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**SERVICE TRADES COUNCIL UNION AGREEMENT
FOR CASUAL REGULAR EMPLOYEES**

ARTICLE 1 – PREAMBLE

THIS AGREEMENT entered into this 30th day of September 2007, by and between WALT DISNEY WORLD CO., hereinafter called “COMPANY” and the SERVICE TRADES COUNCIL UNION, on behalf of signatory International and Local Unions, whose names are subscribed hereto and who have, through its duly authorized officers, executed this Agreement, hereinafter called “UNION.”

ARTICLE 2 – PURPOSE

WHEREAS, the operation and service of the Company’s Walt Disney World Resort will require a large number of employees, and the orderly and uninterrupted operation of Walt Disney World Resort is of significant interest to the economy of the State of Florida and of the mutual interest of the parties hereto, and it is the purpose of this Agreement that all work shall proceed efficiently, without interruption, and with due consideration for the protection of labor standards, wages and working conditions; and

WHEREAS, employees have the right to organize and bargain through representatives of their own choice;

THEREFORE, the parties hereto have entered into this Agreement to recognize the Union to establish fair wages, working conditions and benefits and to put into practice effective and binding methods for the settlement of all misunderstandings, disputes or grievances that may arise between the parties hereto, to the end that the Company is assured complete continuity of operation and that Labor-Management peace is maintained and employees are guaranteed Union rights and protection as provided by this Agreement.

ARTICLE 3 – RECOGNITION

The Company recognizes the Service Trades Council Union as the sole and exclusive collective bargaining representative of all of the Company’s casual regular employees who are in the classification of work listed in Addendum “A” at the Walt Disney World Resort in Lake Buena Vista, Florida, but excluded are all other employees, Security Hosts and supervisors as defined in the Labor Management Relations Act of 1947, as amended.

ARTICLE 4 – SCOPE OF AGREEMENT

SECTION 1. AREAS INCLUDED IN AGREEMENT

This Agreement relates only to the Walt Disney World Resort comprising the “Magic Kingdom” Theme Park; Disney’s Polynesian Resort; Disney’s Contemporary Resort; Disney’s Grand Floridian Resort and Spa; Disney’s Caribbean Beach Resort; Disney’s Beach Club Resort; Disney’s Port Orleans Resort; Disney’s Old Key West Resort; Disney’s Saratoga Springs; Disney’s Yacht Club Resort; Downtown Disney; Typhoon Lagoon; Disney’s Wilderness Lodge; Disney’s All-Star Resorts; Disney’s Boardwalk Resort; Disney’s Wide World of Sports; Disney’s Coronado Springs Resort; Disney’s Animal Kingdom; Disney’s Animal Kingdom Lodge; Disney’s Blizzard Beach; Disney-MGM Studio; Laundry; Golf Operations at the Palm, Magnolia, Oak Trail, Eagle Pines, Osprey Ridge, and Lake Buena Vista Golf Courses; the Main Entrance Complex; Fort Wilderness; Tri-Circle D Ranch; Mickey’s Retreat recreation facilities; Bay Lake and Seven Seas Lagoon; Epcot; Disney’s Pop Century Resort and roadways, employee entrances, parking lots, guest/employee transportation facilities, vehicles and boats which directly service the above-referenced theme parks and resort properties.

Those employees of the Company in the classifications set forth in Addendum "A" come within the Scope of this Agreement, excluding the following:

1. World Fellowship Program
2. Specialty students/employees in such disciplines as agriculture and oceanography
3. Concessionaires as defined in Article 6, Section 4, who operate with his/her own employees, including concessionaires who terminate any existing or future staffing agreement with the Company in order to operate with his/her own employees
4. WALT DISNEY WORLD College Program students
5. Project Future, Rising Stars, Rising Tides and Bridges High School students

SECTION 2. AREAS EXCLUDED IN AGREEMENT

This Agreement does not apply to or in any way affect Reedy Creek Improvement District, Concessionaires (as defined in Section 4 of Article 6) who engage their own employees; Buena Vista Construction Company; Buena Vista Distribution Co., Inc., or any other present or future division or subsidiary of The Walt Disney Company except as specifically set forth in Section 1 of this Article.

The Service Trades Council Union and its individual international and local Unions disclaim any interest now, or in the future, in seeking to represent any employees of the Company other than those in the classifications set forth in Addendum "A", except as to the classification described in Case No. 12 RC 4531, affirmed 215 NLRB No. 89.

ARTICLE 5 – MANAGEMENT RIGHTS

SECTION 1. MANAGEMENT RIGHTS

Except as expressly and clearly limited by the terms of this Agreement, the Company reserves and retains exclusively all of its normal and inherent rights with respect to the Management of the business, including but not limited to, its right to select and direct the number of employees assigned to any particular classification of work; to subcontract work; to establish and change work schedules and assignments; to implement and effect a lay off; to terminate or otherwise release employees from duty for lack of work or other just cause; to make and enforce rules for personal grooming, and the maintenance of discipline; to discontinue conduct of its business or operations in whole or part; to institute technological changes (e.g. scheduling methodologies) and otherwise to take such measures as Management may determine to be necessary to the orderly, efficient and economical operation of the business.

SECTION 2. BUSINESS SEGMENT DISCONTINUATION/SALE OR LEASE OF ASSETS

- (a) The Company may discontinue business segments or sell/lease physical assets which include the operations without notification to or bargaining with the Union regarding the decision to discontinue, sell or lease. The parties agree and understand that the sale or lease of a physical asset may result in the continuance of operations by the third party at the Walt Disney World Resort and that such continuance of operations associated with the asset does not constitute subcontracting as defined in Article 25.

Should such discontinuation/sale/lease affect any positions covered by this Agreement, the Company will provide the Union with at least sixty (60) days notice prior to the completion of the transaction and, upon request, meet and negotiate in good faith with the Unions to the full extent required by law with regard to the effect of the transaction on employees covered by this Agreement, including, but not limited to, severance conditions, transfer within the unit, and/or the potential for continued employment with the purchaser. It is understood, however, that agreement between the parties as a result of such negotiations is not a prerequisite to the completion of the transaction at any time after the sixty (60) days have elapsed.

- (b) Should the Company subsequently re-acquire and begin to operate a business segment previously discontinued, sold, or leased pursuant to 2(a) above, such business segment shall automatically be included within the Scope of the Agreement defined in Article 4, Section 1.

ARTICLE 6 – WORK STOPPAGES AND LOCKOUTS

SECTION 1. NO STRIKE – NO LOCKOUT

During the existence of this Agreement, there shall be no strikes, picketing, work stoppages or disruptive activity by the Union or by an employee, and there shall be no lockout by the Company.

SECTION 2. FAILURE TO CROSS PICKET LINE – VIOLATION OF AGREEMENT

Failure of any employee covered by this Agreement to cross any picket line established at the Walt Disney World Resort is a violation of this Agreement. In applying the provisions of this section, however, it is not the intention of the Company to require employees to cross a picket line if, after a reasonable effort to gain entry has been made, it is apparent to Management that such entry will result in physical violence or injury to the employees.

SECTION 3. UNION'S RESPONSIBILITY TO PREVENT WORK STOPPAGE, STRIKE OR DISRUPTIVE ACTIVITY

The Union shall not sanction, aid or abet, encourage or condone a work stoppage, strike or disruptive activity at the Walt Disney World Resort and shall undertake all possible steps to prevent or to terminate any strike, work stoppage or disruptive activity. No employee shall engage in activities that violate this Article. Any employee who participates in or encourages any activities which interfere with the normal operation of the WALT DISNEY WORLD Resort shall be subject to disciplinary action, including discharge. The Union shall not be liable for acts of employees for which it has no responsibility. The failure of the Company to exercise this right in any instance shall not be deemed a waiver of this right in any other instances, nor shall the Company's right to discipline all employees for any other cause be in any way affected by this Section.

SECTION 4. DISPUTES WITH CONCESSIONAIRES

Disputes between the Unions parties hereto and any concessionaire operating in WALT DISNEY WORLD shall be so handled as not to interfere with the Company's business or the business of any concessionaire not a party to such disputes. No picketing or concerted action against any one or more of the concessionaires will be conducted at WALT DISNEY WORLD Resort. "Concessionaire" as used herein, includes a concessionaire and also a licensee, exhibitor, participant, sponsor, contractor, subcontractor or lessee. In the event any other organization pickets at or near WALT DISNEY WORLD Resort, the Unions signatory hereto agree that such picket line so far as they and the employees they represent are concerned shall not affect the operation of the Company or concessionaires who are not involved in the dispute.

SECTION 5. EXPEDITED ARBITRATION FOR ARTICLE 6

Any party to this Agreement may institute the following procedure in lieu of or in addition to any other action at law or equity, when a breach of this Article is alleged.

- (a) The party invoking this procedure shall notify the permanent Arbitrator. In the event the permanent Arbitrator is unavailable, he/she shall appoint his/her alternate. Notice to the Arbitrator shall be by the most expeditious means available, with a notice by facsimile and/or e-mail to the Business Manager of the Union alleged to be in violation of the Agreement, and a copy of the facsimile and/or e-mail to the Union Co-Chairman of the Management-Union Committee.
- (b) Upon receipt of said notice, the Arbitrator named above or his/her alternate shall set and hold a hearing within twenty-four (24) hours.

- (c) The Arbitrator shall notify the parties by facsimile and/or e-mail of the place and time he/she has chosen for this hearing. Said hearing shall be completed in one session with appropriate recesses at the Arbitrator's discretion. A failure of any party or parties to attend said hearing shall not delay the hearing of evidence or issuance of an Award by the Arbitrator.
- (d) The sole issue at the hearing shall be whether or not a violation of this Article has in fact occurred and the Arbitrator shall have no authority to consider any matter in justification, explanation or mitigation of such violation or to award damages, which issue is reserved for court proceedings, if any. The Arbitrator shall not have the authority to alter, amend, change, modify, add to or subtract from or reform any provision, Article or language of this Agreement. The Award will be issued in writing within three (3) hours after the close of the hearing, and may be issued without an Opinion. If any party desires an Opinion, one shall be issued within fifteen (15) days, but its issuance shall not delay compliance with, or enforcement of the Award. The Arbitrator may order cessation of the violation of this Article and other appropriate relief, and such Award shall be served on all parties by hand or registered mail upon request.
- (e) Such Award may be enforced by any court of competent jurisdiction upon filing of this Agreement and all other relevant documents referred to herein above, in the following manner:

Notice of the filing of such enforcement proceedings shall be given to the other party by facsimile and/or e-mail.

In the proceeding to obtain a temporary order enforcing the Arbitrator's Award as issued under Section 5(d) of this Article, all parties waive the right to a hearing and agree that such proceeding may be ex parte. Such Agreement does not waive any party's rights to participate in a hearing for a final Order of Enforcement. The Court's Order or Orders enforcing the Arbitrator's Award shall be served on all parties by hand or by delivery to their last known address or by registered mail.

- (f) Any rights created by Statute or law governing arbitration proceeding inconsistent with the above procedure, or which interfere with compliance thereof, are hereby waived by the parties to whom they accrue.
- (g) The fees and expenses of the Arbitrator shall be divided equally between the moving party or parties and the party or parties responded.

ARTICLE 7 – NONDISCRIMINATION

SECTION 1. UNION ACTIVITIES

The Company and the Union agree that there shall be no discrimination against any employee due to Union activities or affiliation.

SECTION 2. NONDISCRIMINATION AND NON-RETALIATION

The Company and the Union agree there shall be no discrimination against any employee or prospective employee due to race, color, creed, sex, age, sexual orientation, national origin, religion, marital status, disability or on any basis prohibited by federal or state legislation. The parties further agree to support Affirmative Action efforts.

The Company and the Union agree there shall be no retaliation against an individual who has made a good faith complaint about violation of the Company's Equal Employment Opportunity and Harassment policies, or has cooperated with an investigation into a complaint of violation of these policies. Employees who believe they have been harassed, discriminated against or retaliated against, in violation of the above stated policies, should promptly report the facts of the incident and the name of the person involved to the Human Resource Department, Employee Relations Department, or Union Representative.

SECTION 3. AMERICANS WITH DISABILITIES ACT

The Company and the Union acknowledge the reasonable accommodation commitment of the Americans with Disabilities Act and the protected status of qualified applicants and employees with disabilities. Nothing in this Agreement shall be construed as intended to be a barrier to reasonable accommodation to qualified persons with disabilities, provided any proposed accommodation is reasonable and does not unnecessarily usurp the legitimate rights of other employees under this Agreement. In this regard, the Company and the Union commit to meet to resolve potential conflicts between the Americans with Disabilities Act and the Agreement.

SECTION 4. LANGUAGE DISCLAIMER

For purposes of this Agreement, references to employees in the masculine gender shall be deemed to apply equally and without distinction or discrimination to the female gender.

ARTICLE 8 – UNION ACTIVITY AND CHECK-OFF

SECTION 1. UNION SOLICITATION

Solicitation for Union purposes by the Union shall not take place on working time, in working areas, in public areas, nor in the tunnel complex (except in break areas contained there), but may be conducted in non-working areas and on non-working time in parking areas, break areas and lunch rooms.

