

Addendum B-3
UNITE HERE! Local 362

CUSTODIAL

Utility Premium Pay - Custodial Host/Hostess will receive thirty (\$.30) cents per hour premium pay for all hours worked when operating the following equipment or performing the following tasks:

1. Hot and cold water Pressure Washer - Operators will receive the premium pay when utilizing a kerosene, electrical or gasoline fuel operated hot and cold water pressure washer.
2. (a) Sweeper Truck
(b) Ride on Sweeper/Scrubber/Pressure Washer
3. Truck and/or Trailer Mounted Extractor
4. Forklift
5. Highreach
6. Confined space work which requires special training and equipment
7. Operates gas-powered soaper
8. Genie Lift*
9. Scissor Lift*
10. Small Carpet Extractor
11. Window Washer
12. Hosing
13. Litter Hawk
14. Floor Refurbishment – For Wood, Terrazzo and Marble floor refurbishment only (restore to raw material and build back-up only). Not to include screening process, machine scrubbing or topping off.
15. Motorized Boats for Water Cleanup – Utilization of motorized boat for water cleanup only.
16. Rappelling Crew – For all locations requiring rappelling as defined as, certification through Reedy Creek, must descend or ascend on a rope with harness and figure eight harness and jumar. Also to include spotter (must have same training).

If an employee has a (regularly) permanently assigned work schedule which requires using the equipment listed above for fifty percent (50%) or more of his/her time on a quarterly basis, he/she will be statused at the utility premium rate. The premium pay will be paid in one (1)-hour increments when performing these tasks.

*Whenever a Custodial Host/Hostess is operating a Genie Lift or Scissor Lift, the Company will make available a trained Custodial Host/Hostess in the immediate area. The additional Custodial Host/Hostess may perform other Custodial functions in the immediate area.

Custodial Coordinators

Eligible Custodial Coordinators will receive the premium pay in the following situations:

17. The Custodial Coordinator operates the equipment or performs the tasks; or,
18. The Custodial Coordinator is coordinating the efforts of the Custodial Host/Hostess who operates the equipment or performs the tasks, provided that the Coordinator is trained and qualified to operate the equipment or perform the task.

1 **Third (3rd) Shift Differential Pay for Custodial H/Hs**

2
3 In addition to the Night Shift Differential of sixty cents (\$.60) per hour reflected in Article 12, Section 3, third
4 shift Custodial H/H will receive forty cents (\$.40) per hour third shift differential increase.
5

6 **Custodial Miscellaneous**

7
8 A hose person will not be required to pull a hose longer than 175 feet (including a 25-foot drop length) without
9 assistance to move the hose.

10
11 When Custodial overtime is available within a scheduling pool it shall be offered in the following order:
12 Custodial H/Hs within a scheduling pool first; Custodial H/Hs outside a scheduling pool, but in the same profit
13 center, second; employees from different job classifications third.
14

15 Custodial H/Hs working on the third shift (formally known as graveyard) shall exercise their scheduling
16 seniority through line schedule picks. These picks shall be held at least twice per year and a Shop Steward will
17 be present.
18

19 Custodial H/Hs who begin working night shift differential hours and are required thereafter to attend mandatory
20 classes will be paid at the third shift differential rate for all hours in attendance at the class.
21

22 The Company will pay for the initial cost of a Type A, B, or C driver's license and endorsements for Custodial
23 H/Hs who are required to obtain one to perform their job functions. Custodial H/Hs will be responsible for any
24 costs associated with the renewal of these types of licenses.
25

26 All Custodial job assignments (details) will be distributed as equitably as reasonably practical.
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28 **Window Washers**

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30 Window washing is a utility function defined as cleaning windows at various heights, utilizing typical
31 professional window washing tools which may include, but not limited to squeegee, scrub wand and brush.
32 Spray bottle cleaning of glass or mirror surfaces is not considered window washing utility work.
33

