

AGREEMENT BETWEEN
WALT DISNEY PARKS AND RESORTS U.S.
AND
THE SERVICE TRADES
COUNCIL UNION
(CASUAL REGULAR)

EFFECTIVE OCTOBER 3, 2010
THROUGH MARCH 29, 2014

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

ARTICLE 1 – PREAMBLE

THIS AGREEMENT entered into this 3rd day of October 2010, by and between Walt Disney Parks and Resorts U.S., 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 requires 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 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 Pop Century Resort; Disney's Art of Animation; Disney's Yacht Club Resort; Downtown Disney and Leased Retail Operations; Typhoon Lagoon; Disney's Wilderness Lodge; Disney's All-Star Resorts; Disney's Boardwalk Resort; ESPN Wide World of Sports; Disney's Coronado Springs Resort; Disney's Animal Kingdom; Disney's Animal Kingdom Lodge; Disney's Blizzard Beach; Disney's Hollywood Studios; Textile Services; WDW Golf Operations; the Main Entrance Complex; Fort Wilderness; Tri-Circle D Ranch; Mickey's Retreat recreation facilities; Bay Lake and Seven Seas Lagoon; Epcot; 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 at any one time more than a total of sixty (60) in number for all Agreements between the Company and the Union, 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. 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

1 to the Company, or in the alternative, provide the Company with the distribution list and
2 letters for distribution. If the Union notifies the Company the mail option is elected, the
3 Company will furnish the addresses of non-members. Supervision will neither
4 encourage nor discourage employees from electing to meet with the Union.
5

- 6 2. The letter will not be disparaging to the Company and will clearly indicate that the
7 employee has the option to meet or not meet with the Union.
8
- 9 3. The Company will schedule one-on-ones for employees who return a signed letter to the
10 Union indicating the desire to meet with the Union.
11
- 12 4. Meetings will be conducted on Company time on a mutually convenient schedule. The
13 location of the meeting site will vary from area to area. Contact should be out of the
14 guest area, but reasonably accessible to the work location. Supervision and other
15 employees should remain away from the meeting area to afford as much privacy as
16 possible.
17
- 18 5. Meetings should be kept to a reasonable limit (5-10 minutes), and Supervision shall be
19 responsible for monitoring this time.
20
- 21 6. Contacts under this Section will be limited to one meeting per employee.
22

23 **SECTION 4. SHOP STEWARD OR ALTERNATE**

- 24 (a) The Union shall have the right to designate Shop Stewards in an amount mutually agreed
25 upon by the parties. The number of Shop Stewards may be changed by mutual agreement
26 of the parties. The local Union shall, in writing, notify the Labor Relations office of the
27 Company as to the identity of the designated Shop Steward. The Shop Steward shall have
28 the right to receive, but not to promote, complaints or differences and to discuss and assist
29 in the adjustment of the same with the appropriate supervisor on Company property without
30 loss of pay during his/her regular working hours. The Company will not discriminate against
31 the Shop Steward in the proper performance of his/her Union duties provided that such
32 duties do not unreasonably interfere with his/her regular work or with the work of other
33 employees and he/she shall not leave his/her work station without first notifying his/her
34 appropriate Supervisor as to his/her intent, the reason therefore, where he/she can be
35 reached and the estimated time he/she will be gone.
36
- 37 (b) Where the complaint or difference involves more than one (1) employee, it must be
38 presented to Management by the Shop Steward and one (1) employee for the employees
39 involved unless presented outside of regular working hours, or unless the Division Head
40 involved gives permission for other additional employees to attend such presentation.
41
- 42 (c) The Company agrees to notify the affiliated Union in the event a Shop Steward is transferred
43 to a different work area/location. In the event of discharge of a Shop Steward, the Company
44 will notify the Union Office in advance of the termination. Failure of the Union to provide the
45 Company with an up-to-date listing of Stewards will relieve the Company's obligation of
46 notification to the Stewards as provided in this Section 4.
47
- 48 (d) A Shop Steward or Alternate will accompany representatives of Management whenever
49 locker inspection(s) are made.
50
- 51 (e) The Steward shall promote harmonious relations between the Company and employees. All
52 new employee trainer checklists will include a notation regarding the
53 introduction/identification of the Shop Steward for the new employee by the Trainer.
54

55 **SECTION 5. CHECK-OFF**

56 The Company agrees to withhold from the wages on each payroll week uniform weekly
57 membership dues, initiation fees and/or service charges for each employee who signs and submits an
58 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, statused 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, address, and e-mail address, if available to the Company. 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 employees' 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. The Payroll Week may be changed once during the term of this Agreement, by the Company giving (2) weeks' notice to the Union, so long as it starts on a Sunday or Saturday with no more than an eight (8) hour change from midnight on Sunday.

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) 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. The Payroll Day may be changed once during the term of this agreement, by the Company giving two (2) weeks' notice to the Union, so long as there is no more than an eight (8) hour change from midnight.

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 2010 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 2010 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), Jury Duty and Company initiated 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), Jury Duty and Company initiated 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 (1 ½).

- (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

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

In addition to the designated dates above, Casual Regular employees with two (2) years of continuous service, who work on the following holidays will be paid at time and one half for all hours worked up to fourteen (14) hours:

- Martin Luther King Jr. Day (Effective January 1, 2012)
- Labor 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 (\$7.80 - \$12.83); 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 Labor-Management Scheduling Meeting 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.

1 **SECTION 7. COORDINATORS**

- 2
- 3 a) Coordinators may be designated by the Company in any of the classifications set forth in
- 4 Addendum A and will be paid a one dollar (\$1.00) per hour premium for all actual hours
- 5 worked as a Coordinator. Effective October 2, 2011, the premium will increase to one dollar
- 6 and twenty-five cents (\$1.25) per hour for all actual hours worked as a Coordinator. Effective
- 7 September 30, 2012 the premium will increase to one dollar and fifty cents (\$1.50) per hour
- 8 for all actual hours worked as a Coordinator.
- 9
- 10 b) Coordinators are responsible for providing leadership and direction to employees in the
- 11 group, operation or function and may perform the same duties as other employees. Duties
- 12 shall include, but are not limited to, promoting teamwork and assisting the location team in
- 13 meeting quality and quantity standards. Coordinators have no authority to make personnel
- 14 decisions such as hiring, terminations, transfers, promotions or disciplinary action.
- 15

16 **SECTION 8. TRAINERS**

17 Trainers may be designated by the Company in any of the classifications set forth in Addendum

18 A. Trainers will be paid a one dollar (\$1.00) per hour premium for all actual training hours.

19

20

21 **ARTICLE 13 - SENIORITY AND WORK STATUS**

22

23 **SECTION 1. DEFINITION OF SENIORITY**

24 Seniority is defined as the period of continuous service as a Casual Regular employee working in

25 a job classification covered in Addendum A of this Agreement.

26

27 **SECTION 2. PRINCIPLES OF SENIORITY**

28 The principles of seniority as defined in this agreement shall be observed on layoffs, recalls,

29 establishing work schedules by department, location or scheduling pool, promotion and transfers as

30 defined in specific Articles of the Agreement.

31

32 **SECTION 3. DISPUTE ON SENIORITY SUBJECT TO GRIEVANCE PROCEDURE**

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

34 Procedure.

35

36 **SECTION 4. TERMINATION OF SENIORITY**

37 Seniority and the employment relationship shall terminate when an employee:

- 38 (a) Resigns.
- 39
- 40 (b) Is discharged for just cause.
- 41

42 **SECTION 5. WORK STATUS AND UTILIZATION OF CASUAL REGULAR EMPLOYEES**

43 (a) Casual Regular Employees. Employees will be considered casual if they customarily work

44 less than twenty-five (25) hours per week on an ongoing basis, or who customarily work

45 twenty-five (25) hours per week or more but less than seven (7) months per year. The

46 aforementioned definition is subject to any and all changes subsequently negotiated in the

47 Full Time **2010** Service Trades Council Union agreement.

48

49 (b) Probationary Employee. All new Casual Regular employees shall be considered

50 probationary employees for a period of ninety (90) calendar days. Where a newly hired

51 employee is transferred into a new job classification or to a new location within the first

52 ninety (90) days, the employee shall serve an additional ninety (90) day probationary period

53 in the new job/location. The Company reserves the right to terminate their employment for

54 any reason until they have completed any such probationary period. However, probationary

55 employees shall be entitled to utilize the Grievance Procedure to grieve any matter which

56 could be grieved by any other employee except termination within the probationary period.

57

- (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 one hundred eighty (180) days from date of termination.

SECTION 8. TRANSFER TO FULL TIME STCU

- (a) Employees transferring to a Full Time STCU status in a different job classification shall be placed upon a forty-five (45) day qualifying period. If the Company determines during the forty-five (45) 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, CR status, and location.
- (b) Employees who are involuntarily returned to a CR status within the forty-five (45) day qualifying period shall retain their previous CR seniority date. Employees who voluntarily return to a CR status within the forty-five (45) day qualifying period, shall return with a new seniority date effective the date of their return to a CR position.

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. Employee'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. Skills 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. Employee'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 statused 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 their 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. LANGUAGE ASSISTANCE

In any formal questioning by the Company that could lead to disciplinary action, at the request of the employee, language assistance shall be provided by a bargaining unit employee (who may or may not be a Shop Steward), another non-supervisory employee, or a third party provider. Any delay in interviewing or effectuating discipline as a result of the need for such language assistance shall not affect the timeliness of any grievance or discipline.

SECTION 5. 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 6 (b) below; or
 4. Termination in accordance with Section 7 below.
- (b) 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.
- (c) 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.
- (d) 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.

1 **SECTION 6. DISCIPLINE**

2 Discipline must be for just cause. In administering discipline, the Company will make its
3 determination based on the factors in Section 1.
4

5 (a) Reprimands

6 Reprimands will be issued in writing on a specific subject or subjects and will be signed by
7 the Supervisor who will present it and discuss it with the employee. Reprimands will be
8 presented and discussed within fifteen (15) calendar days after the occurrence, or within
9 fifteen (15) days after the immediate supervisor has had a reasonable opportunity to become
10 aware of and complete an investigation of the occurrence, whichever is later, unless
11 prevented by the absence of the employee (e.g. the employee called in/sick, was not
12 scheduled to work, worked outside of their statused location or extenuating circumstances
13 beyond the control of the Company). These time limits shall not apply to discipline based on
14 attendance, clocking or discipline as a result of a Company Equal Employment Opportunity
15 and Harassment Policy investigation. An employee will sign the reprimand, not in admission
16 of the offense, but in acknowledgment that a copy of the reprimand has been received by the
17 employee. The Company shall make copies of written reprimands available to the Union.
18 Reprimands, other than absenteeism/tardiness and clock-in/clock-out, shall be recorded and
19 effective on the date the incident occurred.
20

21 (b) Disciplinary Point System

- 22 1. Reprimands may count as one (1) or two (2) disciplinary points, such determination shall
23 be based upon a fact-specific evaluation of the disciplinary incident.
24
25 2. Any combination of five (5) disciplinary points within the preceding twelve (12) months
26 shall result in the employee's termination.
27
28 3. It is specifically understood by the parties that the disciplinary point system is not
29 restricted to same or similar offenses but may include different offenses on a cumulative
30 basis.
31
32 4. Absenteeism/Tardiness discipline and Clock In/Out discipline are specifically excluded
33 from the disciplinary point system defined in this section. Refer to Sections 7 and 8.
34
35 5. An employee may be suspended without pay for a period of two (2) weeks in lieu of
36 termination. The parties recognize, however, that the use of a suspension is not a
37 mandatory component of the disciplinary progression.
38

- 39 (c) The Company will electronically provide a list of all employees discharged and the reasons
40 for such discharge to the appropriate affiliate Unions on a monthly basis.
41

42 **SECTION 7. DISCHARGE**

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

- 44 (a) Insulting, arguing, being discourteous or using profane language in the presence of a guest;
45 (b) Fighting at Walt Disney World Resort, regardless of who provokes it, may result in automatic
46 termination for both parties involved;
47 (c) Falsification of records, such as medical forms, time cards or employment applications;
48 (d) Using, being in possession of, or being under the influence of narcotics, intoxicants, drugs or
49 hallucinatory agents during working hours or reporting for work under such conditions;
50 (e) Conviction, plea of guilty, plea of no contest, or acceptance of pre-trial diversion, or other
51 similar resolution to a felony or serious misdemeanor, such as but not limited to child abuse,
52 lewd and lascivious behavior or sale/distribution of controlled substances;
53 (f) Violation of operating rules and procedures which may result in damage to Company
54 property or in bodily injury to fellow employees or guests;
55 (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 8. 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:

- Work incurred injuries;
- Release of shift for medical reasons;
- 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 9. 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

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

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.

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 2010 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 2010 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.
- (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.

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.

- (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 Labor Relations Executive or their designee 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.

1
2
3 **SECTION 3. LAUNDRY AND CLEANING OF CLOTHING PAID BY COMPANY**

4 Cleaning or laundering the clothing furnished under this Article shall be provided by the
5 Company. Such clothing and other equipment will at all times remain the property of the Company and
6 the employee who is issued any of these items will be fully responsible for seeing that they are properly
7 cared for. Employees who voluntarily take and clean their costumes at home will be responsible for the
8 cost thereof.
9

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

12 Each employee will be required to sign an authorization for the Company to deduct from wages
13 the amount of money necessary to replace the employee's company-furnished uniform in the event the
14 uniform is not returned when required, or is defaced or is willfully damaged. An unreturned or lost locker
15 key will result in a wage deduction in the amount necessary to replace the lock on an employee's locker.
16 An employee who willfully defaces, destroys or misuses a company-furnished uniform is subject to
17 disciplinary action, including dismissal.
18

19 **SECTION 5. PERSONAL APPEARANCE RULES SET FORTH IN WRITING**

20 It is recognized that the Company may make and enforce rules relating to the personal
21 appearance which must be set forth in writing and must be reviewed with the Union prior to
22 implementation. In situations where an employee exceeds the size limitations of the costume of his/her
23 current job classification, the Company will make reasonable efforts to transfer such employee.
24

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

27 Company-furnished clothing is not to be worn off the Walt Disney World Resort premises outside
28 of employee's working hours without permission from management.
29

30 **SECTION 7. UNION INSIGNIA**

31 Employees will be permitted to wear a single pin, mutually agreed upon by the Company and
32 Union, supporting the Service Trades Council Union in non-public areas of the Walt Disney World Resort
33 provided that the pin is no larger than a quarter in size. Employees must remove the pin for scheduled
34 tours in such areas.
35
36

37 **ARTICLE 19 - SAFETY AND HEALTH**
38

39 **SECTION 1. COMPANY RESPONSIBILITY**

40 The Company will continue to make reasonable provisions for the safety and health of its
41 employees during the hours of their employment. The Company agrees that it will furnish and maintain
42 sanitary toilet facilities, washrooms, lockers and changing quarters for all employees covered by this
43 Agreement.
44

45 **SECTION 2. EMPLOYEE RESPONSIBILITY**

46 All employees shall obey the Company's safety and health rules.
47

48 **SECTION 3. COMPANY - UNION COOPERATION**

- 49 (a) The Company and the Union shall cooperate to further the goal of maintaining safe and
50 sanitary working conditions. The Company may hold safety meetings with required
51 attendance by every employee covered by this Agreement, on work time, as a means of
52 improving safety and educating employees in safe practices. A Union Representative may
53 attend such meetings.
54
55 (b) The Company and the Union recognize the importance of a safe and violence free work
56 environment. In this regard, both parties agree to work cooperatively to prevent and address
57 potential work place violence issues.

1
2
3 **SECTION 4. EXAMINATIONS**

- 4 (a) The Company and the Union acknowledge that the provisions of the Americans with
5 Disabilities Act, as well as parallel state legislation, apply to employees working under this
6 Agreement. In this regard, the Company and the Union commit to meet to resolve potential
7 conflicts between the Americans with Disabilities Act and the Agreement.
8
9 (b) Applicants for employment with the Company may be required to undertake a post-offer,
10 conditional-employment medical examination. Examinations will be conducted by a licensed
11 physician designated and paid for by the Company.
12
13 (c) Employees may be required by the Company to submit to a medical or psychological
14 examination at the Company's expense in the following situations:
15
16 1. When the Company needs to determine whether an employee is able to perform the
17 essential functions of a position with or without accommodation and/or whether the
18 employee can perform the essential functions of a position, with or without reasonable
19 accommodation, without directly threatening his/her health or safety or that of others;
20
21 2. When the Company concludes that it must determine whether reasonable
22 accommodation is required or where an employee has requested accommodation,
23 including the nature and extent of such accommodation;
24
25 3. When the Company concludes it must acquire medical advice to determine whether a
26 local, state or federal health or safety standard can be satisfied;
27
28 4. When the Company is obligated by law to assess, monitor and/or maintain a record of
29 an employee's health status.
30
31 (d) Pursuant to Section 2 above, the Company reserves the right to require an employee to
32 undergo an examination by a licensed physician or certified health care provider designated
33 by the Company at the Company's request. If the employee disagrees with the medical
34 opinion of the Company-designated physician or certified health care provider, the employee
35 may select, at his/her expense, a physician or appropriate certified health care provider to
36 conduct the Company-required medical or psychological examination. The results of that
37 examination must be submitted to the Company-designated physician for concurrence. In
38 the event the two (2) physicians cannot agree, the Company and the employee shall select a
39 third physician from a panel of three (3) physicians supplied by the Company. The cost of
40 the third physician will be paid by the Company.
41
42 (e) Employees whom the Company determines are not able to perform the essential functions of
43 a position, with or without reasonable accommodation, or who pose a direct threat that
44 cannot be reasonably accommodated will be considered to reassignment to vacant positions
45 for which they meet the minimum qualifications. The Company shall not be required to
46 create "light duty" positions for permanently disabled employees. In those instances where
47 reassignment or other reasonable accommodation is not available, the employee may be
48 terminated or placed on an appropriate leave of absence.
49
50 (f) Employees enrolled in the Limited Work Program shall continue to be covered by the
51 provisions of this Agreement.
52
53 (g) An employee's rights to disability, workers' compensation, or other benefits which are
54 administered independently of this Agreement shall be determined exclusively by the plan
55 terms and laws governing those benefits and not by arbitration under this Agreement.
56
57

1 **SECTION 5. IMMINENT DANGER**

2 No employee shall be compelled to perform work or operate equipment that poses an imminent
3 danger to life or serious physical harm to himself/herself.
4

5
6 **ARTICLE 20 - EMERGENCY WORK AND RUNNING REPAIRS**
7 **BY EMPLOYEES**

8
9 **SECTION 1. EMERGENCY WORK**

10 Any employee may be requested to perform emergency work, which includes any situation
11 endangering other persons or which might result in property damage.
12

13 **SECTION 2. RUNNING REPAIRS**

14 Running repairs may be performed by operating personnel covered by this Agreement, or by
15 personnel regularly assigned to the department where the need for such repairs occurs. Running repairs
16 are generally defined as minor maintenance repairs or adjustments which can be done without a
17 cessation of normal operations, or where such repairs or adjustments can restore such equipment or unit
18 to operation without an extended shut-down.
19

20
21 **ARTICLE 21 - INTERPRETATION**

22
23 The parties hereto may interpret, alter or amend this Agreement by mutual action in writing, and
24 no individual employee shall have cause to complain therefore, it being understood that any
25 interpretation or arrangement mutually satisfactory to the parties hereto shall be binding upon all
26 individual employees, whether such action be prospective or retroactive.
27

28
29 **ARTICLE 22 - SEVERABILITY**

30
31 It is not the intent of either party hereto to violate any laws or any rulings or regulations of any
32 governmental authority or agency having jurisdiction of the subject matter of this Agreement and the
33 parties hereto agree that in the event any provisions of this Agreement is held or constituted to be void
34 as being in contravention of any such laws, rulings or regulations, nevertheless, the remainder of the
35 Agreement shall remain in full force and effect, unless the parts so found to be void are wholly
36 inseparable from the remaining portion of this Agreement.
37

38
39 **ARTICLE 23 – PAST PRACTICE**

40
41 Any and all pay practices, benefits and work rules enjoyed by the Casual Regular Employees
42 prior to the date of this agreement, unless specifically addressed in this agreement, will remain in effect
43 throughout the duration of this agreement.
44

45
46 **ARTICLE 24 - PENSION**

47
48 Pension for eligible Casual Regular employees will be in accordance with the Company's
49 existing defined benefit Pension Plan with the ratification of the Full Time 2007 Agreement between Walt
50 Disney World Co. and the Service Trades Council Union. Any change or changes in that defined benefit
51 pension plan agreed to in or in connection with that Agreement will automatically be incorporated into
52 this Agreement and will apply to the Casual Regular employees for the duration of the 2007 Casual
53 Regular Agreement. The Company and the Union agree that the Company will in any such event not be
54 obligated to engage in any bargaining over effects, impact or otherwise, over any such change or
55 changes in the defined benefit Pension Plan or over the implementation thereof.
56

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 - 45,749	730.00
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

1 shall apply equally and automatically to employees covered under this Agreement. By way of example,
2 but not limitation, changes in such plan(s) may include termination in accordance with the plan terms,
3 substitution of, or merger with, another plan or part thereof, improvements and modifications in the
4 plan(s), creation of new plan(s), adjustment in contributions, etc...; all subject to the condition that where
5 the changes apply equally to non-bargaining unit employees, generally the Company will not be
6 obligated to bargain with the Union.

