

**Memorandum of Understanding**  
**2017 Walt Disney Parks and Resorts U.S.**  
**And**  
**Service Trades Council Union Agreement**

**UNITE HERE Local 737 Addendum**


**Food and 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 Agreement.

During the course of the 2017 negotiations the Company and UNITE HERE Local 737 mutually agree to the following regarding Food and Beverage Steward H/H Cast Members at Pioneer Hall job duties:

1. The Union and the Company agree that Food and Beverage Steward H/H Cast Members job duties should not include running food items at Pioneer Hall. It is the parties' intent to discontinue this practice.
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. Food and Beverage Steward H/H's stuated to Fort Wilderness Main Kitchen will receive forty \$40 per week until implementation of a solution.

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

  
\_\_\_\_\_  
Bill Pace                                  Date  
8/24/2018  
Director, Labor Relations  
Walt Disney Parks and Resorts, U.S.

  
\_\_\_\_\_  
Jeremy Haicken                                  Date  
President  
UNITE HERE Local 737

## Memorandum of Understanding

### Unite HERE Local 737 Disney Springs Ganachery


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 (STCU) Collective Bargaining Agreement (CBA).


During the course of the 2017 negotiations, the Company and Unite Here Local 737 mutually agree to renew the 2015 Memorandum of Understanding regarding the Ganachery at Disney Springs.

- All open positions will require a secondary interview to be considered for transfer.
- All Chef Assistant Chocolatier and Chocolatiers H/H will be required to successfully complete all training and assessments required by the Company.
- In the event a Cast Member cannot adequately complete the training and/or assessments, the Company may at its sole discretion:
  - a) Require immediate transfer back to their previous classification during the qualifying period (see below); or
  - b) Terminate (applies only to new hires outside the Company)
- The Company agrees to review the assessment with Unite Here Local 737.
- All Cast Members utilized in the Ganachery, including transfers, shall be placed on a ninety (90) day qualifying period. If the Company at its sole discretion determines during the ninety (90) day qualifying period that the Cast Member's performance is not satisfactory, or if the employee requests a return within ninety (90) days, the Company will return the employee to his/her prior job classification.
- In the event that the Cast Member was a new hire, the Cast Member may be referred to casting to find a new role and/or separated from the Company.

The Company and the Union agree that this agreement is non-precedent setting and agree that this Memorandum of Understanding will expire at the conclusion of the 2017 Service Trades Council (STCU) Agreement.

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

 8/24/17  
\_\_\_\_\_  
Jeremy Haicken Date  
President  
United HERE Local 737

 8/24/2018  
\_\_\_\_\_  
Bill Pace Date  
Director, Labor Relations  
Walt Disney Parks and Resorts U.S.

**Dining Certificates for Culinary and Stewarding H/H's**

**Memorandum of Understanding**

**2017 Walt Disney Parks and Resorts U.S.**

**And**

**Service Trades Council Union Agreement**


**Unite HERE Local 737 Addendum Negotiations**

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 2017 negotiations the Company and Unite HERE Local 737 mutually agree to renew the 2014 Memorandum of Understanding 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.

This Memorandum of Understanding expires at the end of the term of the 2017 Full Time STCU Agreement.

 8/24/2018  
Date  
Bill Pace  
Director, Labor Relations  
Walt Disney Parks and Resorts U.S.

 8/28/18  
Date  
Jeremy Haicken  
President  
Unite HERE Local 737

August 23, 2018

Jeremy 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 2017 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 2017 STCU Collective Bargaining Agreement.

Sincerely,



Bill Pace  
Director, Labor Relations

**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.

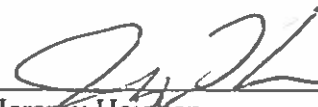
During the course of the 2017 negotiations, the Company and UNITE HERE Local 737 mutually understand the agreement reached between the Company and UNITE HERE Local 737 on General Tellers and Assignors.

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 2017 Full Time STCU Agreement.

