UNITEHERE! Local 737

1255 La Quinta Drive, Suite 214 • Orlando, FL 32809 • Tel. 407 857-0737 • Fax: 407 857-8874

July 7, 2014

Dear Local 737 Leaders,

Attached are all of the agreements reached in Local 737 side letter bargaining. We return to Main Table bargaining on July 15, 16 and 17 to discuss topics like raises, insurance and the pension plan. Congratulations on all of our success so far!

All Local 737 Departments

1. Labor Management Committee (LMC)

All Food & Beverage Departments

2. Slip Resistant Shoes

Culinary & Stewarding

3. Promotional Opportunities
4. Meal Coupons ("Dining Certificates")
5. Pioneer Hall Dishwashers
6. Park Event Operations (PEO) Dishwashers

Quick Service Restaurants (QSR) & Non-Tipped F&B Cast Members

7. Diswashers In QSR Locations
8. General Teller (GT) & Assignor Roles
9. Cash Handling Violations
10. Outdoor Vending (ODV) & Stands Locations
11. QSR/ODV Allergy Procedures
12. Code V

Tipped Cast Members

13. Benefits Threshold for Full-Time Employees Who Work Less Than 30 Hours Per Week
14. Vacation Qualification for Food & Beverage Tipped Cast Members
15. Station Sizes (*The Company withdrew its proposal to change the current contract language.)

Housekeeping

16. Traveling Between Floors
17. Traveling Between Buildings
18. Regular Days Off & Regular Sections
19. General Cleans
20. Checkouts
21. Alligator Bayou
22. Occupied Rooms That Become Checkouts
23. Do Not Disturbs (DNDs)
24. Quality Assurance (QA) Inspections

(1)

2014 STCU FT Negotiations
UNITE HERE Local 737

Addendum Company Proposal
April 9, 2014

The Company reserves the right to add, delete, modify, and/or amend proposals, individually or in whole, until such time as a complete agreement has been reached between the Company and the Council and the Employees.

CC to U – 1A-E

Labor Management Committee (LMC)

The parties agree to establish LMC for Hosts/Hostesses in Non-Tipped (including QSR, ODV, Stands, and F&B), Culinary/Stewarding, Tipped, Dinner Shows and Housekeeping roles to maintain open lines of communication and to discuss and resolve issues. The Tipped and Dinner Shows meeting will be scheduled on at least a quarterly basis while all other LMCs will be scheduled on a bi-monthly basis by Management at a time that does not interfere with the daily operation. The Union agrees to provide the Company with notice of attendees and agenda topics no later than five (5) workdays prior to the date of the LMC Meeting.

Marjoline Sesima
Matthew Thornton
Hector
Angela McKeown
Gauge Hervey
Bolicke Jarrett
Renie Duval
Jon T. Gilbert
Pierre Bourgeois
Carla Pane

Company Proposal Provided to UNITE HERE Local 737

Date: 4/9/14

Time: 4:50pm

Tentative Agreement Date: 4-9-2014

Company:

UH 737:

JCH 5/2/14 (2)

Walt Disney Parks and Resorts U.S.

May 2, 2014

Jeremy Cruz-Haicken
President, UNITE HERE Local 737
1255 La Quinta Drive, Suite 214
Orlando, Florida 32809
Tel. 407-857-0737

Re: Letter of Intent Regarding Slip Resistant Shoes

Dear Jeremy:

Pursuant to our conversation during the 2014 UNITE HERE Local 737 Addendum negotiations the Company during the term of the 2014 Service Trades Council Union Agreement will implement a policy requiring employees working in Food and Beverage roles to use slip resistant shoes. In accordance with Article 24, Section 2 of the Agreement, these shoes will be furnished without cost to the employees.

This Letter of Intent will expire at the end of the 2014 STCU Collective Bargaining Agreement. Thank you.

Sincerely,

Bill Pace
Manager, Labor Relations

PO Box 10000, Lake Buena Vista, FL 32830

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3

Walt Disney Parks and Resorts U.S.

