disney Resort has inspired underprivileged youth to pursue their career dreams through a series of resort visits. In July 2024, the resort hosted underprivileged students and NYU Shanghai student volunteers for a park tour and a lunchtime career sharing session, where cast members from different lines of business, including Shanghai Disney Resort Ambassadors, shared their personal career journeys. In July 2025, a group of junior middle school students and teachers from underdeveloped areas of Yunnan Province visited the resort, with cast members sharing stories about Disney career development. In November 2025, Shanghai Disney Resort hosted young bakers and teachers from the Shanghai Young Bakers Bakery Skill Program. The resort's Food and Beverage shared their expertise and tips on how to develop a career at the resort.



ENVIRONMENT AND CONSERVATION



Disney's commitment to environmentally sustainable operations and wildlife conservation date back more than 100 years to the company's founding. Guided by Walt Disney's vision, Shanghai Disney Resort's 2030 environmental goals are designed to build upon this enduring legacy by taking meaningful and measurable action to reduce our environmental impact while promoting action to promote wildlife habitat protection and conservation.



Environmental Stewardship — Promoting Sustainable Operations

Since its grand opening, Shanghai Disney Resort has taken meaningful steps to achieve our environmental goals as we operate and grow our business, focusing on key areas such as emissions, water, waste, materials, and sustainable design. Through interactive educational programs and hands-on activities, we invite everyone to join us in the important work of environmental stewardship.

Environmental Stewardship Highlights



2,517 tons
of carbon emissions
reduced

As of mid-March 2026, solar panels have covered all applicable back of house rooftop areas at Shanghai Disney Resort, helping to generate a total of around **5.2 GWh** of green electricity, equivalent to reducing **2,517 tons** of carbon emissions¹.



99%
of lighting with LEDs

LED lighting, a sustainable and eco-friendly light source, is widely used for landscape lighting throughout the resort.



11.5 million+
cubic meters of treated
freshwater lake water utilized

About **40%** of the resort's municipal water usage is replaced by treated water from Wishing Star Lake. Between the grand opening in 2016 and the end of 2025, the resort has cumulatively saved the equivalent of **4,600** Olympic-sized swimming pools.



Over
55%
domestic waste
recycling rate

Through effective measures such as refining the entire process of waste classification and reducing the use of disposable items, the resort's domestic waste recycling rate² has increased from 37% in the opening year to more than **55%** year by year³.



**LEED Platinum
Certification**

In 2022, the U.S. Green Building Council designated Shanghai Disney Resort as **LEED v4.1 Platinum for Existing Communities**, becoming the first tourism resort worldwide to win this LEED certification.



¹The calculation adopts the Shanghai Public Grid Electricity and Heat Carbon Dioxide Emission Factors for 2020-2024 (published by the Shanghai Municipal Bureau of Ecology and Environment and the Shanghai Municipal Bureau of Statistics)

²The domestic waste recycling rate is calculated as (food waste + recyclable waste) / total domestic waste.

³The domestic waste recycling rate of Shanghai Disney Resort has reached the 50% domestic waste recycling target stated in Shanghai's 15th Five-Year Plan.

Environmental Compliance

Shanghai Disney Resort complies with all local environmental regulations and requirements, and strives to exceed required levels of compliance wherever feasible. We carefully monitor our operations to ensure compliance with local environmental laws and to uphold our own company standards and best practices.

Environmental Management

At Shanghai Disney Resort, our care for the planet has always been at the heart of creating magical experiences for our guests. Since our inception, our commitment to protecting the environment has been incorporated into every aspect of our operations, ensuring that environmental efforts flow as naturally as the values in our stories. We have identified five key environmental priorities for 2030: Emissions, Water, Waste, Materials, and Sustainable Design.



Emissions

In 2020, The Walt Disney Company committed to achieving net zero for our Scope 1 and 2 emissions by 2030. To meet this goal, Shanghai Disney Resort has undertaken multiple initiatives to reduce the emissions from our direct operations to create a resource-efficient environment for all.

Distributed Energy Station

Shanghai Disney Resort is the first Disney resort across the globe to adopt a distributed energy supply model based on a Combined Cooling, Heating, and Power (CCHP) system, which has an energy efficiency of about 80%, far higher than conventional levels.

Energy Management Systems

The energy management system covers the energy consumption of buildings across the resort to carry out energy consumption management efficiently and accurately. The system provides technical support to explore and analyze carbon reduction potential.

Photovoltaic Renewable Energy Applications

In terms of photovoltaic energy management, the resort takes into account both self-owned and energy contract management (ECM) modes of photovoltaic application. The resort also adheres to technological innovation to empower project upgrades. Through the innovative use of perovskite photovoltaic materials, the carbon footprint of the entire life cycle of photovoltaic projects has been effectively reduced.