SECTION 2. ACCESS OF UNION REPRESENTATIVES TO PREMISES

Representatives of the signatory Unions, designated in writing to the Company by the Union, shall be permitted to enter the non-public areas at the Walt Disney World Resort for the purpose of determining that this Agreement is being complied with by the Company and for the presentation and handling of grievances. Such representatives, who shall not be more than a total of fifty (50) in number at any one time, unless mutually agreed otherwise, shall comply with the access regulation and security regulation of the Company, as furnished to each Union Representative by the Company, and shall not interrupt the performance of employee work assignments.

SECTION 3. UNION ACCESS PROCEDURES

- (a) Union Orientation. The Company agrees that it will allow a Union Representative access to new casual regular bargaining unit employees at orientation for twenty (20) minutes to introduce their organization and distribute Union literature. The Company will provide the Union with a room of adequate size to accommodate the group, equipped with sufficient tables and chairs. The Company will reserve this room on a priority basis for the Union's use. Storage space will also be provided for the Union's projector. Any change in the scheduling of Union Orientation will be discussed with the Union in advance. However, the time allotted for Union access will not be at the end of an orientation day.
- (b) Conversion to casual regular. The Union will be allowed access to those casual temporary employees who convert to casual regular status. The names and work locations of individuals or small groups who convert to casual regular status will be made available to the Union on a monthly basis, upon conversion, to allow access through the "one-on-one" procedure. When large numbers of employees are converted to casual regular status and operating efficiency permits, the Union may conduct a group orientation meeting in lieu of the "one-on-one" procedure. These meetings will be held in the respective operating areas.
- (c) One-on-One Meetings. Authorized Business Agents will be granted access to non-members in their respective work locations. Such access/contacts will be subject to the following guidelines and restrictions:
 - 1. The Union may mail, distribute or request supervision to distribute a solicitation letter to non-members within a work department/location, provided a distribution list is furnished to the Company, or in the alternative, provide the Company with the distribution list and letters for distribution. If the Union notifies the Company the mail option is elected, the

Company will furnish the addresses of non-members. Supervision will neither encourage nor discourage employees from electing to meet with the Union.

2. The letter will not be disparaging to the Company and will clearly indicate that the employee has the option to meet or not meet with the Union.
3. The Company will schedule one-on-ones for employees who return a signed letter to the Union indicating the desire to meet with the Union.
4. Meetings will be conducted on Company time on a mutually convenient schedule. The location of the meeting site will vary from area to area. Contact should be out of the guest area, but reasonably accessible to the work location. Supervision and other employees should remain away from the meeting area to afford as much privacy as possible.
5. Meetings should be kept to a reasonable limit (5-10 minutes), and Supervision shall be responsible for monitoring this time.
6. Contacts under this Section will be limited to one meeting per employee.

SECTION 4. SHOP STEWARD OR ALTERNATE

- (a) The Union shall have the right to designate Shop Stewards in an amount mutually agreed upon by the parties. The number of Shop Stewards may be changed by mutual agreement of the parties. The local Union shall, in writing, notify the Labor Relations office of the Company as to the identity of the designated Shop Steward. The Shop Steward shall have the right to receive, but not to promote, complaints or differences and to discuss and assist in the adjustment of the same with the appropriate supervisor on Company property without loss of pay during his/her regular working hours. The Company will not discriminate against the Shop Steward in the proper performance of his/her Union duties provided that such duties do not unreasonably interfere with his/her regular work or with the work of other employees and he/she shall not leave his/her work station without first notifying his/her appropriate Supervisor as to his/her intent, the reason therefore, where he/she can be reached and the estimated time he/she will be gone.
- (b) Where the complaint or difference involves more than one (1) employee, it must be presented to Management by the Shop Steward and one (1) employee for the employees involved unless presented outside of regular working hours, or unless the Division Head involved gives permission for other additional employees to attend such presentation.
- (c) The Company agrees to notify the affiliated Union in the event a Shop Steward is transferred to a different work area/location. In the event of discharge of a Shop Steward, the Company will notify the Union Office in advance of the termination. Failure of the Union to provide the Company with an up-to-date listing of Stewards will relieve the Company's obligation of notification to the Stewards as provided in this Section 4.
- (d) A Shop Steward or Alternate will accompany representatives of Management whenever locker inspection(s) are made.
- (e) The Steward shall promote harmonious relations between the Company and employees. All new employee trainer checklists will include a notation regarding the introduction/identification of the Shop Steward for the new employee by the Trainer.

SECTION 5. CHECK-OFF

The Company agrees to withhold from the wages on each payroll week uniform weekly membership dues, initiation fees and/or service charges for each employee who signs and submits an authorization card. The Company shall forward such dues to the certified financial secretary or other properly designated official of the Union on or before the third week following the last week in the month in which the dues are deducted. The Company shall also forward an electronic check-off report which

lists employee name, social security number, stated origin/department/location and the amount of the deduction.

The Union agrees to indemnify and save the Company harmless against any and all claims, suits or other forms of liability arising out of the deduction of money for Union dues from employees' pay. The Union assumes full responsibility for the disposition of the monies so deducted once they have been turned over to the certified financial secretary or other properly designated official of the Union.

SECTION 6. MONTHLY REPORTS

- (a) The Company agrees to provide each affiliate with a monthly member/non-member list for their portion of the bargaining unit. The list shall include each employee's full name, rate of pay, social security number and address. The information will be provided electronically in alphabetical order by origin, department and work location and shall indicate the employee's Union or non-Union status.
- (b) The Company agrees to provide each affiliate with a monthly seniority list for their portion of the bargaining unit. The list shall include each employee's full name, social security number and date of hire. The information will be provided electronically in order of seniority by origin, department and work location.

SECTION 7. POLITICAL ACTION COMMITTEE (PAC) FUND

The Company agrees to deduct weekly voluntary contributions to the political action fund of each affiliate Union from the paycheck of all employees covered by the STCU Agreement. Those employees must notify the Company in writing of his/her desire to have such contributions deducted and the amounts designated from his/her paycheck. The Company shall transmit to each such affiliate's fund on a monthly basis, in one check, the total amount deducted along with an electronic report of the name of each employee on whose behalf a deduction is made, the employee's social security number and the amount deducted from the employee's paycheck.

The STCU and the affiliate Unions agree to indemnify and save the Company harmless against any and all claims, suit or other forms of liability arising out of the deduction of money for voluntary political deductions from employee's pay. Each affiliate Union assumes full responsibility for the disposition of the monies so deducted once they have been turned over to the fund.

ARTICLE 9 – HOURS OF WORK

SECTION 1. PAYROLL WEEK

A payroll week is a period of seven (7) days starting at 12:00 a.m. (midnight) on each Sunday and ending at 11:59 p.m. on the following Saturday.

SECTION 2. SCHEDULING

- (a) The Company shall adhere to seniority in establishing work schedules in a department, location or scheduling pool unless required to deviate for reasons of availability, dependability, skill, abilities, and experience of employees and/or for the orderly and uninterrupted operation of the Company. The determination of an employee's qualifications as used herein shall be made by the Company. Employees will declare their availability upon hire and then may request a change during the department, location or scheduling pool's identified schedule selection process time period. Any request to declare availability must be approved by the company.
- (b) Where computerized scheduling is used, the Company will take appropriate steps to educate employees, Managers and Union Shop Stewards on how to properly complete the schedule information sheets.
- (c) The Company reserves the right to employ and utilize any and all scheduling methods and technology (including but not limited to preference scheduling and bucket bids) necessary for

efficient operation of the business and the Company agrees to provide advance notice to the Union.

(d) Nothing in this agreement shall constitute a guarantee of hours.

SECTION 3. PAYROLL DAY

A payroll day is a period of twenty-four (24) hours starting at 12:00 a.m. (midnight) and ending at 11:59 p.m.

SECTION 4. CAST DEPLOYMENT SYSTEM

Where the Cast Deployment System (CDS) is used, the Company will take appropriate steps to educate employees, Managers, and Union Shop Stewards on how to properly use CDS. Should the Company decide to implement CDS in new locations, the Company will meet and discuss the implementation plan with the respective Union. The Company will work to resolve employees' issues regarding CDS in a timely manner and will have a contingency plan to provide timely rest periods, lunch periods, and rotational bumps, in the event of unforeseen circumstances.

ARTICLE 10 - OVERTIME

Overtime pay for Casual Regular employees will be in accordance with the Company's existing practice as ratified in the full-time 2007 Agreement between Walt Disney World Co. and the Service Trades Council. Any change or changes in overtime pay agreed to by the parties in that Agreement will automatically be incorporated into this Agreement and will apply to the Casual Regular employees for the duration of the 2007 Casual Regular Agreement. The Company and the Union agree that the Company will not be obligated to engage in any bargaining, whether over effects, impact or otherwise, over any such change or changes in overtime compensation or over the implementation thereof.

SECTION 1. MANAGEMENT RESPONSIBILITY

It shall be the responsibility of Management to determine in each instance if overtime work is required, and if so, how many employees will be required to perform the work.

SECTION 2. DISTRIBUTION OF OVERTIME WORK

All overtime work, including special event overtime, shall normally be distributed to employees who work in the job classifications in the areas which normally engage in the work, under the following guidelines:

- (a) Distributed as equitably as reasonably practical;
- (b) Distributed first to qualified, available employees in the work area and then to qualified, available employees regularly assigned to the work area before distribution outside the work area.

SECTION 3. INVOLUNTARY OVERTIME

Junior, qualified, available, on-shift employee(s) will be required to work involuntary overtime. The Company will make every effort to give the employee as much notice as reasonably possible of the involuntary overtime. Additionally, no employee will be required to work involuntarily more than fourteen (14) consecutive days.

SECTION 4. TIME AND ONE-HALF

(a) Five (5) Day Work Week

- (1) Employees who work on either the first or second of their two (2) scheduled days off will be paid at the rate of time and one-half (1½) their regular straight-time rate, provided such employees have worked five (5) work days in the work week if work is available to them. For purposes of this provision, early releases (ER's) and authorized days off (ADO's) shall constitute a day worked. Additionally, if an employee reports to work late for his/her scheduled shift, or has a release of shift (ROS), the portion of the scheduled

hours not worked must be worked prior to the overtime rate commencing on either the first or second of their two (2) scheduled days off for purposes of this provision.

(2) Employees Who Work Over Eight (8) Consecutive Hours. The Company shall pay time and one-half (1½) for all consecutive hours worked in excess of eight (8) hours.

(b) Four (4) Day Work Week

(1) Employees who work on either the first, second, or third of their three (3) scheduled days off will be paid at the rate of time and one-half (1½) their regular straight-time rate, provided such employees have worked four (4) work days in the work week if work is available to them. For purposes of this provision, early releases (ER's) and authorized days off (ADO's) shall constitute a day worked. Additionally, if an employee reports to work late for his/her scheduled shift, or has a release of shift (ROS), the portion of the scheduled hours not worked must be worked prior to the overtime rate commencing on either the first, second, or third of their three (3) scheduled days off for purposes of this provision.

(2) Employees Who Work Over Ten (10) Consecutive Hours. The Company shall pay time and one-half (1½) their regular straight-time rate for all consecutive hours worked in excess of ten (10) hours.

(c) Over Forty (40) Hours in Payroll Week. Employees shall be paid one and one-half (1½) times their regular straight-time hourly rate for all hours worked in excess of forty (40) hours in any one payroll week.

SECTION 5. DOUBLE TIME

(a) The Company will pay double time for all hours commencing with the fifteenth (15th) cumulative hour when an employee is scheduled or required to work more than fourteen (14) consecutive hours. When an employee voluntarily pursues a shift, which results in working more than fourteen (14) consecutive hours, this double time provision does not apply and the employee will be paid time and one-half.

(b) Consistent with the provisions of Section 4 (a) and (b) above, employees who are required to work seven (7) consecutive days in the work week, will be paid at the rate of double time their regular straight-time rate for the seventh (7th) day. When an employee voluntarily pursues an additional shift on a seventh (7th) consecutive day, this double time provision does not apply and the employee will be paid time and one-half.

SECTION 6. TURNABOUT PAY

(a) Employees returning from a straight-time shift with less than eight (8) hours time off from the end of the previous shift will be paid overtime commencing with the ninth (9th) cumulative hour.

(b) An employee will return at the applicable overtime rate when returning from an overtime shift with less than eight (8) hours time off from the end of the previous shift.

(c) The Company will pay double time for all hours commencing with the fifteenth (15th) cumulative hour when an employee has worked more than fourteen (14) consecutive hours. When an employee voluntarily pursues both the shift prior to and following the less than eight (8) hour turnabout period, this double time provision does not apply and the employee will be paid time and one-half.

(d) If an employee is released from work with less than eight (8) hours until the beginning of the next shift, but remains on call, a sleeping room will be provided and the non-work period will be paid at the applicable rate.