July 1, 2014

Jeremy Cruz-Haicken
President, UNITE HERE Local 737
1255 La Quinta Drive, Suite 214
Orlando, Florida 32809
Tel. 407-857-0737

Re: Letter of Intent Regarding Food & Beverage Steward H/H's Transfer/Promotional Opportunities

Dear Jeremy:

Pursuant to our conversation during the 2014 UNITE HERE Local 737 Addendum negotiations, the Company is fully committed to providing opportunities for advancement to all Cast Members in all lines of business.

In furtherance of this commitment, the Company intends to utilize established communication tools (e.g. Team Talks, Team Meetings, etc.) to provide targeted information to Food & Beverage Steward H/H's regarding opportunities for personal and professional development as well as the process for requesting transfers and promotional opportunities.

Additionally, effective 30 days post ratification of the STCU Contract the Company will begin to conduct mandatory paid meetings annually with the Food & Beverage H/H's Stewarding Cast Members to explain the transfer process.

a) The Company will notify the Union at least two weeks in advance of such meetings. The Union may have a shop steward or Business Agent present in the meetings.
b) The meetings will have materials and simultaneous interpretation in Spanish and Creole.
c) Agenda Topics reviewed will include the Skill Code process as well as the approval process

This Letter of Intent will expire at the end of the 2014 STCU Collective Bargaining Agreement.

Sincerely,

Bill Pace
Manager, Labor Relations

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(4)

Memorandum of Understanding

2014 Walt Disney Parks and Resorts U.S.
And
Service Trades Council Union Agreement
Unite HERE Local 737 Addendum Negotiations

Dining Certificates for Culinary and Stewarding H/H's

This Memorandum of Understanding is between Walt Disney Parks and Resorts U.S. ("Company"), and Unite HERE Local 737, a signatory to the Service Trades Council Union Agreement.

During the course of the 2014 negotiations, the Company and Unite HERE Local 737 mutually agree that thirty (30) days post ratification of the contract the Culinary and Stewarding H/H's eligible for receiving a daily dining certificate will be able to redeem them individually or combined throughout the week of issue.

The dining certificates will remain non-transferable.

The specifics of this process will be determined by the Company and shared with the Union prior to implementation.

This Memorandum of Understanding expires at the end of the term of the 2014 STCU Agreement.

7.2.14

Bill Pace — Date
Manager, Labor Relations
Walt Disney Parks and Resorts U.S.

7/2/14

Jeremy Cruz-Haicken — Date
President
Unite HERE,
Local 737

JOHANA FLOREZ

Judith Pascual

ISAIC Marc

Memorandum of Understanding

2014 Walt Disney Parks and Resorts U.S.

And

Service Trades Council Union Agreement

UNITE HERE Local 737Addendum

Food & Beverage Steward H/H's at Pioneer Hall

This Memorandum of Understanding is between Walt Disney Parks and Resorts U.S. ("Company"), and UNITE HERE Local 737, a signatory to the Service Trades Council Union.

During the course of the 2014 negotiations, the Company and UNITE HERE Local 737 mutually understand Food & Beverage Steward H/H Cast Members at Pioneer Hall job duties will change.

1. The Union and the Company agree that Food & Beverage Steward H/H Cast Members job duties should not include running food items from the kitchen. It is the parties' intent to eliminate this job duty.

2. The Union and the Company will continue to discuss possible solutions to achieve the goal stated above. The parties will consider all relevant factors for servers. The parties will meet thirty (30) days prior to the implementation of the solution.

3. The Company will provide a one-time lump sum bonus to all Food & Beverage Steward H/H's statused to Fort Wilderness Main Kitchen between March 29, 2014 and contract ratification. The bonus for these Cast Members will be forty $40 per week for each week statused in this location between March 29, 2014 through contract ratification.

4. Upon contract ratification all Food & Beverage Steward H/H's statused to Fort Wilderness Main Kitchen will receive forty $40 per week until implementation.

This Memorandum of Understanding expires upon the later of implementation and contract ratification.

7-2-14

Bill Pace — Date
Manager, Labor Relations
Walt Disney Parks and Resorts U.S.

7/2/14

Jeremy Cruz-Haicken — Date
President
UNITE HERE Local 737

(6)

Memorandum of Understanding

2014 Walt Disney Parks and Resorts U.S.

And

Service Trades Council Union Agreement

UNITE HERE Local 737 Addendum

Park Event Operations (PEO) Steward H/H's

This Memorandum of Understanding is between Walt Disney Parks and Resorts U.S. ("Company"), and UNITE HERE Local 737, a signatory to the Service Trades Council Union Agreement.

