



7800 Southland Blvd., Suite 157, Orlando, FL 32809

June 12, 2024

Autumn Badillo
Disney Labor Relations
1675 Buena Vista Dr.
Lake Buena Vista, FL 32830

Re: Guest Allergy Process in Food & Beverage Locations

Dear Autumn,

The Union is requesting a meeting with the Company to discuss the guest allergy process in food and beverage locations. We have many concerns about the lack of clarity and consistency in the guest allergy process. Our concerns impact table service restaurants, quick service restaurants, bars, and lounges equally – including both the front and back of the house.


We believe that the lack of clarity and consistency across locations can lead to both safety problems for guests and to unfair discipline of Cast Members. Our goal in meeting with you is to establish a fair and clear allergy process that is consistent across property. We suggest that the meeting includes not only Labor Relations but also people from the food and beverage line of business. Please let us know times when you are available to meet.

In preparation for the meeting, the Union is requesting the following information:

1. All current written procedures and training materials for handling guest allergies in all food and beverage outlets.
2. Any allergy-related written spiels or other instructions particular to a specific location or job classification.
3. A list of all locations in which special items such as colored toothpicks, trays, plates, or spoons are used to designate allergy meals.
4. A copy of all allergy-related reprimands issued to Cast Members in the past 12 months.

We reserve the right to request additional information regarding this topic.

Sincerely,


Jeremy Haicken
President