- (e) When there are two (2) hours or less between two (2) shifts, the time between shifts will be treated as continuous time and will be paid at the applicable rate, except when an employee pursues an additional shift outside of his/her own department on his/her own volition. The aforementioned exception will not be applicable for special events and private parties.
- (f) Hours worked during an employee's regularly scheduled shift, regardless of the rate of pay received, shall be used for the computation of overtime for hours worked in excess of forty (40) in a payroll week as provided in Article 10, Section 4 (c).
- (g) If an employee is released from work with eight (8) or more hours until the beginning of the next shift, the provisions of this section will not apply.

ARTICLE 11 – HOLIDAY PREMIUM FOR HOURS WORKED

- Year one, effective September 30, 2007, Casual Regular Employees, who work on the following designated dates, will be paid at time and one half for all hours worked up to fourteen (14) hours.
 - Thanksgiving
 - Christmas Day (December 25th)
 - New Years Eve (December 31st)
- Year 2, effective September 28, 2008, Casual Regular Employees, who work on the following designated dates, will be paid at time and one half for all hours worked up to fourteen (14) hours.
 - Thanksgiving
 - Christmas Day (December 25th)
 - New Years Eve (December 31st)
- Year 3, effective October 4, 2009, CR Employees, who work on the following designated dates, will be paid at time and one half for all hours worked up to 14 hours.
 - Thanksgiving
 - Christmas Day (December 25th)
 - New Years Eve (December 31st)
 - Easter Sunday
 - Memorial Day
- Casual Regular Employees who would have already been paid time and a half on an aforementioned holiday will be paid at a double-time rate.

Casual Regular Tipped Employees Holiday Premium rate:

- Casual Regular Tipped Employees will be paid at the following stipulated Holiday Premium rate for the aforementioned Holidays:
 - Aligns with the FT STCU Food/Beverage H/H Steward rate range (\$7.50 - \$12.57); applied based on the CR Employee's longevity within the rate range
 - Calculated at time and a half for all hours worked on the designated Holidays
 - Double time pursuant to the STCU CR Contract, Article 10. Overtime does not apply to CR Tipped Employees receiving the Holiday Premium rate of pay.

ARTICLE 12 - JOB CLASSIFICATIONS AND WAGE RATES

SECTION 1. SCHEDULE OF WAGE RATES

The job classifications and rates of pay which shall prevail during the term of this Agreement are set forth and contained in Addendum "A" attached hereto and considered in all respects to be a part of this Agreement.

SECTION 2. RATES FOR NEW JOBS

If the Company hereafter establishes any new or substantially changed job classifications or work operation, prior to the implementation of any new or substantially changed job classification or work, the Company will discuss each action with the Union. The new job classification and wage rate for such new job classification will be established by the Company. If the Union does not agree with the rate for the job classification, the Union shall submit a written grievance at the Third (3rd) Step of the Grievance Procedure within fourteen (14) calendar days after installation of the new rate. In the event any higher rate is agreed upon through the Grievance Procedure or arbitration, it shall be effective retroactively as of the date the job classification was installed.

SECTION 3. NIGHT SHIFT DIFFERENTIAL

If an employee is scheduled to commence work at or after 10:00 p.m. and on or before 4:00 a.m., or more than 50% of his/her work shift is between midnight and 6:00 a.m., he/she will be paid a differential of sixty cents (\$.60) per hour in addition to his/her straight time rate for his/her scheduled work day.

SECTION 4. REPORT PAY

- (a) Employees who report for work and who were not given prior notice not to report for work, and who are not put to work, will be given two (2) hours pay.
- (b) Employees who report for work and are put to work will be paid their full shift if they are sent home before the end of their regular shift.
- (c) No report pay will be due an employee if work is not available for him, due to conditions beyond the control of the Company, such as fire, flood, hurricane, or other Act of God, civil disturbances, picketing and threats of harm.
- (d) The provisions of this Article apply to all scheduled shifts, including overtime.

SECTION 5. PAYDAY

Employees shall be paid weekly and their pay will not be delayed more than six (6) days from the end of each payroll week, providing, however, that if a payday falls on an employee's regularly scheduled day off or a paid holiday, he/she shall receive his/her paycheck on his/her next regularly scheduled work day.

In order to reduce the potential for payroll errors, the Union agrees to affirmatively encourage employees to properly use the time clock system. When a pay shortage occurs, the Company will, upon an employee's timely request, in accordance with the procedure adopted by the Company, issue a check for the pay which is due as quickly as possible, but no later than the next pay day following the request.

The Time and Recording Issues Committee shall convene upon request of the Union at a mutually agreed upon date and time.

SECTION 6. PAY FOR DAY WHEN INJURED

In the event an employee incurs a serious occupational illness or injury and Health Services excuses the employee from further work on that day, he/she shall be paid the unworked balance of his/her scheduled straight-time or overtime shift. Pay for the unworked balance of his/her shift due to an occupational injury shall be considered as time worked for purposes of computing overtime.

ARTICLE 13 - SENIORITY AND WORK STATUS

SECTION 1. DEFINITION OF SENIORITY

Seniority is defined as the period of continuous service as a casual regular employee working in a job classification covered in Addendum "A" of this Agreement.

SECTION 2. PRINCIPLES OF SENIORITY

The principles of seniority as defined in this agreement shall be observed on layoffs, recalls, establishing work schedules by department, location or scheduling pool, promotion and transfers as defined in specific Articles of the Agreement.

SECTION 3. DISPUTE ON SENIORITY SUBJECT TO GRIEVANCE PROCEDURE

Any dispute on the application of the seniority principle shall be subject to the Grievance Procedure.

SECTION 4. TERMINATION OF SENIORITY

Seniority and the employment relationship shall terminate when an employee:

- (a) Resigns.
- (b) Is discharged for just cause.

SECTION 5. WORK STATUS AND UTILIZATION OF CASUAL REGULAR EMPLOYEES

- (a) Casual Regular Employees. Employees will be considered casual if they customarily work less than twenty-five (25) hours per week on an ongoing basis, or who customarily work twenty-five (25) hours per week or more but less than seven (7) months per year. The aforementioned definition is subject to any and all changes subsequently negotiated in the full-time 2007 Service Trades Council Union agreement.
- (b) Probationary Employee. All new casual regular employees shall be considered probationary employees for a period of ninety (90) calendar days. Where a newly hired employee is transferred into a new job classification or to a new location within the first ninety (90) days, the employee shall serve an additional ninety (90) day probationary period in the new job/location. The Company reserves the right to terminate their employment for any reason until they have completed any such probationary period. However, probationary employees shall be entitled to utilize the Grievance Procedure to grieve any matter which could be grieved by any other employee except termination within the probationary period.
- (c) Any Full-Time or Casual Regular Employee who has completed the ninety (90) calendar day probationary period and subsequently converts status (Full-Time to Casual Regular or Casual Regular to Full-Time) will not have to complete another probationary period but will receive a new bargaining unit seniority date as of the date of the conversion. An employee's disciplinary record shall not be affected by the change in status.

SECTION 6. TRANSFER INTO TIPPED CLASSIFICATION

An employee transferring into a tipped classification from a non-tipped classification will not be allowed to exercise his/her seniority as it relates to the selection of work schedules until the major schedule change following one (1) year of service in the tipped classification.

SECTION 7. IMMIGRATION

- (a) No employee employed continuously since November 6, 1986 or before shall be required to document immigration status.
- (b) No employee covered by this Agreement shall suffer any loss of seniority, compensation or benefits due to any changes in the employee's name or Social Security number, provided that the new Social Security number is valid and the employee is authorized to work in the United States and he/she has not previously falsified his/her employment application or I-9 documentation.

- (c) In the event that an employee is not authorized to work in the United States following the probationary period, and his/her employment is terminated for this reason, the Company agrees to immediately reinstate the employee to his/her former job classification without loss of prior seniority (seniority, vacation or other benefits do not continue to accrue during the period of absence) upon the employee providing proper work authorization within ninety (90) days from date of termination.

ARTICLE 14 – TRANSFERS

SECTION 1. TRANSFER PROCEDURES

Recasting

1. All full-time and part-time vacancies shall be submitted to the Company's Casting office. Employees interested in a transfer shall fill out the appropriate paperwork and may need to interview at Casting to determine skills and ability. An employee interested in a transfer may identify two (2) areas of interest for transfer.
2. Upon receiving notice of an STCU vacancy, Casting shall identify the eligible employee who has completed the appropriate paperwork and has identified the area of the vacancy as one of their two (2) preferences, in the following order (after eligible full-time employees):
 - i. Top senior part-time employee statused to the job classification and property (e.g. Magic Kingdom, Contemporary) of the vacancy
 - ii. Top senior part-time employee statused to the job classification of the vacancy
 - iii. Top senior part-time employee statused to the property of the vacancy
 - iv. Top senior part-time employee
3. The vacancy will then be filled in accordance with Sections 2 or 3 as prescribed below (except as noted in 5 below).
4. Employees who have not updated their phone number with the Company will be bypassed after attempting to contact them.
5. Employees shall not be eligible for voluntary transfer until after (90) ninety days of part-time employment with the Company within the bargaining unit, excluding any probationary period recasting.

SECTION 2. TRANSFERS TO THE SAME JOB CLASSIFICATION AND/OR DIFFERENT JOB CLASSIFICATION

- (a) The Company agrees that in granting transfers to different locations and/or different job classifications, seniority shall prevail when candidates possess the following qualifications:
 1. Length of service:
 - a. Six (6) months employment
 - b. Minimum of six (6) months in work location
 2. Dependability:
 - a. Supervisor's Record Card may have no more than five (5) attendance entries within the last six (6) months (not including early release or authorized days off)
 - b. No more than one (1) reprimand in the last six (6) months
 3. Skill and Ability:
 - a. Demonstrated skill and ability necessary to perform the specific job

- (b) Employees transferring to a different job classification shall be placed upon a forty-five (45) day qualifying period. If the Company determines during the forty-five (45) day qualifying period that the employee's performance is not satisfactory or if the employee requests a return within the forty-five (45) days, the Company will return the employee to his/her prior job classification and location and the employee shall be immediately eligible to transfer again.

SECTION 3. TRANSFERS TO NEW PROPERTY/ATTRACTIONS OPENINGS

- (a) The parties agree that in granting transfers to different locations and/or different job classifications in the opening of a new resort property or attractions, the following guidelines shall apply:
 - 1. Minimum of six (6) months employment
 - 2. Supervisor's Record Card may have no more than four (4) attendance entries within the last six (6) months (not including early shift releases or authorized days off); no more than one (1) reprimand within the last six (6) months
 - 3. Essential qualifications and skills as determined through record notations and a personal interview
 - 4. All of the above being equal, seniority shall prevail
- (b) Employees transferring to a different job classification shall be placed upon a thirty (30) day qualifying period. If the Company determines during the thirty (30) day qualifying period that the employee's performance is not satisfactory, the Company will return the employee to his/her prior job classification and location.

ARTICLE 15 - INTERCHANGEABILITY OF WORK ASSIGNMENT

SECTION 1. INTERCHANGEABILITY IN SAME JOB CLASSIFICATION

The Company may assign, reassign, or transfer an employee to any work location during the workday or workweek within all of the areas included in this Agreement, as outlined in Article 4 (SCOPE OF AGREEMENT).

SECTION 2. INTERCHANGEABILITY IN DIFFERENT JOB CLASSIFICATIONS

(a) Scheduled

- 1. The Company may create scheduled shifts or pools which require movement from one job classification to a different classification. Such movement may be from one location to another.
- 2. The Company may assign the shift to the junior employee stasured in the affected locations.
- 3. The Company will provide all required training for employees working these schedules.
- 4. Costume changes and travel time between locations will be considered time worked.

(b) Unscheduled

The Company may assign, reassign, or transfer an employee to a different job classification in the same or different work location during the workday or workweek within all of the areas included in this Agreement, as outlined in Article 4 (SCOPE OF AGREEMENT).

SECTION 3. RATE OF PAY

Whenever an employee is assigned or transferred to perform two (2) or more job classifications during the day, the employee will receive his/her permanent rate or the rate for the job to which he/she was transferred, whichever is higher, for all time worked in the higher classification. The only exception is when a non-tipped employee works in a tipped classification, he/she will be paid the appropriate tipped rate for all hours worked in that classification.

SECTION 4. ASSIGNMENT, REASSIGNMENT OR TRANSFER OF SHOP STEWARDS

In the administration of this Article, the Company will not involuntarily assign, reassign or transfer Shop Stewards.

SECTION 5. TIPPED EMPLOYEES

Tipped Employees will not be scheduled to work in a non-tipped job classification.

ARTICLE 16 - DISCIPLINE, STANDARDS OF CONDUCT AND DISCHARGE

SECTION 1. STANDARD OF CONDUCT

High standards of conduct are necessary to preserve the Company's public image and to ensure a safe, harmonious and productive working atmosphere. The Company shall administer the sections of this Article with due consideration for the employee. Such consideration shall include length of service, work record and seriousness of violation. The Company will make every effort to ensure the consistent and timely application of the disciplinary section of this Agreement.

SECTION 2. UNION REPRESENTATION

The employee has the right to the presence and advice of his/her Shop Steward at the time of disciplinary action. In any formal questioning by the Company that could lead to disciplinary action, the employee will be informed of the purpose of the questioning and that he/she has a right to a Shop Steward's presence.