Green Transportation Systems

Since January 2025, electric shuttle buses have fully replaced hybrid models, reducing carbon emissions by approximately 1,000 tons annually. Electrification is expanding to more areas, including backstage transportation and gardening tools, to minimize carbon emissions across all operations.

In addition, the resort has set up hundreds of high-power fast charging parking spaces.

Attraction Energy-saving Renovations

Eleven Voyage to the Crystal Grotto boats were replaced with electric vessels in 2025, saving roughly 45,000 cubic meters of natural gas annually, equivalent to a reduction of about 61 tons of carbon emissions.

Participating in Shanghai's Low-Carbon Development Practice Zone

In 2017, the Shanghai International Tourism and Resorts Zone was selected as one of the second batch of low-carbon development practice zones in Shanghai, launching a five-year low-carbon pilot practice activity. With Shanghai Disney Resort at its core, the Shanghai International Tourism and Resorts Zone pursues the "dual carbon" target by combining Disney's global standards with local best practices. It implements smart, low-carbon concepts, promotes green development, and creates a low-carbon, ecological tourism. In 2023, it achieved "Excellent" recognition from the Shanghai Municipal Bureau of Ecology and Environment, earning designation as a Shanghai Low-Carbon Development Demonstration Zone.

Furthermore, in 2024, the core area of the Shanghai International Tourism and Resorts Zone was included in Shanghai's first group of carbon-peaking and carbon-neutrality pilot demonstration zones.



Water

We are committed to protecting water and ocean resources in our community for future generations to use and enjoy. We improve water use efficiencies in existing operations, invest in new technologies and systems that enhance water conservation, and develop water conservation plans and consider water use as an integral part of planning for future projects. Beyond that, we are committed to protecting our oceans through sustainable seafood sourcing.

Parks

Shanghai Disney Resort uses treated water from Wishing Star Lake for irrigation, cleaning and toilet flushing to save municipal water continuously.

Water Treatment Plant

The comprehensive water treatment plant is located on the southeast side of Wishing Star Lake. The treated lake water is reused in the resort for irrigation and cleaning. The circulated treated lake water quality can meet Class II water standards, and some indicators meet Class I standards.

Marine Ecosystem

Disney Conservation Fund supports non-profit organizations working to rebuild depleted fish stocks, reduce the environmental and social impacts of fishing and aquaculture, and improve the health of oceans and marine ecosystems.



Waste

We minimize waste in our operations and business activities dispose of waste conscientiously and creatively by making "reduce/reuse/recycle" the standard operating procedure. We incorporate waste reduction into the design of products, programs and facilities, reduce waste through innovative product development, supply chain management, and end-of-life recycling.

Reduce

Since 2019, single-use plastic cutlery for dine-in and takeaway services has been replaced with reusable ones or FSC-certified wooden cutlery in food and beverage locations.

We replaced travel-size plastic amenities with bulk dispensers and adopted biodegradable materials for required disposable items, significantly reducing single-use plastic waste and enhancing the sustainability of hotel operations.

We introduced plastic-free packaging for Disney Princess dolls.

Reuse

We replaced all disposable plastic bags with reusable ones.

Recycle

Since 2023, more than two tons of paper cups have been upcycled annually to produce various paper prints. This spring, more paper products have been developed using upcycled paper made from park restaurants' disposed paper cups, including printed Wishing Star Park Bird Watching Map, tags for rental strollers and guest luggage, as well as backstage office supplies.



Materials

Guided by our global Disney Paper Sourcing and Use Policy and the 2030 Disney Environmental Goals, Shanghai Disney Resort carefully sources products to reduce its environmental impact.

Responsible Sourcing

We eliminated paper fibers from sources such as unregulated harvested wood and used wood fibers certified by the FSC or an equivalent forest certification organization. We also sourced products with high recycled content, processed chlorine-free, reducing environmental impact across the paper supply chain.



Sustainable Design

Designing, building, and operating to avoid or reduce emissions, water, and waste has been a core part of the sustainable design strategy at Shanghai Disney Resort.


The Team Disney building and the Toy Story Hotel earned Three-Star and Two-Star Ratings, respectively, under the China Green Building Design Certification three-star system. Key features included construction materials selection, facade design with natural illumination solutions, and higher requirements for the air conditioning systems.