During the course of the 2014 negotiations, the Company and UNITE HERE Local 737 mutually agreed that a new job classification, PEO Food & Beverage Steward H/H will be created and included in Addendum A of the Agreement. In *accordance* with Article 12, Section 2 of the Agreement, the wage rate for the job classification will be established by the Company and will be no less than one (1) additional one $1.00 per hour of current Food & Beverage Steward H/H rate as established in Addendum A of the 2010 STCU Agreement.

This Memorandum of Understanding will expire upon ratification of the 2014 Full Time STCU Agreement.

7.2.14

Bill Pace — Date
Manager, Labor Relations
Walt Disney Parks and Resorts, U.S.

7/3/14

Jeremy Cruz-Haicken — Date
President
UNITE HERE Local 737

7

Walt Disney Parks and Resorts U.S.

July 2, 2014

Jeremy Cruz-Haicken
President, UNITE HERE Local 737
1255 La Quinta Drive, Suite 214
Orlando, Florida 32809
Tel. 407-857-0737

Re: Letter of Intent regarding Staffing in Quick Service Restaurant (QSR) locations

Dear Jeremy:

Pursuant to our conversation during the 2014 UNITE HERE Local 737 Addendum negotiations the Company agrees to utilize the Food & Beverage Steward H/H classification in QSR locations where a three (3) compartment sink area is in continual (not intermittent) use throughout operational hours. If Food & Beverage Steward H/H positions remain unfilled, or as daily staffing levels require adjustment, the Company reserves the right to fill vacant shifts with available Food & Beverage QSR H/H's based on operational need.

The Food & Beverage QSR locations where the Company will utilize the Food & Beverage Steward H/H classification will include at least the following:

Disney's Hollywood Studios
- Sunset Ranch Market
- Backlot Express
- Studio Catering Company

Epcot
- Liberty Inn
- Electric Umbrella

Magic Kingdom
- Tomorrowland Terrace (when operated as seasonal QSR location)
- Pecos
- Pinocchio Village Haus

This Letter of Intent will expire at the end of the 2014 STCU Collective Bargaining Agreement.

Sincerely,

Bill Pace
Manager, Labor Relations

P.O. Box 10000, Lake Buena Vista, FL 32830

© Disney

(8)

Memorandum of Understanding

2014 Walt Disney Parks and Resorts U.S.
And
Service Trades Council Union Agreement

UNITE HERE Local 737 Addendum

General Teller (GT) and Assignor

This Memorandum of Understanding is between Walt Disney Parks and Resorts U.S. ("Company"), and UNITE HERE Local 737, a signatory to the Service Trades Council Union.

During the course of the 2014 negotiations, the Company and UNITE HERE Local 737 mutually understand the agreement reached between the Company and UNITE HERE Local 737 on General Tellers and Assignors.

1. In each location, the Company will first offer GT and Assignor training to Full-Time Cast Members that have expressed interest.
2. The training will be offered to Full-Time Cast Members by seniority and within a reasonable period of time following a Cast Member's request.
3. Senior trained and qualified Full-Time Cast Members will be assigned shifts and hours associated with GT and Assignor premiums. In assigning GT and Assignor shifts and hours, the Company will follow the scheduling methodology in place in each location.
4. If shifts and hours associated with GT and Assignor premiums have not been filled by Full-Time Cast Members following Steps 1-3 above, the Company may fill the shifts and hours using the same process for Part-Time Cast Members on a seniority basis.
5. After the Company has exhausted Steps 1-4, the Company may fill the shifts and hours with non-bargaining unit Cast Members (example: CTs or CPs).
6. If, due to operational need, the Company moves a Cast Member from a GT or Assignor position who is scheduled to that position according to steps 1-4 above and the position is reassigned, the Company will pay the Cast Member the appropriate premium rate for all hours worked.

This Memorandum of Understanding expires at the end of the term of the 2014 Full Time STCU Agreement.

7-2-14

Bill Pace
Manager, Labor Relations
Walt Disney Parks and Resorts U.S.