SECTION 3. NOTICE OF INVESTIGATION

In those circumstances where the Company determines that an investigation will be conducted regarding an employee's actions and where such investigation may lead to disciplinary action but does not require that the employee be suspended from work, the Union agrees that the decision not to suspend the employee during the investigation shall not be utilized in any manner, in any subsequent proceeding as evidence contesting the disciplinary action.

SECTION 4. DISCIPLINARY/INVESTIGATORY SUSPENSIONS

- (a) An employee may be suspended from work so that the Company may complete a thorough investigation and review of an alleged incident/offense. At the conclusion of the investigation, the employee will receive one of the following:
1. No discipline and a return to work with full back-pay;
 2. A reprimand in accordance with Section 5(a) below and a return to work with full back-pay;
 3. Disciplinary suspension in accordance with Section 4 (b) below; or
 4. Termination in accordance with Section 6 below.
- (b) An employee may be suspended without pay for a period of up to two (2) weeks in lieu of termination. The parties recognize, however, that the use of a suspension is not a mandatory component of the disciplinary progression.

- (c) In circumstances where an investigatory suspension extends beyond two (2) weeks, an employee shall be paid on a weekly basis until such time that the suspension is concluded and an employment decision is administered by the Company.
- (d) Those employees in tipped classifications, excluding Banquets and Dinner Shows, shall be paid at the appropriate non-tipped rate of pay as referenced in Addendum A for all lost time due to an investigatory suspension.
- (e) The Parties agree that back pay will be calculated based on the average hours worked during the previous twelve (12) weeks worked by the employee affected.

SECTION 5. DISCIPLINE

Discipline must be for just cause. In administering discipline, the Company will make its determination based on the factors in Section 1.

- (a) Reprimands
Reprimands will be issued in writing on a specific subject or subjects and will be signed by the Supervisor who will present it and discuss it with the employee. Reprimands will be presented and discussed within fifteen (15) calendar days after the occurrence, or within fifteen (15) days after the immediate supervisor has had a reasonable opportunity to become aware of and complete an investigation of the occurrence, whichever is later, unless prevented by the absence of the employee (e.g. the employee called in/sick, was not scheduled to work, worked outside of their statused location or extenuating circumstances beyond the control of the Company). These time limits shall not apply to discipline based on attendance, clocking or discipline as a result of a Company Equal Employment Opportunity and Harassment Policy investigation. An employee will sign the reprimand, not in admission of the offense, but in acknowledgment that a copy of the reprimand has been received by the employee. The Company shall make copies of written reprimands available to the Union. Reprimands, other than absenteeism/tardiness and clock-in/clock-out, shall be recorded and effective on the date the incident occurred.
- (b) Disciplinary Point System
 1. Reprimands may count as one (1) or two (2) disciplinary points, such determination shall be based upon a fact-specific evaluation of the disciplinary incident.
 2. Any combination of five (5) disciplinary points within the preceding twelve (12) months shall result in the employee's termination.
 3. It is specifically understood by the parties that the disciplinary point system is not restricted to same or similar offenses but may include different offenses on a cumulative basis.
 4. Absenteeism/Tardiness discipline and Clock In/Out discipline are specifically excluded from the disciplinary point system defined in this section. Refer to Sections 7 and 8.
- (c) The Company will electronically provide a list of all employees discharged and the reasons for such discharge to the appropriate affiliate Unions on a monthly basis.

SECTION 6. DISCHARGE

An employee may be discharged for just cause, which includes, but is not limited to the following:

- (a) Insulting, arguing, being discourteous or using profane language in the presence of a guest;
- (b) Fighting at Walt Disney World Resort, regardless of who provokes it, may result in automatic termination for both parties involved;
- (c) Falsification of records, such as medical forms, time cards or employment applications;
- (d) Using, being in possession of, or being under the influence of narcotics, intoxicants, drugs or hallucinatory agents during working hours or reporting for work under such conditions;

- (e) Conviction, plea of guilty, plea of no contest, or acceptance of pre-trial diversion, or other similar resolution to a felony or serious misdemeanor, such as but not limited to child abuse, lewd and lascivious behavior or sale/distribution of controlled substances;
- (f) Violation of operating rules and procedures which may result in damage to Company property or in bodily injury to fellow employees or guests;
- (g) Gambling, sleeping while on duty, or willful insubordination;
- (h) Dishonesty or misconduct that is detrimental to the Company;¹
- (i) Continued violation of the Company appearance guidelines;
- (j) Failure to return from a leave or vacation;
- (k) Excessive tardiness or absenteeism;
- (l) Discrimination/harassment;
- (m) Possession of dangerous or unauthorized materials such as explosives, firearms, or other similar items on Company property.

An employee will be notified of the reason for the discharge.

SECTION 7. ABSENTEEISM AND TARDINESS STANDARD

Absences:

Beginning with 3 in any 30 days	=	reprimand
Beginning with 6 in any 90 days	=	reprimand
Beginning with 9 in any 180 days	=	reprimand
Beginning with 12 in any 365 days	=	reprimand

Tardiness:

A tardiness of more than two (2) hours will count as one (1) absence. A tardiness of two (2) hours or less will count as one-half (1/2) an absence.

(a) Procedures:

1. The following items shall not be counted as absences:

- a. Work incurred injuries;
- b. Release of shift for medical reasons;
- c. Subsequent consecutive call-ins for the same illness or injury will not count as an additional occurrence;

(b) The disciplinary progression shall be three (3) reprimands prior to termination within a twenty-four (24) month period. Any twelve (12) month period free from discipline will result in beginning again at first step of progressive discipline. The Company agrees to provide to employees information regarding the FMLA with any attendance reprimand issued.

SECTION 8. CLOCK IN/CLOCK OUT STANDARD

Failure to Either Clock in or Clock Out:

Beginning with 3 points in any 30 days	=	reprimand
Beginning with 6 points in any 90 days	=	reprimand
Beginning with 9 points in any 180 days	=	reprimand
Beginning with 12 points in any 365 days	=	reprimand

¹While it has never been the position of the Company to legislate behavior during off-duty hours, the Company does reserve the right to administer appropriate disciplinary action when flagrant actions take place on Company property by employees outside their scheduled work hours. It is understood by both parties that in the event of extremely serious infractions of this nature requiring discharge, subsection(s) (f) and/or (h) of the above referenced Article will be cited.

Tracking:

Failure to clock in for the start of shift = ½ point

Failure to clock out for the end of shift = ½ point

Clocking in more than fifteen (15) minutes before the start of shift = ½ point

Clocking out more than fifteen (15) minutes after end of shift = ½ point

Procedures:

Employees must utilize the time recording clock to which they are assigned unless otherwise directed by Management.

It is the responsibility of the employee to inform Management of a lost or stolen ID card before the end of his/her shift.

- (a) Failure to clock as a result of a lost, stolen, or damaged ID card is considered one-half (½) point. (During the time it takes the employee to replace a lost, stolen, or damaged ID card [maximum seven (7) days], the clock infractions will not be counted toward this point matrix system for disciplinary purposes.)
- (b) The disciplinary progression shall be three (3) reprimands prior to termination within a twenty-four (24) month period. Any twelve (12) month period free from discipline will result in beginning again at the first step of progressive discipline.
- (c) All references to time periods in this standard refer to continuous work periods specifically, excluding any leaves of absence.
- (d) The Company reserves the right to discipline outside this matrix when an employee habitually loses possession of or damages his/her ID card.
- (e) Falsification of hours worked and/or the use of your ID card by anyone other than yourself may result in disciplinary action, not excluding termination.

ARTICLE 17 - GRIEVANCE PROCEDURE

Grievance procedure for Casual Regular employees will be in accordance with the Company's existing practice under the Full-Time Service Trades Council Union Agreement as ratified in the Full-Time 2007 Agreement between Walt Disney World Co. and the Service Trades Council Union. Any change or changes to the grievance procedure agreed to by the parties in that Agreement will automatically be incorporated into this Agreement and will apply to the Casual Regular employees for the duration of the 2007 Casual Regular Agreement. The Company and the Union agree that the Company will not be obligated to engage in any bargaining, whether over effects, impact or otherwise, over any such change or changes in the grievance procedure or over the implementation thereof.

SECTION 1. GRIEVANCES SETTLED ACCORDING TO PROCEDURE

The parties to this Agreement agree that any grievance arising out of the interpretation or application of the terms of this Agreement, with the exception of terminations, discipline based on the Company's policies of Equal Employment Opportunity and Harassment² and policy grievances which will be expedited to Step 3, shall be settled promptly in accordance with the following procedure.

SECTION 2. DEFINITIONS

- (a) **Grievance:** A grievance, within the meaning of this procedure, is defined as a dispute or difference of opinion between the parties concerning the meaning, interpretation, application or alleged violation by the Company of this Agreement.

² The Union may request a meeting with a representative of HR Compliance prior to the 3rd step grievance meeting or as part of the 3rd or 4th step grievance meeting to facilitate timely processing of the grievance.

- (b) Time Limits: The parties recognize that it is important that grievances be processed and resolved as rapidly as possible; therefore, the number of days indicated at each step of the grievance procedure should be considered as a maximum, and every effort should be made to expedite the process. All termination grievances will be given priority for processing. The time limits specified may be extended by mutual agreement as evidenced by a waiver in writing signed by an authorized representative of the Company and the Union; otherwise, the grievance shall be regarded as withdrawn.
- (c) Recording Devices: The parties agree that no recording devices of any kind shall be permitted to be utilized during Step 1, 2, 3, or 4 of the grievance procedure.
- (d) Back-pay Awards: The parties agree that any Joint Standing Committee or Arbitrator award of back pay shall be lessened by unemployment compensation or any other compensation received by the grievant during the period of termination prior to reinstatement.
 - (1) Back-pay awards for those employees in tipped classifications, with the exception of Banquets and Dinner Shows, will be paid at the appropriate non-tipped rate of pay as referenced in Addendum A.
- (e) Information Requests: The Company will make every reasonable effort to provide any requested, relevant information regarding grievances to the Union within seventy-two (72) hours. In circumstances where the Company is unable to provide information within seventy-two (72) hours, the Union will be provided with an estimate of the time of provision.

SECTION 3. GRIEVANCE PROCEDURE

Step 1. Any employee, believing that he/she has suffered a grievance, shall discuss the matter with his/her immediate Guest Service Manager. The employee may choose whether to discuss the matter with his/her Guest Service Manager with or without the assistance of his/her Union representative.

In order to be deemed timely, a grievance must be discussed by the employee with his/her immediate Guest Service Manager within fourteen (14) calendar days after its occurrence, or within fourteen (14) calendar days after the employee has had a reasonable opportunity to become aware of the occurrence, whichever is later. The employee must indicate that his/her discussion with the Guest Service Manager is a grievance. Failure to observe the aforementioned time limitation shall be deemed as a waiver and the grievance will be regarded as abandoned.

The immediate Guest Service Manager shall give an oral reply within three (3) calendar days after submission of the grievance. If the immediate Guest Service Manager fails to give an oral reply within the time limits provided, the grievance may be appealed to the next Step of the grievance procedure.

Step 2. If the grievance shall not have been adjusted under Step 1, then within seven (7) calendar days after the reply given under Step 1, or after the date under which a reply should have been given under Step 1, the grievance shall be reduced to writing upon the accepted Grievance Form which shall set forth the relevant information concerning the grievance, including a short description of the alleged grievance, the date on which the grievance occurred, and an identification of the section of the Agreement alleged to have been violated and shall be submitted to the employee's Area Manager, who shall immediately forward copies to Labor Relations. The Area Manager or his/her designated representative and the Union representative or his/her designated representative shall meet within seven (7) calendar days after invocation of Step 2 in an attempt to settle the grievance. It shall be incumbent upon the Union Representative to request such meeting. The Area Manager or his/her designated representative shall provide the employee and the Union representative with a written reply within five (5) calendar days after the parties have met. If the Area Manager fails to give a written reply within the time limits provided, the grievance may be appealed to the next Step of the grievance procedure.

Step 3. If the grievance shall not have been adjusted under Step 2, then within seven (7) calendar days from the date of the Area Manager's written decision or a date when the decision should have been submitted by the Area Manager, the grievance shall be presented in writing to the Labor Relations office. A grievance meeting with the General Manager/Director or his/her designee, Labor Relations Representative, and the employee's Union Business Representative or his/her designee shall be held within twenty-one (21) calendar days of the grievance being recorded, in an attempt to resolve the grievance. The General Manager/Director or his/her designee shall provide the Union Business Representative or his/her designee with a written reply within five (5) calendar days after the parties have met. If the General Manager/Director or his/her designee fails to give a written reply within the time limit provided, the grievance may be appealed to the next Step of the grievance procedure.

Step 4. If the grievance shall have been submitted but not adjusted under Step 3, either party may within seven (7) calendar days after receipt of the written reply request in writing that the grievance be submitted to a Joint Standing Committee, which shall meet within fourteen (14) calendar days of the appeal, unless extended by mutual agreement of the Company and the Union.

The Joint Standing Committee shall consist of one (1) representative of the Company and one (1) representative of the affiliated Union(s).