7
8 Entitlement to group insurance benefits shall be determined exclusively by the plan terms and
9 not by arbitration under this Agreement.

10 11 12 **ARTICLE 26 - SUBCONTRACTING**

13
14 During the term of this Agreement, the Company agrees that it will not subcontract work for the
15 purpose of evading its obligations under this Agreement. However, it is understood and agreed that the
16 Company shall have the right to subcontract in the following instances and will give notice of such
17 subcontracting to the Union when possible:

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

26 27 28 **ARTICLE 27 - WORK BY SUPERVISORS**

29
30 It is recognized that the duties of a supervisor are, as the designation implies, largely of a
31 supervisory nature. Accordingly, supervisors shall not perform work such as that performed by the
32 employees as herein defined, except:

- 33
34 (a) For emergency purposes.
35
36 (b) In the instruction and training of employees or supervisors.
37
38 (c) Work of an experimental nature.
39
40 (d) Testing materials and production.
41
42 (e) Start-up and closing-down of operations.
43
44 (f) To protect Company property and/or to ensure the safety of guests and/or employees.
45
46 (g) To provide uninterrupted services in order to ensure a positive guest and/or employee
47 experience.

48 Work by supervisors as described by the provisions of this Article is not intended as a means by
49 which the Company may eliminate any bargaining unit position(s) or shift(s). In the event the Union
50 believes that the provisions of this Article have been violated, the Union may request an immediate
51 meeting to resolve the matter with the appropriate representative of Management and the Labor
52 Relations Executive or their designee. All grievances arising over an alleged violation shall be subject to
53 the provision of Article 16-Grievance Procedure.
54
55

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. (e.g. 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 the Company's Employee Assistance Program, or any successor thereto, not to exceed one year.
- (e) A random drug/alcohol testing program may be implemented for certain positions within this Agreement. If such a decision is made the Company will meet and agree with the affected individual Union affiliate regarding the positions subject to random drug/alcohol testing, the date of implementation and the logistics of the program. Employees transferring into any such position will be subject to drug testing prior to transfer. Such positions that are deemed

to be subject to a random drug/alcohol testing pool will include testing of the same substances and at the same levels described in Section 9 below.

- (f) Employees transferring into positions for which the Company requires pre-employment testing will be subject to such testing prior to transfer.

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

1 The initial test shall use an immunoassay that meets the requirements of the Food and Drug
2 Administration for Commercial Distribution. All specimens identified as positive in the initial test will be
3 confirmed by a second procedure. Gas chromatography/mass spectrometry or an equivalent
4 scientifically acceptable method of confirmation will be used. All confirmed positive test results will be
5 verified by a Medical Review Officer prior to release to the Company. The Medical Review Officer, upon
6 written request from the employee, will report test results to the Union Business Agent. The Union
7 agrees that Florida Hospital Centra Care is an acceptable Medical Review Officer but reserves the right
8 to withhold approval of University Services with adequate notice in the event that Florida Hospital Centra
9 Care status should change in the future.

10
11 **SECTION 9.** The standard drug test thresholds for positive screen and GC/MS confirmation
12 tests shall be the same as those called out in the Federal Register, and may be modified whenever
13 changed by the Department of Health and Human Services as advances in technology or other
14 considerations warrant identification of new substances and/or concentrations.

15
16 In the event that the Company elects to utilize tests other than the EMIT screen or the GC/MS
17 Confirmation, the Company will give the Union written notice of the test methodology used and the
18 threshold levels employed. Positive thresholds for any other test methodologies will be reviewed with the
19 Union before they are applied. Any dispute over the acceptability of such alternative test methodologies
20 or the positive test threshold to be applied shall be resolved by arbitration. It will be the burden of the
21 Company to establish the acceptability of the test and the reasonableness of the threshold.

22
23 **SECTION 10.** The laboratory shall preserve a sufficient aliquot specimen as to permit
24 independent confirmatory testing by the employee and follow-up re-analysis at the request of the Union
25 or the employer. Any re-analysis performed will be done on the original sample provided. The Medical
26 Review Officer shall endeavor to notify the employer and the employee of positive test results within five
27 (5) working days after receipt of the specimen. The employee may request, in writing, a re-analysis
28 within three (3) working days from notice of positive test result. Additionally or as an alternative, the
29 employee may have the sample tested at a certified laboratory of his/her choice. Should this test result
30 be negative, the test results will be considered negative.

31
32 **SECTION 11.** Initial tests and re-analysis requested by the Company will be paid by the
33 Company; costs of re-analysis for reconciliation will be split between the employee and the Company. In
34 the event the initial test is proven to be a false positive the employee shall be reimbursed for cost of test
35 procedures paid for by the employee.

36
37 **SECTION 12.** The drug test laboratory and the specimen collection facility must establish and
38 maintain a forensically acceptable chain of custody. It will be the burden of the Company to establish, in
39 any case arising from a positive test result, that the appropriate chain of custody has been maintained.

40
41 **SECTION 13.** Where employees are required under this policy to submit blood samples for
42 alcohol testing, the samples will be taken in an appropriate collection facility. The collection facility and
43 laboratory will use the same or equivalent chain of custody procedures and exercise the same or an
44 equivalent level of professional care and scientifically accepted standards and procedures in the
45 collection and testing of blood samples for the presence of alcohol as with urine samples for the
46 presence of drugs. For the purposes of this policy if a test reveals the presence of alcohol at a level of
47 .08% or more by weight, it shall be presumed that the employee has violated this policy. If the test
48 reveals the presence of alcohol in excess of .05% by weight, but less than .08%, the results of the test
49 will be considered along with all other relevant information (e.g. employee conduct, speech,
50 performance, etc.) in determining whether the employee is in violation of this policy. If a test reveals the
51 presence of alcohol of less than .05% by weight, it shall be presumed that the employee is not under the
52 influence of alcohol in violation of this policy. The presumption regarding the presence of alcohol of less
53 than .05% by weight is rebuttable based on consideration of all other relevant information
54 (e.g., employee conduct, speech, performance, etc.). The Company bears the burden of proof in
55 rebutting such presumption. In the event an employee objects to alcohol testing by blood sample, the
56 Company will test the employee through an evidentiary alcohol breath analyzer which conforms to the
57 same standards as cited above.

1 The parties agree that use of an evidentiary alcohol breath analyzer, which is properly calibrated
2 and which is operated by a certified technician, shall be conclusive proof of the accuracy of the results.
3

4 Furthermore, the Company reserves the right to abandon blood samples in favor of the alcohol
5 breath analyzer referenced above.
6

7
8 **SECTION 14.** Any employee who has a confirmed positive test will be required to participate in
9 the Employee Assistance Program (EAP). Failure to seek and receive EAP assistance or failure to abide
10 by the terms and conditions or prescribed treatment will be grounds for discharge. If an employee is
11 subject to disciplinary action under existing practices, the use of substances shall not be a defense to
12 circumvent existing practices or to avoid disciplinary action. Participation in the EAP shall be taken into
13 account in considering appropriate disciplinary action. No employee shall be discharged as a result of a
14 positive drug or alcohol test pursuant to Section 2(a), (b), (e) or (f) above, so long as he or she agrees to
15 participate in an EAP, the cost of which will be covered by Company-provided health insurance to the
16 extent required by the plan terms. In instances where it is necessary, a leave of absence may be
17 granted for treatment or rehabilitation through the EAP for substances on the same basis as it is granted
18 for other medical conditions.
19

20 **SECTION 15.** Test results shall be communicated by the Medical Review Officer, or the
21 designated Company representative. The Company shall be responsible for maintaining confidentiality
22 of test records and test results will be communicated to job site Management strictly on a "need to know"
23 basis. Employee drug test records shall not be released outside the Walt Disney World Co. unless
24 required by administrative action initiated by the employee or the Union. The employee shall be entitled
25 to written notification of positive drug test results. Copies of such reports will be provided to the Union
26 when authorized in writing by the affected employee.
27

28 **SECTION 16.** Except in the case of a positive random test after referral to the EAP which shall
29 be conclusive proof of just cause for termination, when and if it becomes necessary to impose discipline
30 for drug-related conduct or job performance, discipline will be judged by the contractual just cause
31 standard and will be subject to the grievance/arbitration procedure. Except to the extent the employee(s)
32 withholds written consent as to particular documents personal to him, the Company agrees to provide
33 the Union, in advance, with whatever documentation or information the Union reasonably requires to
34 process the grievance and/or arbitration. By establishing this policy, neither the Company nor the Union
35 waive any legal rights. The parties agree that this drug policy shall not diminish the rights of individual
36 employees under state or federal law relating to drug testing.
37

38 **SECTION 17.** The Company shall provide education for Management personnel regarding
39 observation techniques, the availability and desirability of the Employee Assistance Programs and the
40 need for observing strict confidentiality. Supervisors will be provided guidelines for maintaining
41 confidentiality of all drug-related information and referring employees who may have a problem to
42 appropriate counseling.
43

44 **SECTION 18.** The Company agrees that it shall indemnify and hold the Union harmless
45 against any and all complaints, claims, judgments, or demands that may arise out of, or in any way are
46 related to, the Union's negotiation or participation in the foregoing drug policy applicable to bargaining
47 unit employees and applicants, or the Company's activities in carrying out this drug testing program.
48
49

50 **ARTICLE 29 - TERM OF AGREEMENT**

51 **SECTION 1. TERM**

52 This Agreement and any further amendment or supplement hereto shall be in full force and
53 effect from October 3, 2010, and from year to year thereafter, subject to the right of either party to
54 terminate the same at the anniversary of March 30, 2014 upon the giving of written notice of termination
55 not later than sixty (60) days next preceding the effective date of such termination. Subsequently, the
56 CR STCU Contract will automatically extend for sixty (60) days from the ratification of the Full Time
57

1 STCU Contract. Additionally, the parties agree that the Full Time STCU negotiated economics and
2 effective dates (applicable to the CR STCU Contract) will apply to the CR STCU Employees.
3

4 **SECTION 2. COMPLETE AGREEMENT**

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

Addendum A

Non-Tipped Classifications

	Min	Max	Min	Max	Min	Max
	Eff 4/3/2011 ⁶		Eff 4/1/2012 ⁶		Eff 3/31/2013 ⁶	
ACADEMY ARTIST	\$8.65	\$13.87	\$8.80	\$14.19	\$9.00	\$14.55
ATTRACTION H/H	\$7.80	\$12.83	\$7.95	\$13.23	\$8.15	\$13.57
ATTRACTION H/H KSR ¹	\$8.80	\$13.83	\$8.95	\$14.23	\$9.15	\$14.57
BANQUET FACILITY HIGH RATE OVERRIDE	\$8.70	\$13.95	\$8.85	\$14.27	\$9.05	\$14.63
BOUTIQUE HOSTESS	\$8.95	\$13.34	\$9.15	\$13.65	\$9.40	\$14.00
BUS DRIVER	\$10.70	\$16.15	\$10.90	\$16.59	\$11.15	\$17.11
CHARACTER ATTENDANT	\$7.85	\$12.95	\$8.00	\$13.25	\$8.20	\$13.59
CHARACTER CAPTAIN	\$10.50	\$15.25	\$10.70	\$15.60	\$10.95	\$15.99
CHARACTER PERFORMER	\$9.15	\$13.65	\$9.35	\$13.96	\$9.60	\$14.31
CHEF ASSISTANT	\$11.90	\$16.81	\$12.15	\$17.19	\$12.45	\$17.62
CHEF ASSISTANT BANQUETS ¹	\$12.40	\$17.31	\$12.65	\$17.69	\$12.95	\$18.12
CHEF ASSISTANT PASTRY/BAKERY	\$11.90	\$16.81	\$12.15	\$17.19	\$12.45	\$17.62
CHEF ASSISTANT SIGNATURE RESTAURANT ¹	\$12.40	\$17.31	\$12.65	\$17.69	\$12.95	\$18.12
CHILDREN ACTIVITIES H/H	\$7.80	\$13.21	\$7.95	\$13.51	\$8.15	\$13.85
CONSTRUCTION SEWING SPECIALIST 1	\$8.80	\$14.07	\$9.00	\$14.39	\$9.25	\$14.75
CONSTRUCTION SEWING SPECIALIST 2	\$8.65	\$13.87	\$8.80	\$14.19	\$9.00	\$14.55
CONSTRUCTION SEWING SPECIALIST 3	\$8.20	\$13.34	\$8.35	\$13.65	\$8.55	\$14.00
CONSTRUCTION SUPPORT SPECIALIST	\$9.55	\$15.00	\$9.75	\$15.34	\$10.00	\$15.73
CONVENTION GUIDE	\$8.05	\$12.83	\$8.20	\$13.12	\$8.40	\$13.45
COOK 1	\$10.95	\$15.51	\$11.15	\$15.86	\$11.45	\$16.26
COOK 1 PASTRY/BAKERY	\$10.95	\$15.51	\$11.15	\$15.86	\$11.45	\$16.26
COOK 2	\$8.95	\$13.87	\$9.15	\$14.19	\$9.40	\$14.55
COOK 2 PASTRY/BAKERY	\$8.95	\$13.87	\$9.15	\$14.19	\$9.40	\$14.55
COSMETOLOGIST	\$10.90	\$16.69	\$11.10	\$17.07	\$11.40	\$17.50
COSTUME ASSISTANT 1	\$8.80	\$14.07	\$9.00	\$14.39	\$9.25	\$14.75
COSTUME ASSISTANT 2	\$8.65	\$13.87	\$8.80	\$14.19	\$9.00	\$14.55
COSTUME ASSISTANT 3	\$8.20	\$13.34	\$8.35	\$13.65	\$8.55	\$14.00
COSTUME CAM SPECIALIST 1	\$14.90	\$21.61	\$15.20	\$22.10	\$15.60	\$22.66
COSTUME CAM SPECIALIST 2	\$12.00	\$17.96	\$12.25	\$18.37	\$12.55	\$18.83
COSTUME H/H	\$7.55	\$12.83	\$7.70	\$13.12	\$7.90	\$13.45
COSTUME SPECIALIST	\$7.80	\$13.21	\$7.95	\$13.51	\$8.15	\$13.85
COSTUME SPECIALIST SR	\$8.00	\$13.46	\$8.15	\$13.77	\$8.35	\$14.12
COSTUMING FIRST HAND 1	\$14.90	\$21.61	\$15.20	\$22.10	\$15.60	\$22.66
COSTUMING FIRST HAND 2	\$12.00	\$17.96	\$12.25	\$18.37	\$12.55	\$18.83
COT 1 CHEF ASSISTANT	\$13.20	\$18.53	\$13.45	\$18.95	\$13.80	\$19.43
COT 2 BUS DRIVER	\$12.10	\$17.37	\$12.35	\$17.77	\$12.65	\$18.22
COT 3 LIFEGUARD/MONORAIL/WATERCRAFT	\$10.85	\$16.05	\$11.05	\$16.42	\$11.35	\$16.84
COT 4	\$10.40	\$15.57	\$10.60	\$15.93	\$10.85	\$16.33
CUSTODIAL CAMPGROUND H/H ¹	\$8.35	\$13.38	\$8.60	\$13.77	\$8.80	\$14.10
CUSTODIAL H/H	\$7.80	\$12.83	\$7.95	\$13.12	\$8.15	\$13.45
CUSTODIAL H/H TCU	\$7.80	\$12.83	\$7.95	\$13.12	\$8.15	\$13.45
CUSTODIAL UTILITY H/H TCU ¹	\$8.10	\$13.13	\$8.35	\$13.52	\$8.55	\$13.85
CUSTODIAL UTILITY H/H ¹	\$8.10	\$13.13	\$8.35	\$13.52	\$8.55	\$13.85
CUSTODIAL WATER TANK/TRASH TRUCK ¹	\$10.10	\$15.29	\$10.30	\$15.64	\$10.55	\$16.04