Date

7/2/14

Jeremy Cruz-Haicken
President
UNITE HERE Local 737

Date

(9)

2014 STCU FT Negotiations
UNITE HERE Local 737

Addendum Company Proposal
April 9, 2014

The Company reserves the right to add, delete, modify, and/or amend proposals, individually or in whole, until such time as a complete agreement has been reached between the Company and the Council and the Employees.

CC to U – 15

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

- ~~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.~~

- **Upon receipt of the third (3rd) point for a cash handling violation and at the employee's request, the employee shall be transferred to a non-cash handling position. Should the employee decide to remain in a cash handling position and reach the fifth (5th) point, the employee will be involuntarily terminated.**

Maryoline Sesima

Angela D McKinn

Gauge Hewey

Renee Beauzile

Maryoline Sesima

Boletha Jarrett

Renee Duxal

Jon T. Gilbert

Carla Pomar

Page 1 of 1

Company Proposal Provided to UNITE HERE Local 737

Date: 4/9/14

Time: 4:50 pm

Tentative Agreement Date: 4-9-2014

Company: [signature]

UH 737: [signature]

10

Walt Disney Parks and Resorts U.S.

April 9, 2014

Jeremy Cruz-Haicken
President, UNITE HERE Local 737
1255 La Quinta Drive, Suite 214
Orlando, Florida 32809
Tel. 407-857-0737

Re: Letter of Intent regarding UNITE HERE 737 Addendum B-1

Dear Jeremy:

Pursuant to our conversation during the 2014 UNITE HERE Local 737 Addendum negotiations the parties discussed the following topics:

1. The Company intends to upgrade the ODV POS technology to improve ergonomics (e.g. height, screen clarity, etc.). While we can make no firm commitment as to when this technology upgrade will be implemented and/or completed, this topic will continue to be a standing agenda item at the Labor Management Committee Meetings.

2. In Magic Kingdom ODV and Stands Locations, Cast Members are not required to check their schedules prior to clocking in. However, before clocking out from their previous shift, Cast Members will be required to check their schedules to verify the costume needed for their next shift.

Any questions or issues that arise regarding these topics may be brought to our attention at the Labor Management Committee Meeting.

Sincerely,

Bill Pace
Manager, Labor Relations

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11

Walt Disney Parks and Resorts U.S.

April 11, 2014

Jeremy Cruz-Haicken
President
UNITE HERE Local 737
1255 La Quinta Drive, Suite 214
Orlando, FL 32809

Re: WDW Food & Beverage Guest Allergy Procedure

Dear Jeremy,

In 2014 QSR/ODV Addendum Negotiations, the parties discussed the procedures regarding Guest food allergies in WDW Food and Beverage locations. Throughout those discussions, we jointly identified an opportunity to provide Cast Members the ability to document situations in which Guests decide to purchase products containing known allergens. It is the Company's intent to amend the procedure.

Any questions or issues that arise regarding these topics may be brought to our attention at the Labor Management Committee Meeting.

Sincerely,

Bill Pace
Manager, Labor Relations

P.O. Box 10000, Lake Buena Vista, FL 32830

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10

Walt Disney Parks and Resorts U.S.

April 11, 2014

Jeremy Cruz-Haicken
President, UNITE HERE Local 737
1255 La Quinta Drive, Suite 214
Orlando, Florida 32809
Tel. 407-857-0737

Re: Code V Procedures for QSR/ODV Cast Members

Dear Jeremy:

In the 2014 UNITE HERE Local 737 Addendum negotiations, the parties discussed the topic of "Code V" clean-ups within QSR/ODV locations.

The Company complies with all relevant OSHA regulations regarding this topic. Specifically, Cast Members are prohibited from touching blood or items contaminated with blood unless properly trained.

Cast Members are expected to follow the Food & Beverage Procedures and discuss any concerns with their leaders.

Sincerely,

Bill Pace
Manager, Labor Relations

PO Box 10000, Lake Buena Vista, FL 32830

© Disney

(13)

Memorandum of Understanding

2014 Walt Disney Parks and Resorts U.S.
And
Service Trades Council Union Agreement

UNITE HERE LOCAL 737 Addendum

Benefits Threshold for Full-Time Tipped Employees Who Are Scheduled Less Than Thirty (30) Hours Per Weeks

This Memorandum of Understanding is between Walt Disney Parks and Resorts U.S. ("Company"), and UNITE HERE Local 737 ("Union"), a signatory to the Service Trades Council Union Agreement.