34 **Implementation of Standards for Driver's License Violations**

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36 The parties recognize the Company's obligation to provide a safe means of transportation to its guests, and
37 agree that it is the responsibility of each individual driver to notify Management immediately, and prior to the
38 start of his/her next shift, of being convicted of any traffic violations (other than a parking ticket). It is also
39 understood that it is the individual driver's responsibility to notify Management immediately and prior to the
40 start of his/her next shift, or prior to the end of the business day following the day an employee receives
41 notification of suspension, revocation, cancellation, lost privilege, or disqualification of his/her license,
42 whichever is sooner. Under no circumstances is an employee allowed to drive a Company vehicle under a
43 suspended or revoked license. Failure to notify Management will result in discipline not excluding termination
44 with the understanding that Cast Members will be provided the appropriate language translator, as needed
45 and have Cast Members sign acknowledgement.
46

47 **Custodial Incident/Accident Policy**

48
49 The parties recognize the Company's obligation to provide a safe means of transportation to its employees
50 and/or Guests and agree that all accidents or occurrences must be investigated and disciplined on an
51 individual basis. In those cases where the employee demonstrated negligence, disregard for safety
52 procedures, or other unacceptable behaviors, the Company may require immediate transfer or termination.
53 In those cases which do not require such action, the Company will utilize the following accident policy:

- 54 1. An incident is defined as contact made while operating any Company motorized vehicle, including pargos,
55 resulting in total damages between \$1 - \$1,000. An incident will result in a one (1) point reprimand.
- 56 2. An accident is defined as contact made with an object that results in total damages in excess of \$1,000.
57 An accident will result in a two (2) point reprimand.

- 1 3. In no case do the above two (2) provisions apply if injuries are involved. These situations will be reviewed
2 on a case-by-case basis and discipline may be elevated.
- 3 4. Four (4) points within a rolling twenty-four (24) month period will result in the employee's permanent
4 removal from a driving position. The twenty-four (24) month period is defined as a continuous work period
5 specifically excluding any leave of absence.
- 6 5. An accident involving damage in excess of \$10,000 may result in termination or permanent involuntary
7 transfer to a non-driving role.
- 8 6. All damage estimates will be assessed by WDW Engineering Services.

9 10 **ATTRACTIONS**

11 Any employee who is out of an Attraction for six (6) months or more shall go through the appropriate re-
12 certification process upon his/her return. It will be at Management's discretion to determine if additional
13 training is needed.

14 Riverboat employees working in the Steam position (boiler only) will receive a thirty cents (\$.30) premium for
15 actual hours worked specifically for working the Steam position.

16 Steam train employees working in the Fireman and Engineer positions only will receive a thirty cents (\$.30)
17 premium for actual hours worked.

18 The base rate for employees stasured to Kilimanjaro Safaris will be one-dollar (\$1.00) over the comparable
19 Attractions Host rate. Employees not stasured to Kilimanjaro Safaris will receive a one-dollar (\$1.00) premium
20 for hours worked at that attraction.

21 22 **Cirque du Soleil (Dark Days)**

23 The following provisions are subject to Walt Disney World Co. business need, as well as Management's
24 discretion:

- 25 1. Authorized Days Off (ADOs) may be granted, at Management's discretion, based on business needs.
- 26 2. If there is work available within the Company during Cirque du Soleil "dark days," a WDW Host/
27 Hostess stasured to Cirque du Soleil may be deployed to work in another location during this time
28 period, per Article 16 of the Service Trades Council Union Bargaining Agreement.

29 30 31 32 **Attractions Incident/Accident Policy**

33 The parties recognize the Company's obligation to provide a safe means of transportation to its employees
34 and/or guests and agree that all accidents or occurrences must be investigated and disciplined on an
35 individual basis. In those cases where the employee demonstrated negligence, disregard for safety
36 procedures, or other unacceptable behaviors, the Company may require immediate transfer or termination.