Addendum A

Non-Tipped Classifications

	Min	Max	Min	Max	Min	Max
DATA MAINTENANCE ¹	\$8.80	\$14.08	\$8.95	\$14.37	\$9.15	\$14.70
DATA MAINTENANCE FLORAL ¹	\$8.85	\$14.20	\$9.00	\$14.50	\$9.20	\$14.84
ENTERTAINMENT TECH 1	\$14.10	\$20.60	\$14.40	\$21.07	\$14.75	\$21.60
ENTERTAINMENT TECH 2	\$12.35	\$18.65	\$12.60	\$19.07	\$12.90	\$19.55
ENTERTAINMENT TECH 3	\$11.00	\$17.05	\$11.20	\$17.44	\$11.50	\$17.88
ENTERTAINMENT TECH 4	\$9.70	\$15.34	\$9.90	\$15.69	\$10.15	\$16.09
ENTERTAINMENT TECH RIGGER ¹	\$17.10	\$23.60	\$17.40	\$24.07	\$17.75	\$24.60
ENVIRONMENTAL RECYCLING H/H ¹	\$9.30	\$14.33	\$9.45	\$14.62	\$9.65	\$14.95
FISHING GUIDE H/H	\$7.80	\$12.83	\$7.95	\$13.12	\$8.15	\$13.45
FLORAL DESIGNER 1	\$9.85	\$15.34	\$10.05	\$15.69	\$10.30	\$16.09
FLORAL DESIGNER 2	\$8.30	\$13.46	\$8.45	\$13.77	\$8.65	\$14.12
FLORAL H/H	\$7.60	\$12.95	\$7.75	\$13.25	\$7.95	\$13.59
FLORAL SALES H/H	\$8.00	\$13.38	\$8.15	\$13.69	\$8.35	\$14.04
FOOD & BEV H/H	\$8.05	\$12.83	\$8.20	\$13.12	\$8.40	\$13.45
FOOD & BEV STEWARD	\$7.80	\$12.83	\$8.00	\$13.17	\$8.20	\$13.50
FOOD HANDLER	\$8.70	\$13.91	\$8.85	\$14.23	\$9.05	\$14.59
FOOD SERVICE QSR H/H	\$8.05	\$13.34	\$8.20	\$13.65	\$8.40	\$14.00
FRIENDSHIP/SASSAGOULA H/H 1	\$7.55	\$12.83	\$8.10	\$13.53	\$8.50	\$14.08
FRIENDSHIP/SASSAGOULA H/H 2 ²	\$8.65	\$13.87	\$9.25	\$14.60	\$9.70	\$15.17
GARMENT CUTTER 1	\$9.55	\$15.00	\$9.75	\$15.34	\$10.00	\$15.73
GARMENT CUTTER 2	\$8.65	\$13.87	\$8.80	\$14.19	\$9.00	\$14.55
HAIR & MAKEUP ASSOCIATE	\$9.85	\$15.34	\$10.05	\$15.69	\$10.30	\$16.09
HAT SPECIALIST 1	\$9.10	\$14.46	\$9.30	\$14.79	\$9.55	\$15.16
HAT SPECIALIST 2	\$8.65	\$13.87	\$8.80	\$14.19	\$9.00	\$14.55
INNOVENTIONS PRESENTER H/H ¹	\$8.80	\$13.83	\$8.95	\$14.23	\$9.15	\$14.57
LAUNDRY ADVANCED ASSISTANT	\$8.10	\$13.21	\$8.25	\$13.51	\$8.45	\$13.85
LAUNDRY ASSISTANT	\$7.60	\$12.95	\$7.75	\$13.25	\$7.95	\$13.59
LAUNDRY DRY CLEAN/VALET SPECIALIST	\$9.85	\$15.34	\$10.05	\$15.69	\$10.30	\$16.09
LAUNDRY DRY CLEAN/VALET/SPOTTER SPECIAL	\$11.40	\$17.33	\$11.65	\$17.72	\$11.95	\$18.17
LAUNDRY HELPER	\$7.55	\$12.83	\$7.70	\$13.12	\$7.90	\$13.45
LAUNDRY PRESSER	\$8.30	\$13.46	\$8.45	\$13.77	\$8.65	\$14.12
LAUNDRY SPECIALIST	\$8.30	\$13.46	\$8.45	\$13.77	\$8.65	\$14.12
LAUNDRY SPECIALIST SR	\$8.65	\$13.87	\$8.80	\$14.19	\$9.00	\$14.55
LAUNDRY SYSTEMS OPERATOR	\$9.30	\$14.71	\$9.50	\$15.05	\$9.75	\$15.43
LAUNDRY SYSTEMS OPERATOR SR	\$9.85	\$15.34	\$10.05	\$15.69	\$10.30	\$16.09
LAUNDRY VALET SPECIALIST	\$8.65	\$13.87	\$8.80	\$14.19	\$9.00	\$14.55
LIFEGUARD ADVANCED RESCUE PATROL	\$9.70	\$14.40	\$9.90	\$14.73	\$10.15	\$15.10
LIFEGUARD DEEP WATER	\$9.30	\$14.17	\$9.50	\$14.49	\$9.75	\$14.86
LIFEGUARD SHALLOW WATER	\$8.30	\$13.46	\$8.45	\$13.77	\$8.65	\$14.12
MILLINER	\$10.90	\$16.69	\$11.10	\$17.07	\$11.40	\$17.50
MONORAIL CENTRAL CONTROLLER	\$11.05	\$17.60	\$11.70	\$18.41	\$12.20	\$19.08
MONORAIL H/H 1	\$8.00	\$13.46	\$8.55	\$14.18	\$8.95	\$14.74
MONORAIL H/H 2 ²	\$8.35	\$13.87	\$8.95	\$14.60	\$9.40	\$15.17
MONORAIL H/H 3 ³	\$8.75	\$14.24	\$9.35	\$14.97	\$9.80	\$15.55
MONORAIL H/H 4 ⁴	\$8.90	\$14.46	\$9.50	\$15.20	\$9.95	\$15.79
OPS SEWING SPECIALIST 1	\$8.65	\$13.87	\$8.80	\$14.19	\$9.00	\$14.55

Addendum A

Non-Tipped Classifications

	Min	Max	Min	Max	Min	Max
OPS SEWING SPECIALIST 2	\$8.30	\$13.46	\$8.45	\$13.77	\$8.65	\$14.12
OPS SEWING SPECIALIST 3	\$7.80	\$13.21	\$7.95	\$13.51	\$8.15	\$13.85
PARKING H/H	\$7.55	\$12.83	\$7.70	\$13.12	\$7.90	\$13.45
PARTY FACILITATOR H/H	\$7.80	\$13.21	\$7.95	\$13.51	\$8.15	\$13.85
PIRATE H/H	\$8.95	\$13.34	\$9.15	\$13.65	\$9.40	\$14.00
POOL ATTENDANT	\$8.00	\$13.46	\$8.15	\$13.77	\$8.35	\$14.12
RANCH HAND	\$8.90	\$14.12	\$9.10	\$14.44	\$9.35	\$14.81
RANCH HAND HELPER	\$7.90	\$13.34	\$8.05	\$13.65	\$8.25	\$14.00
RANCH HAND SR	\$10.35	\$15.34	\$10.55	\$15.69	\$10.80	\$16.09
RECREATION H/H	\$7.80	\$12.83	\$7.95	\$13.12	\$8.15	\$13.45
RESORT BELL SERVICES DISPATCHER	\$8.35	\$12.83	\$8.50	\$13.12	\$8.70	\$13.45
RESORT CONCIERGE H/H	\$9.40	\$13.97	\$9.60	\$14.29	\$9.85	\$14.65
RESORT FRONT DESK ADVISOR ¹	\$9.90	\$14.46	\$10.35	\$15.02	\$10.85	\$15.62
RESORT GUEST SERVICE H/H	\$8.90	\$13.46	\$9.10	\$13.77	\$9.35	\$14.12
RESORT HOSPITALITY H/H	\$7.55	\$12.83	\$7.70	\$13.12	\$7.90	\$13.45
RESORT HOUSEKEEPING H/H	\$8.35	\$13.18	\$8.50	\$13.48	\$8.70	\$13.82
RESORT HOUSEKEEPING INSPECTOR ¹	\$9.35	\$14.18	\$9.50	\$14.48	\$9.70	\$14.82
RESORT HOUSEPERSON	\$8.05	\$13.18	\$8.20	\$13.48	\$8.40	\$13.82
RESORT THEMED DOORMAN	\$7.55	\$12.83	\$7.70	\$13.12	\$7.90	\$13.45
SALES H/H	\$7.55	\$12.83	\$7.70	\$13.12	\$7.90	\$13.45
SALES H/H PERSONALIZATION ¹	\$8.05	\$13.33	\$8.20	\$13.62	\$8.40	\$13.95
SLIDE OPERATOR	\$7.80	\$12.83	\$7.95	\$13.23	\$8.15	\$13.57
VACATION GREETER	\$7.55	\$12.83	\$7.70	\$13.12	\$7.90	\$13.45
VACATION PLANNER	\$8.50	\$13.65	\$8.65	\$13.96	\$8.85	\$14.31
VACATION PLANNER FULFILLMENT ¹	\$9.00	\$14.15	\$9.15	\$14.46	\$9.35	\$14.81
WATERCRAFT H/H 1	\$8.35	\$13.87	\$8.95	\$14.60	\$9.40	\$15.17
WATERCRAFT H/H 2 ²	\$8.95	\$14.24	\$9.55	\$14.97	\$10.00	\$15.55
WATERCRAFT H/H 3 ⁵	\$9.30	\$14.71	\$9.90	\$15.45	\$10.35	\$16.05

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 WDW Boat experience

⁶ Cast Members who are statused to a CR STCU role on the day prior to the effective dates listed above will be eligible to receive the designated Common Date Annual increase for their statused classification

The Company may continue the hiring referral program incentives, existing wage penetration programs or offer relocation assistance to meet hiring needs.

WAGES [Addendum "A"]3:

- **Non-Tipped Employees For Employees Within the Range - Common Date Annual Increase**

○ <u>Effective 10/2/2010</u> Lump Sum Increase*	<u>Effective 4/3/2011</u> Minimum of 3.00% or Minimum of \$0.25	<u>Effective 4/1/2012</u> Minimum of 3.00% or Minimum of \$0.25	<u>Effective 3/31/2013</u> Minimum of 3.00% or Minimum of \$0.25
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* For Casual Regular non-tipped STCU employees statused in a non-tipped Casual Regular STCU position as of 10/2/2010 with continued employment in a non-tipped STCU position through the date of ratification of the Casual Regular Agreement:

- Bonus of two percent (2%) on actual hours worked from October 3, 2010 through April 2, 2011 with a minimum of \$50 and maximum of \$275

- **Non-Tipped Employees For Employees at the Max of the Range - Common Date Annual Increase**

○ <u>Effective 10/2/2010</u> Lump Sum Increase*	<u>Effective 4/3/2011</u> 2.00% or Minimum of \$0.25	<u>Effective 4/1/2012</u> 2.25% or Minimum of \$0.25	<u>Effective 3/31/2013</u> 2.50% or Minimum of \$0.25
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* For Casual Regular non-tipped STCU employees statused in a non-tipped Casual Regular STCU position as of 10/2/2010 with continued employment in a non-tipped STCU position through the date of ratification of the Casual Regular Agreement:

- Bonus of two percent (2%) on actual hours worked from October 3, 2010 through April 2, 2011 with a minimum of \$50 and maximum of \$275

- **Tipped Employees**

- **Effective 10/2/2010**

\$50 lump sum bonus for Casual Regular tipped STCU employees statused in a tipped Casual Regular STCU position as of 10/2/2010 with continued employment in a tipped STCU position through the date of ratification of the Casual Regular Agreement

○ <u>Effective 12/26/10</u> \$0.15*	<u>Effective 1/1/2012</u> \$0.15*	<u>Effective 12/30/2012</u> \$0.15*	<u>Effective 12/29/2013</u> \$0.15*
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*May be greater if increase to minimum wage exceeds this amount

- **Premiums**

- As discussed or agreed upon in Full Time STCU Contract main table and side letters, inclusive of Coordinators

- **Minimum Rate**


○ <u>Effective 10/2/2010</u> No Change	<u>Effective 4/3/2011</u> 1.50%	<u>Effective 4/1/2012</u> 2.00%	<u>Effective 3/31/2013</u> 2.50%
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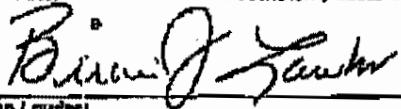
- The Company may continue the hiring referral program incentives, existing wage penetration programs or offer relocation assistance to meet hiring needs.
 - If the minimum rate is increased above the wage rate of any current Cast Member in the same classification, the current Cast Member's rate would be automatically adjusted to at least the new minimum rate

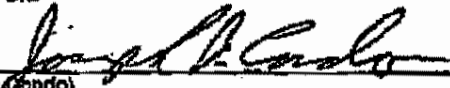
3 In accordance with Article 29, Section 1, the parties agree that the Full Time STCU negotiated economics and effective dates (applicable to the CR STCU Contract) will apply to the CR STCU Employees.

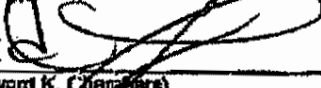
IN WITNESS WHEREOF, the parties have caused this Agreement to be executed and effective as of the day and year first above written.

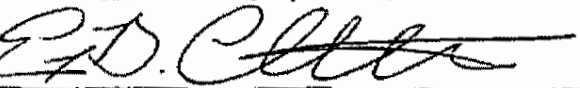
FOR THE SERVICE TRADES COUNCIL UNION:

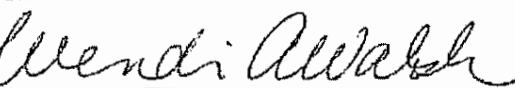

(Donna-Lynn Dalton)
Service Trades Council Union President and Secretary-Treasurer
International Brotherhood of Teamsters, Local 385


(Brian Lawler)
Service Trades Council Union Vice President
International Alliance of Theatrical Stage Employees, Local 831
AFL-CIO


(Joe Vando)
Service Trades Council Union Vice President
Transportation Communications International Union, Local 1908
AFL-CIO


(Edward K. Chambers)
Service Trades Council Union Vice President
United Food & Commercial Workers, Local 1528


(Eric Clinton)
Service Trades Council Union Vice President
UNITE HERE! Local 352
AFL-CIO


(Wendi Walsh)
Service Trades Council Union
UNITE HERE! Local 737
AFL-CIO

FOR THE AFFILIATED SERVICE TRADES COUNCIL UNIONS:

International Brotherhood of Teamsters, Local 385

Mike Stapleton – President
Donna-Lynne Dalton – Recording Secretary/Business Agent
Walt Howard – Trustee/Business Agent
Andrew Carroll – Steward
Phyllis Nolte – Steward

UNITE HERE! Local 362, AFL-CIO

Eric Clinton – President
Jeremy Yassen – Lead Organizer

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

Ben Adams – International Representative
Mike LaNinfa – Business Representative

United Food & Commercial Workers, Local 1625

Ed Chambers – President
Juleeann Jerkovich – Secretary-Treasurer

Transportation Communications International Union Local 1908, AFL-CIO

Gary Lamboy – International Field Representative
Randall S. Sluder – International Field Representative

UNITE HERE! Local 737, AFL-CIO

Wendi Walsh – Trustee

FOR THE COMPANY:

(J. Robbin Almand)
Director
Walt Disney World Labor Relations

WALT DISNEY PARKS AND RESORTS U.S. NEGOTIATING COMMITTEE:

J. Robbin Almand

Bill Pace

Cheryl Noel

Christie Sutherland

Dan Cockerell

David Hunter

Drew Cobb

JC Goldman

Jonathon Pinkerton

Leslie Miller

Kevin Myers

Torrey Bielick

Zonia K. Wynns

Addendum B-1

UNITE HERE! Local 737

All Food and Beverage, Culinary and Stewarding

The Food and Beverage Policies and Procedures are applicable only when the Cast Member is working in a job classification to which the specific policy applies, e.g., If a Food and Beverage Cast Member transfers from a non-tipped position to a tipped position or vice-versa the applicable guidelines will be applied automatically without having to go through the re-signing process.

There will be a minimum of one (1) schedule bid per year for Food and Beverage Cast Members.

Walkouts, food allergy procedure violations and explanations to the Guest of the gratuity policy shall not result in automatic discipline.

FOOD AND BEVERAGE TIPPED

Service Charge for Parties of Six (6) or more

An eighteen percent (18%) service charge will be included on all guest checks of parties of six (6) or more.

1. The guests will be advised of the policy by the first Host/Hostess (i.e., DRC, Guest Services, Concierge, or Seating Host/Hostess) to accept the guest's reservations.
2. In addition to the above, the policy will be printed on the menus.
3. If a party of six (6) or more, regardless of reservation size, arrives and is seated at the same table and receives separate checks, the automatic service charge shall apply.
4. If a party of six (6) or more arrives and, for whatever reason, is split and seated at separate tables, with the same server regardless of the number of checks, the automatic service charge shall apply.
5. If the party of six (6) or more arrives and, for whatever reason, is split, seated at separate tables with different servers, receives separate checks, and these checks are paid for by separate individuals, the automatic service charge does not apply.
6. In situations where our guests refuse to comply with our policy, it will be the responsibility of the service person to locate a Manager prior to the guests leaving the restaurant so that Management can speak with the guests. If the service person fails to involve a Manager in the situation prior to the guests departing the restaurant, or receives discipline for poor service, the Company will not be responsible for the difference between what the guest left and eighteen percent (18%) of the guest's food and beverage total.
7. The eighteen percent (18%) service charge will be automatically added to the guest check and will be calculated on the food and beverage totals. The server will not be required to inform the guest that a service charge has been included, unless he/she is asked by the guest.
8. A twenty percent (20%) service charge will be automatically added to parties of six (6) or more only at Victoria and Albert's. With exception to the amount of the gratuity, all of the above aforementioned is applicable to Victoria and Albert's.

Gratuities/Fees

1. Gratuities will be paid on food and beverage totals only. Gratuities will not be paid on miscellaneous pricing, including but not limited to merchandise, entertainment, (excluding Spirit of Aloha, Hoop-Dee-Doo, and Character Dining restaurants, where entertainment is included in the price), house charges, imaging, etc. Merchandise will only be included in the total food and beverage price for the purpose of gratuity calculation if the Server is required by the Company to handle and deliver merchandise items

to the guest as part of the Guest's dining experience. Gratuities will not be paid on autograph books, pens and disposable cameras.