The Joint Standing Committee shall meet at least twice per month to investigate, review, and if necessary, conduct a hearing of all outstanding grievances referred to it. Decisions of the Joint Standing Committee shall be final and binding upon all parties at interest. The Joint Standing Committee shall provide a written determination of all cases reviewed within three (3) calendar days after it has met. If the Joint Standing Committee is unable to resolve a grievance before it, the grievance may be appealed to the next Step of the grievance procedure.

The parties agree that upon notification of the Vice President of Labor Relations and the President of the Service Trades Council Union, Step 4 of the grievance procedure may be waived and grievances addressing institutional issues, affecting either the Company or the Council, may be expedited to Step 5.

Step 5. If the grievance shall have been submitted but not adjusted under Step 4, either party may within seven (7) calendar days after receipt of the written reply request in writing that the grievance be submitted to an Arbitrator selected from a panel of seven (7) Arbitrators furnished by the Federal Mediation and Conciliation Service. The moving party shall be responsible for requesting the list from the Federal Mediation and Conciliation Service within seven (7) days of the request for Arbitration. At this point, the parties have a maximum of fourteen (14) calendar days from the date the list is received, to strike the panel or mutually agree to an Arbitrator. The Rules for the Federal Mediation and Conciliation Service shall govern the selection of an Arbitrator and the conduct of the arbitration hearing. Unless agreed upon in writing by both parties, the Arbitration hearing must be scheduled to occur within thirty (30) days from selection of the Arbitrator. The Arbitrator shall not have the authority to alter, amend, change, modify, add to or subtract from or reform any provision, Article or language of this Agreement. The Decision of the Arbitrator shall be final and binding on all parties with no further appeal, except for reasons of setting aside an Arbitrator's Award, as set forth in applicable Federal and Florida Statutes. Any joint expense incidental to or arising out of the arbitration shall be borne equally by the Company and the appropriate Union. Only one (1) grievance shall be before a specific Arbitrator at one time.

SECTION 4. GRIEVANCE SETTLEMENTS

A grievance having been settled at any step of the grievance procedure will be affected no more than seven (7) calendar days after the date of the settlement agreement.

ARTICLE 18 - COSTUMES, UNIFORMS, AND PERSONAL

SECTION 1. COSTUMES AND WORK UNIFORMS

If the Company requires an employee to wear a uniform or costume, it will be furnished at the Company's expense. Shoes shall be furnished at the employee's cost even if uniformity is required, provided they are generally accepted as street wear.

SECTION 2. SAFETY AND SANITARY CLOTHING AND EQUIPMENT

Where the Company, for safety purposes, requires the use of protective clothing, shoes, or other safety devices, other than hairnets and headbands, they will be furnished without cost to the employees. The Union agrees to require Casual Regular employees in those classifications listed in Addendum A to use the devices furnished.

SECTION 3. LAUNDRY AND CLEANING OF CLOTHING PAID BY COMPANY

Cleaning or laundering the clothing furnished under this Article shall be provided by the Company. Such clothing and other equipment will at all times remain the property of the Company and the employee who is issued any of these items will be fully responsible for seeing that they are properly cared for. Employees who voluntarily take and clean their costumes at home will be responsible for the cost thereof.

SECTION 4. PENALTY FOR LOST CLOTHING OR MISUSE OF CLOTHING AND LOST LOCKER KEYS

Each employee will be required to sign an authorization for the Company to deduct from wages the amount of money necessary to replace the employee's company-furnished uniform in the event the uniform is not returned when required, or is defaced or is willfully damaged. An unreturned or lost locker key will result in a wage deduction in the amount necessary to replace the lock on an employee's locker. An employee who willfully defaces, destroys or misuses a company-furnished uniform is subject to disciplinary action, including dismissal.

SECTION 5. PERSONAL APPEARANCE RULES SET FORTH IN WRITING

It is recognized that the Company may make and enforce rules relating to the personal appearance which must be set forth in writing and must be reviewed with the Union prior to implementation. In situations where an employee exceeds the size limitations of the costume of his/her current job classification, the Company will make reasonable efforts to transfer such employee.

SECTION 6. FURNISHED CLOTHING NOT TO BE WORN OFF WALT DISNEY WORLD RESORT PREMISES

Company-furnished clothing is not to be worn off the Walt Disney World Resort premises outside of employee's working hours without permission from management.

ARTICLE 19 - SAFETY AND HEALTH

SECTION 1. COMPANY RESPONSIBILITY

The Company will continue to make reasonable provisions for the safety and health of its employees during the hours of their employment. The Company agrees that it will furnish and maintain sanitary toilet facilities, washrooms, lockers and changing quarters for all employees covered by this Agreement.

SECTION 2. EMPLOYEE RESPONSIBILITY

All employees shall obey the Company's safety and health rules.

SECTION 3. COMPANY - UNION COOPERATION

(a) The Company and the Union shall cooperate to further the goal of maintaining safe and sanitary working conditions. The Company may hold safety meetings with required attendance by every employee covered by this Agreement, on work time, as a means of improving safety and educating employees in safe practices. A Union Representative may

attend such meetings.

- (b) The Company and the Union recognize the importance of a safe and violence free work environment. In this regard, both parties agree to work cooperatively to prevent and address potential work place violence issues.

SECTION 4. EXAMINATIONS

- (a) The Company and the Union acknowledge that the provisions of the Americans with Disabilities Act, as well as parallel state legislation, apply to employees working under this Agreement. In this regard, the Company and the Union commit to meet to resolve potential conflicts between the Americans with Disabilities Act and the Agreement.
- (b) Applicants for employment with the Company may be required to undertake a post-offer, conditional-employment medical examination. Examinations will be conducted by a licensed physician designated and paid for by the Company.
- (c) Employees may be required by the Company to submit to a medical or psychological examination at the Company's expense in the following situations:
 1. When the Company needs to determine whether an employee is able to perform the essential functions of a position with or without accommodation and/or whether the employee can perform the essential functions of a position, with or without reasonable accommodation, without directly threatening his/her health or safety or that of others;
 2. When the Company concludes that it must determine whether reasonable accommodation is required or where an employee has requested accommodation, including the nature and extent of such accommodation;
 3. When the Company concludes it must acquire medical advice to determine whether a local, state or federal health or safety standard can be satisfied;
 4. When the Company is obligated by law to assess, monitor and/or maintain a record of an employee's health status.
- (d) Pursuant to Section 2 above, the Company reserves the right to require an employee to undergo an examination by a licensed physician or certified health care provider designated by the Company at the Company's request. If the employee disagrees with the medical opinion of the Company-designated physician or certified health care provider, the employee may select, at his/her expense, a physician or appropriate certified health care provider to conduct the Company-required medical or psychological examination. The results of that examination must be submitted to the Company-designated physician for concurrence. In the event the two (2) physicians cannot agree, the Company and the employee shall select a third physician from a panel of three (3) physicians supplied by the Company. The cost of the third physician will be paid by the Company.
- (e) Employees whom the Company determines are not able to perform the essential functions of a position, with or without reasonable accommodation, or who pose a direct threat that cannot be reasonably accommodated will be considered to reassignment to vacant positions for which they meet the minimum qualifications. The Company shall not be required to create "light duty" positions for permanently disabled employees. In those instances where reassignment or other reasonable accommodation is not available, the employee may be terminated or placed on an appropriate leave of absence.
- (f) Employees enrolled in the Limited Work Program shall continue to be covered by the provisions of the collective bargaining agreement.

- (g) An employee's rights to disability, workers' compensation, or other benefits which are administered independently of this Agreement shall be determined exclusively by the plan terms and laws governing those benefits and not by arbitration under this Agreement.

SECTION 5. IMMINENT DANGER

No employee shall be compelled to perform work or operate equipment that poses an imminent danger to life or serious physical harm to himself/herself.

**ARTICLE 20 - EMERGENCY WORK AND RUNNING REPAIRS
BY EMPLOYEES**

SECTION 1. EMERGENCY WORK

Any employee may be requested to perform emergency work, which includes any situation endangering other persons or which might result in property damage.

SECTION 2. RUNNING REPAIRS

Running repairs may be performed by operating personnel covered by this Agreement, or by personnel regularly assigned to the department where the need for such repairs occurs. Running repairs are generally defined as minor maintenance repairs or adjustments which can be done without a cessation of normal operations, or where such repairs or adjustments can restore such equipment or unit to operation without an extended shut-down.

ARTICLE 21 - INTERPRETATION

The parties hereto may interpret, alter or amend this Agreement by mutual action in writing, and no individual employee shall have cause to complain therefore, it being understood that any interpretation or arrangement mutually satisfactory to the parties hereto shall be binding upon all individual employees, whether such action be prospective or retroactive.

ARTICLE 22 - SEVERABILITY

It is not the intent of either party hereto to violate any laws or any rulings or regulations of any governmental authority or agency having jurisdiction of the subject matter of this Agreement and the parties hereto agree that in the event any provisions of this Agreement is held or constituted to be void as being in contravention of any such laws, rulings or regulations, nevertheless, the remainder of the Agreement shall remain in full force and effect, unless the parts so found to be void are wholly inseparable from the remaining portion of this Agreement.

ARTICLE 23 – PAST PRACTICE

Any and all pay practices, benefits and work rules enjoyed by the Casual Regular Employees prior to the date of this agreement, unless specifically addressed in this agreement, will remain in effect throughout the duration of this agreement.

ARTICLE 24 - PENSION

Pension for eligible Casual Regular employees will be in accordance with the Company's existing defined benefit Pension Plan with the ratification of the full-time 2007 Agreement between Walt Disney World Co. and the Service Trades Council Union. Any change or changes in that defined benefit pension plan agreed to in or in connection with that Agreement will automatically be incorporated into this Agreement and will apply to the Casual Regular employees for the duration of the 2007 Casual Regular Agreement. The Company and the Union agree that the Company will in any such event not be

obligated to engage in any bargaining over effects, impact or otherwise, over any such change or changes in the defined benefit Pension Plan or over the implementation thereof.

SECTION 1. PENSION

- (a) All employees will be eligible to participate in the Walt Disney World Co. and Associated Companies' Retirement Plan. During the term of this Agreement, the employee's portion of contribution to the Retirement Plan shall be seven (7) cents per hour for all hours worked, not to exceed forty (40) hours per week. Contributions will be for the second through and including the fifth year of participation. While this Agreement is in effect, the Company agrees to keep in effect its presently existing Walt Disney World Co. and Associated Companies' Retirement Plan. The Plan is and shall continue to be qualified under the Employee Retirement Income Security Act of 1974, as amended, and shall otherwise conform to applicable laws. However, nothing contained herein shall constitute or be considered a waiver or forfeiture of any right, power, or discretion which the Company may have, notwithstanding such laws, rules or regulations. The Company will pay the complete contribution for employees in the first year of participation and for all years after five (5) credited years of participation in the Plan. Vesting requires five (5) credited years of service. Copies of the Walt Disney World Co. and Associated Companies' Retirement Plan will be furnished to the Union.
- (b) Entitlement to pension benefits shall be determined exclusively by the plan terms and not by arbitration under this Agreement.

The following schedule is in effect through the life of this Agreement:

PENSION BENEFIT SCHEDULE AT AGE 65 FOR STRAIGHT LIFE ANNUITY OPTION

Credited Years of Service	Credited Hours of Service	Maximum Monthly Benefit
1	1,500 – 2,250	24.00
1	2,251 or more	36.00
2	3,000 – 3,750	48.00
2	3,751 or more	60.00
3	4,500 – 5,250	72.00
3	5,251 or more	84.00
4	6,000 – 6,750	96.00
4	6,751 or more	108.00
5	7,500 - 8,250	120.00
5	8,251 or more	132.00
6	9,000 - 9,750	144.00
6	9,751 or more	156.00
7	10,500 - 11,250	168.00
7	11,251 or more	180.00
8	12,000 - 12,750	192.00
8	12,751 or more	204.00
9	13,500 - 14,250	216.00
9	14,251 or more	228.00
10	15,000 - 15,749	240.00
10	15,750 or more	252.50
11	16,500 - 17,249	265.00
11	17,250 or more	277.50
12	18,000 - 18,749	290.00
12	18,750 or more	302.50
13	19,500 - 20,249	315.00
13	20,250 or more	327.50
14	21,000 - 21,749	340.00
14	21,750 or more	352.50

15	22,500 - 23,249	365.00
15	23,250 or more	377.50
16	24,000 - 24,749	390.00
16	24,750 or more	402.50
17	25,500 - 26,249	415.00
17	26,250 or more	427.50
18	27,000 - 27,749	440.00
18	27,750 or more	452.50
19	28,500 - 29,249	465.00
19	29,250 or more	477.50
20	30,000 - 30,749	490.00
20	30,750 or more	502.00
21	31,500 - 32,249	514.00
21	32,250 or more	526.00
22	33,000 - 33,749	538.00
22	33,750 or more	550.00
23	34,500 - 35,249	562.00
23	35,250 or more	574.00
24	36,000 - 36,749	586.00
24	36,750 or more	598.00
25	37,500 - 38,249	610.00
25	38,250 or more	622.00
26	39,000 - 39,749	634.00
26	39,750 or more	646.00
27	40,500 - 41,249	658.00
27	41,250 or more	670.00
28	42,000 - 42,749	682.00
28	42,750 or more	694.00
29	43,500 - 44,249	706.00
29	44,250 or more	718.00
30	45,000 or more	730.00

Effective January 1, 2010 the Pension Schedule will be extended by five (5) years as follows with a \$25 per year multiplier for years 31-35

30	45,750 or more	742.50
31	46,500 - 47,249	755.00
31	47,250 or more	767.50
32	48,000 - 48,749	780.00
32	48,750 or more	792.50
33	49,500 - 50,249	805.00
33	50,250 or more	817.50
34	51,000 - 51,749	830.00
34	51,750 or more	842.50
35	52,500 or more	855.00

Employees will be notified on an annual basis of any delinquency in their pension contribution.