37 In those cases which do not require such action, the Company will utilize the following accident policy:

- 38 1. An incident is defined as contact made while operating any motorized Company vehicle, including
39 pargos, resulting in total damages between \$1 - \$1,000. An incident will result in a one (1) point
40 reprimand.
 - 41 2. An accident is defined as contact with an object that results in total damages in excess of \$1,000. An
42 accident will result in a two (2) point reprimand.
 - 43 3. In no case do the above two (2) provisions apply if injuries are involved. These situations will be
44 reviewed on a case-by-case basis and may be elevated.
 - 45 4. Four (4) points within a rolling twenty-four (24) month period will result in the employee's permanent
46 removal from a driving position. The twenty-four (24) month period is defined as a continuous work
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1 period specifically excluding any leave of absence.

2 5. An accident involving damage in excess of \$10,000 may result in termination or permanent involuntary
3 transfer to a non-driving role.

4 6. All damage estimates will be assessed by WDW Engineering Services.

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6 **Bidding Process**

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8 A Shop Steward will be present at UNITE HERE! Local 362 Attractions bids.

9
10 A weekly copy of the posted schedule will be made available to the designated Shop Steward.

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13 **AUTO PLAZA CASH HANDLING/PROCEDURAL ERRORS DISCIPLINE MATRIX**

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15 **Auto Plaza Ticket Sellers**

16
17 **Transfers and New Hire Training Period**

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19 No discipline for Cash Handling or Procedural errors will be issued during an Auto Plaza WDW H/H first
20 thirty (30) work days.

21
22 **Cash Handling and Procedural Error Discipline**

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24 1. General: Discipline issued for Cash Handling or Procedural Errors will be covered under the Disciplinary
25 Point System as outlined in Article 18, Section 5, of the Service Trades Council Union Agreement. In no
26 event will Auto Plaza WDW H/H receive discipline for both Cash Handling and Procedural Errors for the
27 same violation.

28
29 The Company reserves the right to discipline outside this Guideline when just cause exists.

30 2. Cash Handling: An overage or shortage in cash and/or tickets that is the result of an errant transaction
31 or a procedural error and that results in a financial loss to the Company shall be subject to the Cash
32 Handling Guideline below:

33 **Cash Handling Guideline**

Revenue	1/2 Mark*	1 Mark	1 1/2 Marks	2 Marks	3 Marks
\$00.01 - \$2,999	\$10.01 - \$12.99	\$13.00 - \$19.99	\$20.00 - \$26.99	\$27.00 - \$37.99	\$38.00 - \$110.00
\$3,000 - \$5,999	\$10.01 - \$19.99	\$20.00 - \$26.99	\$27.00 - \$37.99	\$38.00 - \$62.99	\$63.00 - \$110.00
\$6,000+	\$10.01- \$26.99	\$27.00 - \$37.99	\$38.00 - \$62.99	\$63.00 - \$74.99	\$75.00 - \$110.00

34 * Based on the current price of \$10.00 + .01 cents for an Automobile Parking Ticket

35 Over & Short Variances that result in the accumulation of:

- 36 • 3 marks in 30 days = 1 point Job Performance reprimand
- 37 • 6 marks in 90 days = 1 point Job Performance reprimand
- 38 • 9 marks in 180 days = 1 point Job Performance reprimand
- 39 • 12 marks in 365 days = 1 point Job Performance reprimand

40 If the current pricing for Automobile Parking Ticket changes during the term of this agreement, the
41 Company will make appropriate changes to the Auto Plaza Cash Handling/Procedural Errors Discipline
42 Matrix as deemed appropriate.

43
44 Over & Short variances of more than \$110.00 will result in a two (2) point Job Performance
45 Reprimand. Leaving money unattended and/or unlocked will result in a Job Performance Reprimand.
46 Lost keys and/or failure to drop keys will result in a Job Performance Reprimand. Allowing another

1 Cast Member to access your sign in code will result in a Job Performance Reprimand. Upon reaching
2 the second (2nd) disciplinary point, re-training will be offered. Upon reaching the third (3rd) disciplinary
3 point and/or fourth (4th) disciplinary point, the Cast Member will have the option of removing
4 themselves from all cash handling roles through Casting. Should the Cast Member decide to remain
5 in a cash handling position and reach a fifth (5th) point, the Cast Member will be involuntarily
6 terminated.

7 8 3. Procedural Errors

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10 The following Procedural Errors may result in one (1) mark for each occurrence.