2. Should the Company decide to reinstate package plans with automatic gratuity included, the parties agree the terms of the addendum expiring on April, 28, 2007 will remain in effect.
3. An automatic gratuity of eighteen percent (18%) will be added for supplemental food and beverage purchased at prepaid venues (i.e., Spirit of Aloha, Hoop-Dee-Do, Cinderella's Royal Table, Princess Tea, Special Pre-paid events such as New Year's Eve at California Grill.
4. A guaranteed two percent (2%) service charge will be added on the retail value of the meal for all Disney Dining Plan guests for parties of less than six (6), effective October 3, 2010 to October 1, 2011.
5. A guaranteed one percent (1%) service charge will be added on the retail value of the meal for all Disney Dining Plan guests for parties of less than six (6), effective October 2, 2011 up to one hundred eighty (180) days prior to the end of the STCU 2010 Contract.
6. Effective one hundred eighty (180) days prior to the end of the STCU 2010 Contract and from that date forward, there will be no guaranteed (0%) service charge added on the retail value of the meal for all Disney Dining Plans.
7. The Company agrees to negotiate with the Union, the application of the automatic gratuity for any future pre-paid venues, for the life of this agreement.
8. An automatic eighteen percent (18%) will be added for food and beverage purchased from the Golf Carts, Pizza Delivery and Private Dining.
9. It is the Company's understanding that when a business requires their guests to pay a Pre-determined charge, which is given to employees of the business, the charges are considered a service charge. Furthermore, service charges are not considered a tip, but rather, are wages paid by the employer. Consequently, the tax code requires the Company to withhold taxes on all service charges.
10. It is the responsibility of all service persons to report one-hundred percent (100%) of their tips and gratuities for income tax purposes. The Company will continue to report eight percent (8%) of the location's gross sales to the government and will withhold tax on the tips and gratuities declared by the employee to the Company. The Company reserves the right to amend and/or alter this position to conform to state and federal laws.
11. Under Wage and Hour laws, the Company is required to report tips and service charges in overtime situations.
12. An eighteen percent (18%) service charge will be added for Company sponsored Cast discounts, e.g. Cast Serving Cast, Cast discounted meals, and Cast Celebration discounted meals. The service charge will be based on the total Food and Beverage charges before any discounts have been applied. This provision does not apply to Tables in Wonderland and Disney Vacation Club.
13. An automatic gratuity of eighteen percent (18%) will be added for all guests using Tables in Wonderland, based on the retail value of the Food and Beverage.

Transfers for Food and Beverage Tipped Employees

1. A Food and Beverage tipped employee interested in transferring to a new location must:
 - (a) Have six (6) months of previous employment in a Food and Beverage tipped classification.
 - (b) Fill out a Food and Beverage tipped transfer form at ReCasting once a year. The employee may indicate on this form a maximum of five (5) restaurants where he/she may wish to transfer.

2. In order to be considered for an open Full Time Server position, the employee must be on the Casting skill code list at the time the requisition is opened. The employee selected for the position will be notified by Casting and automatically transferred to the open position. The position will be filled by eligible Cast in the following order:
 - Full Time Food and Beverage Service H/H (T), by seniority.
 - Casual Regular Food and Beverage Service H/H (T), statused to the restaurant with the opening, by seniority.
 - All Full Time Food and Beverage Assistants (T), statused to the restaurant with the opening, by seniority.
 - All other Full Time (UNITE HERE Local 737), tipped employees, by seniority.
 - All other Casual-Regular (UNITE HERE Local 737), tipped employees, by seniority.
 - All Full Time non-tipped Food and Beverage employees.
 - All other Full Time Service Trades Council Union (STCU) employees.
 - All other Casual Regular STCU employees.
 - All Non-STCU employees.
3. Should an employee decline a position, they will be required to wait six (6) months before being eligible to post for another transfer.
4. Employees transferring to Victoria and Albert's will be required to participate in an interview with location Management prior to transferring. The final hiring decision remains within Management's discretion.
5. Food and Beverage Tipped employees who transfer to the same classification shall be placed on a twenty-eight (28) day qualifying period. If the Company determines during the twenty-eight (28) day qualifying period that the employee's performance is not satisfactory, or if the employee requests a return within the twenty-eight (28) days, the Company will return the employee to his/her prior location. For new property openings the twenty-eight (28) qualifying period will begin on the day the restaurant opens to Guests.

Table Service

1. Split shifts may be added to the location's schedule bid at Management's discretion after advance notification and discussion with the Union. Turnabout pay as outlined in Article 11, Section 6 (a) and will be waived.
2. The Company agrees to maintain the current station sizes for existing restaurants and Dinner Shows, for the life of this agreement.
3. The company agrees to maintain Bussers at 1900 Park Fare, Chef Mickey's and 'Ohana's for the term of the 2010 Collective Bargaining Agreement.
4. With the exception of Signature Restaurants, Servers will be required to present a tip card with the Guest's check. In Signature Restaurants, presentation of the tip card will be at the discretion of the Server.

Dinner Shows

1. There will be a minimum of one (1) stocker scheduled per shift at the Luau.
2. The Company agrees not to increase the amount of time spent performing non-tipped duties during the life of this agreement.
3. All Full Time 7(i) dinner show employees are allowed to be cross-utilized between existing dinner shows before CT employees statused to the dinner show or any non-statused dinner show

employees are scheduled, provided they have been trained in the other location.

4. The Company agrees to pay all guaranteed gratuities for BEO's when collected, and with respect to all other guaranteed gratuities, they will not be paid unless services are rendered (i.e. entrée has been served).
5. Full Time food and Beverage Dinner Show Servers who are 7(i) and trained in the Catering location may pick up Catering shifts at 11:00 a.m., provided it will not result in overtime or double time at any time during the payroll work week.

Dinner Show Rotation

The following process shall be followed with regard to the rotation of Food and Beverage Service H/H at the Spirit of Aloha and Hoop-Dee-Do Review Dinner Shows:

1. Once a Dinner Show Server's vacation schedule has been posted, it may no longer be canceled or modified, without Management approval.
2. Servers who are statused as 7(i) will automatically be scheduled a sixth (6th) day, providing work is available, prior to Part Time Dinner Show Servers, being scheduled to work. Part Time Servers will be scheduled to any remaining shifts based on their availability. If any shifts remain, 7(i) servers who have requested a seventh (7th) day will be scheduled. 7(i) and then non-7(i) servers will be scheduled to any remaining shifts. Servers will be allowed to preference their sixth (6th) and seventh (7th) work day.
3. When the schedule is posted, scheduled Part Time servers and 7(i) servers scheduled on a sixth (6th) or seventh (7th) day will not be assigned to a station.
4. On the day of the show, if all stations are seated, any vacant stations (e.g. vacations, MLOA, etc.) will be covered by the server, (7(i) or Part Time), scheduled to work, but not assigned a station, or the server called to work. This may also be a Full Time or CR server. The server called to work will not be told what station(s) are available.
5. On the day of the show, if not all stations are seated, vacant stations (e.g. vacations, MLOA, etc.) will be covered by moving a server from a closed station. A station is considered "closed" when no table within the station has been assigned. Dinner Show Servers will not be moved to cover a call-in if one (1) or more tables within their station are assigned.
6. Every reasonable attempt to contact a Full Time and/or Part Time Dinner Show Server to cover a vacancy will be made, prior to contacting a Casual Limited Employee (CTs).
7. The call line will continue to be utilized to communicate stations that are open.
8. A Dinner Show Server requesting a day off after the schedule has been posted is required to request the time off through the HUB. If the request comes on the day prior to the day in question, the Dinner Show Server must still utilize the Portal system and, in addition, contact a Manager for approval. Day of requests will not be honored.

Private Dining

1. Private Dining, when available, will staff all functions in guest room suites.
2. The Company agrees to maintain Private Dining Bussers for the life of this agreement.
3. A three dollar (\$3.00) fee will be paid for delivery of Private Dining amenities.

4. Private Dining Servers will be paid full gratuity on guest walkouts or if an order is cancelled after the Server has left the Private Dining area, based on the expectation that the Server is providing timely and efficient service.

Miscellaneous Tipped Food and Beverage

1. It is agreed that the provisions of Article 10, Section (2) [guaranteed hours] and Article 11, Section 4, (time and one-half), Section 5 (double time) and Section 6 (turnabout pay) of the collective bargaining agreement with STCU may be individually waived by all tipped Full Time and Casual Regular Cast Members, with the exception of Cast Members who qualify for 7(I) exemption.
2. Any side duties performed by tipped employees beyond sixty (60) minutes per shift, will be paid at the appropriate non-tipped rate of pay.
3. A Table Service Server acting as a trainer will be paid a fifty (\$.50) cents per hour trainer's premium pay, plus 1.5 times his/her hourly tipped rate of pay, plus tips, for all hours worked as a trainer.
4. Bartenders acting as a trainer will be paid an fifty (\$.50) cents per hour trainer's premium pay, plus 1.5 times his/her hourly tipped rate of pay, plus tips, for all hours worked as a trainer.
5. For the life of this agreement, charge tips will be paid out at the end of the shift.
6. All Food and Beverage (T) employees will be eligible to purchase additional long-term disability benefits based on a premium calculated in excess of their statused rate.
7. Prior to the Company opening any temporary or "overflow" dining operations, it will meet with UNITE HERE Local 737 and UFCW Local 1625 to determine by mutual agreement with the Company which employees will staff the operations.

Culinary and Stewarding (Heart of the House)

1. It is understood that the responsibility for the placement and removal of grills, ovens, and fryers for beach functions at the resorts is outlined in Addendum B-5. It is also understood that when business needs dictate, all employees including Culinary, will assist in the placement and removal of the grills, ovens and fryers. The Company agrees to provide training for all employees performing such functions.
2. The Company will pay for the initial commercial driver's license for all Food and Beverage employees required to have one.
3. All available Full Time Culinary and Stewarding employees within the location will be offered all hours of work prior to scheduling any non-Culinary or non-Stewarding labor.
4. Culinary stations will have a culinary employee to cook all items on stage. Banquet Service H/H will reheat items on stage when deemed necessary by location Management for show quality. Carving will be considered a "Culinary Only" function.
5. If work is available on a Banquet Culinary and/or Stewarding employee's regularly scheduled AM/PM shift, the employee will be offered work based on their seniority in the respective Resort/Theme Park during slow periods prior to being cross-deployed to other locations, such cross deployment shall be on the basis of seniority with senior cast being offered the first opportunity prior to forcing junior cast members, and will also be on the regularly scheduled AM/PM shift where applicable.
6. Chef Assistants will receive the Trainer's Premium Pay for all actual training hours when conducting location orientation to new hires and/or newly transferred employees.
7. A new classification will be created for Chef Assistants, who are statused to Signature restaurants and Banquets. Employees statused to these roles will receive an additional fifty cents (\$.50) increase to their statused rate.

8. Transfers for Culinary Employees

- (a) All Chef Assistants interested in a transfer to a different location must go through an overview in the new location prior to the offer being made.
- (b) Culinary employees who transfer to Victoria and Albert's will be required to participate in an interview with location management. The final hiring decision remains within management's discretion.
- (c) Stewarding employees and Culinary employees transferring to a different Steward, Culinary or like Culinary job classification shall be placed on a twenty eight (28) day qualifying period. If the Company determines during the qualifying period that the employee's performance is not satisfactory, or if the employee requests a return within the qualifying period, the Company will return the employee to his/her prior job classification and location. For new property openings, qualifying period will begin on the day the restaurant opens to Guests.

Food and Beverage Host/Hostess (QSR) non-tipped

1. QSR locations will utilize Express banking, at Management's discretion.
2. Food and Beverage H/H (QSR) will receive a pay premium of twenty-five cents (\$.25) for all hours worked as an O.D.V. Inventory Control H/H.
3. A QSR premium of seventy-five cents (\$.75) per hour will be paid to Cast Members working in a Magic Kingdom QSR location.
4. Food and Beverage Host/Hostesses will be paid forty cent (\$.40) per hour premium for all hours worked as a General Teller.
5. Food and Beverage Host/Hostesses will be paid a forty cent (\$.40) per hour premium for all hours worked as an Assignor.

Food and Beverage Cash Handling Discipline Matrix

Points		
3 entries in any 30 days	=	One (1) Point Reprimand
6 entries in any 90 days	=	One (1) Point Reprimand
9 entries in any 180 days	=	One (1) Point Reprimand
12 entries in any 365 days	=	One (1) Point Reprimand

- Upon receipt of the 2nd reprimand for a cash handling violation, mandatory retraining in cash handling is required.
- Upon receipt of the 3rd reprimand for a cash handling violation, discuss option to move/transfer to a non-cash handling position and the possibility of termination.
- A cash non-procedural variance of seventy five dollars (\$75.00) or more will result in a two (2) point reprimand.

The Company reserves the right to discipline outside this matrix in cases of dishonesty.

All references to time periods in this matrix refer to continuous work periods.

Procedural Errors are defined as a failure to follow established Cash Handling Standards. Discipline for Procedural Errors shall be issued in accordance to Article 18, Section 6.

Locations with electronic systems

Total Sales Over/Short Entry Allowance

Total Sales	One (1) Entry	Two (2) Entries	Three (3) Entries
\$0.00 – \$1000.00	\$4.60 – \$6.89	\$6.90 – \$10.34	\$10.35+
\$1000.01 – \$2000.00	\$8.05 – \$12.64	\$12.65 – \$17.24	\$17.25+
\$2000.01 +	\$11.50 – \$18.39	\$18.40 – \$22.99	\$23.00+

Locations without electronic systems and Pleasure Island Bartenders

Total Sales Over/Short Entry Allowance

Total Sales	One (1) Entry	Two (2) Entries	Three (3) Entries
\$0.00 – \$1000.00	\$5.75 – \$9.19	\$9.20 – \$14.94	\$14.95+
\$1000.01 – \$2000.00	\$9.20 – \$13.79	\$13.80 – \$19.54	\$19.55+
\$2000.01 +	\$12.65 – \$18.39	\$18.40 – \$22.99	\$23.00+

HOUSEKEEPING

1. The Company agrees to ensure that lunch/rest periods are granted and that Housekeepers are compensated appropriately. The Housekeeper should notify his/her leader a minimum of two (2) hours prior to the end of his/her shift if he/she will not be able to complete his/her assigned duties without working through the lunch or rest period. The leader will determine whether to supply assistance or to compensate for the time.
2. The Company agrees to reduce a Housekeeper's section size by one (1) room when his/her total number of check-outs are within three (3) rooms of his/her fixed section size at all non-DVC Resorts excluding the Grand Floridian, Boardwalk, Contemporary, Polynesian, Yacht and Beach and all Suites Sections. For the Grand Floridian, Boardwalk, Contemporary, Polynesian, Yacht and Beach and all Suites Sections, a Housekeeper's section size will be reduced by one (1) non-suite room when his/her total number of check-outs are within four (4) rooms of his/her fixed section size.
3. The Company may require the Housekeepers to set up "special touches" in Resort guest rooms within their daily sections. Special touches include, but are not limited to, the arranging of plush characters, small towel folds, toys, and toothbrush holders.
4. The Company and the Union agree to implement a New Hire Housekeeping Training Process.
5. The Company may utilize Housekeepers to place and/or provide appropriate cleaning and general up-keep for all guest room amenities and collateral as well as guest requested items.
6. Based on Cast Member restrictions and management needs, the Company agrees to provide modified work to Housekeepers during their normal work hours when possible.

Point System

The Company agrees to section assignments (except in cases of low occupancy/vacant rooms). The guaranteed section size for each property is as follows:

Disney's All-Star Resorts	18
Disney's Animal Kingdom Lodge	16
Disney's Boardwalk Inn	16
Disney's Caribbean Beach Resort	17
Disney's Contemporary Resort	16
Disney's Coronado Springs	17
Disney's Fort Wilderness Resort	10
Disney's Grand Floridian Beach Resort	14
Disney's Polynesian Resort	16
Disney's Port Orleans Resort (Riverside & French Quarters)	17*
Disney's Wilderness Lodge	16
Disney's Yacht and Beach Club Resort	16
Disney's Pop Century Resort	18
Disney Vacation Club Resorts	420 points

**16 rooms when there are trundle beds*

Housekeeping section cleaning responsibilities include:

- Cleaning all aspects of the interior of a guest room/unit and all aspects of the balcony or patio
- Cleaning and maintaining some aspects of the front entrance area including doors, windows and frames

The Company agrees that these responsibilities do NOT include:

- Changing light bulbs
- Plunging commodes
- Washing pargos
- Spot cleaning carpets for more than two (2) small spots
- Changing or cleaning A/C filters in the room/suites
- Flipping mattresses without assistance
- Cleaning of walls if cleaning cannot be achieved through conventional means
- Moving appliances without casters

Incentive Room Payment

1. All Non DVC Rooms will have the ability to offer Housekeepers the option to flex their room section assignments up by one standard room (1) on a daily basis for a six (6) month period and be compensated for the additional rooms. If at any time during the six (6) month period the Company determines the employee's performance is not satisfactory or the employee requests to opt out of the Flex Program the Company will return the employee to their contractual section size. The employee shall be able to re-enroll in the Flex Program after thirty (30) days

The "Flex-Up" Rates are as follows:

All Non-DVC Rooms	One (1) room = \$1.00 per hour
Disney's Fort Wilderness Resort and Campground and all suites	One (1) room = \$1.50 per hour

- The pay rate for completion of incentive rooms is as follows:
Single Room Rate: Service - \$9.00 Check-Out - \$13.00
Multi-Room Rate: Service - \$16.00 Check-Out - \$22.00
- Room incentive pay for cleaning DVC guest rooms (which includes "trash & towel" services) and providing "trash & towel" service only.

	Service	Check-Out	Trash & Towel Service ONLY
Studio	\$9.00	\$13.00	\$4.00
1-Bedroom	\$16.00	\$22.00	\$4.00
2-Bedroom	\$25.00	\$35.00	\$8.00

Forty five (45) Minute Policy

- The Company agrees to allow AM Housekeepers who clean rooms and successfully complete their daily section size, with forty-five (45) minutes or less remaining on their shifts, to leave and be compensated for the balance of their shift.
- Housekeepers who are within their first ninety (90) days, or have not cleaned their full contractual section size, or do not clean rooms, are not eligible to utilize the forty-five (45) minute privilege. Eligibility will not be denied for section size reductions due to authorized classes (e.g. ESOL).
- A single occurrence of poor quality work may result in discipline of the Housekeeper and should not result in loss of their forty-five (45) minute privilege.
- Housekeepers cannot be given an option of losing their forty-five (45) minute privilege or receiving discipline.
- The forty-five (45) minute privilege can be removed for two (2) weeks if there is an overall quality issue or a decline in quality in a Housekeepers work area.
- The loss of the forty-five (45) minute privilege can extend beyond the two (2) week period if the Housekeepers quality of work has not improved to a satisfactory level.
- Removal of the forty-five (45) minute privilege is not a component of discipline and is not part of the grievance process.