As a result of the discussion topic raised by Local 737 during the 2010 side letter negotiations on August 11, 2010, regarding the thirty (30) hour benefits threshold for Full-Time tipped employees who work less than thirty (30) hours per week, the Company agrees to continue the following:

- Food and Beverage tipped employees who are placed on benefits eligibility probation as a result of Article 13; Section 5 – Benefits Threshold – shall have their individual situations reviewed by the Vice President of Food and Beverage Operations and the Vice President of Labor Relations.
- Any Full-Time Food and Beverage tipped employee working at Spirit of Aloha Dinner Show who is regularly scheduled to work thirty (30) hours or more per week, but due to a show or multiple show closure in the work week is not able to work the required thirty (30) hours per week, will be granted an exception for the work week, provided they work and/or receive paid time off for their remaining scheduled shifts within the work week. This provision is based on the current operating schedules. All approved leaves of absence (including, but not limited to medical, disability, Workers' Compensation and union business leaves) shall also be excluded from the calculation.
- Tipped Cast Members who are early released from their scheduled shift by Management due to changes in guest demand, will be given credit towards the thirty (30) hour benefit threshold for the remainder of their scheduled shift.
- For Dinner Show Servers, if released from a show by Management due to changes in guest demand, the Dinner Show Server will be given credit towards the thirty (30) hour benefit threshold for their scheduled time related to the missed show.
- Shift giveaways are not included in this provision.

If the above accurately reflects your understanding of our agreement, please signify by signing below. In addition, this Memorandum of Understanding will expire at the end of the 2014 Collective Bargaining Agreement.

5-2-2014		5/5/14	
Bill Pace	Date	Jeremy Cruz-Haicken	Date
Manager, Labor Relations		President	
Walt Disney Parks and Resorts U.S.		UNITE HERE Local 737	

(14)

Walt Disney Parks and Resorts U.S.

May 2, 2014

Jeremy Cruz-Haicken
President, UNITE HERE Local 737
1255 La Quinta Drive, Suite 214
Orlando, Florida 32809
Tel. 407-857-0737

Re: Letter of Intent Regarding Vacation Qualification for Food & Beverage Tipped Cast Members

Dear Jeremy:

As we verbally discussed in our conversation during the 2014 UNITE HERE Local 737 Addendum negotiations the Company reiterates the Company's intent regarding Vacation Qualifications for Food & Beverage Tipped Cast Members represented by Local 737:

- During the vacation bid process, Tipped Food & Beverage Cast Members will be permitted to designate the total number of vacation hours they are entitled to based on their longevity/continuous Company service.
- Vacation requests will be considered based on operational business needs and approved based on Cast Member seniority.
- Cast Members will be paid vacation hours based on the number of actual hours they have accrued.
- Any remaining approved hours will be honored as unpaid time off. Additionally, this unpaid time off will be calculated toward the 30-hour Full-Time benefit threshold requirements.
- Any requests submitted outside of the Vacation Bid process:
  - Will be evaluated based on operational business needs
  - Approved on a first-come, first-serve basis
  - Unpaid approved time off will not be calculated toward the 30-hour Full Time benefit threshold requirements.

This Letter of Intent will expire at the end of the 2014 STCU Collective Bargaining Agreement. Thank you.

Sincerely,

Bill Pace
Manager, Labor Relations

PO Box 10000, Lake Buena Vista, FL 32830

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(15)

2014 STCU FT Negotiations
UNITE HERE Local 737

Addendum Company Proposal
July 2, 2014

The Company reserves the right to add, delete, modify, and/or amend proposals, individually or in whole, until such time as a complete agreement has been reached between the Company and the Council and the Employees.

The Company agrees to withdraw C1 (Station Sizes) and the Union agrees to withdraw all remaining Food & Beverage proposals.

Company Proposal Provided to UNITE HERE Local 737

Date: 7-2-2014

Time: 7:55 a.m.