- 11 (a) Incomplete paperwork (if unable to print a final deposit slip due to system problems, a manual
12 deposit slip must be used).
- 13 (b) No back up for exchange/comp ticket usage when a voucher is involved.
- 14 (c) Not notifying supervision before leaving if more than thirty dollars (\$30) over/short.
- 15 (d) Not submitting the correct paperwork to the appropriate audit areas.
- 16 (e) Using the wrong ticket for a voucher.
- 17 (f) Not securing all forms of payments in appropriate envelopes and/or bags.
- 18 (g) Dropping bank with final deposit.
- 19 (h) Losing voucher/exchange coupons.

20 **Ticketing**

21 Discipline as a result of overage/shortage will be presented and discussed with the employee within fifteen
22 (15) calendar days after the date of the violation, unless prevented by the absence of the employee or
23 extenuating circumstances beyond the control of the Company.

24 Cash Handling and Procedural Error discipline shall each be handled separately under its individual discipline
25 system as long as any Procedural Error that results in a monetary loss to the Guests or the Company is
26 documented in the Cash Handling matrix.

27 When assigned to a Guest Services location, WDW Host/Hostesses at Blizzard Beach and Typhoon Lagoon
28 will receive premium pay of thirty cents (\$.30) per hour for all hours worked performing Guest Services duties.
29 WDW Host/Hostesses at Cirque du Soleil, Disney Quest and Disney's Wide World of Sports Box offices will
30 receive premium pay of thirty cents (\$.30) per hour for all hours worked performing Guest Services duties.
31 Guest Services duties include, but are not limited to, ticket sales, ticket refunds, ticket upgrades, ATS
32 transactions, vouchers, and dining reservations. The Guest Services premium will not apply to locations other
33 than those stated above.

34 **DISNEYQUEST, DOWNTOWN DISNEY, DISNEY'S WIDE WORLD OF SPORTS AND WATER PARKS** 35 **TICKET SELLER CASH HANDLING/PROCEDURAL ERRORS**

36 37 **Discipline System**

38 39 **Ticket Sellers**

40 41 A. Transfers and New Hire Training Period

42 No discipline for cash handling or procedural errors will be issued during a Ticket Sellers first thirty (30)
43 working days as a Ticket Seller.

44 45 B. Cash Handling and Procedural Error Discipline

- 46 (1) General: Discipline issued for cash handling or procedural errors will be covered under the
47 general five (5) point disciplinary system. In no event will Ticket Sellers receive discipline for
48 both cash handling and procedural errors for the same mistake.

49

- (2) Cash Handling: An overage or shortage in cash and/or tickets that is the result of an errant transaction or a procedural error that results in a financial loss to the company shall be subject to the guideline below.

Revenue			1/2 Mark			1 Mark			2 Marks	
\$0.01	to	\$99,999.00	\$10.00	to	\$45.68	\$45.69	to	\$159.89	\$159.90	and up+

Over & Short variances that result in the accumulation of:

- 3 marks in 30 days = 1 point reprimand
- 6 marks in 90 days = 1 point reprimand
- 9 marks in 180 days = 1 point reprimand
- 12 marks in 365 days = 1 point reprimand

Upon reaching the second (2nd) point, retraining will be offered. Upon reaching the third (3rd) point and/or fourth (4th) point, the Cast Member will have the option of removing themselves from cash handling through Internal Casting. Should the Cast Member decide to remain in a cash handling position and reach the fifth (5th) point, the Cast Member will be involuntary terminated.

The procedural errors listed below that result in a financial loss to the company will be treated as cash handling errors and shall have marks assessed based upon the cash handling guidelines below.

1. Losing vouchers
2. Losing an over-ring envelope
3. Failing to call a specific resort front desk to post resort room charge credits
 - Over & Short variances of \$200.00 or more will result in a two (2) point cash handling reprimand.
 - Employees will be informed in all instances when they are issued marks even when the marks do not result in discipline.
 - The Company reserves the right to discipline outside these guidelines when just cause exists.