Transfers

Housekeepers transferring to a different resort in a Housekeeper role shall be placed upon a twenty-one (21) day qualifying period. If the Company determines during the twenty-one (21) day qualifying period that the employee's performance is not satisfactory, or if the employee requests a return to their previous Housekeeper position within the twenty-one (21) days, the Company will return the employee to his/her prior Housekeeper location. The position will not be backfilled during this time period. Employees returning to their previous location are not guaranteed their same section, section size or days off, and will only be able to exercise this option one (1) time per year.

Deployment

New Housekeepers will not be eligible to deploy until after five (5) months.

Housekeeping Inspectors

Housekeeping Inspectors will be paid one-dollar (\$1.00) above the applicable housekeeping rate for all hours worked in this role.

Addendum B-2

INTERNATIONAL BROTHERHOOD OF TEAMSTERS (I.B.T.) Local 385

BUS OPERATIONS (Drivers, Coordinators and COT)

Incident/Accident Standard

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

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

1. An incident is defined as contact made with an object which results in damage from \$500 - \$1,750. In no case does this apply if injuries are involved. Incidents are not cumulative after two (2) years.
2. Three (3) chargeable incidents equal an accident. An accident is defined as contact made with an object which results in damage from \$1,751 - \$17,500.
3. Three (3) chargeable accidents within a three (3) year period will result in removal from a driving position.
4. An accident involving damage in excess of \$17,501 may result in termination or a permanent transfer to a non-driving role.
5. It is the responsibility of all Employees to report any accident as promptly as possible.

Drivers License Violations

The parties recognize the Company's obligation to provide a safe means of transportation to its guests and agree that it is the responsibility of each individual driver to notify Management immediately, and prior to the start of his/her next shift, of being convicted of any traffic violations (other than a parking ticket.) It is also understood that it is the individual driver's responsibility to notify Management immediately and prior to the start of his/her next shift, or prior to the end of the business day following the day an employee receives notification of suspension, revocation, cancellation, lost privilege or disqualification of his/her license, whichever is sooner. Under no circumstances is an employee allowed to drive a Company vehicle under a suspended or revoked license.

A driver's failure to report according to the prescribed time frames listed above, or the Company's discovery-through MVR checks of a driver's failure to report within seven (7) months from the date of the infraction will result in disciplinary action, not excluding termination.

Rest Periods

All of the following rest periods to be scheduled as close to the middle of the shift as operationally feasible:

1. Six (6) hour shifts receive one (1) thirty (30)-minute rest period.
2. Any shift less than seven (7) hours will not be scheduled an involuntary lunch.
3. Seven (7) hour shifts receive one (1) forty-five (45)-minute rest period representing one (1) thirty (30)-minute lunch and one (1) fifteen (15)-minute rest period.
4. Eight (8) hour shifts receive one (1) sixty (60)-minute break representing one (1) thirty (30)-minute

lunch and two (2) fifteen (15)-minute breaks.

5. Nine (9) hour shifts receive two (2) thirty (30)-minute breaks evenly divided into equal portions representing one (1) thirty (30)-minute lunch and two (2) fifteen (15)-minute breaks.
6. Ten (10) hour shifts receive one (1) forty-five (45)-minute break and one (1) thirty (30)-minute break divided into equal portions representing one (1) thirty (30)-minute lunch with a fifteen (15)-minute break, and two (2) fifteen (15)-minute breaks.
7. Shifts eleven (11) hours or greater receive three (3) thirty (30)-minute breaks divided into equal portions representing one (1) thirty (30)-minute lunch, two (2) fifteen (15)-minute breaks, and another two (2) fifteen (15)-minute breaks.

Bus Drivers will have fifteen (15) minutes of pre-trip time for all busses going on route for the first run of the day.

Drivers will be allowed reasonable time to get to and return from break and rest areas. It is understood and agreed that the Company's existing practice is an acceptable standard. Any issues or concerns will be addressed and raised in the Labor Management Committee.

Scheduling

1. Casual Regular employees who transfer into Bus Operations must wait three (3) years prior to exercising their seniority for schedule bids or pool schedules.
2. There will be a minimum of ten (10) hours off between shifts.
3. Scheduled voluntary overtime will be distributed by seniority based on the current practice as follows:
 - A. During schedule bids, employees will identify which off day(s) inclusive of the earliest start and latest end time(s) that they are volunteering to be scheduled for overtime.
 - B. Company determines the number of shifts needed
 - C. Overtime will be scheduled at time and one-half prior to double time
 - D. Shifts will be designated by seniority based on the earliest shift start time and available shift end time
4. Mandatory overtime will be distributed as follows:
 1. Determine the number of shifts needed
 2. Distributed by seniority to volunteers before assignment to non-volunteer senior drivers.
 3. Assign to junior drivers first.
5. The Company and the Union agree to establish a Scheduling Committee composed of two (2) Shop Stewards and one (1) or more members of Management. The purpose of the committee is to review new scheduling practices every two (2) weeks and to prevent the filing of potential grievances.
6. Busses Night Shift Differential

If an employee works any part of a shift between the hours of 12:30 a.m. and 5:00 a.m. and are not otherwise eligible for the night shift differential, as defined in Article 12, Section 3, he/she will be paid a differential of seventy-cents (\$.70) per hour in addition to his/her straight time rate for those hours worked within the 12:30 a.m. to 5:00 a.m. window.

Completion of Shift Travel Time

Drivers who complete their shift in other than their designated parking location (as determined by the Company) will be paid for all time spent getting back to their parking location. Company

agrees to maintain a reasonable walking distance between parking location and time clock (i.e. equivalent to current standard).

Vehicle Maintenance

The Company agrees to add Vehicle Maintenance as an agenda item to the current Safety Committee agenda.

Bus Operations Management/Shop Steward Meetings

1. The parties agree to establish Management/Shop Steward meetings in the Bus Operations area to maintain open lines of communication and to discuss and resolve issues.
2. The meetings will be scheduled on a monthly basis and will be attended by the Area Executive or his/her designee and a maximum of ten (10) Shop Stewards.
3. The meeting will be scheduled by Management at a time that does not interfere with the daily operation. Shop Stewards attending the meeting during their scheduled shifts will be paid for the time. Shop Stewards who choose to attend the meeting prior to or after their scheduled shifts or on a scheduled day off will not be paid.

TEXTILE SERVICES OPERATIONS

Scheduling

1. An IBT Shop Steward will be present during bidding.
2. Employees scheduled six (6) hours or less will not be required to take a lunch period.
3. Shift rotation between Flatwork, Towel Fold, and Catching will be available, as determined by Management, and assigned based on seniority to interested employees.
4. All Textile Services jobs will be posted internally for two (2) weeks. Textile Services employees will transfer internally to open positions, including Casual Regular employees, before the position goes to Casting, (i.e., post internally to qualified candidates at all plants first, then to Casting.)

Food & Beverage Delivery Premium

Linen Handlers who work the Food and Beverage routes shall receive a \$1.00 premium.

Tugger Equipment Premium

Textile Service employees, with the exception of Laundry Advanced Assistants, shall receive a \$.75 premium for hours worked operating the Tugger equipment at the Laundry production facility only.

Fork Lift Premium

Textile Services employees shall receive a thirty cent (\$.30) premium for hours worked operating the fork lift at the Laundry production facilities only.

Textile Services – Management/Shop Steward Meetings

1. Management/Shop Steward meetings will be scheduled on a monthly basis to maintain open lines of communication and to discuss and resolve issues. The meetings will be attended by the Area Manager/Supervisor or designee and a maximum of ten (10) Shop Stewards

2. The meeting will be scheduled by Management at a time that does not interfere with the daily operation. Shop Stewards attending the meeting during their scheduled shifts will be paid for the time. Shop Stewards who choose to attend the meeting prior to or after their scheduled shifts or on a scheduled day off will not be paid.

RANCH OPERATIONS

1. Full Time employees who transfer or are hired into Ranch Operations must wait three (3) years to exercise their seniority for schedule bids.
2. Employees performing a role in a higher classification will be statused to that classification after six (6) months of continuous work within the higher classification, providing they have been trained and approved in at least fifty percent (50%) of the roles that define the higher classification.
3. Employees not approved in fifty percent (50%) of the roles within a classification will be lowered to the appropriate classification for their skill level after six (6) months.
4. The Company will post open positions at the Ranch two (2) weeks prior to Casting making a hiring decision. The Employees at the Ranch must go through the Casting skill code process.
5. The Company agrees that a member of Management or his/her designee will accompany the Employee when transporting animals off property. When traveling within the State of Florida on Company business, but not hauling animals, Management may choose not to accompany the employee. In such a circumstance the Company will provide appropriate communication (e.g. cell phone).
6. The Company will continue to utilize an Overtime sign up sheet and will offer the most senior qualified employee and move down the seniority list. Scheduling for unplanned events (i.e. pop-ups) will be based on staff availability at the time of receipt of the function.
7. Parades, special events and filmings may be assigned based on the requests of our clients. Selections will be based on skills and abilities, appearance, and seniority. The final selection will be determined by Management.
8. Employees who work at Fort Wilderness that are statused to the Ranch and drive dump trucks, horse trailers and shavings trucks will receive ten (10) minutes travel time

Driver Premium

Ranch employees will receive a one-dollar and 25/100 Dollar (\$1.25) pay premium per hour for all hours driving the semi-truck.

Equine Premium

Ranch employees will receive a one dollar (\$1.00) pay premium for all hours driving a six (6) or eight (8) horse hitch, performing as the headless horseman, and/or scheduled and worked training horses. The premium will be paid in one (1) hour increments with no minimum time period. Management will select employees for the above tasks based on skills, abilities, and the animals to be trained or driven.

Coordinator Premium

As determined by Management, Ranch employees who assist with parades, special events or special projects will be paid the Coordinator Premium according to Article 12, Section 7 of the STCU contract for all hours worked during these events.

Adjustment to Rate Range

Company agrees to increase the rate structure of Ranch Hand by twenty-five cents (\$.25) (new minimum: \$8.75 and new maximum: \$13.84), the effective date to coincide with the effective dates of Addendum A of the STCU Agreement main table negotiations. This is exclusive of any increase that may be negotiated at the main table.

PARKING

Tram Vehicle Accident Policy- All accident occurrences will be investigated. In those cases where the employee demonstrates negligence, disregard for safety procedures, or other unacceptable behaviors, the Company reserves the right to move the employee to a non-driver role or to proceed with termination.

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

1. An accident is defined as contact made in a tram vehicle with anything that results in damage.
2. Two (2) accidents, resulting in disciplinary action within a rolling twenty-four (24) month period will result in the employee's mandatory transfer to a non-driving area
3. It is the responsibility of all employees to report any accident immediately to a manager.

An I.B.T. Shop Steward will be present at all scheduling and/or vacation bids.

Addendum B-3 UNITE HERE! Local 362

Unless otherwise designated, the following items apply to all disciplines within UNITE HERE! 362 jurisdiction:

Labor/Management Committees

The Company and the Union shall recognize the mutual benefit of joint meetings of representatives of both parties. Therefore, the Labor/Management Committees for Attractions, Custodial, Vacation Planning and Guest Arrival Process are established to discuss and make recommendations in areas of mutual concern that have been referred to the Committee. Each committee will be co-chaired by the President of UNITE HERE! Local 362 or his/her designee, and the designated Executive from Operations. The Company and the Union will agree on the number of core committee attendees for each Committee. Either party, within reason, may invite appropriate subject matter experts deemed necessary. Shop Stewards designated by the Union to attend the Committee meeting during his/her scheduled shift will be paid for the time attending the meeting. Shop Stewards scheduled to attend an LMC meeting on his/her day off will be paid according to Article 10, Section 4 of the STCU Agreement.

Labor Management for Guest Arrival Process will address issues in the following disciplines:

- Park Greeter
- Auto Plaza
- Ticketing
- Water Parks
- EWWS
- DTD Admissions and Parking

Employee Rights

The Company commits that UNITE HERE! Local 362 designated Shop Stewards will be utilized to represent UNITE HERE! Local 362 bargaining unit employees, when operationally feasible.

Bidding Process

A UNITE HERE! Local 362 Shop Steward, as designated by the Union, will be present during the schedule bid, as operationally feasible.

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

The following items apply only to Attractions, Auto Plaza, Slide Operations, Ticketing and Custodial:

Internal Transfers

H/H transferring to a different work location in a H/H role shall be placed upon a fifteen (15) working day qualifying period. If the Company determines during the fifteen (15) working day qualifying period that the employee's performance is not satisfactory, or if the employee requests a return to his/her previous position within the fifteen (15) working days, the Company will return the employee to his/her prior location. Employees returning to his/her previous line bid location will not be able to exercise his/her scheduling seniority until the next schedule bid. Employees returning to his/her previous location, upon his/her request, will be able to exercise this option one (1) time per year.

Exercising Preference on Transfer

Employees who submit "preference sheets" to determine their weekly schedules and transfer into a work location in between schedule bids, will be allowed to submit "preference sheets" to exercise his/her

seniority for time of day, hours per week, and location. This provision does not apply to days off.

ATTRACTIONS (includes Attractions, Auto Plaza, Slide Operations and Ticketing):

Cross-training will occur upon the request of the employee at least once every nine (9) months to other Attractions within his/her statused business unit.

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

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

Steam Train employees working in the Fireman and Engineer positions only will receive a thirty cents (\$.30) premium for actual hours worked. Employees trained as a Steam Train Engineer who work in the crossing position, will receive a thirty (\$.30) cents premium for actual hours worked.

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

Innoventions Transfer Process

Future World West Host/ess may apply for Presenter positions for a period of one (1) week prior to the opening being released to Casting. Selection(s) will be made in accordance with STCU Article 14.

Cirque du Soleil (Dark Days)

The following provisions are subject to Company business need, as well as Management's discretion:

1. WDW Hosts/Hostess, statused to Cirque du Soleil, shall be allowed to request vacation/EB hours for all weeks of the calendar year, with the exception of any time blocked out by Management per Article 21, Section 7 of the Service Trades Council Union Bargaining Agreement. During periods designated as "dark days," the employee may opt to request the use of appropriate leave (vacation, personal holidays, and personal sick days).
2. Authorized Days Off (ADOs) may be granted, at Management's discretion, based on business needs.
3. If there is work available within the Company during Cirque du Soleil "dark days," a WDW Host/Hostess statused to Cirque du Soleil may be deployed to work in another location during this time period, per Article 16 of the Service Trades Council Union Bargaining Agreement.

Incident/Accident Policy

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

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

1. An incident is defined as contact made while operating any motorized Company vehicle, including

pargos, resulting in total damages between \$1 - \$1,000. An incident will result in a one (1) point reprimand.

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

AUTO PLAZA TICKET SELLERS

New Hire Training Period

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

Cash Handling and Operating Guidelines Error Discipline

Cash Handling discipline and Operating Guidelines/errors discipline will be combined and issued separately from the Full Time STCU Agreement disciplinary point system.

1. General: In no event will Auto Plaza WDW H/H receive discipline for both Cash Handling and Operating Guidelines errors for the same violation.

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

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

OVER AND SHORT MATRIX	
½ MARK	\$10.01 to the price of one automobile ticket (base ticket) * (with tax) when referenced at the time of incident
1 MARK	The price of one automobile ticket (base ticket)* (with tax) plus one (1) cent to the sum of two automobile base tickets (with tax) when referenced at the time of incident
2 MARKS	The price of greater than two automobile tickets (base tickets)* (with tax) plus one (1) cent or more when referenced at the time of incident

*Ticket refers to an automobile parking ticket (base ticket).

Operating Guideline Errors

- (a) The following Operating Guideline errors shall result in two (2) marks:
1. Failure to log out of a Walt Disney Company Ticketing system.
 2. Working out of an incorrect or unauthorized fund.
- (b) The following Operating Guideline errors shall result in a one (1) point reprimand, provided there is no financial loss to the Company and/or a Guest:
1. Leaving tender of greater than Ten Dollars (\$10.00) in value unattended and/or unlocked (in those areas where the Company provides secure drawers or work areas).
 2. Lost keys or failure to return keys to the key system
 3. Providing another person access to and/or use of an employee's confidential sign-in code to a Walt Disney Company system.
 4. Carrying any of the following: cash, coin, traveler's checks, Disney dollars, Gift Cards with value unescorted.
- (c) Violation of Operating Guidelines (OGs) may result in disciplinary action up to and including termination, in accordance to STCU Article 18.

Over and Short variances and/or Operating Guideline errors as outlined above will result in a one (1)-point reprimand based on the following accumulation of Marks:

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

Reprimands shall be issued according to STCU Article 18, Section 6 (b).

Upon reaching the second (2nd) reprimand, retraining will be offered. At the employee's request, an employee shall be transferred to a non-cash handling position after receiving a third reprimand for cash handling. Should the employee decide to remain in a cash handling position and reach the fifth (5th) point, the employee will be involuntary terminated.

Operating Guidelines errors 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

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.

TICKETING

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

Cash Handling and Operating Guidelines error discipline shall each be handled separately under its individual discipline system as long as any Operating Guidelines error that results in a monetary loss to the Guests or the Company is documented in the Cash Handling matrix.

When assigned to a Ticket Sales location, WDW Host/Hostesses at Blizzard Beach and Typhoon Lagoon, Cirque du Soleil, DisneyQuest, and ESPN's Wide World of Sports box offices will receive premium pay of forty cents (\$.40) per hour for all hours worked performing Guest Services duties. Ticket Sales duties include, but are not limited to, ticket sales, ticket refunds, ticket upgrades, ATS transactions,

vouchers, and dining reservations. The Guest Services premium will not apply to locations other than those stated above.

A. Training Period

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

B. Cash Handling and Operating Guidelines Discipline

Cash Handling discipline and Operating Guidelines/errors discipline will be combined and issued separately from the Full Time STCU Agreement disciplinary point system.

- (1) General: Discipline issued for cash handling or Operating Guidelines errors will not be covered under the general five (5) point disciplinary system. In no event will Ticket Sellers receive discipline for both cash handling and Operating Guidelines errors for the same mistake.
- (2) Cash Handling: An overage or shortage in cash and/or tickets that is the result of an errant transaction or a Operating Guidelines error that results in a financial loss to the company shall be subject to the guideline below.

OVER AND SHORT MATRIX	
½ MARK	\$10.01 to the price of a one (1) day adult base ticket * (with tax) when referenced at the time of incident
1 MARK	The price of a one (1) day adult base ticket* (with tax) plus one (1) cent to the sum of two (2) adult and two (2) child one (1) day base tickets (with tax) when referenced at the time of incident
2 MARKS	The price of two (2) adult and two (2) child one (1) day base tickets* (with tax) plus one (1) cent or more when referenced at the time of incident

*Ticket refers to a 1-day base ticket for DisneyQuest or Water Parks. A ticket for ESPN's Wide World of Sports refers to a 1-day base ticket or category B Braves (Upper Level Reserved/Bleacher Level Reserved) ticket. A ticket for Cirque du Soleil refers to a category two (2) as its base ticket.