Tentative Agreement Date: 7-2-2014

Company: [signature]

UH 737: [signature]

(16)

Walt Disney Parks and Resorts U.S.

July 3, 2014

Jeremy Cruz-Haicken
President, UNITE HERE Local 737
1255 La Quinta Drive, Suite 214
Orlando, Florida 32809
Tel. 407-857-0737

Re: Letter of Intent Regarding Traveling Between Floors

Dear Jeremy:

As discussed in the 2014 UNITE HERE Local 737 Housekeepers Addendum negotiations, the Company intends on implementing the following practice regarding traveling between floors:

> Effective thirty (30) days post ratification of the STCU Contract the Company agrees to reduce a fixed section by one (1) room when a housekeeper is assigned to clean one (1) or more rooms on three (3) or more floors of a building.
>
> This Letter of Intent will expire at the end of the 2014 STCU Collective Bargaining Agreement.

Sincerely,

Bill Pace
Manager, Labor Relations

If this accurately reflects our conversations, please acknowledge by signing below.

Jeremy Cruz-Haicken
President
UNITE HERE Local 737

Carmen Ramos
Dina Colón
Wilna Destin
Isaie Marc
Lorena Jimenez
Nzrmose Richemon
Maria T. Carrillo
Patricia Oquendo

PO Box 10000, Lake Buena Vista, FL 32830

© Disney

(17)

Walt Disney Parks and Resorts U.S.

July 3, 2014

Jeremy Cruz-Haicken
President, UNITE HERE Local 737
1255 La Quinta Drive, Suite 214
Orlando, Florida 32809
Tel. 407-857-0737

Re: Letter of Intent Regarding Traveling Between Buildings

Dear Jeremy:

As discussed in the 2014 UNITE HERE Local 737 Housekeepers Addendum negotiations, the Company intends to implement the following practice regarding traveling between buildings:

> Effective thirty (30) days post ratification of the STCU Contract the Company agrees to reduce one (1) room when a housekeeper is assigned to clean one (1) or more rooms in another building and has completed a full section. A *building is defined as multiple Guest rooms contained under same structure. (*Excludes Guest Units, i.e. Fort Wilderness Cabins and Tree House Villas.)
>
> This Letter of Intent will expire at the end of the 2014 STCU Collective Bargaining Agreement.

Sincerely,

Bill Pace
Manager, Labor Relations

If this accurately reflects our conversations, please acknowledge by signing below.

Jeremy Cruz-Haicken
President
UNITE HERE Local 737

Wilma Destin
Dina Colón
Isail Marc
Lorena Jeimes
Nermose Richemon
Patricia Aquendo
Virginia Cruz
Maria T. Carrillo

PO Box 10000 Lake Buena Vista FL 32830

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(18)

Walt Disney Parks and Resorts U.S.

July 3, 2014

Jeremy Cruz-Haicken
President, UNITE HERE Local 737
1255 La Quinta Drive, Suite 214
Orlando, Florida 32809
Tel. 407-857-0737

Re: Letter of Intent Regarding Regular Days Off and Regular Section Pilots

Dear Jeremy:

As discussed in the 2014 UNITE HERE Local 737 Housekeepers Addendum negotiations, the Company intends to implement the following Regular Days off and Regular Section Pilots for Housekeepers:

Effective thirty (30) days post ratification of the STCU Contract, Housekeepers at the following three (3) Resorts will be part of the ninety (90) day Pilots.

- Pop Century Resort
- Disney's Art of Animation Resort
- Coronado Spring's Resort

The intent of the Pilots is to test scheduling and assignment processes that focus on opportunities to provide housekeepers with regular days off and regular sections.

A schedule bid will be implemented prior to the Pilot.

The Company agrees to meet monthly with the Union to discuss adjustments and next steps.

The Company agrees that, if needed, the Pilots may extend beyond ninety (90) days.

This Letter of Intent will expire at the end of the 2014 STCU Collective Bargaining Agreement.

Sincerely,

Bill Pace
Manager, Labor Relations

If this accurately reflects our conversations, please acknowledge by signing below.

Jeremy Cruz-Haicken
President
UNITE HERE Local 737

Wilma Destin
Isaie Marc
Dina Colon
Nermose Richemon
Virginia Cruz
Patricia Oquendo

PO Box 10000 Lake Buena Vista FL 32830
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(19)

Walt Disney Parks and Resorts U.S.

