

**Memorandum of Understanding  
2020 Walt Disney Parks and Resorts U.S.  
And  
Unite Here! Local 737  
Reopening Housekeeping Balanced Boards**

This Memorandum of Understanding (“MOU”) is between Walt Disney Parks and Resorts U.S. (the “Company”), and Unite Here! Local 737 (“UH 737”) (collectively the “Parties”) regarding modifications to the Housekeeping Balanced Boards.

1. Upon reopening of Walt Disney World Resort, the current “Resort Housekeeping Pilot – Modified Housekeeping Boards” implemented through a Memorandum of Understanding entered into by the parties on November 21, 2019 will be placed on hiatus due to a change in the Housekeeping services.
2. Until further notice, changes will be made to the requirements for both check-out rooms and occupied rooms.
  - a. Check out rooms will be cleaned in accordance with current practices with the addition of sanitizers and/or disinfectants. Additional enhancements will be implemented such as floors being vacuumed and then steam cleaned and in-room amenities being placed in tamper proof packaging.
  - b. In lieu of the current cleaning practices for stay over rooms, a “Trash and Towel” will be implemented.
    - i. Trash and Towel service consists of the following tasks: removing trash, removing used towels, replenishing towels, replenishing amenities, wiping vanity/counters, and vacuuming the floor if visibly soiled.
    - ii. Trash and Towel does not include: changing linens, making the bed, mopping, cleaning mirrors or other glass surfaces, or cleaning the shower/tub, bathroom floor, toilet, and sink.
    - iii. If a Housekeeper is required to perform one or more of the tasks listed in (ii) above during a Trash and Towel assignment, he or she will be credited with completion of second Trash and Towel service and receive a corresponding reduction on the board if it would result in the Housekeeper cleaning beyond the negotiated maximums.
    - iv. If a Housekeeper is assigned to deliver requested items to a “Do Not Disturb” room, he or she will be credited with completion of a Trash and Towel service and receive a corresponding reduction on the board if it would result in the Housekeeper cleaning beyond the negotiated maximums.
    - v. If a Housekeeper would have an occupied room reduction in accordance with the Letters of Intent addressing Travelling Between Buildings and Travelling Between Floors, and there is no occupied room on the board (DVC only), there will be a reduction of two Trash and Towels Rooms.
3. Based on paragraph 2 above, the Balanced Boards for non-DVC resorts/buildings/floors/rooms will be temporarily modified as described in Addendum A.

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4. In accordance with the Company's physical distancing measures, Housekeepers will not enter a room while occupied by a guest or another employee. The Company will notify and meet with the Union prior to implementation of changes to these physical distancing measures.
5. The Company will provide tools in working order and cleaning supplies in adequate quantities.
6. The parties will meet 30 days after implementation of this Memorandum of Understanding, and every 30 days thereafter if necessary, to discuss the modified balanced boards and Housekeeper schedules.

This Memorandum of Understanding expires at the end of the term of the 2017 STCU Collective Bargaining Agreement.



Jeremy Haicken  
President  
Unite Here! Local 737

6/11/20

Date



Christie Sutherland  
Director, Labor Relations  
Walt Disney Parks and Resorts U.S.

06/11/20

Date