SECTION 2. 401(k) PLAN CONTRIBUTIONS

The Company will make available payroll deduction for voluntary participation in the Florida Multi-Employer 401(k) plan, subject to approval by the plan trustees.

ARTICLE 25 – GROUP INSURANCE

SECTION 1. GROUP INSURANCE

During the term of this Agreement, the Company will provide a fully employee funded Limited Medical Plan to all eligible employees, on the same basis as provided to non-bargaining unit employees at the Company. It is understood that all employees in this unit who participate in any Company sponsored plan(s) do so on the same basis as non-bargaining unit employees generally and that, therefore, future changes in such plans which are applicable to non-bargaining unit employees generally shall apply equally and automatically to employees covered under this Agreement. By way of example, but not limitation, changes in such plan(s) may include termination in accordance with the plan terms, substitution of, or merger with, another plan or part thereof, improvements and modifications in the plan(s), creation of new plan(s), adjustment in contributions, etc...; all subject to the condition that where the changes apply equally to non-bargaining unit employees, generally the Company will not be obligated to bargain with the Union.

Entitlement to group insurance benefits shall be determined exclusively by the plan terms and not by arbitration under this Agreement.

ARTICLE 26 - SUBCONTRACTING

During the term of this Agreement, the Company agrees that it will not subcontract work for the purpose of evading its obligations under this Agreement. However, it is understood and agreed that the Company shall have the right to subcontract in the following instances and will give notice of such subcontracting to the Union when possible:

- (a) Where some work is required to be sublet to maintain a legitimate manufacturer's warranty; or
- (b) Where the subcontracting of work will not result in the termination or layoff, or the failure to recall from layoff, any regular full-time employee qualified and classified to do the work; or
- (c) Where the employees of the Company lack the skills or qualifications or the Company does not possess the requisite equipment for carrying out the work; or where
- (d) Because of size, complexity or time of completion, it is impractical or uneconomical to do the work with Company equipment and personnel.

ARTICLE 27 - WORK BY SUPERVISORS

It is recognized that the duties of a supervisor are, as the designation implies, largely of a supervisory nature. Accordingly, supervisors shall not perform work such as that performed by the employees as herein defined, except:

- (a) For emergency purposes.
- (b) In the instruction and training of employees or supervisors.
- (c) Work of an experimental nature.
- (d) Testing materials and production.
- (e) Start-up and closing-down of operations.
- (f) To protect Company property and/or to ensure the safety of guests and/or employees.
- (g) To provide uninterrupted services in order to ensure a positive guest and/or employee experience.

Work by supervisors as described by the provisions of this Article is not intended as a means by which the Company may eliminate any bargaining unit position(s) or shift(s). In the event the Union believes that the provisions of this Article have been violated, the Union may request an immediate meeting to resolve the matter with the appropriate representative of Management and the Vice President of Labor Relations. All grievances arising over an alleged violation shall be subject to the provision of Article 16-Grievance Procedure.

ARTICLE 28 – ALCOHOL AND DRUG ABUSE POLICY

For purposes of this Agreement, the terms "drug" or "drug tests" shall include both drugs and alcohol, as appropriate. The Employer and the Union recognize that many areas of the Employer's operations involve hazardous work with the potential for personal injury or property damage and that all areas involve directly or indirectly the public at large. Therefore, it must endeavor to provide safe and efficient operations for the protection and benefit of the general public, its customers and its employees. As part of its effort to achieve that goal, it must require that its work be performed by employees who do not use illegal drugs or misuse controlled substances and/or alcohol as follows:

SECTION 1. The Company recognizes that employees have a right to privacy and that any adverse action taken against any employee for off-duty conduct shall take into account the employee's right to privacy and the impact of the employee's conduct on his/her job performance, the Company's reputation, or the public's perception of the Company's contract performance. Any disciplinary action for such drug-related conduct will be subject to the grievance procedure. With respect to any alleged off-duty related conduct, the arbitrator will be specifically instructed to balance the employee's right to privacy in his/her off-duty time with other legitimate job-related concerns in weighing the contractual propriety of disciplinary action.

SECTION 2. Bargaining unit employees will be subject to drug and alcohol testing under the following circumstances:

- (a) Where there is an objective reasonable basis that an employee has an in-system presence of any illegal drug, controlled substance or alcohol, hereinafter referred to as "substances," while on duty or on Company property immediately preceding or following the work shift. For purposes of this Agreement, the terms "employee" or "bargaining unit employee" includes not only persons employed in positions covered by the Service Trades Council Union, collective bargaining agreement, but also persons being recalled into such positions.
- (b) As part of a post-accident investigation in cases where:
 1. The individual(s) subject to testing is directly linked to the accident.
 2. The accident resulted in death, injury requiring medical treatment other than basic first aid, or property damage estimated to exceed \$4,500.00.
 3. One or more motor vehicle incurring disabling damage as a result of the accident, requiring the motor vehicle to be transported away from the scene by the tow truck or other motor vehicle. Testing associated with an accident will take place as soon as possible, under the circumstances.
- (c) A government agency duly concerned with Walt Disney World Co. (i.e., Department of Transportation, etc.) advises the Company that employees in specified classifications will be required to undergo job certification physical examinations, including drug tests as a condition of future employment. In such instances, the Union shall be given immediate notice of any such requirement or proposed requirement. Such testing shall be conducted in accordance with the government regulations and the procedures established by this Agreement and shall not commence until the Union and the Company have had a reasonable opportunity to discuss the impact of the government directive.

- (d) Random testing as part of follow-up to rehabilitation and only for a reasonable period of time after rehabilitation supervised by Florida Psychiatric Associates, or any successor thereto, not to exceed one year.

SECTION 3. An employee will not be tested under Section 2(a) above unless his/her actions and/or conduct or other related circumstances provide an objective reasonable basis to believe that the employee may have ingested drugs or alcohol and/or is suffering from impairment that will in some way adversely affect his/her alertness, coordination, reaction, response, safety, or the safety of others, while on duty or on Company property. Where possible, this shall be discussed with the Union Shop Steward. Such observation will be confirmed by another member of supervision wherever possible and will be documented. Employees will not be subject to such testing without the express consent of a senior member of Management different from the observation supervisor, and prior notification to and consent of Labor Relations.

SECTION 4. Any employee directed for testing shall be advised of his/her right to the presence of a Shop Steward before any pre-test meetings with Management. Provided a Shop Steward has been requested and is available, no specimen will be collected until the Shop Steward can discuss the matter with Management. The Union agrees that the procedures described in Sections 3 and 4 shall not operate in a manner that will impede timely collection of a biological specimen. Refusal to provide a biological specimen will result in immediate discharge without an opportunity at a later date to reconsider/retract the refusal.

SECTION 5. Any employee who tests negative to any drug test under this Agreement (other than follow-up testing to rehabilitation) shall be compensated for all lost time, at the appropriate wage rate. Time lost under such circumstances shall be treated as time worked for purposes of premium eligibility.

SECTION 6. Specimen collection for a drug test will be accomplished in a manner compatible with employee dignity and privacy. There will be no strip searches or opposite sex observation. In the usual case, the Company will not observe specimen production, but the Union agrees that specimen production may be closely monitored in those cases where the Company has a specific objective reason **to** believe that the employee may attempt to contaminate a test specimen. Any evidence of any form of tampering, altering, or diluting of a specimen will result in discharge.

SECTION 7. Test specimens shall be sent only to laboratory facilities certified by an appropriate federal or state agency. The drug test laboratory and the specimen collection facility must establish and maintain a forensically acceptable chain of custody. It will be the burden of the Company to establish, in any case arising from a positive test result, that the appropriate chain of custody has been maintained.

If a dispute should arise over the selection of drug test laboratories, such dispute shall be resolved by arbitration. The laboratory(s) selected must, upon request, identify the drugs tested for, the methods used, the manufacturers of the test, the analytical limits and levels used, the methods of reporting results and the chain of custody procedures used to produce forensically acceptable test results. To be qualified under this section, the laboratory must participate in a program of "blind proficiency" testing where they analyze samples sent by an independent party.

SECTION 8. The drug test will be performed utilizing urinalysis to screen for the following substances:

- Amphetamines
- Cocaine
- Marijuana
- Opiates
- Phencyclidine

The initial test shall use an immunoassay that meets the requirements of the Food and Drug Administration for Commercial Distribution. All specimens identified as positive in the initial test will be confirmed by a second procedure. Gas chromatography/mass spectrometry or an equivalent

scientifically acceptable method of confirmation will be used. All confirmed positive test results will be verified by a Medical Review Officer prior to release to the Company. The Medical Review Officer, upon written request from the employee, will report test results to the Union Business Agent. The Union agrees, in order to begin the program, that University Services is an acceptable Medical Review Officer but reserves the right to withhold approval of University Services with adequate notice in the event that University Services status should change in the future.

SECTION 9. The standard drug test thresholds for positive screen and GC/MS confirmation tests shall be as follows:

Drug	Emit Screen Cut-Off	Confirmation Cut-Off
Marijuana	50ng/ml	15ng/ml
Cocaine	300ng/ml	150ng/ml
Opiates	2,000ng/ml	2,000ng/ml
Amphetamines	1,000ng/ml	500ng/ml
Phencyclidine	25ng/ml	25ng/ml

In the event that the Company elects to utilize tests other than the EMIT screen or the GC/MS Confirmation, the Company will give the Union written notice of the test methodology used and the threshold levels employed. Positive thresholds for any other test methodologies will be reviewed with the Union before they are applied. Any dispute over the acceptability of such alternative test methodologies or the positive test threshold to be applied shall be resolved by arbitration. It will be the burden of the Company to establish the acceptability of the test and the reasonableness of the threshold.

SECTION 10. The laboratory shall preserve a sufficient aliquot specimen as to permit independent confirmatory testing by the employee and follow-up re-analysis at the request of the Union or the employer. Any re-analysis performed will be done on the original sample provided. The Medical Review Officer shall endeavor to notify the employer and the employee of positive test results within five (5) working days after receipt of the specimen. The employee may request, in writing, a re-analysis within three (3) working days from notice of positive test result. Additionally or as an alternative, the employee may have the sample tested at a certified laboratory of his/her choice. Should this test result be negative, the test results will be considered negative.

SECTION 11. Initial tests and re-analysis requested by the Company will be paid by the Company; costs of re-analysis for reconciliation will be split between the employee and the Company. In the event the initial test is proven to be a false positive the employee shall be reimbursed for cost of test procedures paid for by the employee.

SECTION 12. The drug test laboratory and the specimen collection facility must establish and maintain a forensically acceptable chain of custody. It will be the burden of the Company to establish, in any case arising from a positive test result, that the appropriate chain of custody has been maintained.

SECTION 13. Where employees are required under this policy to submit blood samples for alcohol testing, the samples will be taken in an appropriate collection facility. The collection facility and laboratory will use the same or equivalent chain of custody procedures and exercise the same or an equivalent level of professional care and scientifically accepted standards and procedures in the collection and testing of blood samples for the presence of alcohol as with urine samples for the presence of drugs. For the purposes of this policy if a test reveals the presence of alcohol at a level of .08% or more by weight, it shall be presumed that the employee has violated this policy. If the test reveals the presence of alcohol in excess of .05% by weight, but less than .08%, the results of the test will be considered along with all other relevant information (e.g. employee conduct, speech, performance, etc.) in determining whether the employee is in violation of this policy. If a test reveals the presence of alcohol of less than .05% by weight, it shall be presumed that the employee is not under the influence of alcohol in violation of this policy. The presumption regarding the presence of alcohol of less than .05% by weight is rebuttable based on consideration of all other relevant information

(e.g., employee conduct, speech, performance, etc.). The Company bears the burden of proof in rebutting such presumption. In the event an employee objects to alcohol testing by blood sample, the Company will test the employee through an evidentiary alcohol breath analyzer which conforms to the same standards as cited above.

The parties agree that use of an evidentiary alcohol breath analyzer, which is properly calibrated and which is operated by a certified technician, shall be conclusive proof of the accuracy of the results.

Furthermore, the Company reserves the right to abandon blood samples in favor of the alcohol breath analyzer referenced above.