Over and Short variances as outlined above will result in a one (1)-point reprimand based on the following accumulation of Marks:

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

Reprimands shall be issued according to STCU Article 18, Section 6 (b).

Operating Guideline Errors

(a) The following Operating Guideline errors shall result in two (2) marks:

1. Failure to log out of a Walt Disney Company Ticketing system.
2. Working out of an incorrect or unauthorized fund.

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

1. Leaving tender of greater than ten dollars (\$10.00) in value unattended and/or unlocked (in those areas where the Company provides secure drawers or work areas).
2. Lost keys or failure to return keys to the key system
3. Providing another person access to and/or use of an Employee's confidential sign-in code to a Walt Disney Company system.
4. Carrying any of the following: cash, coin, traveler's checks, Disney dollars, Gift Cards with value unescorted.
5. Issuing compensation, comp tickets, or performing any transaction other than a straight sale for a family member, relative or friend. All transactions, other than straight ticket sales must be approved and performed by a GSM who is not a family member, relative or friend of the Guest.

Upon reaching the second (2nd) reprimand, retraining will be offered. At the employee's request, an employee shall be placed in a non-cash handling position after receiving a third reprimand for cash handling. Should the employee decide to remain in a cash handling position and reach the fifth (5th) point, the employee will be involuntary terminated.

The Operating Guidelines errors 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.

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.

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. Effective October 2, 2011, Custodial Host/Hostess will receive forty (\$.40) 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- Window washing is a utility function defined as cleaning windows at various heights, utilizing typical professional window washing tools which may include, but not limited to squeegee, scrub wand and brush. Spray bottle cleaning of glass or mirror surfaces is not considered window washing utility work.
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. Sand Pro
16. Boats for Water Cleanup
17. 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). Employees working in the capacity of rappelling will receive an additional fifty (\$.50) cents per hour premium for actual hours worked.

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:

1. The Custodial Coordinator operates the equipment or performs the tasks; or,
2. 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.

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

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

Custodial Miscellaneous

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

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

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

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

All Custodial job assignments (details) will be distributed as equitably as reasonably practical.

Internal Transfers

Priority will be given to the local area when transferring between utility premium position and non-utility premium position.

Implementation of Standards for Driver's License Violations

The parties recognize the Company's obligation to provide a safe means of transportation to its employees and Guests, and agree that it is the responsibility of each individual who may be required to drive a Company vehicle to hold a current valid United States driver's license. It is also understood that it is the individual driver's responsibility to notify Management immediately and prior to the start of his/her next shift, or prior to the end of the business day following the day an employee receives notification of suspension, revocation, cancellation, lost privilege, or disqualification of his/her license, whichever is sooner. Under no circumstances is an employee allowed to drive a Company vehicle under a suspended or revoked license. Failure to notify Management will result in discipline not excluding termination with the understanding that employees will be provided the appropriate language translator, as needed, and have employees sign the appropriate acknowledgement.

Vehicle Incident/Accident Policy

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

1. An accident is defined as contact made with a Company vehicle that results in damage to property or person and driver (employee) was at fault.
2. Two (2) accidents within a rolling twenty-four (24) month period will result in the removal from any role in which driving may be required.
3. Any dispute on application of this shall be subject to the grievance procedure.
4. It is the responsibility of all employees to report any accident immediately to a manager. Failure to report any incident or accident may result in termination.

VACATION PLANNERS

A. Transfers and New Hires

1. Vacation Planning management reserves the right to select a pre-qualified talent pool from the Casting skill code list. Qualifications for that pool will be developed by the LMC. Full Time and Part Time new hires and transfers will be selected based on seniority within this pre-qualified pool. Vacation Planning management will notify the Union thirty (30) days in advance of implementation.
2. New Hires
New hires to Vacation Planning are subject to a one hundred twenty (120) calendar day probationary period. If the Company deems an employee's performance is unsatisfactory and/or the employee no longer desires the Vacation Planner role after 91 days, the employee will be recast to another role outside of Vacation Planning.
3. Transfers to Vacation Planning
There will be a one hundred twenty (120) calendar day qualifying period beginning the effective date of transfer. During this specified time period, if the Company deems an employee's performance is unsatisfactory and/or the employee 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.

B. Over and Short Cash Handling

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

1. Over/Short: An overage or shortage that is the result of an errant transaction and that results in a financial loss to the Company or Guest shall be subject to the matrix below:

OVER AND SHORT MATRIX	
½ MARK	\$10.01 to the price of a one (1) day adult base ticket * (with tax) when referenced at the time of incident
1 MARK	The price of a one (1) day adult base ticket* (with tax) plus one (1) cent to the sum of two (2) adult and two (2) child one (1) day base tickets (with tax) when referenced at the time of incident
2 MARKS	The price of two (2) adult and two (2) child one (1) day base tickets* (with tax) plus one (1) cent or more when referenced at the time of incident

No discipline for errant transactions will be issued during an employee's first thirty (30) calendar days commencing from the day that training is completed on a new process or product.

*Ticket refers to a 1-day theme park ticket.

Employee's must notify a manager (or Coordinator if a manager is not available) before clocking out if more than one hundred (\$100) over/short.

Over and Short errors as outlined above will result in a one (1)-point reprimand based on the following accumulation of Marks:

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

Reprimands shall be issued according to STCU Article 18, Section 6 (b).

At the employee's request, an employee shall be placed in a non-cash handling position after receiving a third reprimand for cash handling, provided non-cash handling positions are available.

2. Business Rules:

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

Business Rule errors are defined as:

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

3. Operating Guideline Errors

- (a) The following Operating Guideline errors shall result in a one (1) point reprimand, provided there is no financial loss to the Company and/or a Guest:
 - 1. Leaving money, in any amount greater than ten (\$10) dollars, unattended and/or unlocked (in those areas where the Company provides secure drawers or work areas).
 - 2. Lost keys or failure to return keys to the key system.
 - 3. Providing another Vacation Planner access to and/or use of a Vacation Planner's confidential sign-in code.
 - 4. Carrying money unescorted.
 - 5. Issuing compensation, comp tickets, or performing any transaction other than a straight sale for a family member, relative or friend. All transactions, other than straight ticket sales must be approved and performed by a GSM who is not a family member, relative, or friend of the guest.
- (b) The following Operating Guideline errors shall result in two (2) marks, regardless of financial loss to the Company and/or a Guest:
 - 1. Failure to log out of the ATS system.
 - 2. Working out of an incorrect or unauthorized fund.
- (c) Violation of Operating Guidelines (OGs) may result in disciplinary action up to and including termination, in accordance to STCU Article 18.

C. Opening and Closing

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

D. Training

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

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

E. Vacation Planner Rewards Program

Vacation Planners must work a minimum of four (4) shifts and sell a minimum number of tickets, as a Vacation Planner per fiscal month to be eligible for Rewards. The minimum number of tickets will be designated by the Company and discussed and reviewed by the LMC prior to implementation.

Vacation Planners may receive up to three (3) quality assurance observations per fiscal month. Stated Vacation Planning Coordinators will not be held accountable for the Sales Performance Accountability Guidelines.

1. Monthly Rewards

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

The number of Vacation Planners that qualify per level will not be limited. If the Vacation Planner achieves a reward level, they shall select a reward within the level that they achieved for that month (rewards will not roll over on a monthly basis), and they must redeem within the communicated redemption period. Reward levels will be developed by the Company and reviewed and discussed with the LMC.

2. Quarterly Rewards

Vacation Planners, who are eligible for monthly rewards for all three (3) months of a fiscal quarter, will be eligible for quarterly rewards as long as they are free from attendance, clocking, over and short and operating guidelines fiscal quarter.

The number of Vacation Planners that qualify per level will not be limited. If the Vacation Planner achieves a reward level, they shall select a reward within the level that they achieved for that quarter and they must redeem within the communicated redemption period.

3. Sales Performance Accountability Guidelines

Sales performance accountability guidelines will begin after thirty (30) calendar days from the completion of Vacation Planning training. Performance that falls within the Sales Performance Tracking (SPT) level will be addressed as follows:

- **Phase 1:** two (2) months at SPT within a twelve (12) month rolling period will receive documented focused observations and coaching.
- **Phase 2:** three (3) months at SPT in a twelve (12) month rolling period will receive targeted retraining from their homeroom leader focused on Sales, Systems, or Product Knowledge.
- **Phase 3:** four (4) months at SPT in a twelve (12) month rolling period will receive an Individual Retraining Plan that is personalized training with a trainer focused on that

employee's specific need. Employee will also be given the opportunity to voluntarily pursue a transfer to a non-Vacation Planning role.

- **Phase 4:** five (5) months at SPT in a twelve (12) month rolling period will be required to transfer to a non-Vacation Planning role utilizing the transfer process based on open positions at Casting at time of transfer.

F. **Fulfillment**

Fulfillment lines shall be posted for bid at schedule selections.

Fulfillment employees will receive premium pay of fifty cents (\$.50) per hour for all hours worked while performing fulfillment duties.

Fulfillment employees are ineligible for Vacation Planning Rewards.

Animal Care

In the event the Company resumes performance of the work formerly performed by Animal Care Specialists and/or Animal Care Specialists Seniors, the Company will notify UNITE HERE! Local 362.

Addendum B-4
Transportation Communications International Union (TCU) Local 1908

WATERCRAFT

Time served at EPCOT Boats and Sassagoula Boats will count as time served in Transportation when calculating rate ranges.

Scheduling

Scheduling for all Seven Seas, and Bay Lake Watercraft Operations work groups, including but not limited to, Grand One and Magical Fireworks Voyages, will be done in the following manner:

1. Employees who transfer (excluding those from EPCOT Friendship, Sassagoula/Rivercruise Boat Operations, Monorail Operations, and Seven Seas and Bay Lake Lake Patrol Operations) into Seven Seas and Bay Lake Watercraft Operations or Monorail Operations must wait two (2) years prior to exercising their seniority for schedule bid purposes or pool.
2. Employees working a paid shift of seven (7) or less hours will not be required to take an involuntary lunch.
3. Night Shift Differential (Magic Kingdom Only)
If an employee works any part of a shift between the hours of 12:30 a.m. and 5:00 a.m. and are not otherwise eligible for the night shift differential, as defined in Article 12, Section 3, he/she will be paid a differential of seventy-cents (\$.70) per hour in addition to their straight time rate for those hours worked within the 12:30 a.m. to 5:00 a.m. window

Watercraft - Miscellaneous

Re-Certification - Employees who transfer out of Watercraft and/or have not operated a Watercraft vessel for a period of six (6) months or more must be re-certified on the vessel(s) prior to operating the vessel(s). This applies to cross-utilization situations and employees returning to the area.

Full Time employees statused to EPCOT Friendships, Sassagoula/Rivercruise Boat Operations, Seven Seas and Bay Lake Watercraft, Monorail Operations, and Seven Seas and Bay Lake Lake Patrol will be given priority to transfer to openings within these five (5) operations.

Transportation Host/Hostess Premium

Employees statused to Monorails and Watercraft will receive thirty cents (\$.30) per hour premium pay when using a gas powered pressure washer, or when operating Genie Lift or Scissor Lift in one (1)-hour increments.

Incident/Accident Standard

The parties recognize the Company's obligation to provide a safe means of transportation to its guests and agree that all accident occurrences must be investigated and disciplined on an individual basis. In those cases where the employee has demonstrated negligence, disregard for safety procedures, or other unacceptable behaviors, the Company may issue discipline, require immediate transfer to another classification, or termination, or a combination of these.

In those cases which do not require such action, the Company will utilize the following incident/accident standard:

1. An incident is defined as contact made by a watercraft with any object which results in damage from \$0 to \$1,000 to the craft and/or to the object.
2. An accident is defined as contact made by a watercraft with any object which results in damage

greater than \$1,000 to the craft and/or to the object or damage to bowsprit requiring replacement.

3. Two (2) chargeable incidents within a three (3) year period equal one (1) chargeable accident.
4. Damage estimates provided by Walt Disney World Dry Dock Maintenance shall be used to determine the true dollar damage amount.
5. Three (3) chargeable accidents within a three (3) year period will result in permanent removal from all Watercraft operations.
6. All references to time periods in this standard refer to continuous work periods specifically, excluding any leaves of absence.
7. Incidents and accidents shall not be assessed points within the five (5)-point discipline system. However, discipline issued in conjunction with an accident or incident will count within the five (5)-point discipline system.
8. Damage resulting from an incident or accident which occurs while operating a Company car, van or truck shall not be governed by this standard.
9. The cost associated with broken lines will not be included in estimating total damages within this agreement. Violations of Company guidelines resulting in line breakage will be evaluated within the five (5)-point discipline system. Any damage caused by a broken or untied line will be evaluated within this agreement.
10. Management will review all incidents/accidents independently of all others and may take into account considerations for weather conditions, pilot experiences, mechanical malfunctions, and structural defects.
11. All chargeable incidents and accidents will be documented in writing, recorded on the employee's record card, and remain active for cumulative purposes for three (3) years.
12. The above incident/accident policy applies to all Seven Seas and Bay Lake Watercraft, Sassagoula/Riverside Boat Operations, and EPCOT Friendship Boat Operations, and Resort Lake Patrol and Fishing Guides.

MONORAILS

Violation of Clearance Procedures (VOCP)

The parties recognize the Company's obligation to provide a safe means of transportation to its guests and agree that all violations of clearance procedures must be investigated and disciplined on an individual basis. In those cases where the employee has demonstrated negligence, disregard for safety procedures, or other unacceptable behaviors, the Company may issue discipline, require immediate transfer to another classification, or terminate.

In those cases which do not require such action, the Company will utilize the following violation of clearance procedure policy:

1. All violations of clearance procedures will be documented in writing, recorded on the employee's record card, and remain active for cumulative purposes for three (3) years.
2. Three (3) violations of clearance procedure within a two (2) year period will result in permanent prohibition from operating a monorail and mandatory transfer from the Transportation area. The employee may choose to accept a position in another Transportation department, provided an opening exists. If the employee transfers to another Transportation department and commits any one (1) incident or accident within a twelve (12) month period of time, he/she will be permanently disqualified from any Transportation classification.

3. With exception to number 4 below, violations of clearance procedure shall not be assessed points in the discipline point system, Article 18, Section 6.
4. All overruns of the MAPO system will be reported. When an overrun of the MAPO system is not reported, the employee will receive a one (1) point reprimand which will be counted in the disciplinary point system (Article 18, Section 6). Additionally, the employee will receive one (1) point on the VOCP matrix.

All Monorail Operations department records will be adapted to the above policy prospectively.

Monorail Central Controller

1. The Company will determine the qualifications for employees who are statused to the Monorail Central Controller classification.
2. The Company reserves the right to unilaterally select, from within the Monorail classifications, individuals to be utilized in the Monorail Central Controller Classification. Openings for statused positions will be posted.
3. The Company reserves the right to remove any statused Monorail Central Controller who is not performing to acceptable standards. If the removal occurs within a one hundred twenty (120) day qualifying period, there will be no recourse to the grievance procedure.

Monorail - Miscellaneous

Re-certification – Employees who transfer out of Monorail and/or have not operated a train for a period of six (6) months or more must be re-certified on the train(s) prior to operating the train(s). This applies to cross-utilization situations and employees returning to the area. Management reserves the right to change the frequency of re-certification based on changing business conditions.

Full Time employees statused to EPCOT Friendships, Sassagoula/Rivercruise Boat Operations, Watercraft Operations, Seven Seas and Bay Lake Watercraft, Monorail Operations, or Seven Seas and Bay Lake Patrol will be given priority to transfer to openings within these five (5) operations.

Monorail - Scheduling

Scheduling for all Casual Regular Monorail employees will be done in the following manner:

1. Employees who transfer (excluding those from EPCOT Friendship, Sassagoula/Rivercruise Boat Operations, Watercraft Operations and Seven Seas and Bay Lake Lake Patrol Operations) into Seven Seas and Bay Lake Watercraft Operations or Monorail Operations must wait two (2) years prior to exercising their seniority for schedule bid purposes or pool.
2. Employees working a paid shift of seven (7) or less hours will not be required to take an involuntary lunch.
3. Night Shift Differential (Magic Kingdom Only)

If an employee works any part of a shift between the hours of 12:30 a.m. and 5:00 a.m. and are not otherwise eligible for the night shift differential, as defined in Article 12, Section 3, he/she will be paid a differential of seventy-cents (\$.70) per hour in addition to their straight time rate for those hours worked within the 12:30 a.m. to 5:00 a.m. window.

Houseperson Host/Hostess Premium

- Houseperson Host/Hostess will receive the thirty cents (\$.30) per hour premium pay for all hours worked when operating the specified equipment or performing the specified tasks as outlined in "Custodial H/H Utility Premium Pay" in UNITE HERE! Local 362 section of Addendum "B-3." Effective October 2, 2011, this premium will increase to forty cents (\$.40) per hour.

- Interchangeability to include “junior qualified Houseperson” when utilizing a Houseperson as a Housekeeper.
- Job assignments in linen will be assigned on a separate schedule to those who currently do the role. Future openings and call-ins/sicks will be filled with the most junior qualified Houseperson.
- The Company will adjust the workload based on occupancy, and distribute the work equitably.

Custodial

The Company and Unions agree that all terms and conditions negotiated in the 2010 UNITE HERE! Local 362 Custodial addendum will also apply to TCU Local 1908 Custodial Cast Members.