  
\_\_\_\_\_  
Bill Pace  
Director, Labor Relations  
Walt Disney Parks and Resorts U.S.

*8/24/2018*  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Jeremy Haigken  
President  
UNITE HERE! Local 737

*8/24/18*  
\_\_\_\_\_  
Date

August 23, 2018

Jeremy 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 conversations during 2017 UNITE HERE Local 737 Addendum negotiations the parties discussed the following:

1. 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 from this topic can be addressed at the Labor/Management Operations and Safety Committee Meetings.

Sincerely,



Bill Pace  
Director, Labor Relations

**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 2017 side letter negotiations, 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:

- When Food and Beverage tipped employees are notified by the Company that they will be converted to Part Time, they will have an opportunity, through their leaders, to request an exception. All exception requests will be reviewed.
- 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 2017 Collective Bargaining Agreement.

  
\_\_\_\_\_  
Bill Pace  
Director, Labor Relations  
Walt Disney Parks and Resorts U.S.

8/24/2018  
Date

  
\_\_\_\_\_  
Jeremy Harcken  
President  
UNITE HERE! Local 737

8/24/18  
Date

August 21, 2018

Jeremy 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**

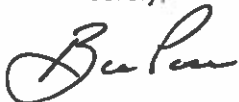
Dear Jeremy:

As we discussed in our conversation during the 2017 UNITE HERE Local 737 Addendum negotiations the Company reiterates the Company's intent regarding Vacation Qualifications for Food & Beverage Tipped Cast Members:

- 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 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 2017 STCU Collective Bargaining Agreement. Thank you.

Sincerely,



Bill Pace  
Director, Labor Relations



August 21, 2018

Jeremy 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 2017 UNITE HERE Local 737 Addendum negotiations the Company during the term of the 2017 Service Trades Council Union Agreement will continue 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 2017 STCU Collective Bargaining Agreement. Thank you.

Sincerely,

A handwritten signature in cursive script, appearing to read "Bill Pace".

Bill Pace  
Director, Labor Relations

August 21, 2018

Jeremy 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**

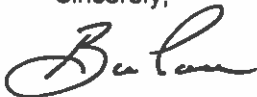
Dear Jeremy:

As discussed in the 2017 UNITE HERE Local 737 Housekeepers Addendum negotiations, the Company intends on continuing the following practice regarding traveling between floors:

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 2017 STCU Collective Bargaining Agreement.

Sincerely,

A handwritten signature in cursive script, appearing to read "Bill Pace".

Bill Pace  
Director, Labor Relations

August 21, 2018

Jeremy 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**

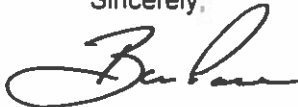
Dear Jeremy:

As discussed in the 2017 UNITE HERE Local 737 Housekeepers Addendum negotiations, the Company intends to continue the following practice regarding traveling between buildings:

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 2017 STCU Collective Bargaining Agreement.

Sincerely,

A handwritten signature in black ink, appearing to read "Bill Pace", written in a cursive style.

Bill Pace  
Director, Labor Relations

August 21, 2018

Jeremy 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:

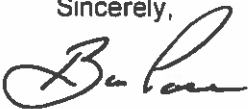
As discussed in the 2017 UNITE HERE Local 737 Housekeepers Addendum negotiations, the Company will continue the following practice regarding DNDs:

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 2017 STCU Collective Bargaining Agreement.

Sincerely,



Bill Pace  
Director, Labor Relations

August 21, 2018

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

**Re: Letter of Intent Regarding Occupied Rooms that Become Checkouts**

Dear Jeremy:

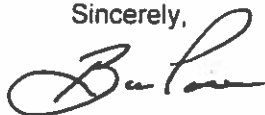
As discussed in the 2017 UNITE HERE Local 737 Housekeepers Addendum negotiations, the Company intends on continuing the following practice regarding Occupied Rooms that Become Checkouts:

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 2017 STCU Collective Bargaining Agreement.

Sincerely,



Bill Pace  
Director, Labor Relations