July 3, 2014

Jeremy Cruz-Haicken
President, UNITE HERE Local 737
1255 La Quinta Drive, Suite 214
Orlando, Florida 32809
Tel. 407-857-0737

Re: Letter of Intent Regarding General Cleans (Build up removal)

Dear Jeremy:

As discussed in the 2014 UNITE HERE Local 737 Housekeepers Addendum negotiations, the Company intends to implement the following practice regarding General Cleans thirty (30) days post ratification of the STCU Contract:

A General Clean will be performed every 90-120 days unless identified earlier, based on need. One (1) General Clean may be assigned per day if a housekeeper's assigned section has the following checkouts:

Value, Moderate and Deluxe Resorts	- 4 or less check outs
Grand Floridian Resort	- 3 or less check outs
Family suites and Ft. Wilderness Cabins	- 2 or less check outs

Additionally, effective thirty (30) days post ratification of the STCU Contract the Company agrees to begin discontinuation of General Cleans through a ninety (90) day Pilot Program at the following Resorts with the expectation that daily quality standards are maintained:

- Yacht Club Resort
- All Star Music Resort
- Port Orleans Resort French Quarter

The Company agrees, if needed, the Pilot may extend past ninety (90) days.
The Company agrees to meet monthly with the Union to discuss adjustments and next steps.
Upon confirmation of the Pilots success the Company will discontinue General Cleans at the remaining non-DVC Resorts.

This Letter of Intent will expire at the end of the 2014 STCU Collective Bargaining Agreement.

Sincerely,

Bill Pace
Manager, Labor Relations

If this accurately reflects our conversations, please acknowledge by signing below.

Jeremy Cruz-Haicken
President
UNITE HERE Local 737

Carmen Ros
Dina Colón
Olga L. Zapata
Wilna Destin
Berthanie P.
Isaie Marc
Patricia Oquendo
Lorena Jemen
Nermose Richemon
Virginia Ortiz
Maria T. Carrillo

P.O. Box 10000, Lake Buena Vista, FL 32830

(20)

2014 STCU FT Negotiations
UNITE HERE Local 737

Addendum Company Proposal
July 3, 2014

The Company reserves the right to add, delete, modify, and/or amend proposals, individually or in whole, until such time as a complete agreement has been reached between the Company and the Council and the Employees.

Addendum B-1
UNITE HERE! Local 737

HOUSEKEEPING

2. The Company agrees to reduce a Housekeeper's section size by **two (2)** ~~one (1)~~ rooms 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 **two (2)** ~~one (1)~~ non-suite rooms **or one (1) suite** when his/her total number of check-outs are within four (4) rooms of his/her fixed section size.

Maria T. Carrillo Virginia Cruz

Company Proposal Provided to UNITE HERE Local 737

Date: 7-3-14

Time: 6:35 pm

Tentative Agreement Date: 7-3-14

Company: [signature]

UH 737: [signature]

Dina Calen

Bertharia R. ISAIE Marc

Wilna Destin

Nermose Richemon

(21)

SETTLEMENT AGREEMENT

In full and final settlement of Class Action Arbitration #1055995 the Company and the Union agree that:

1. Upon ratification of the 2014 STCU Contract the Company agrees to return to a guaranteed section size in the Alligator Bayou within Port Orleans Resort of sixteen (16) rooms per day.

2. The parties agree to keep all information pertaining to this Settlement Agreement confidential, and further agree to protect the confidentiality of the terms of this agreement. Each of the parties agrees not to disclose, publish, or otherwise reveal any of the information contained in this Settlement Agreement.

3. The Company and Union mutually agree to release and forever discharge the other from all monies, claims, demands, and actions whatsoever, e.g., NLRB charges, Family and Medical Leave Act charges, Americans with Disabilities Act, Age Discrimination and Employment Act, Florida Commission on Human Relations Charges, Title VII of the Civil Rights Act, and all civil actions which may be related in any manner to the facts and circumstances which gave rise to Arbitration #1055995, inclusive to the date of this signed Settlement Agreement.