Biodiversity and Conservation — Protecting and Celebrating Nature

At Shanghai Disney Resort, we are committed to spreading environmental awareness and protection through interactive experiences with our cast, guests and the community. Our commitment to environmental conservation comes to life through biodiversity and conservation initiatives, the annual Earth Month celebration, ongoing environmental education, and is supported by The Walt Disney Company's Disney Conservation Fund. We invite guests of all ages, especially youth, to explore and appreciate the natural world. Together, we are not only fostering a deeper connection with nature but also planting the seeds of hope for a greener, brighter future.


Biodiversity and Conservation Highlights

- 


10+ years
of Earth Month Celebration

Shanghai Disney Resort has hosted annual Earth Month celebration for cast, guests and the community.
- 

RMB
1 million
Donated in Supporting "My Hometown Animals and Me" Conservation Education Campaign

Shanghai Disney Resort funded a nationwide essay campaign, and distributed themed activity books featuring stories of wild animals from Sichuan, Shanghai, and Yunnan to schools across these regions.
- 

Amur Tiger and Siberian Crane
Protection

For many years, Shanghai Disney Resort has supported the Amur Tiger Conservation Project initiated by the World Wide Fund for Nature (WWF) China and One Planet Foundation (OPF), and the Siberian Crane conservation cooperated with the International Crane Foundation (ICF).
- 

Released
Creating an Urban Wetland Ecosystem: A Case Study of Shanghai Disney Resort's Wishing Star Park

The April 2026 report details how the park has been transformed into a vibrant urban ecosystem and outdoor environment showcase. As of May 2026, a total of 136 different bird species have been monitored at Wishing Star Park.



Environmental Conservation

Conservation at Wishing Star Park

Wetlands are vital ecosystems that boost biodiversity, aid climate adaptation, and supply freshwater. Wishing Star Park at Shanghai Disney Resort exemplifies how a new wetland habitat can thrive. Spanning 500,000 square meters with its lake, the park, lovingly maintained by resort experts and open without cost to the public, invites guests to explore various habitats, Chinese and western rose gardens, and 2.5 km of walkways amid a thriving natural ecosystem.

Celebrated Shanghai Bird Loving Week at Wishing Star Park

In April 2023, Shanghai Disney Resort hosted the 42nd Shanghai Bird Loving Week at Wishing Star Park, dedicated to celebrating and protecting the city's bird life. As part of the event activations, the resort introduced the first Wishing Star Park Bird Watching Map, a practical and engaging guide designed to help visitors identify a variety of bird species and explore the different habitats within the park.

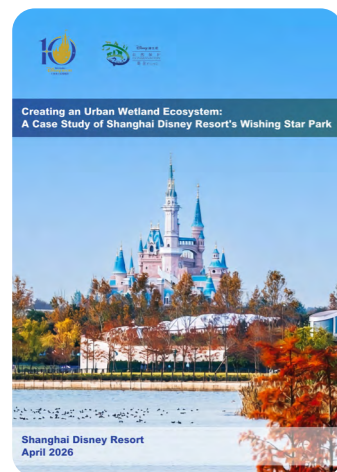


Shanghai Disney Resort Wishing Star Park Designated Outstanding Potential Other Effective Area-Based Conservation Measures (OECMs) Site

In October 2024, China released a list of its first 12 outstanding potential Other Effective Area-Based Conservation Measures (OECMs). Shanghai Disney Resort Wishing Star Park was the first and only corporate-managed park on the list. OECMs are areas that lie outside designated protected zones that achieve effective and long-term biodiversity conservation.

Creating an Urban Wetland Ecosystem: A Case Study of Shanghai Disney Resort's Wishing Star Park Released

In April 2026, the resort released a comprehensive ten-year study on Wishing Star Park, *Creating an Urban Wetland Ecosystem: A Case Study of Shanghai Disney Resort's Wishing Star Park*. The report leverages bird species tracking at Wishing Star Park over an eleven-year period to demonstrate how environmentally friendly design, construction, and operation practices can stimulate the natural development of a biodiverse community of wildlife even in an urban location. Since the report launch bird monitoring has continued. As of May 2026, over 62,000 birds representing 136 different species, including five bird species of international conservation concern and 14 bird species of China's national second-class protected animals, have been recorded in Wishing Star Park.



Conservation at the Resort



The Magical Recycle Bin at Shanghai Disney Resort "Xiaotui"

"Xiaotui" is a magical, mobile recycle bin with a curious nature that loves to help clean up the environment, surprise guests with witty dialogue, and enjoys "eating" their recyclable trash.



Magical Moment for Environmental Awareness

The resort's Custodial Team cleverly collected upcycled waste, such as fallen leaves and bottle caps, to outline a Mickey head shape on the ground, illuminating guests' environmental awareness with Magic Moment.