VACATION PLANNERS

A. Cast Member Transfers and New Hires

1. Transfers - There will be a ninety (90) calendar day qualifying period beginning the effective date of transfer. During this specified time period, if the Company deems a Cast Member's performance is unsatisfactory and/or the Cast Member no longer desires the Vacation Planner role, the employee will returned to his/her prior job classification and location and the employee shall be immediately eligible to transfer again.
2. New Hires are subject to a ninety (90) day probationary period according to STCU Article 13, Section 5(a)1.

B. Cash Handling, Business Rule, and Operating Guidelines Discipline

Cash Handling discipline and Operating Guideline discipline will be issued in two (2) separate systems.

1. **Cash Handling:** An overage or shortage in cash and/or tickets that is the result of an errant transaction or a Business Rule error and that results in a financial loss to the Company or Guest shall be subject to the matrix below:

OVER AND SHORT CASH HANDLING MATRIX		
1/2 MARK	1 MARK	2 MARKS
\$10.00 - \$71.36*	\$71.37** - \$262.00***	\$262.01+****

* or equal to the price of a one (1) day adult base ticket when referenced

** or equal to the price of a one (1) day adult base ticket, plus one (1) cent, when referenced

1 *** or equal to an average transaction, as defined by two (2) adult and two (2) child one (1) day
2 base tickets when referenced
3 **** or equal to an average transaction, as defined by two (2) adult and two (2) child one (1) day
4 base tickets when referenced, plus one (1) cent
5

6 No discipline for Cash Handling will be issued during a Vacation Planner's first thirty (30) calendar
7 days commencing from the day that training is completed.

8 Over and Short variances and/or Operating Guideline Errors as outlined in Section 3(b) below will
9 result in a one (1)-Point Reprimand based on the following accumulation of Marks:

- 10 I. Three (3) Marks in 30 calendar days
11 II. Six (6) Marks in 90 calendar days
12 III. Nine (9) Marks in 180 calendar days
13 IV. Twelve (12) Marks in 365 calendar days

14 Reprimands shall be issued according to STCU Article 18, Section 5 (b).
15

16 At the employee's request, an employee shall be placed in a non-cash handling position after
17 receiving a third reprimand for cash handling, provided non-cash handling positions are available and
18 the individual meets all applicable transfer guidelines other than cash handling.
19

20 2. Business Rules:

21 Business Rules will be presented during Vacation Planner training. A new hire or Cast Member
22 transferred into a Vacation Planner role shall not be subject to Business Rule discipline for thirty (30)
23 calendar days commencing from the day that training is completed.
24

25 Business Rule errors are defined as:
26

- 27 (a) A transactional error that does not result in a financial loss to the Company or a Guest. Under this
28 situation, Vacation Planners will receive documented retraining.
29 (b) A transactional error that does result in financial loss to the Company or a Guest. Under this
30 situation, Vacation Planners will be subject to discipline based on the Over and Short Cash
31 Handling Matrix as established in Section B-1 of this Addendum.
32

33 3. Operating Guideline Errors

34 (a) The following Operating Guideline errors shall result in a one (1) point reprimand, provided there is
35 no financial loss to the Company and/or a Guest:

- 36 1. Leaving money unattended and/or unlocked (in those areas where the Company provides
37 secure drawers or work areas).
38 2. Lost keys or failure to return keys to the key system.
39 3. Providing another Vacation Planner access to and/or use of a Vacation Planner's confidential
40 sign-in code.
41 4. Carrying money unescorted.
42 5. Issuing compensation, comp tickets, or performing any transaction other than a straight sale
43 for a family member, relative or friend. All transactions, other than straight ticket sales must
44 be approved and performed by a GSM who is not a family member, relative, or friend of the
45 guest.