BELL SERVICES

Gratuities

Bell Services Tipped Gratuity Matrix

L U G G A G E	Description	Rate Effective Date (October 3, 2010)	Rate Effective Date (October 2, 2011)
Conventions	luggage to/from room	\$5.15	\$5.25
In & Out	loading/unloading	\$1.25	\$1.25
Disney Cruise Line (DCL)	luggage to/from room	\$5.15	\$5.25
In & Out	loading/unloading (when asked)	\$1.25	\$1.25
Disney's Magical Express (DME)	luggage to/from room	\$5.15	\$5.25
In	loading/unloading (when asked)	\$1.25	\$1.25
Resort Special Activities (RSA)	luggage to/from room	\$5.15	\$5.25
	loading/unloading (when asked)	\$1.25	\$1.25
No Guest Contact (NGC) Room Changes	luggage to/from room	\$5.15	\$5.25

C O M P A N Y N O T I C E S

DCL Luggage Notice – <u>Delivery at, under, or inside the room</u>	Bellmen	\$1.00	\$1.00
DME Transportation Notice	Front Desk At All Locations	\$0.00	\$0.00

R O O M D E L I V E R Y

Delivery at the Door/ Under the door/ Just inside the door	Bellmen	\$1.00	\$1.00
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Delivery requiring set up or specific location in the room	Bellmen	\$2.00	\$2.00
Items moved from one location to another (boxes)	Bellmen	\$1.00	\$1.00
V A L E T			
Valet GTD Grat		N/A	N/A
Banquet Functions		N/A	N/A

The following will be considered agreed upon definitions related to the grid:

- “When asked” is when asked to perform the work by a leader.
- **Note: Rates and guarantees cited will be considered minimums.**
- **The above grid applies to work performed by tipped employees only**
- **Include all Tipped Locations**

Disney Cruise Line Gratuities

1. Disney Cruise Line departure card deliveries will be paid in the following manner:
Card delivery at, under or inside the room - \$1.00 per room (see Gratuities Grid).
2. Bellmen at moderate Resorts will be paid (see Gratuities Grid) when Management requests them to perform all guaranteed gratuity functions of the Disney Cruise Line without assistance, e.g., loading/unloading, delivery and pick-up of guest bags.

Group and Convention Guaranteed Gratuities

1. Guaranteed gratuities will be paid for conventions and groups which guarantee the gratuities for arrivals and departures at the following Resort locations: Disney’s Animal Kingdom Lodge, Disney’s BoardWalk Resort; Disney’s Contemporary Resort; Disney’s Grand Floridian Resort and Spa; Disney’s Old Key West Resort; Disney’s Saratoga Springs Resort and Spa; Disney’s Port Orleans Resort; Disney’s Caribbean Beach Resort; Disney’s Coronado Springs Resort; Disney’s Polynesian Resort; Disney’s Wilderness Lodge; and Disney’s Yacht and Beach Club Resorts. Bellmen will receive (see Gratuities Grid) for luggage delivery. When asked to load or unload group bus arrivals, Bellmen will be paid \$1.25 (see Gratuities Grid).
2. A total (and maximum) of (see Gratuities Grid) will be paid for conventions and groups which guarantee the gratuities for arrivals and departures at all other Resorts. Bellmen will receive (see Gratuities Grid) per room for luggage assistance.
3. Individual group or convention arrivals by car which are guaranteed at the above rates (in and out) will be handled in the following manner.
 - (a) All Bell Service employees will use luggage control cards.
 - (b) Bell Service staff is paid (see Gratuities Grid) per trip to a room (in and out).
4. The work and gratuity associated with group or convention arrivals by bus will be divided in the following manner:
 - (a) When asked to perform the work, Bellmen are equitably pulled from rotation to tag and sort luggage. A roster of those working is maintained and \$1.25 (see Gratuities Grid) per room is paid and the total amount divided among those listed.
 - (b) Bell Service employees are paid (see Gratuities Grid) upon delivery or pick-up of luggage (in and

out). At Resorts other than those listed in (1) above, if available, Bell Services Dispatchers and/or Resort Luggage Greeters will assist in tagging and sorting luggage.

- (c) If only Bell Service staff is used for a bus arrival and departure, they will receive the entire amount.
- 5. Only those monies which are attributable to rendered services will be distributed to employees.
- 6. The Company reserves the right to distribute cards stating that the gratuity for luggage handling has been prepaid by the Group and/or Convention. The Company will issue these cards in good faith and take appropriate measures to ensure they are not distributed in error.
- 7. The Company will establish a process to guarantee gratuities for guests escorted by Resort Special Activities if the Bellmen are deprived of the ability to have contact with the guest. Gratuities will be paid at the agreed upon convention rates.

Pre-Planned Guaranteed Room Deliveries

Bell Service employees will receive the following amounts per room/villa:

- 1. \$1.00 (see Gratuities Grid) for all deliveries at the door, under the door, or just inside the room.
- 2. \$2.00 (see Gratuities Grid) for items requiring set-up. Set-up will be defined as specific placement within the room (e.g., on the nightstand), or positioning certain items in relation to one another.
- 3. \$1.00 (see Gratuities Grid) per item for items moved from one location to another (i.e., boxes, crates, etc.).

Rates and guarantees cited will be considered minimums. (Moved to under the grid)

Communication

- 1. In the Resort Newsletter (or equivalent directory of service), under the "Luggage" headings, "Gratuity not included" will be added.
- 2. If a guest requests luggage assistance on departure and requests service knowing he/she will not be present when the bellman arrives, the Company agrees to have the employee obtaining the Guest's information, and who is the final contact state the following: "Please leave your bags just inside the door. If you would like to leave a gratuity, please place it underneath your luggage." This spiel will not be given in any other circumstances (e.g., room change, guest inconvenience, or other similar circumstances). This information will be included in the training manuals for Bell Services, Front Desk, and Concierge employees. Each property will individually determine if the Front Desk or Concierge employees should provide this information.
- 3. The following language will be included in all DME departure notices:
"Upon arrival, it was our pleasure to provide luggage assistance as part of our Disney's Magical Express service. However, upon departure, bell service luggage assistance is not included in our complimentary Disney's Magical Express service. If you would like assistance with your luggage, we ask that you make arrangements with our Bell Services Cast. Please touch the Bell Services button on your in-room phone and a Bellman will gladly assist you. Please allow enough time prior to your motor coach pick-up time to request assistance."

Training

T-2 employees, when training other T-2 employees, will be paid at the base Hospitality Host/Hostess rate, plus training premium of fifty cents (\$.50) per hour, plus tips.

Scheduling

The following will be considered agreed upon definitions related to schedules:

- **Shift**: The hours an employee is scheduled, from start time until end time, within one (1) day.
- **Line**: A combination of scheduled shifts and consecutive days off within the workweek.
- **Bid Schedule**: A combination of all lines within the bidding location.
- **Posted Schedule**: A combination of the schedule bid and any other shifts deemed necessary by business needs for the week scheduled.

If available, a Casual employee will be scheduled to cover the third shift in the event the employee who has bid that line is on vacation, a leave of absence, or in the event of any vacancy, for a period not to exceed sixty (60) days. If a Casual employee is not available, the least senior available Full Time T-2 employee will be assigned this shift, for a period not to exceed sixty (60) days per calendar year. Once the least senior available employee has worked sixty (60) cumulative days in a calendar year, shifts will then be filled by the next least senior available employee.

Scheduled third-shift (Graveyard) T-2 employees will be paid the appropriate Hospitality Host/Hostess rate between the hours of 11:00 p.m. and 7:00 a.m. In addition, any employee covering a third shift line due to call sick, etc., will be paid the appropriate Hospitality Host/Hostess rate between the hours of 11:00 p.m. and 7:00 a.m. This does not apply to employees whose shifts overlap into this time period for any reason.

Shop Stewards

T-2 Shop Stewards will be paid at their appropriate Hospitality Host/Hostess rate for the actual time (rounded to the nearest tenth) when they are taken out of rotation at Management's request. The Shop Steward Card will be kept in rotation, and, if front missed, Bellman becomes first person up.

Bell Services - Miscellaneous

1. With prior approval from Management, Bellman will be paid the standard guaranteed gratuity rate for no guest contact room changes.

Parking Accident Policy

1. Upon first occurrence - two (2) point reprimand
2. Upon second occurrence - two (2) point reprimand
3. Two (2) accidents within a twenty-four (24) month period will result in the employee's mandatory transfer to a non-driving area. The employee will transfer with two (2) accidents on his/her record card, but only with the actual disciplinary points assessed within the preceding twelve (12) month period.

Upon being transferred, an employee will be eligible after an interim of twelve (12) months from the date of such transfer to move back into a guest vehicle or Company vehicle driving position based upon favorable performance record, availability of appropriate job opening, successful completion of an interview, and the completion of the basic proficiency requirements established by the department.

Subsequently, if an employee is involved in an accident, the employee will be permanently prohibited from driving any guest vehicle or Company vehicle.

Additionally, it is understood that all Bell Services employees must have a valid driver's license when performing a driving role. Bell Services employees, who are not required to drive or will not be required to drive in their Bell Services role, will not be required to have a valid driver's license. If the Cast Member's license becomes invalid for any reason, such as suspension, revoked, etc., Management must be made aware prior to his/her next shift.

Management will give employees with invalid licenses, sufficient time to get reinstatement of their license where appropriate. If the employee is not able to reinstate their license, Management will make reasonable efforts, when available, to offer jobs at locations where employees will not have to drive and may retain their tip status, when possible. Employee will be notified of this policy.

Dispatch

1. Employees who are trained for a DME Assistant role will meet with their leader upon completion of that training and will be asked to commit to being available to perform that role for a duration of six (6) months. If the employee declines, they will be returned to their previous role and will not be eligible for additional training as a DME Assistant for six (6) months.
2. DME Assistants will be designated by the Company and will receive an additional seventy five cents (\$0.75) per hour premium. Employees who fill in as a DME Assistant will be paid an additional seventy five cents (\$0.75) per hour for all hours worked in this capacity.

Labor/Management Committee

The Company and the Union recognize the mutual benefit of joint meetings of representatives of both parties. Therefore, the Labor/Management Committee is established to discuss and make recommendations in areas of mutual concern that have been referred to the Committee. The Committee will be co-chaired by the President Transportation Communications International Union (TCU), Local 1908 or his/her designee, the Vice President of Labor Relations or his/her designee, and a Disney line of business executive or his/her designee.

The meeting will be scheduled at a time that does not interfere with the daily operation. Agenda items for the Committee meeting will be exchanged by the parties at least five (5) days prior to the meeting. However, it is understood and agreed that the Committee will not have the authority to receive or resolve grievances or engage in collective bargaining. A maximum of five (5) Union Shop Stewards designated by the Union will attend the meeting. A Shop Steward designated by the Union to attend the Committee meeting during his/her scheduled shift will be paid for the time attending the meeting.

FRONT OFFICE (FRONT DESK/CONCIERGE/FSA)

1. Transfers from a different job classification and new hires into the Resorts Guest Service Host/Hostess position must go through an interview process at ReCasting.
2. Employees who transfer into any Front Office role will be placed on a ninety (90) day qualifying period. If the Company determines during the ninety (90) days that the employee's performance is not satisfactory, or if the employee requests a return during the ninety (90) 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.
3. Employees will receive thirty (30) minutes to bank out if they have a physical bank. This time will include all banks. Bank drops will occur on Company time and are to be included in the thirty (30) minutes. In the event of a bank-out issue, it is the responsibility of the employee to notify Management in order for overtime to be authorized.
4. The Company may require Front Desk Cashiers who walk through Guest areas to drop deposits to be

escorted by another employee or Management.

5. Front Desk Service Advisors (FSA) will be designated by the Company and selected from within the Front Office operation with a minimum of four (4) months of Front Office experience. FSAs will receive an additional one dollar (\$1.00) per hour premium. Effective October 2, 2011, the premium will increase to one dollar and twenty-five cents (\$1.25) per hour for all actual hours worked as an FSA. Effective September 30, 2012 the premium will increase to one dollar and fifty cents (\$1.50) per hour for all actual hours worked as an FSA.
6. Employees who fill in as an FSA will be paid an additional one-dollar (\$1.00) per hour for all hours worked in this capacity. Effective October 2, 2011, the premium will increase to one dollar and twenty-five cents (\$1.25) per hour. Effective September 30, 2012 the premium will increase to one dollar and fifty cents (\$1.50) per hour. FSAs must maintain minimum qualifications in order to retain their status as an FSA. FSAs failing to maintain minimum qualifications may be removed from the role.
7. Employees who are trained for an advanced job function (for example: Room Assignment etc.) will meet with their leader upon completion of that training and will be asked to commit to being available to perform that job function for a duration of six (6) months. If the employee declines, they will be returned to their cashier role and will not be eligible for additional training in advanced job functions for six (6) months.
8. Any Front Office Cast Member may be selected to perform the job functions of Operations Support, Room Assignment, Front Desk Group Assistant, and Curbside Arrival Greeter based on skills, abilities, dependability, and experience. All things equal, seniority will prevail.
9. All Front Office Cast Members will be paid at the Front Desk H/H rate with an additional fifty cent (\$.50) premium when performing the job function of Operations Support (excluding Cashier Operations Support), Room Assignment, and Front Desk Group Assistant. {This premium will increase to sixty cents (\$.60) effective 10/2/2011 and to seventy five cents (\$.75) effective 9/30/2012.}
10. All Front Office Cast Members will be paid at the Front Desk rate when performing the job function of Curbside Arrival Greeter. When a Concierge Cast Member is mandatorily assigned to do the Curbside Arrival function they will be paid at their statused rate.

Cash Handling Discipline

1. All procedural problems will result in a one (1) point reprimand, except in cases involving a monetary loss to the Company over two hundred and fifty dollars (\$250.00).
2. If the employee is over or short from ten dollars (\$10.00) two hundred and fifty dollars (\$250.00), or item(s) of equivalent value (i.e., tickets), it will result in a one (1) point reprimand.
3. If the employee is over or short in excess of two hundred and fifty dollars (\$250.00), or item(s) of equivalent value (i.e., tickets), it will result in a two (2) point reprimand.
4. Upon receiving three (3) cash handling disciplinary points, but less than five (5) disciplinary points, the employee will be offered a non-cash handling position. Additionally, if the employee declines the transfer in written form, the Company is under no obligation to make any further offers to the employee. On the date the employee accepts an offer of non-cash handling position, no further disciplinary points for cash handling will be used as an active component of his/her record card. This will be applied only to incidents occurring after the employee has accepted the offer to transfer and not the original date of occurrence. The Company reserves the right to discipline outside this matrix for dishonesty.
5. If, after receiving progressive discipline for cash handling, an employee requests assistance in verifying his/her bank and/or receipts, the shift supervisor will be available to assist.
6. Disciplinary points will remain on the employee's record card for twelve (12) months from the date of

occurrence.

7. Termination upon receiving five (5) points in accordance with Article 18, Section 6.
8. The Company will not issue both job performance discipline and cash handling reprimands for the same set of circumstances.
9. No discipline will be issued for Cash Handling errors during the first twenty-one (21) days (including training) as a Front Desk employee. The Company reserves the right to discipline when just cause exists.

RECREATION

Employees who work at Fort Wilderness that are statused to Recreation positions and work at Fort Wilderness Meadows pool area, Meadows bike barn area, and Camp Fire remote locations within the campground will receive ten (10) minutes travel time.

At Fort Wilderness Resort, Recreation H/H will receive a \$0.50 per hour premium for all hours worked performing the functions of Archery and/or Segway Instruction.

ADVANCED RESCUE PATROL

Employees new to the Advanced Rescue Patrol will be placed on a one-hundred and twenty (120) day qualifying period. If the Company determines during the one-hundred and twenty (120) day qualifying period that the employee's performance is not satisfactory or if the employee requests a return within the one hundred and twenty (120) days, the Company will return the employee to his/her prior job classification and location. The employee shall be immediately eligible to transfer again.

Employees in the Advanced Rescue Patrol role who receive two (2) reprimands for poor job performance directly related to their duties as an Advanced Rescue Patrol in a twelve (12) month period will be returned to his/her prior job classification.

The Watercraft Incident/Accident Standard as reflected in the TCU Side Letter will apply to the Advance Rescue Patrol.

Full-Time employees statused to EPCOT Friendships, Sassagoula/Rivercruise Boat Operations, Seven Seas and Bay Lake Watercraft, Monorail Operations, and Seven Seas and Bay Lake-Lake Patrol will be given priority to transfer to openings within these five (5) operations.

Fishing Guides

All Full-Time Fishing Guides will participate in global Schedule Bids. Seniority will be used to determine work assignments in the scheduled location. The exception is when a guest requests a particular Fishing Guide, if it is within their regularly scheduled work day and location, the requested Fishing Guide will then be assigned the excursion. This applies to both Full-Time and Part-Time Fishing Guides.

Addendum B-5
United Food & Commercial Workers International Union (UFCW Local 1625)

SALES HOST/HOSTESS

Confectionery Premium

Sales Hosts/Hostesses will receive premium pay of fifty (\$.50) cents per hour payable in thirty (30) minute increments when performing confection production duties. Locations include, but are not limited to the following: Main Street Confectionery, Beverly Sunset Sweet Spells, Goofy's Candy Company, Disney's Candy Cauldron, and Werther's Storck. Sales Hosts/Hostesses who preference the confection production line will receive training prior to the schedule bid going into effect. The implementation of Confection Production Premium beyond the locations listed above will be done only by mutual agreement of the Company and United Food & Commercial Workers Union, Local 1625.

Non-Automated Personalization Premium

Sales Hosts/Hostesses performing non-automated personalization tasks will receive a pay premium of fifty cents (\$.50) per hour payable in one (1)-hour increments provided that they meet the following criteria

1. Must have passed a standardized (Calligraphy Alphabet) and ornament hand writing test, per side letter agreement dated June 29, 2010.
2. Sales Host/Hostesses must perform the task for sixty (60) consecutive minutes.

Sales Hosts/Hostesses currently performing non-automated personalization tasks at Disney's Days of Christmas and Ye Old Christmas Shoppe will receive the premium for all hours worked in one (1)-hour increments while performing these duties. All positions for non-automated personalization roles will be posted in each respective area. Anyone selected in the future to perform non-automated personalization work shall be selected in accordance with the criteria outlined above.

If a Sales Host/Hostess has a regularly assigned work schedule performing non-automated personalization for fifty percent (50%) or more of his/her time in a six (6) month period, he/she will be statused at the premium rate. A Sales Host/Hostess statused to this premium rate, at the Disney's Days of Christmas and Ye Old Christmas Shoppe will not be deployed outside of the location.

Information Desk/World of Disney Premium

Sales Hosts/Hostesses will receive premium pay of twenty-five (\$.25) cents per hour payable in one (1) hour increments when performing the role of Information Desk at the World of Disney.

Fork Lift Operator Premium

Sales Hosts/Hostesses will receive thirty (\$.30) cents per hour premium pay for all hours worked in increments of one (1) hour when operating a fork lift.

Hotel Plaza Boulevard/Gaylord Palms Premium

Sales Hosts/Hostesses working at Hotel Plaza Boulevard and Gaylord Palms Merchandise locations will receive premium pay of thirty cents (\$.30) per hour for all hours worked performing Guest Service duties. Guest Service duties include, but are not limited to, ticket sales, ticket refunds, ticket upgrades, ATS transactions, vouchers, dining reservations, and providing WDW Resort information.