JAMMitors Interactive Performance

Anything can be a musical instrument if you want it to be — even plastic trash cans, brushes, brooms, dustpans, and water bottles. Our JAMMitors Band uses makeshift instruments collected and built from items around the park and Disneytown fair during Earth Month celebration.

The JAMMitors' performance is not only about bringing great musical energy to the guests and cast members but also promoting the benefits of waste sorting and recycling.



Environmental Steward Recognition

We encourage cast members and imagineers to incorporate environmental protection and sustainability into their daily work. Starting from 2024, we have expanded our environmental recognition program with a new Environmental Steward recognition every half year for those cast and imagineers who have gone above and beyond in their work and lives to show their commitment to environmental protection and sustainability.

Conservation Beyond the Gates



Supporting Tiger Conservation

Since 2018, Shanghai Disney Resort worked with the World Wide Fund for Nature (WWF) China to protect Amur Tigers in northeast China, including support for Tiger Ranger programs and public awareness raising campaigns. Every year on July 29, "Global Tiger Day", Shanghai Disney Resort organizes themed activities to promote the conservation of wild Amur tigers. Tiger Rangers visit the resort on an annual basis to share their work with our cast, guests and the community, helping to raise awareness of wildlife conservation and habitat protection. And Disney VoluntEARS have traveled to northeast China to see firsthand how Tiger Rangers are supporting the recovery of Tiger habitat. In recent years wild tiger populations have shown impressive growth, providing hope for their future as well as the broader ecosystem around them.



Protecting for the Siberian Crane

Since 2015, the Disney Conservation Fund has supported the International Crane Foundation to protect Siberian Crane habitat and population recovery in countries and regions along their Migratory Flyway. This comprehensive initiative has encompassed critical activities such as population ecological research, habitat protection and restoration, alongside community engagement and environmental education programs in key regions. Ten years of dedicated care have witnessed a near-doubling of the crane population, bringing a promising future for these important cultural symbols and majestic "dancers of the sky".



Qiandao Lake-Inlet Wetland Restoration and Water Stewardship Project

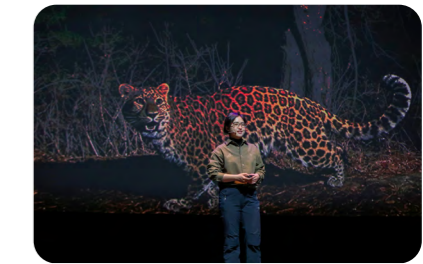
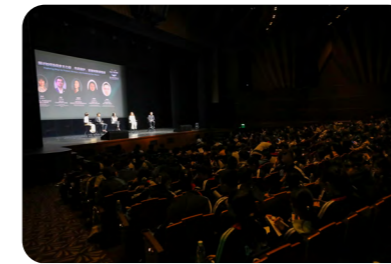
Launched in 2022 and running through 2024, the resort participated in the Qiandao Lake-Inlet Wetland Restoration and Water Stewardship Project, which aimed to demonstrate effective lake-inlet wetland restoration and maintenance using nature-based solutions. In addition to the resort, the project's organizers also collaborated with multiple stakeholders, including the local government, relevant scientific research partners, local communities, and others, to create a cost-effective mechanism for water conservation in East China. The project team also sought to boost public and local community engagement while raising awareness of water stewardship. As part of these efforts, during the 2023 Earth Day Celebration, Disney VoluntEARS from Shanghai Disney Resort traveled to Chun'an County in Zhejiang Province for watershed conservation and wetland restoration, supporting the aquatic environment and biodiversity.

Earth Month Celebration

Each April, Shanghai Disney Resort hosts an annual Earth Month celebration for cast, guests and the community. Designed to inspire people of all ages and backgrounds, this series of events combines Disney magic with meaningful storytelling to honor the natural beauty of our planet. Through immersive, family-friendly activities from interactive conservation workshops to nature exploration, we invite everyone to join in fostering a deeper connection with the natural world.

Earth Day Nature Conservation Forum

Since 2023, the resort has hosted an annual Shanghai Disney Resort Nature Conservation Forum as part of our Earth Month celebration, engaging leading nonprofit organizations, industry partners, National Geographic Explorers, and experts to share insights and ideas on biodiversity and wildlife conservation.



"Celebrate Earth Month Fair" at Disneytown

Every year during the annual Earth Month celebration, we host a "Celebrate Earth Month Fair" at Disneytown. Visitors to the fair can participate in fun, interactive games supported by Shanghai Disney Resort, National Geographic, and over a dozen local nonprofit and environmental organizations, to enhance their knowledge about environmental stewardship and cultivate an environmentally friendly mindset.