SECTION 14. Any employee who has a confirmed positive test will be required to participate in the Employee Assistance Program (EAP). Failure to seek and receive EAP assistance or failure to abide by the terms and conditions or prescribed treatment will be grounds for discharge. If an employee is subject to disciplinary action under existing practices, the use of substances shall not be a defense to circumvent existing practices or to avoid disciplinary action. Participation in the EAP shall be taken into account in considering appropriate disciplinary action. No employee shall be discharged as a result of a positive drug or alcohol test pursuant to Section 2(a) or (b) above, so long as he or she agrees to participate in an EAP, the cost of which will be covered by Company-provided health insurance to the extent required by the plan terms. In instances where it is necessary, a leave of absence may be granted for treatment or rehabilitation through the EAP for substances on the same basis as it is granted for other medical conditions.

SECTION 15. Test results shall be communicated by the Medical Review Officer, or the designated Company representative. The Company shall be responsible for maintaining confidentiality of test records and test results will be communicated to job site Management strictly on a "need to know" basis. Employee drug test records shall not be released outside the Walt Disney World Co. unless required by administrative action initiated by the employee or the Union. The employee shall be entitled to written notification of positive drug test results. Copies of such reports will be provided to the Union when authorized in writing by the affected employee.

SECTION 16. Except in the case of a positive random test after referral to the EAP which shall be conclusive proof of just cause for termination, when and if it becomes necessary to impose discipline for drug-related conduct or job performance, discipline will be judged by the contractual just cause standard and will be subject to the grievance/arbitration procedure. Except to the extent the employee(s) withholds written consent as to particular documents personal to him, the Company agrees to provide the Union, in advance, with whatever documentation or information the Union reasonably requires to process the grievance and/or arbitration. By establishing this policy, neither the Company nor the Union waive any legal rights. The parties agree that this drug policy shall not diminish the rights of individual employees under state or federal law relating to drug testing.

SECTION 17. The Company shall provide education for Management personnel regarding observation techniques, the availability and desirability of the Employee Assistance Programs and the need for observing strict confidentiality. Supervisors will be provided guidelines for maintaining confidentiality of all drug-related information and referring employees who may have a problem to appropriate counseling.

SECTION 18. The Company agrees that it shall indemnify and hold the Union harmless against any and all complaints, claims, judgments, or demands that may arise out of, or in any way are related to, the Union's negotiation or participation in the foregoing drug policy applicable to bargaining unit employees and applicants, or the Company's activities in carrying out this drug testing program.

ARTICLE 29 - TERM OF AGREEMENT

SECTION 1. TERM

This Agreement and any further amendment or supplement hereto shall be in full force and effect from September 30, 2007, and from year to year thereafter, subject to the right of either party to terminate the same at the anniversary of October 2, 2010 upon the giving of written notice of termination not later than sixty (60) days next preceding the effective date of such termination. Subsequently, the CR STCU Contract will automatically extend for sixty (60) days from the ratification of the Full-Time STCU Contract. Additionally, the parties agree that the Full-Time STCU negotiated economics and effective dates (applicable to the CR STCU Contract) will apply to the CR STCU Employees.

SECTION 2. COMPLETE AGREEMENT

The parties acknowledge that during the negotiations which resulted in this Agreement, each had the unlimited right and opportunity to make demands and proposals with respect to any subject or matter not removed by law from the area of collective bargaining, and that the understandings and agreements arrived at by the parties, after the exercise of that right and opportunity, are set forth in this Agreement. Therefore, the Company and the Union, for the life of this Agreement, each voluntarily and unqualifiedly waives the right and each agrees that the other shall not be obligated to bargain collectively with respect to any subject or matter referred to or covered in this Agreement, except as provided specifically in Section 2 of this Article, or with respect to any subject or matter not specifically referred to or covered in this Agreement, even though such subjects or matters may not have been within the knowledge or contemplation of either or both of the parties at the time that they negotiated or signed this Agreement.

ADDENDUM A

Non-Tipped Classifications

Job Classification	Increase %	Effective. 9/30/2007		Effective. 9/28/2008		Effective 10/4/2009	
		Min	Max	Min	Max	Min	Max
Academy Artist	4.0%	\$8.00	\$12.84	\$8.25	\$13.14	\$8.50	\$13.59
Banquet Houseman High Rate	4.0%	\$7.35	\$11.92	\$7.45	\$12.22	\$7.55	\$12.67
Bell Services Dispatcher	4.5%	\$7.75	\$11.82	\$8.00	\$12.12	\$8.25	\$12.57
Boutique Hostess	4.0%	\$8.50	\$12.32	\$8.65	\$12.62	\$8.80	\$13.07
Bus Driver	4.0%	\$9.95	\$14.90	\$10.25	\$15.24	\$10.55	\$15.70
Character Attendant	4.0%	\$7.30	\$11.94	\$7.50	\$12.24	\$7.75	\$12.69
Character Performer	4.0%	\$8.50	\$12.63	\$8.75	\$12.93	\$9.00	\$13.38
Chef Assistant	4.5%	\$11.00	\$15.60	\$11.35	\$16.00	\$11.70	\$16.48
Chef Assistant Banquets ¹	4.5%	\$11.50	\$16.10	\$11.85	\$16.50	\$12.20	\$16.98
Chef Assistant Pastry/Bakery	4.5%	\$11.00	\$15.60	\$11.35	\$16.00	\$11.70	\$16.48
Chef Assistant Signature Rest ¹	4.5%	\$11.50	\$16.10	\$11.85	\$16.50	\$12.20	\$16.98
Children Activities H/H	4.0%	\$7.50	\$12.20	\$7.60	\$12.50	\$7.70	\$12.95
Concierge H/H	5.0%	\$8.75	\$12.69	\$9.00	\$12.99	\$9.25	\$13.44
Construction Sewing Spec 1	4.5%	\$8.15	\$13.04	\$8.40	\$13.34	\$8.65	\$13.79
Construction Sewing Spec 2	4.0%	\$8.00	\$12.84	\$8.25	\$13.14	\$8.50	\$13.59
Construction Sewing Spec 3	4.0%	\$7.60	\$12.32	\$7.85	\$12.62	\$8.10	\$13.07
Construction Support Specialist	4.5%	\$8.85	\$13.93	\$9.10	\$14.25	\$9.40	\$14.70
Cook 1	4.5%	\$10.20	\$14.35	\$10.50	\$14.75	\$10.80	\$15.20
Cook 1 Pastry/Bakery	4.5%	\$10.20	\$14.35	\$10.50	\$14.75	\$10.80	\$15.20
Cook 2	4.0%	\$8.50	\$12.84	\$8.65	\$13.14	\$8.80	\$13.59
Cook 2 Pastry/Bakery	4.0%	\$8.50	\$12.84	\$8.65	\$13.14	\$8.80	\$13.59
Cosmetologist	4.5%	\$10.15	\$15.53	\$10.45	\$15.88	\$10.75	\$16.36
Costume Assistant 1	4.5%	\$8.15	\$13.04	\$8.40	\$13.34	\$8.65	\$13.79
Costume Assistant 2	4.0%	\$8.00	\$12.84	\$8.25	\$13.14	\$8.50	\$13.59
Costume Assistant 3	4.0%	\$7.60	\$12.32	\$7.85	\$12.62	\$8.10	\$13.07
Costume CAM Specialist 1	4.5%	\$13.10	\$19.16	\$13.50	\$19.60	\$13.90	\$20.19
Costume CAM Specialist 2	4.5%	\$11.10	\$16.70	\$11.45	\$17.08	\$11.80	\$17.60
Costume H/H	4.0%	\$7.25	\$11.82	\$7.35	\$12.12	\$7.45	\$12.57
Costume Specialist	4.0%	\$7.50	\$12.20	\$7.60	\$12.50	\$7.70	\$12.95
Costume Specialist Sr	4.0%	\$7.70	\$12.44	\$7.80	\$12.74	\$7.90	\$13.19
Costuming First Hand 1	4.5%	\$13.85	\$20.10	\$14.25	\$20.56	\$14.70	\$21.18
Costuming First Hand 2	4.5%	\$11.10	\$16.70	\$11.45	\$17.08	\$11.80	\$17.60
Custodial Campground H/H ¹	4.0%	\$8.05	\$12.37	\$8.15	\$12.67	\$8.25	\$13.12
Custodial H/H	4.0%	\$7.50	\$11.82	\$7.60	\$12.12	\$7.70	\$12.57
Custodial H/H (TCU)	4.0%	\$7.50	\$11.82	\$7.60	\$12.12	\$7.70	\$12.57
Custodial Utility H/H (TCU) ¹	4.0%	\$7.80	\$12.12	\$7.90	\$12.42	\$8.00	\$12.87
Custodial Utility H/H ¹	4.0%	\$7.80	\$12.12	\$7.90	\$12.42	\$8.00	\$12.87
Custodial Water Tank/Trash Truck H/H ¹	4.0%	\$9.65	\$14.22	\$9.80	\$14.54	\$9.95	\$14.99
Data Maintenance (Floral) ¹	4.0%	\$8.30	\$12.94	\$8.40	\$13.24	\$8.50	\$13.69

ADDENDUM A

Non-Tipped Classifications

Job Classification	Increase %	Effective. 9/30/2007		Effective. 9/28/2008		Effective 10/4/2009	
		Min	Max	Min	Max	Min	Max
Entertainment Tech 1	4.5%	\$13.10	\$19.16	\$13.50	\$19.60	\$13.90	\$20.19
Entertainment Tech 2	4.5%	\$11.45	\$17.34	\$11.80	\$17.74	\$12.15	\$18.28
Entertainment Tech 3	4.0%	\$10.25	\$15.86	\$10.55	\$16.22	\$10.85	\$16.71
Entertainment Tech 4	4.0%	\$9.25	\$14.25	\$9.40	\$14.58	\$9.55	\$15.03
Entertainment Tech Rigger ¹	4.5%	\$16.10	\$22.16	\$16.50	\$22.60	\$16.90	\$23.19
Fishing Guide	4.0%	\$7.25	\$11.82	\$7.45	\$12.12	\$7.70	\$12.57
Floral Designer 1	4.0%	\$9.10	\$14.25	\$9.40	\$14.58	\$9.70	\$15.03
Floral Designer 2	4.0%	\$7.70	\$12.44	\$7.95	\$12.74	\$8.20	\$13.19
Floral H/H	4.0%	\$7.30	\$11.94	\$7.40	\$12.24	\$7.50	\$12.69
Floral Sales H/H	4.0%	\$7.40	\$12.06	\$7.50	\$12.36	\$7.60	\$12.81
Food Handler	4.0%	\$8.25	\$12.63	\$8.40	\$12.93	\$8.55	\$13.38
Food Service H/H (QSR)	4.0%	\$7.75	\$12.32	\$7.85	\$12.62	\$7.95	\$13.07
Food/Beverage H/H	4.0%	\$7.75	\$11.82	\$7.85	\$12.12	\$7.95	\$12.57
Food/Beverage Steward	4.0%	\$7.50	\$11.82	\$7.60	\$12.12	\$7.70	\$12.57
Friendship/Sassagoula H/H 1	4.0%	\$7.25	\$11.82	\$7.35	\$12.12	\$7.45	\$12.57
Friendship/Sassagoula H/H 2 ²	4.0%	\$8.00	\$12.84	\$8.25	\$13.14	\$8.50	\$13.59
Front Desk Advisor ¹	4.5%	\$9.25	\$13.44	\$9.50	\$13.74	\$9.75	\$14.19
Garment Cutter 1	4.0%	\$8.85	\$13.93	\$9.10	\$14.25	\$9.40	\$14.70
Garment Cutter 2	4.0%	\$8.00	\$12.84	\$8.25	\$13.14	\$8.50	\$13.59
Hair/Makeup Associate	4.0%	\$9.10	\$14.25	\$9.40	\$14.58	\$9.70	\$15.03
Hat Specialist 1	4.5%	\$8.45	\$13.41	\$8.70	\$13.72	\$8.95	\$14.17
Hat Specialist 2	4.5%	\$8.00	\$12.84	\$8.25	\$13.14	\$8.50	\$13.59
Hospitality H/H	4.0%	\$7.25	\$11.82	\$7.35	\$12.12	\$7.45	\$12.57
Housekeeping H/H	4.5%	\$7.75	\$12.17	\$8.00	\$12.47	\$8.25	\$12.92
Housekeeping Inspector H/H ¹	4.5%	\$8.75	\$13.17	\$9.00	\$13.47	\$9.25	\$13.92
Houseperson	4.5%	\$7.75	\$12.17	\$7.85	\$12.47	\$7.95	\$12.92
Innoventions Presenter H/H ¹	4.0%	\$8.25	\$12.82	\$8.45	\$13.12	\$8.70	\$13.57
Laundry Advanced Assistant	4.0%	\$7.50	\$12.20	\$7.75	\$12.50	\$8.00	\$12.95
Laundry Assistant	4.0%	\$7.30	\$11.94	\$7.40	\$12.24	\$7.50	\$12.69
Laundry Dry Clean/Valet Specialist	4.5%	\$9.10	\$14.25	\$9.40	\$14.58	\$9.70	\$15.03
Laundry Dry Clean/Valet Spotter Spec	5.0%	\$10.60	\$16.12	\$10.90	\$16.49	\$11.25	\$16.99
Laundry Flying Squad	4.0%	\$7.70	\$12.44	\$7.95	\$12.74	\$8.20	\$13.19
Laundry Helper	4.0%	\$7.25	\$11.82	\$7.35	\$12.12	\$7.45	\$12.57
Laundry Presser	4.0%	\$7.70	\$12.44	\$7.95	\$12.74	\$8.20	\$13.19
Laundry Specialist	4.0%	\$7.70	\$12.44	\$7.95	\$12.74	\$8.20	\$13.19
Laundry Specialist Sr	4.0%	\$8.00	\$12.84	\$8.25	\$13.14	\$8.50	\$13.59
Laundry Systems Operator	4.0%	\$8.65	\$13.66	\$8.90	\$13.97	\$9.15	\$14.42
Laundry Systems Operator Sr	4.0%	\$9.10	\$14.25	\$9.40	\$14.58	\$9.70	\$15.03
Laundry Valet Specialist	4.0%	\$8.00	\$12.84	\$8.25	\$13.14	\$8.50	\$13.59
Lifeguard Advanced Rescue Patrol	4.0%	\$9.00	\$13.35	\$9.25	\$13.66	\$9.55	\$14.11
Lifeguard Deep Water	4.0%	\$8.85	\$13.14	\$9.00	\$13.44	\$9.15	\$13.89
Lifeguard Shallow Water	4.0%	\$7.95	\$12.44	\$8.05	\$12.74	\$8.20	\$13.19
Milliner	4.5%	\$10.15	\$15.53	\$10.45	\$15.88	\$10.75	\$16.36
Monorail H/H 1	4.0%	\$7.70	\$12.44	\$7.80	\$12.74	\$7.90	\$13.19