46 (b) The following Operating Guideline errors shall result in two (2) marks, regardless of financial loss
47 to the Company and/or a Guest:
48

- 49 1. Failure to log out of the ATS system.
50 2. Working out of an incorrect or unauthorized fund.
51

52 (c) Violation of Operating Guidelines (OGs) may result in disciplinary action up to and including
53 termination, in accordance to STCU Article 18.
54

1
2 C. Opening and Closing
3

4 Vacation Planners will be given time to open and close their windows. This time shall be exclusive of an
5 employee's walk-time, where applicable.
6

7 D. Training
8

9 No Vacation Planner will be required to perform transactions for which he/she has not been trained. When
10 Business Rule changes are made, Vacation Planners will not be reprimanded for failing to perform these
11 new procedures correctly until the procedure has been in place for thirty (30) calendar days. All new
12 business rules will reviewed by the Labor/Management Committee.
13

14 Vacation Planners who have not performed the role for more than thirty (30) calendar days shall have the
15 option of receiving eight (8) hours in-booth re-training before being returned to active Vacation Planning.
16

17 E. Vacation Planner Rewards Program
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19 Vacation Planners may receive up to three (3) quality assurance observations per fiscal month.
20 Management will complete the quality assurance observations by directly observing Guest transactions.
21

22 Stated Vacation Planning Coordinators must work a minimum of four (4) shifts as a Vacation Planner
23 per fiscal month to be eligible for Rewards, however they will not be held accountable for the Sales
24 Performance Accountability Guidelines.
25

26 1. Monthly Rewards
27

28 Vacation Planners shall select a reward that corresponds to the level in which they qualify for at the
29 end of each month.
30

31 The number of Vacation Planners that qualify per level will not be limited. If the Vacation Planner
32 exceeds the minimum threshold, they shall select a reward within the level that they achieved for that
33 month (rewards will not roll over on a monthly basis).
34

35	Level 1	> 140% of goal
36	Level 2	120% - 139% of goal
37	Level 3	110% - 119% of goal
38	Level 4	100% - 109% of goal
39	Level 5	90% - 99% of goal
40	No Reward	< 90% of goal

41
42 Level 1 and 2 Vacation Planners will be able to select from their monthly level or multiple rewards from
43 lower levels as noted below:
44

45 Level 1
46 Select one item from level one or select three items total from levels 2 – 5 (one item from each level)
47

48 Level 2
49 Select one item from level two or select two items total from levels 3 – 5 (one item in each level)
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51 Level 3
52 Select one item from level three
53

54 Level 4
55 Select one item from level four
56

57 Level 5
58 Select one item from level five
59

60 2. Quarterly Rewards

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2 To be eligible, Vacation Planners must average level one, two, or three as well as be free from
3 attendance, clocking, cash handling, operating guideline and business rule error discipline in that
4 quarter in order to be eligible within the current fiscal quarter. They also must average a passing
5 score of 75% on the Quality Assurance Observations.
6

7 Rewards Level 1
8 Level 1 average > 140% of goal
9

10 Rewards Level 2
11 Level 2 average 120% - 139% of goal
12 Level 3 average 110% - 119% of goal
13

14 3. Sales Performance Accountability Guidelines
15

16 Sales performance accountability guidelines will begin after thirty (30) calendar days from the
17 completion of Vacation Planning training. Sales performance will be addressed as follows:
18

- 19 • Level 6 performance for two (2) months within a twelve (12) month rolling period will receive
20 documented focused observations and coaching.
- 21 • Level 6 performance for three (3) months in a twelve (12) month rolling period will receive targeted
22 retraining from their home room leader focused on Sales, Systems, or Product Knowledge.
- 23 • Level 6 performance for four (4) months in a twelve (12) month rolling period will receive an
24 Individual Retraining Plan that is personalized training with a trainer focused on that Cast
25 Members specific need. Cast will also be given the opportunity to voluntarily pursue a transfer to a
26 non-Vacation Planning role.
- 27 • Level 6 performance for five (5) months in a twelve (12) month rolling period will be required to
28 transfer to a non-Vacation Planning role.

29
30 F. Group Sales
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32 Group Sales positions shall be posted for bid at schedule selections.
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34 Group Sales Cast will receive premium pay of fifty cents (\$.50) per hour for all hours worked while
35 performing Group Sales duties.
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37 Group Sales Cast are ineligible for Vacation Planning Reward.