Beach Clean-up

Disney VoluntEARS and their families have participated in several beach clean-up activities in the watershed and coastal areas of Shanghai including Binjiang Forest Park and Chongming Island's Dongtan National Nature Reserve. VoluntEARS clean up various types of trash and waste, participate in educational activities, and contribute to environmental protection.



Environmental Education

Each year, Shanghai Disney Resort organizes a variety of engaging environmental educational activities, helping cast, guests, and the community to learn how they can help protect our planet.



Adopt-A-Garden

From 2012 to 2019, Shanghai Disney Resort worked with local foundations to launch the "Adopt-A-Garden" organic farming program. This eco-education initiative brought the classroom to vibrant green gardens, offering students hands-on experience in caring for plants and promoting healthy lifestyles.



Fun Environmental Classes at Wishing Star Park

From 2016 to 2019, Shanghai Disney Resort collaborated with several community organizations to develop a series of environmental education classes based on the various habitats, and plant and animal species found in Wishing Star Park. Primary school students were invited to act as nature detectives and explore the park, while various professional teams from Shanghai Disney Resort guided the students by sharing their professional expertise. The aim of the "Fun Environment Class" was to encourage children to develop a lifelong affinity for nature, while placing value on wildlife protection and environmental stewardship.



Wishing Star Park Nature Book

In 2017, Shanghai Disney Resort collaborated with WWF China to create a nature book that celebrates the resort's Wishing Star Park. This self-guided nature-walk book aims to help children, teens, and their families explore and learn about the park's rich natural resources and diverse habitats, as well as develop lifelong conservation values.



The First "Eco-China Experience-Based Education Destination"

In 2018, Shanghai Disney Resort was recognized by the China Next Generation Education Foundation as the nation's first "Eco-China Experience-Based Education Destination" for its outstanding educational environment. This award acknowledged Shanghai Disney Resort's long-term efforts in environmental conservation, combining Disney creativity and innovation with Chinese traditional culture, creating an immersive educational environment, and committing to nurturing and inspiring youth creativity and imagination.



Inaugural Shanghai Natural Education Destinations

In 2020, Shanghai Disney Resort was designated as one of the initial 10 organizations recognized as a Shanghai Natural Education Destination. Supported by the Shanghai Society of Forestry, this initiative was established to promote and advance nature education.



"My Hometown Animals and Me": Disney's Real-World Promise to Wildlife

In 2023, ahead of the world's first Zootopia-themed land opening, Shanghai Disney Resort donated RMB one million to the China Environmental Protection Foundation, launching the two-year national program "My Hometown Animals and Me." The program inspired students through three pathways: sharing stories about local wildlife, learning from an expert-developed illustrated handbook, and exploring local nature firsthand. This blend of storytelling, education, and hands-on discovery fosters a deeper appreciation for wildlife.



Youth Environmental Inspiration Program

Launched in 2024, the Youth Environmental Inspiration Program, created by Shanghai Disney Resort and the Shanghai Science Education Development Foundation, offers middle school students interactive environmental education experiences. It empowers students to promote sustainability through hands-on projects, from scientific inventions to artistic creations, inspiring environmental thinking in classrooms and communities. The program has ignited a passion for sustainability among thousands of teenagers, inspiring them to learn, imagine, and innovate together for a greener world.

ACCESSIBILITY



Shanghai Disney Resort is committed to providing an inclusive environment for everyone, including persons with disabilities, and aspires to provide *A Magical Experience for ALL*. Through its "MagicALL" program, the resort promotes the integration of cast and guest services and experiences and partners with like-minded companies and organizations to advocate for a barrier free society.



Our Key Accessibility Milestones

June 2016

The **Disability Access Service Card** was introduced for guests with disabilities (with a valid certificate or proof) to support more accessible park experiences.

December 2016

Shanghai Disney Resort introduced the **Disney MagicALL program**.

February 2017

The **MagicALL Cast Advisory Council** was established, comprising a wide range of employee representatives with different abilities from a diverse range of resort departments.

May 2019

The resort released its first **Shanghai Disney Resort Accessibility Report**, which introduced the MagicALL mission and highlighted accessible facilities and services for people with disabilities.

December 2023

Shanghai Disney Resort leveraged assistive technologies to augment the **information accessibility** features on the official Resort App to help visually impaired users independently navigate key pages.

December 2024

Shanghai Disney Resort released the **"100 Common Chinese Sign Language Phrases for Tourism"** video series, the first such resource to support industry-wide sign language standards.

Beginning in 2020

Leveraging the United Nations International Day of Persons with Disabilities, the resort hosts an annual **Shanghai Disney Resort Accessibility Forum**.