ADDENDUM A

Non-Tipped Classifications

Job Classification	Increase %	Effective. 9/30/2007		Effective. 9/28/2008		Effective 10/4/2009	
		Min	Max	Min	Max	Min	Max
Monorail H/H 2 ²	4.0%	\$8.00	\$12.84	\$8.10	\$13.14	\$8.25	\$13.59
Monorail H/H 3 ³	4.0%	\$8.30	\$13.21	\$8.45	\$13.51	\$8.60	\$13.96
Monorail H/H 4 ⁴	4.0%	\$8.45	\$13.41	\$8.60	\$13.72	\$8.75	\$14.17
Op Sewing Spec 1	4.0%	\$8.00	\$12.84	\$8.25	\$13.14	\$8.50	\$13.59
Op Sewing Spec 2	4.0%	\$7.70	\$12.44	\$7.95	\$12.74	\$8.20	\$13.19
Op Sewing Spec 3	4.0%	\$7.50	\$12.20	\$7.60	\$12.50	\$7.70	\$12.95
Ranch Hand	4.0%	\$8.00	\$12.84	\$8.25	\$13.14	\$8.50	\$13.59
Ranch Hand Helper	4.0%	\$7.60	\$12.32	\$7.70	\$12.62	\$7.80	\$13.07
Ranch Hand Sr	4.5%	\$9.60	\$14.25	\$9.90	\$14.58	\$10.20	\$15.03
Ranch Specialist	4.5%	\$10.40	\$15.22	\$10.70	\$15.57	\$11.05	\$16.04
Resort Guest Service H/H	4.5%	\$8.25	\$12.44	\$8.50	\$12.74	\$8.75	\$13.19
Sales H/H	4.0%	\$7.25	\$11.82	\$7.35	\$12.12	\$7.45	\$12.57
Sales H/H (Personalization) ¹	4.0%	\$7.75	\$12.32	\$7.85	\$12.62	\$7.95	\$13.07
Sales H/H Hat Stitcher/Sewer ¹	4.0%	\$7.75	\$12.32	\$7.85	\$12.62	\$7.95	\$13.07
Themed Doorman	4.0%	\$7.25	\$11.82	\$7.35	\$12.12	\$7.45	\$12.57
Vacation Planner	4.5%	\$7.85	\$12.63	\$8.10	\$12.93	\$8.35	\$13.38
Vacation Planner Group Sales ¹	4.5%	\$8.35	\$13.13	\$8.60	\$13.43	\$8.85	\$13.88
Watercraft H/H 1	4.0%	\$8.00	\$12.84	\$8.10	\$13.14	\$8.25	\$13.59
Watercraft H/H 2 ²	4.0%	\$8.30	\$13.21	\$8.55	\$13.51	\$8.80	\$13.96
Watercraft H/H 3 ⁵	4.0%	\$8.65	\$13.66	\$8.90	\$13.97	\$9.15	\$14.42
WDW Attraction H/H	4.0%	\$7.25	\$11.82	\$7.45	\$12.12	\$7.70	\$12.57
WDW Attraction H/H KSR ¹	4.0%	\$8.25	\$12.82	\$8.45	\$13.12	\$8.70	\$13.57
WDW Parking H/H	4.0%	\$7.25	\$11.82	\$7.35	\$12.12	\$7.45	\$12.57
WDW Recreation H/H	4.0%	\$7.25	\$11.82	\$7.45	\$12.12	\$7.70	\$12.57

¹ Premium pay is included

² After one year of transportation experience

³ After two years of transportation experience

⁴ After five years of transportation experience

⁵ After five years of WDW boat experience

Cast Members who are employed on the day prior to the effective dates listed above will be eligible to receive the designated annual increase for their stasured classification

ADDENDUM A

Tipped Classifications

Tipped employees hired prior to October 30, 1988 and who have remained in a tipped classification

Job Classification	9/30/2007	12/30/2007	12/28/2008	12/27/2009
Banquet Facility H/H (T)	\$4.25	\$4.40	\$4.55	\$4.70
Banquet Service H/H (T) 7(i)	\$3.65	\$3.80	\$3.95	\$4.10
Banquet Service H/H (T)	\$3.65	\$3.80	\$3.95	\$4.10
Beverage Captain (T) 7(i)	\$5.45	\$5.60	\$5.75	\$5.90
Beverage Captain (T)	\$5.45	\$5.60	\$5.75	\$5.90
Beverage Cart H/H (T) 7(i)	\$3.65	\$3.80	\$3.95	\$4.10
Beverage Cart H/H (T)	\$3.65	\$3.80	\$3.95	\$4.10
Beverage H/H (T)	\$5.90	\$5.90	\$6.05	\$6.20
Beverage H/H Banquets (T) 7(i)	\$5.10	\$5.25	\$5.40	\$5.55
Beverage H/H Banquets (T)	\$5.10	\$5.25	\$5.40	\$5.55
Food & Bev Assistant (T)	\$5.10	\$5.25	\$5.40	\$5.55
Food & Bev Captain (T) 7(i)	\$4.55	\$4.70	\$4.85	\$5.00
Food & Bev Captain (T)	\$4.55	\$4.70	\$4.85	\$5.00
Food & Bev Dinner Show Server (T)	\$3.65	\$3.80	\$3.95	\$4.10
Food & Bev Dinner Show Svr (T) 7(i)	\$3.65	\$3.80	\$3.95	\$4.10
Food & Bev Service H/H (T)	\$3.65	\$3.80	\$3.95	\$4.10
Hospitality Service H/H (T)	\$4.05	\$4.20	\$4.35	\$4.50
Special Service H/H (T)	\$4.25	\$4.40	\$4.55	\$4.70

Tipped employees hired on or after 10/30/1988 or employees hired before 10/30/1988 who did not remain in a tipped classification

Job Classification	9/30/2007	12/30/2007	12/28/2008	12/27/2009
Banquet Facility H/H (T)	\$3.65	\$3.80	\$3.95	\$4.10
Banquet Service H/H (T) 7(i)	\$3.65	\$3.80	\$3.95	\$4.10
Banquet Service H/H (T)	\$3.65	\$3.80	\$3.95	\$4.10
Beverage Assistant (T)	\$4.40	\$4.55	\$4.70	\$4.85
Beverage Captain (T) 7(i)	\$4.75	\$4.90	\$5.05	\$5.20
Beverage Captain (T)	\$4.75	\$4.90	\$5.05	\$5.20
Beverage Cart H/H (T) 7(i)	\$3.65	\$3.80	\$3.95	\$4.10
Beverage Cart H/H (T)	\$3.65	\$3.80	\$3.95	\$4.10
Beverage H/H (T)	\$5.20	\$5.20	\$5.35	\$5.50
Beverage H/H Banquets (T) 7(i)	\$4.40	\$4.55	\$4.70	\$4.85
Beverage H/H Banquets (T)	\$4.40	\$4.55	\$4.70	\$4.85
Food & Bev Assistant (T)	\$5.10	\$5.25	\$5.40	\$5.55
Food & Bev Captain (T) 7(i)	\$3.65	\$3.80	\$3.95	\$4.10
Food & Bev Captain (T)	\$3.65	\$3.80	\$3.95	\$4.10
Food & Bev Dinner Show Server (T)	\$3.65	\$3.80	\$3.95	\$4.10
Food & Bev Dinner Show Svr (T) 7(i)	\$3.65	\$3.80	\$3.95	\$4.10
Food & Bev Service H/H (T)	\$3.65	\$3.80	\$3.95	\$4.10
Hospitality Service H/H (T)	\$3.65	\$3.80	\$3.95	\$4.10
Special Service H/H (T)	\$3.65	\$3.80	\$3.95	\$4.10

Rates indicate a \$0.15 increase, but may be greater if increase to minimum wage exceeds this amount

Non-Tipped rates for Cast Members in Tipped Classifications:

Training (Bell Services only):	Hospitality H/H rate of pay
Investigatory Suspension (excluding Banquets and Dinner Shows):	Food Handler rate of pay
Investigatory Suspension (Banquets and Dinner Shows only):	Tipped rate plus estimated lost gratuities

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed and effective as of the day and year first above written.

FOR THE SERVICE TRADES COUNCIL UNION:

(Morty Miller)
Service Trades Council Union President
UNITE HERE! Local 362

(Donna-Lynne Dalton)
Service Trades Council Union Secretary-Treasurer
International Brotherhood of Teamsters, Local 385

(Harris L. Raynor)
Service Trades Council Union Vice President
UNITE HERE! Local 737

(Edward K. Chambers, Jr.)
Service Trades Council Union Vice President
United Food & Commercial Workers, Local 1625

(Joseph P. Condo)
Service Trades Council Union Vice President
Transportation Communications International Union, Local 1908
AFL-CIO

(Brian J. Lawlor)
Service Trades Council Union Vice President
International Alliance of Theatrical Stage Employees, Local 631
AFL-CIO

(Juleeann Jerkovich)
Service Trades Council Union Coordinator
United Food & Commercial Workers, Local 1625

FOR THE AFFILIATED SERVICE TRADES COUNCIL UNIONS:

UNITE HERE! Local 737

/s/ Harris Raynor
Harris L. Raynor, Southern Region Director
Robert Demand, Staff Director
Herb Rutland, Business Agent
Margie Engels, Business Agent

UNITE HERE! Local 362

/s/ Morty Miller
Morty Miller, President

/s/ Eric Clinton
Eric Clinton, Lead Organizer

/s/ Jeremy Yassen
Jeremy Yassen, Union Representative

Negotiating Committee:
Dorothy Verrilli, Main Entrance, Disney's Animal Kingdom
Robert Lawson, Attractions, KSR, Disney's Animal Kingdom

Transportation Communications International Union, Local 1908 – AFL-CIO

/s/ Randall S. Sluder
Randall S. Sluder, District President

/s/ Gary Lamboy
Gary Lamboy, District Chairman

International Alliance of Theatrical Stage Employees, Local 631 - AFL-CIO

/s/ William "Butch" Allen
William "Butch" Allen, Business Agent

/s/ Michael LaNinfa
Michael LaNinfa, Assistant Business Agent

United Food & Commercial Workers, Local 1625

/s/ Juleeann Jerkovich
Juleeann Jerkovich, Secretary-Treasurer

International Brotherhood of Teamsters, Local 385

/s/ Mike Stapleton
Mike Stapleton, President

/s/ Donna-Lynne Dalton
Donna-Lynne Dalton, Recording Secretary/Business Agent

/s/ Walt Howard
Walt Howard, Business Agent

FOR THE INTERNATIONAL UNIONS:

Bruce Raynor
General President
John W. Wilhelm
President/Hospitality Industry
UNITE HERE!

Robert A. Scardelletti
International President
TRANSPORTATION COMMUNICATIONS INTERNATIONAL UNION
AFL-CIO, CLC

Thomas C. Short
International President
INTERNATIONAL ALLIANCE OF THEATRICAL STAGE EMPLOYEES
AFL-CIO, CLC

James P. Hoffa
International General President
INTERNATIONAL BROTHERHOOD OF TEAMSTERS

FOR THE COMPANY:

(Phil Bernard)
Vice President
WDW Labor Relations

WALT DISNEY WORLD CO. NEGOTIATING COMMITTEE:

Phil Bernard

Brian Britton

Ed Caudill

Michael Deutsch

Phil Holmes

David Hunter

Rene Leins

Kevin Myers

Cheryl Noel

Jim Preusser

Rosemary Rose

Mark Rucker

Keith Smith

Tim Sypko

Jerry Vincent

Alice Williams

Debby Zutter