Labor/Management Committee Meetings

The parties agree to establish Management/Shop Steward meetings to maintain open lines of communication. The meetings will be scheduled on an as needed basis, as mutually agreed upon, and will be attended by the Area Manager, the area Union Shop Stewards and open to Union Representatives of UFCW Local 1625 and Labor Relations. The Committee will be co-chaired by the President of UFCW Local 1625 or his/her designee and the Vice President of Labor Relations or his/her designee. Agenda items for the Committee meeting will be exchanged by the parties at least five (5) days prior to the meeting. These meetings are not intended to resolve any issues subject to collective bargaining or the grievance process. The meetings will be scheduled by Management at a time that does not interfere with the daily operation. Shop stewards attending the meeting during their scheduled shifts will be paid for the time attending the meeting.

Scheduling

Bidding will occur at least twice per year, schedules will be posted seven (7) days in advance, and a UFCW Local 1625 Shop Steward and/or Business agent will be present for the bid.\

Fort Wilderness

Employees who work at Fort Wilderness that are statused to Merchandise will receive ten (10) minutes travel time.

Pin Trading Lanyards

Sales Host/Hostesses working in an on-stage area will be required to wear a Company provided pin trading lanyard or accessory. Management will not require an on-stage Sales Host/Hostess to wear a pin trading lanyard if it will jeopardize the safety of the Sales Host/Hostess. A Sales Host/Hostess will not be required to wear a pin trading lanyard or accessory if the majority of his/her shift will be spent working in a backstage area.

Bibbidi Bobbidi Boutique

A Bonafide Occupational Qualification is that only females will be considered for a role within the Boutique.

Basket Creation/Design Work

Sales Hosts/Hostesses will be paid at the applicable Floral Host/Hostess rate for all hours worked in consecutive increments of one (1) hour when duplicating existing basket template designs provided by the WDW Florist Department.

Sales Hosts/Hostesses will be paid the applicable Floral Specialist rate for all hours worked in consecutive increments of one (1) hour when creating/designing new baskets or creating/designing new baskets for guests under the "Create Your Own Basket" offering.

The basket creating training program will be offered on a periodic basis to Sales Hosts/Hostesses who express an interest in basket creation opportunities. Basket creation training opportunities will be posted in the respective locations. Sales Hosts/Hostesses will be selected to participate in these training opportunities based on seniority within the location.

Sales Hosts/Hostesses who complete the training will be required to pass a standardized test regarding their ability to meet basket creation/design quality and quantity standards. Sales Hosts/Hostesses who pass this standardized test will be eligible for future basket creation/design work opportunities. The WDW

Florist Department Management will be involved with the creation and implementation of this testing process.

CATERING

MISCELLANEOUS HOUSEMEN AGREEMENTS

1. Rank order priority shall be established for recognizing preferences by seniority for preferred shift time and preferred day off combinations. All Banquet Facilities Host/Hostesses (Housemen) schedules will indicate a start and end time for each shift.
2. There will be a minimum of two (2) schedule bids per year for Housemen. The Company will reserve the right to conduct additional bids if deemed necessary.
3. A UFCW Local 1625 Shop Steward or Business Agent will be present for the bid.
4. Schedule bids will be posted at least seven (7) days prior to bidding. Any deviation will be discussed in advance with the Union.
5. All Banquet Facilities Host/Hostesses (Housemen) schedules will indicate a start and end time for each shift.
6. Work gloves and raingear will be made available at WDW Costuming.
7. Banquet Facilities Host/Hostesses are required to perform any set-up and/or tear down tasks associated with any function. Responsibilities include, but are not limited to:
 - (a) Setting up and breaking down all department functions. Park Housemen will assist Banquet Servers in setting areas.
 - (b) Cleaning, servicing, and general maintenance of banquet equipment, function rooms, and related service area.
 - (c) Servicing/freshening all meeting rooms during breaks.
 - (d) Transporting catering equipment for functions.
 - (e) Assisting Coffee Break staff during refresh and breakdown, including clearing items such as coffee cups, plates, glasses, etc.
 - (f) Placement and removal of grills, ovens, and fryers for beach functions at the Resorts.
It is understood that when business needs dictate, all employees including Culinary, will assist in the placement and removal of the grills, ovens, and deep fryers.
8. The Company shall establish and follow safety guidelines with regard to the use of propane/space heaters for catering functions. The Company agrees to provide training for all Banquet Facilities Host/Hostesses who use propane equipment in their role on an as needed basis.
9. Hourly rates for each location will be posted weekly and/or made available to employees, including Banquet Facilities H/H.
10. **Fork Lift Operator Premium**
Banquet Facilities Host/Hostesses will receive thirty (\$.30) cents per hour premium pay for all hours worked in increments of one (1) hour when operating a fork lift.
11. **Parks Event Operations**
Banquet Facilities Host/Hostesses working in Parks Event Operations shall receive an additional one dollar (\$1.00) per hour premium added to his/her base rate of pay for all hours worked in the location.

FLORIST

Coordinators

Individuals designated as Coordinators will be permitted to coordinate the workflow of employees in any job classification; however, Coordinators will not be permitted to coordinate the technical aspects of a higher job classification.

Floral Host/Hostess

Floral Hosts/Hostesses will perform the following functions: processing/stocking, delivery, basket production, and set and strike team. With the exception of Data Maintenance, Floral Hosts/Hostesses will be cross-trained in processing/stocking, delivery, basket production, and set and strike. Employees may be assigned in any of these functions throughout the work week. This position will require a secondary interview/overview of all functions except Data Maintenance.

Floral Sales Host/Hostess

Floral Sales Hosts/Hostesses will perform phone sale operations. The number of positions may be increased or decreased based on business need. The following steps will be used to interview and select Employees for these positions:

- Open positions will be posted in the location for seven (7) days. If no internal candidates post for the positions, the posting will be submitted to Casting and filled in accordance with Article 14, Section 1(a).
- Interested employees must meet the STCU Agreement transfer guidelines to be eligible for consideration and interview.
- An interview process, to include a skills-based demonstration, reviewed and agreed upon by the Union, WDW Floral Department Management, and Labor Relations, will be required of each employee who is interviewed.
- Management will then select the employee based on demonstrated skill and ability to perform the function. All other things being equal, the employee will be selected based on seniority.
- Employees who perform this role more than fifty percent (50%) of their regularly assigned work schedule will be statused as a Floral Sales Host/Hostess. Employees who do not perform these duties more than fifty percent (50%) of their regularly assigned work schedule will remain statused as a Floral Host/Hostess and be paid up to the Floral Sales Host/Hostess rate only for actual hours worked when performing these duties for sixty (60) consecutive minutes or more.
- Any vacancies that occur in the future in this area shall be filled in accordance with the criteria outlined above.

Floral Design Special Events Service Team

Employees performing the specialized job functions of the Floral Design Special Events Service Team will receive a premium rate of fifty cents (\$.50) per hour, in addition to their regular rate of pay, for actual hours worked.

Special Work Service Repair Premium

WDW Florist & Gift Basket employees performing Embroidery machine repairs for sixty (60) consecutive minutes or more will be paid a premium of twenty-five (\$.25) cents per hour payable in one-hour increments. Repairs include, but are not limited to, replacement of lost/broken bolts, nuts and spacers, tightening any loose nuts, screws and bolts, oiling of machines, changing broken needles (embroidery machine), and adjusting tension, centering and timing (embroidery machine).

Fork Lift Operator Premium

Florist Host/Hostesses will receive thirty (\$.30) cents per hour premium pay for all hours worked in increments of one (1) hour when operating a fork lift.

Management/Shop Steward Meetings

The parties agree to establish Management/Shop Steward meetings for Floral employees to maintain open lines of communication and to discuss and resolve issues including Safety.



WALT DISNEY Parks and Resorts U.S.

April 21, 2011

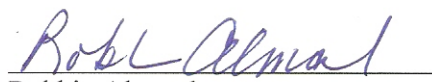
Donna-Lynne Dalton
Recording Secretary/BA
International Brotherhood of Teamsters Local 385
126 N. Kirkman Road
Orlando, Florida 32811-1498

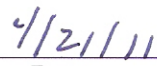
Re: Casual Regular Scheduling and Availability

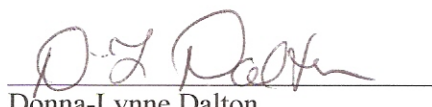
This document reflects the agreement reached between the Company and the Union during the 2010 Casual Regular Service Trades Council Union (STCU) Negotiations regarding CR availability. Specifically the parties agree to the following:

- The Company agrees to continue its current practice of providing Casual Regular employees priority for scheduling before Casual Temporary employees, exclusive of College Program, 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.
- Casual Regular employees hired on or before April 21, 2011, with less than three (3) full days of availability will not be involuntarily required to increase their availability (see attached list).
 - Such employees will be eligible to transfer to vacant Casual Regular positions provided they meet transfer eligibility guidelines in accordance with Article 14 of the CR STCU Agreement.

This Letter of Understanding expires at the end of the term of the 2010 STCU Collective Bargaining Agreement.


Robbin Almand
Director Labor Relations


Date


Donna-Lynne Dalton
Recording Secretary/BA
Service Trades Council Union


Date

cc: International Alliance of Theatrical Stage Employees Local 631
International Brotherhood of Teamsters Local 385
Transportation and Communications International Union local 1908
UNITE HERE! Local 362
United Food and Commercial Workers, Local 1625
UNITE HERE! Local 737

The following Letters of Understanding and Letters of Intent are applicable to the STCU CR Contract:

1. Letter of Understanding dated September 8, 2010 re: Grievance Procedure
2. Letter of Intent dated September 8, 2010 re: Payroll Week
3. Letter of Understanding dated September 15, 2010 re: Access of Union Representatives
4. Letter of Understanding dated September 15, 2010 re: Lost, Stolen or Damaged Identification (ID) Cards
5. Letter of Intent dated October 1, 2010 re: Random Alcohol and Drug Testing



WALT DISNEY Parks and Resorts U.S.

September 8, 2010

Harris Raynor
Council President, Service Trades Council Union
4405 Mall Blvd.
Suite 600
Union City, Georgia 30291

RE: Letter of Understanding Regarding Grievance Procedure

Dear Harris:

This document reflects the understanding reached between the Company and the Union during the 2010 Service Trades Council Union negotiations. In that regard, the Company and the Union agree to pilot the use of non-binding mediation in attempt to resolve grievances prior to an arbitration hearing. The following outlines the parties' agreement as to the mediation process:

- Upon either party submitting a grievance to arbitration, the parties shall request the Federal Mediation and Conciliation Service to appoint a mediator.
- Selection of the Arbitrator and scheduling of the hearing will continue during the mediation process.
- The parties agree that mediation may be waived by either party for any grievances.
- The parties agree that neither the Company nor Union will be represented by a third party during the mediation process.
- The parties agree that the information gained through the mediation process will be confidential and not subject to use in subsequent proceedings.

This Letter of Understanding expires at the end of the term of the 2010 Collective Bargaining Agreement.

If the Union agrees to this agreement, please signify by signing below.

Sincerely,

J. Robbin Almand
Director WDW Labor Relations

Harris L. Raynor
President
Service Trades Council Union

Date _____

cc: International Alliance of Theatrical Stage Employees Local 631
International Brotherhood of Teamsters Local 385
Transportation and Communications International Union local 1908
UNITE HERE! Local 362
United Food and Commercial Workers, Local 1625
Workers United Local 737



WALT DISNEY Parks and Resorts U.S.

September 8, 2010

Harris Raynor
Council President, Service Trades Council Union
4405 Mall Blvd.
Suite 600
Union City, Georgia 30291

RE: **Letter of Intent regarding Payroll Week**

Dear Harris,

Pursuant to conversations during the STCU Main Table Negotiations, this correspondence documents the Company's intent regarding potential future changes to the Payroll Week.

Should the Company decide to change the Payroll Week, all pay rules, pay practices, payroll calculations, pay frequency and pay day, will remain unchanged and will be administered in accordance with the current Collective Bargaining Agreement. Additionally, if a Cast Members shift is impacted by the transition to a new Payroll Week, their pay will be made whole for the transition week.

Thank you for your attention to this matter.

Sincerely,

A handwritten signature in cursive script, appearing to read "Robbin Almand".

Robbin Almand
Director, Labor Relations
WDW, Parks & Resorts US

cc: International Alliance of Theatrical Stage Employees Local 631
International Brotherhood of Teamsters Local 385
Transportation and Communications International Union local 1908
UNITE HERE! Local 362
United Food and Commercial Workers, Local 1625
Workers United Local 737



WALT DISNEY Parks and Resorts U.S.

September 15, 2010

Harris Raynor
Council President, Service Trades Council Union
4405 Mall Blvd.
Suite 600
Union City, Georgia 30291

Re: Letter of Understanding (LOU) - Regarding Access of Union Representatives

Dear Harris:

This document reflects the agreement reached between the Company and the Union to renew the April 4, 2007 Letter of Understanding regarding access of Union Representatives. In that regard, the Company and the Union agree that:

- Any dispute arising from suspension or revocation of a Union Business Agent's access privileges, not resolved within seven (7) calendar days, shall be subject to the grievance procedure (Article 19).
- Either the Union or the Company may bypass Steps 1-4 of the grievance procedure and move directly to Arbitration (Step 5).
- This Letter of Understanding will expire at the end of the 2010 collective bargaining agreement.

Should this reflect your understanding of our agreement, please signify by signing below.

Thank you,

J. Robbin Almand
Director, WDW Labor Relations

Harris Raynor
President
Service Trades Council Union

Date: 9/15/10

cc: International Alliance of Theatrical Stage Employees Local 631
International Brotherhood of Teamsters Local 385
Transportation and Communications International Union local 1908
UNITE HERE! Local 362
United Food and Commercial Workers, Local 1625
Workers United Local 737



WALT DISNEY Parks and Resorts U.S.

September 15, 2010

Harris Raynor
Council President, Service Trades Council Union
4405 Mall Blvd.
Suite 600
Union, City, Georgia 30291

RE: **Renewal of March 14, 2007 Letter of Understanding
Lost, Stolen or Damaged Identification (ID) Cards**

Dear Harris,

The parties agree to renew the March 14, 2007 Letter of Understanding between the Company and the Service Trades Council Union regarding lost, stolen or damaged Identification Cards. In that regard, the Company and the Union agree:

- If a Cast Member's ID card is lost, stolen or damaged, the replacement costs will be reduced to \$15.00 dollars, with the understanding that future costs could go up or down depending on any price changes associated with processing a replacement card.
- If a police report is presented that reflects the Cast Member's ID card was stolen there will not be any costs for a replacement ID card and there will not be any notations placed on the Cast Member's record card. However, the Cast Member will have to adhere to the time lines established under Article 18, Section 8, of the Service Trades Council Union Agreement.

This agreement will remain in effect throughout the term of the 2010 Collective Bargaining Agreement.

If the Union agrees to this renewal, please signify by signing below.

Sincerely,

J. Robbin Almand
Director WDW Labor Relations

Harris L. Raynor
President
Service Trades Council

Date

9/15/10

cc: International Alliance of Theatrical Stage Employees Local 631
International Brotherhood of Teamsters Local 385
Transportation and Communications International Union local 1908
UNITE HERE! Local 362
United Food and Commercial Workers, Local 1625
Workers United Local 737



WALT DISNEY Parks and Resorts U.S.

October 1, 2010

Harris Raynor
Council President, Service Trades Council Union
4405 Mail Blvd.
Suite 600
Union City, Georgia 30291

Letter of Intent: Random Alcohol and Drug Testing

Dear Harris,

Pursuant to our discussions during the 2010 Service Trades Council Union Negotiations, this letter documents the Company's intent regarding random alcohol and drug testing.

During the term of the 2010 Service Trades Council Union Agreement, the Company does not intend to pursue random alcohol and drug testing for positions other than those listed below.

<u>Roles</u>	<u>*Job Classifications (as listed in Addendum "A")</u>
Parade Float Drivers – All Parks	Character Performers Character Attendants Character Captains
Parking Lot Tram Drivers – All Parks	WDW Parking Host/Hostess
Backlot Tour Drivers – Disney's Hollywood Studios	Attractions Host/Hostess
Kilimanjaro Safari Ride Drivers – Disney's Animal Kingdom	WDW Attractions Host/Hostess Kilimanjaro Safari Ride
Main Street Vehicles – Magic Kingdom	Attractions Host/Hostess
Riverboat Pilots – Magic Kingdom	Attractions Host/Hostess
Tom Sawyer Island Raft Pilots – Magic Kingdom	Attractions Host/Hostess
Train Engineers – Magic Kingdom & Animal Kingdom	Attractions Host/Hostess
Child Activity Center Host/Hostess	Children's Activities Host/Hostess
Fireworks and Pirate Cruise Boat Pilots	Children's Activities Host/Hostess Recreation Host/Hostess
Fishing Boat Pilots	Fishing Guide
Lake Patrol	Lifeguard Advanced Rescue Patrol
Lifeguards	Lifeguard Shallow & Deep Water
Monorail Pilots	Monorail H/H 1, 2, 3, 4 Central Controller
Watercraft Pilots – Transportation/Friendship/Sassagoula Boats	Watercraft H/H 1, 2, 3 Friendship/ Sassagoula Host/Hostess 1, 2
Entertainment Technicians – All Parks Temporary Employee Referrals (TERPs)	Entertainment Tech 1, 2, 3, 4 Entertainment Tech Rigger Stage Hand 1, 2

* Classifications subject to testing include Coordinator and Coordinator of Training positions for these roles.



Harris Raynor
October 1, 2010
Letter of Intent Random Alcohol and Drug Testing
Page 2 of 2

Should the Company and a Union affiliate agree to implementation of random alcohol and drug testing for any of the above positions, the Company will meet and agree with all of the affiliates of the Union as to any logistics of the program which impact more than one affiliate and which are not already addressed in Article 32 of the Service Trades Council Union Agreement.

In accordance with Article 32, Section 2(f), upon implementation of pre-employment testing for the above positions, employees transferring into these positions will be subject to such testing prior to transfer. As clarified and agreed to during negotiations, for those positions which only require testing for specific roles, the testing will be required prior to transfer when the Cast Member will be immediately trained in a role subject to pre-employment testing. If a Cast Member's immediate training upon transfer is not in a role subject to pre-employment testing the testing will not be required until the Cast Member subsequently volunteers to be trained in a role which requires pre-employment testing. At that time, the Cast Member will be subject to pre-employment testing prior to training.

Additionally, if the Company implements pre-employment testing for positions other than those listed above, employees transferring into such positions will not be subject to pre-employment testing prior to transfer without agreement from the Union.

This letter of intent expires at the end of the term of the 2010 Service Trades Council Union Bargaining Agreement.

Sincerely,

A handwritten signature in black ink that reads "J. Robbin Almand". The signature is written in a cursive, flowing style.

J. Robbin Almand
Director WDW Labor Relations
Labor Relations