Inclusive Workplace for Cast Members — A Magical Experience for All Cast

Through our MagicALL program, Shanghai Disney Resort is committed to fostering an integrated and inclusive workplace at every level including for persons with disabilities. Cast members with disabilities are an important demographic within the workplace and are integrated within teams across the resort, both guest serving and within our professional cast team. They contribute meaningfully to all aspects of our business and company culture. Together we can create a workplace and society which truly provides a magical experience for everyone.

MagicALL Employment Opportunities

Shanghai Disney Resort is committed to providing magical experiences for all cast members. We work with special needs organizations to offer internships and job opportunities for people with disabilities. The career portal also has designated columns for MagicALL program and special support infrastructure and service support is available for disabled employees to help them integrate into the cast community and excel at their chosen professions.

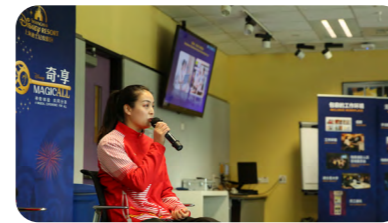


Inclusive Culture Advocacy

Each year the resort hosts the Shanghai Disney Resort Accessibility Awareness Week, inviting cast members to join other stakeholders with a shared interest in promoting accessibility to participate in a series of themed activities. As a key element of the week, the resort's MagicALL Accessibility Committee hosts an annual Accessibility Showcase to share each resort team's contributions to promoting accessibility for cast, guests and the community.



The resort also regularly invites inspiring members of the disabled community to share their experiences with our cast. For example, in 2019, the resort invited Chinese Paralympic athletes to share their experiences competing as disabled athletes in international competition. Moments like these continue to inspire cast members to build a workplace where everyone feels valued, empowered, and inspired.



MagicALL Communication Platform

In 2017, Shanghai Disney Resort established the MagicALL Cast Advisory Council, comprised of representatives both with and without disabilities from different resort departments. The council serves as a platform to gather feedback from cast members with a passion for promoting accessibility, and to promote respect, equality, and appreciation of people with disabilities through awareness, education and inclusion, as well as to support integration and career development.



Cast Member Sign Language Learning

Since 2018, our cast Sign Language Class program has carried out regular sessions covering practical signing skills along with deaf culture and etiquette. Disney University also offers courses in sign language training, providing learning opportunities for every cast member to learn a new skill. These lessons are designed to raise awareness and understanding among cast members, supporting confident and inclusive communication.





Accessible Experience for Guests — Bringing Happiness to Every Guest

Shanghai Disney Resort is committed to creating a magical and inclusive experience for all guests. We design and operate our accessible infrastructure, services and experiences to create an environment where everyone feels welcome.

Drawing on Disney's global expertise, internationally recognized accessibility standards, best practices, and local regulations, we integrated barrier-free facilities into Shanghai Disney Resort's master plan from the earliest design phase. We continue enhancing accessibility services and supporting guests with disabilities, ensuring everyone experiences the magic with dignity and independence, creating lasting magical memories.

Accessible Transport and Entrance

Barrier-Free Access

Accessible elevators, low-floor wheel-chairs accessible buses for Disney Resort Shuttle, ramps, and tactile guidance paths line the metro station, main routes, and transportation hubs to Shanghai Disney Resort.

Disability Access Service Card

The Card is designed for guests with disabilities (with a valid certificate or proof). This service allows them to book a return time matching the current wait, ensuring a smoother experience.

Wheelchair Services

Manual wheelchair rental services are provided at the entrance to the resort.



Accessible Information

Digital Enhancement

The App's accessibility features help visually impaired guests better plan their trips before visiting.

Visual Assistance

Audio guides introduce the park layout and attractions. Braille guides (in Chinese and English) are available, and multiple tactile maps throughout the resort assist visually impaired guests with navigation.

Sign Language and Hearing Assistance

Cast members proficient in Chinese Sign Language wear "Sign Language" name tags, helping visitors with hearing or speech impairments find and communicate with them easily. Throughout the resort, free Chinese subject to advanced reservation, Sign Language interpretation is provided for select entertainment shows and theater performances throughout the resort.



Accessible Attractions

Wheelchair "Roll-on" and Guest Transfer

Designated experiences have been designed to let guests with disabilities board vehicles directly from their wheelchairs, without transferring. Several other attractions have been designed so guests using a wheelchair can transfer into a designated accessible ride area. Cast members can adjust the seat setting to assist guests using wheelchairs with transferring to the ride.

Guide Dog Service

Guide dogs are permitted in most areas of the resort, provided they are leashed or harnessed at all times.