The parties further agree that this action is taken without precedent or prejudice and may not be utilized in any form as an interpretation of Company policy or the Collective Bargaining Agreement. Furthermore, the terms contained herein, and all circumstances leading up to its execution, shall not be raised in any future proceedings in any manner whatsoever, except as the enforcement of this Settlement Agreement.

Bill Pace
Manager, Labor Relations

7-3-14
Date

Jeremy Cruz-Haicken
President
UNITE HERE 737

7/3/14
Date

Olga L Zapata
Dina Colón
Lorena Jimenez
Wilna Destin
Nermose Richemon
Carmen Ramon
Bethsanie P.
Patricia Oquendo
Maria T. Camilo
ISAIE MARC

© Disney

(22)

Walt Disney Parks and Resorts U.S.

July 3, 2014

Jeremy Cruz-Haicken
President, UNITE HERE Local 737
1255 La Quinta Drive, Suite 214
Orlando, Florida 32809
Tel. 407-857-0737

Re: Letter of Intent Regarding <u>Occupied Rooms that Become Checkouts</u>

Dear Jeremy:

As discussed in the 2014 UNITE HERE Local 737 Housekeepers Addendum negotiations, the Company intends on implementing the following practice regarding Occupied Rooms that Become Checkouts:

> Effective thirty (30) days post ratification of the STCU Contract, if a housekeeper is required to re-clean an occupied room that later becomes a checkout, the Company will compensate the Cast Member the "buying" rate for a room when a housekeeper has cleaned all rooms on his/her board within their assigned section. The Company reserves the right to assign such a room to another housekeeper.
>
> Housekeepers will not be compensated if the entire section has not been cleaned (i.e. DND, no service).

This Letter of Intent will expire at the end of the 2014 STCU Collective Bargaining Agreement.

Sincerely,

Bill Pace
Manager, Labor Relations

If this accurately reflects our conversations, please acknowledge by signing below.

Jeremy Cruz-Haicken
President
UNITE HERE Local 737

Wilna Destin

(23)

Walt Disney Parks and Resorts U.S.

July 3, 2014

Jeremy Cruz-Haicken
President, UNITE HERE Local 737
1255 La Quinta Drive, Suite 214
Orlando, Florida 32809
Tel. 407-857-0737

Re: Letter of Intent Regarding Do Not Disturbs (DNDs)

Dear Jeremy:

As discussed in the 2014 UNITE HERE Local 737 Housekeepers Addendum negotiations, the Company intends on implementing the following practice regarding DNDs:

> Effective thirty (30) days post ratification of the STCU Contract if a housekeeper has completed their assigned section, they shall not be required to work beyond their scheduled departure time due to a room that has a DND service.
>
> - For example, a Housekeeper with a scheduled shift time of 8:00 am – 4:30 pm that is eligible for the Forty-Five (45) Minute Policy will depart at 3:45 pm.

This Letter of Intent will expire at the end of the 2014 STCU Collective Bargaining Agreement.

Sincerely,

Bill Pace
Manager, Labor Relations

If this accurately reflects our conversations, please acknowledge by signing below.

Jeremy Cruz-Haicken
President
UNITE HERE Local 737

Maria T. Carrillo
Patricia Oquendo
Dina Colón
Wilna Destin
ISAIC Marc
Lorena Jimenez

P.O. Box 10000, Lake Buena Vista, FL 32830
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Walt Disney Parks and Resorts U.S.

July 3, 2014

Jeremy Cruz-Haicken
President, UNITE HERE Local 737
1255 La Quinta Drive, Suite 214
Orlando, Florida 32809
Tel. 407-857-0737

Re: Letter of Intent Regarding Quality Assurance (QA) Inspections

Dear Jeremy:

Pursuant to our conversation during the 2014 UNITE HERE Local 737 Addendum negotiations with regard to Quality Assurance Inspections, the Company commits that the score of a QA Inspection will not result in discipline for a Cast Member.

This Letter of Intent will expire at the end of the 2014 STCU Collective Bargaining Agreement.

Sincerely,

Bill Pace
Manager, Labor Relations

If this accurately reflects our conversations, please acknowledge by signing below.

Jeremy Cruz-Haicken
President
UNITE HERE Local 737

Maria T. Carrillo
Patricia Oquendo
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