Accessible Facilities and Accommodations

Accessible Restrooms

All restrooms are equipped with wheelchair access or barrier-free stalls. The interior space accommodates wheelchair turns, with safety grab bars and emergency call buttons.



Accessible Dining and Shopping

All dining areas are designed to be accessible. Many queuing areas in shops are wheelchair-friendly, and theaters offer dedicated viewing spots for wheelchair users.



Accessible Hotel Services

Hotels at Shanghai Disney Resort offer accessible guest rooms with sinks, showers, and emergency call buttons, plus accessible public areas, such as swimming pool.



Advocacy and Community Impact — Inspiring Change

Our dedication to accessibility extends beyond our own gates, as we foster collaboration and innovation with different stakeholders, promoting social inclusion and accessibility both at the resort and in the community. In keeping with our commitment to promoting accessibility, we organize an annual Accessibility Forum and various activities to create a more accessible future for all.

Enhancing Industry Inclusivity

Accessibility Forum

Beginning in 2020, leveraging the United Nations International Day of Persons with Disabilities, the resort hosts an annual Shanghai Disney Resort Accessibility Forum, bringing together disabled persons, regulators, media, community organizations and like-minded companies to discuss issues and opportunities for the disabled community and advocate for greater integration.



Sign Language Tourism Guide

In December 2024, supported by the Shanghai Association of the Deaf and Hard of Hearing, Shanghai Disney Resort released the "100 Common Chinese Sign Language Phrases for Tourism" video series, the first such resource to support industry-wide sign language standards. Hearing-impaired cast members contributed their expertise and experience to the new guide.

Supporting Community Inclusive Initiatives

An Inclusive Wheelchair Run

In May 2025, Shanghai Disney Resort supported "Rolling Together: An Inclusive Wheelchair Run" to celebrate National Disability Day. A total of 120 participants, both with and without disabilities, used wheelchairs to compete in either a three or five-kilometer "race", beginning at the Shanghai International Resort's Dream Music Valley, and continuing into Shanghai Disney Resort's scenic Wishing Star Park.



Art Classroom for Students with Special Needs

In 2023, on the eve of the April 2nd World Autism Awareness Day, Shanghai Disney Resort joined with foundation partners and to create an art classroom at Shanghai Qingcongquan Training Center for Children with Special Needs. Gelatoni, the Disney character who loves painting and drawing, also made a surprise appearance and interacted enthusiastically with the children. Experiences like this help children with autism feel the beauty of art in fun and comfortable environment.



Inspiring Next Generation With Accessible Design Practices

Sharing Session at Tongji University

In December 2025, Shanghai Disney Resort cast and imagineers joined students at Tongji University's College of Architecture and Urban Planning for a sharing session about Shanghai Disney Resort's accessible design principles and practices. This session was held to inspire the next generation of architects, planners, and designers to create buildings and infrastructure that is accessible for all.



VOLUNTEERISM





Volunteering is a cherished, enduring pillar of Disney's culture, and it is at the heart of our community engagement. We not only encourage our dedicated cast members and imagineers to serve as Disney VolunteARS, but also recognize outstanding community volunteers in collaboration with non-profit organizations, inspiring everyone to lend their time and resources to foster an inclusive community and protect our natural environment.



Inspired by a spirit of care and responsibility, Disney VolunteARS worldwide bring Disney magic to life through meaningful community service.

Since the launch of the Shanghai Disney Resort VolunteARS program in 2011, our cast have made a lasting difference by:

-  **21,000+**
Volunteer Opportunities Creating more than **21,000** individual volunteer opportunities
-  **77,000+**
Hours Delivering more than **77,000** hours of Disney VolunteARS service
-  **~1.75 million**
People Sharing Disney magic with approximately **1.75 million** people in communities across the country



Volunteering Advocacy — Inspiring Cast Members and Imagineers

Volunteer service to the community is an important part of what makes Disney so special. Cast members and imagineers are encouraged to donate their time and diverse talents to charitable and community endeavors through volunteer activities, and become model citizens in the community.

Disney VoluntEARS Leadership Council

The Disney VoluntEARS Leadership Council consists of passionate cast members and imagineers dedicated to community service. It represents cast voices in volunteer initiatives, encourages participation, and leads inclusive Disney VoluntEARS activities.



Disney VoluntEARS Activities — Giving Back and Spreading Happiness

Disney VoluntEARS bring the Disney spirit of care and responsibility to life, creating meaningful and magical moments that uplift communities everywhere. By working with community organizations, we create Disney VoluntEARS programs that make lasting, positive changes in the communities we call home.

Community Disney VolunTEARS Activities

For more than ten inspiring years, our dedicated Disney VolunTEARS have shared their care and dedication with organizations like local foundations, hospitals, libraries, schools, and more. Our ongoing Disney VolunTEARS programs cover various aspects including Disney wish granting, children's hospitals, youth development, environment and conservation, inclusion, safety awareness, and social services.



Special Disney VolunTEARS Activities

Beyond our regular activities, dedicated cast members and imagineers, and beloved Disney characters join Disney VolunTEARS special events to share Disney magic with community members of all ages.

Caring for Senior Citizens

On traditional festivals such as the Double Ninth Festival and the Chinese New Year, Disney VolunTEARS visit elderly care homes to extend our warmest wishes, blending Disney magic with traditional culture.



Back-to-School Supply Drive

As a longstanding tradition, each autumn at the start of the academic year, Shanghai Disney Resort VolunTEARS pack school supplies for distribution by partner non-profit organizations to rural students and migrant children.



Disney VoluntEARS Community Beautification

Disney VoluntEARS collaborated in teams to hand-paint vibrant murals for a special-needs school in Shanghai. They brought their artistic skills and heartfelt dedication to every stage: sketching outlines, layering colors, preparing, and mounting the finished artworks.



LinaBell Joins Disney VoluntEARS

Our beloved Disney character LinaBell also supports Disney VoluntEARS activities. Since her debut at Shanghai Disney Resort, LinaBell has delighted countless park guests and spread Disney's magic to the local community. Her regular community efforts include sending festival greetings to senior citizens, visiting sites of local intangible cultural heritage, and experiencing Shanghai Huju Opera and Pudong-style Pipa.



"I've been volunteering for many years. Some children, especially those who are sick, have dreams about Disney and want to come to Disneyland. Some are unable to walk, so we push them around in wheelchairs. One girl really wanted to meet Lotso. We helped her take a photo with him. She was so tiny, snuggling into Lotso's big, soft body. Lotso gently patted her head. I know that moment brought her pure happiness. For me, I felt grateful to be part of it. Volunteering makes my life more meaningful."

—Yuki Liu, Stylist of Entertainment at Shanghai Disney Resort, Disney VoluntEARS



"I had surgery at the children's hospital as a child, and back then, the nurses brought me so much joy. When I grew up and participated in my first Disney VoluntEARS activity, I found it fascinating because I found myself now bringing joy to other young patients and nurses who are at the children's hospital."

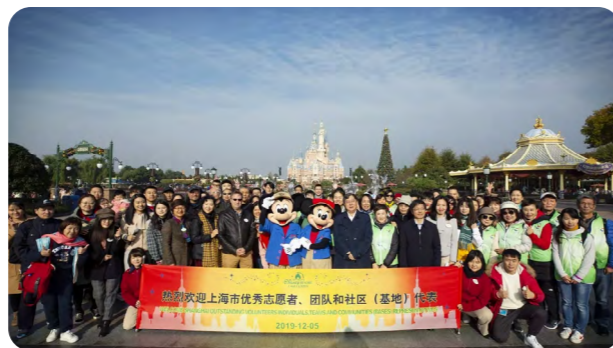
— Xu Gonghong, Merchandise Lead at Shanghai Disney Resort, Disney VoluntEARS





Outstanding Volunteer Recognition — Promoting Volunteerism in the Community

Our appreciation also extends to volunteers across Shanghai who devote their time to strengthening local communities. Each year beginning on the United Nations International Volunteer Day, December 5, 2016, Shanghai Disney Resort donates thousands of theme park tickets to the Shanghai Public Service Foundation for Volunteers. These tickets reward outstanding Shanghai volunteers with a magical day at Shanghai Disneyland with their families and recognize their ongoing community engagement.



"Give a Day, Get a Disney Day" - Shanghai Disney Resort Donated 10,000 Park Tickets to Recognize Outstanding Community Volunteers

On March 5, 2026, in celebration of China Youth Volunteer Service Day, Shanghai Disney Resort announced the launch of "Give a Day, Get a Disney Day", a special 10th anniversary community giving program. To celebrate and promote the spirit of volunteerism, the resort donated 10,000 Shanghai Disneyland park tickets to seven local non-profit organizations as an appreciation and recognition of community volunteers for their long-standing dedication to community service.



Looking Ahead

As we enter the next decade, Shanghai Disney Resort remains a magical, enduring force in our community. Guided by our steadfast citizenship commitment, we will deepen our focus on compassion, youth development, environment protection and conservation, accessibility, and volunteering. With cast members, guests, and partners, we will forge a brighter future, sharing courage, hope, and joy. With You, It's Magic+!

