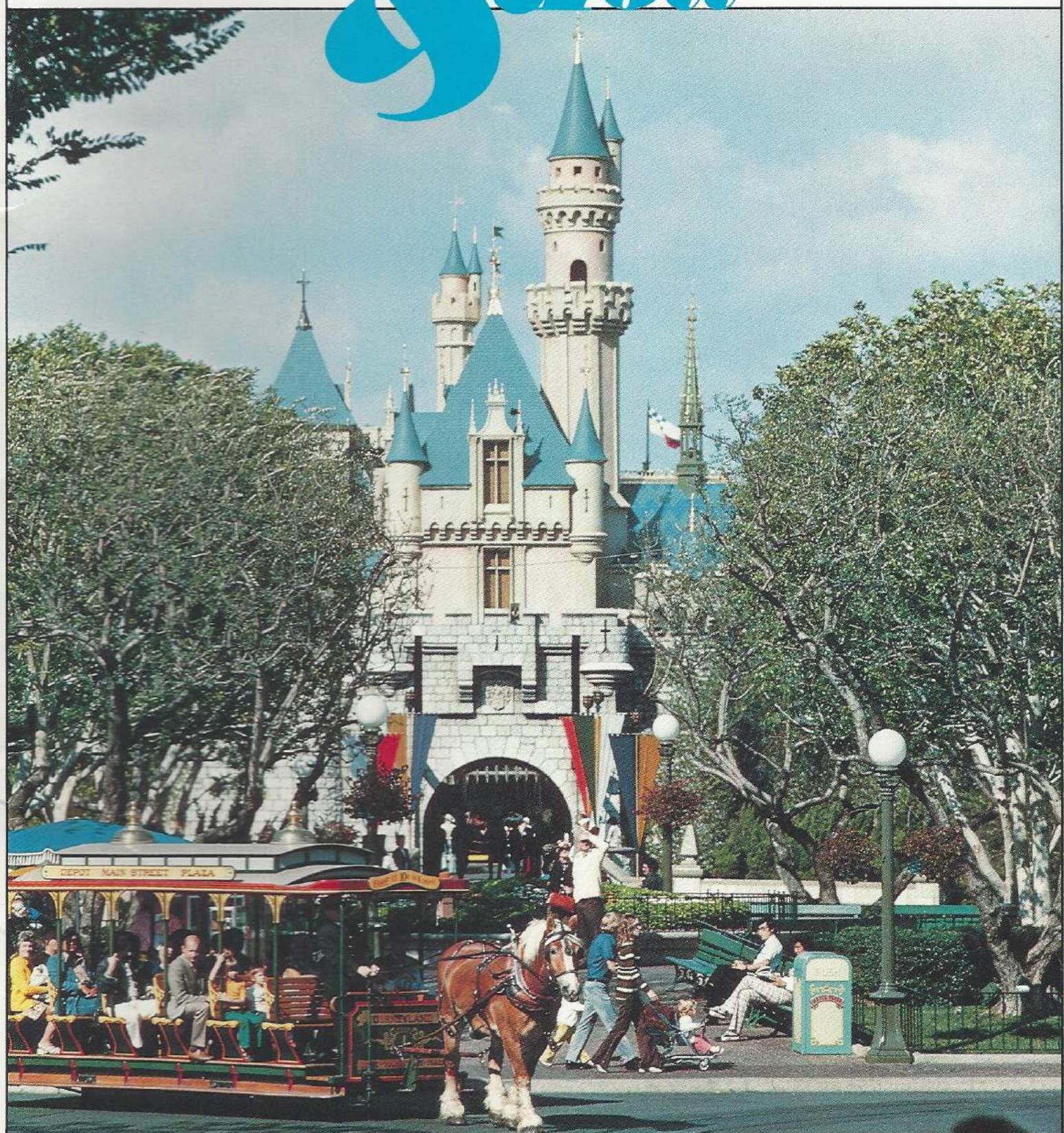


# *Disneyland* *For You*





## Welcome to Disneyland...

You are now a member of one of the most unique entertainment experiences in the world, and you will be working with all types of people . . . both guests and fellow cast members. Your job may require that you do some routine work or perhaps some new and unusual things. And if anyone told you that it was all fun . . . just easy work . . . take another look. You will be providing service and entertainment for others, and that is a highly disciplined field.

The operation of Disneyland is a total team effort . . . requiring the skills of many crafts, the knowledge of many professions, and the work and cooperation of everyone involved.

When we all work together it adds up to maximum work enjoyment with a minimum of frustration. This is why we are going to explain to you about the "Disney Way" of doing things . . . the way we work at Disneyland.

We don't like to call them disciplines . . . but that is what they really are. They are the day-to-day rigors of creating and maintaining our world-famous show.

In this book, we have listed many of the "cues" that you need to know. These cues make sure that our teamwork isn't handicapped by unnecessary misunderstandings.

We think that you'll like our Disney way of doing things . . . so, without further delay, let's raise the curtain on our Disneyland stage . . .



# Joining Our Cast

As you prepare to start your first working day as a member of our cast, there are some important things you'll need to know. Here is a list to help you get ready for your role in our show.

## Personnel Classifications

It takes over 600 different job classifications to keep our Disneyland operating. You may be cast in any one of these hundreds of positions, but nearly everyone is classified in one of three major categories.

**PERMANENT FULL-TIME**—Personnel are scheduled to work forty (40) hours per week.

**PERMANENT PART-TIME**—Personnel are scheduled to work fewer than forty (40) hours on a permanent basis. A Disneylander who works weekends and holidays is typical of this group.

**CASUAL/SEASONAL PERSONNEL**—Are employed for a short period of time to perform a specific job.

## Physical Examination

At the time of your employment, you might be required to take a medical examination. If such an examination is requested, it is for your own protection as well as your fellow cast members. In addition, you could be requested to take an examination at any time during your employment with Disneyland, at the Company's request.

## Identification

Shortly after you are cast for your role, you will receive a temporary identification card which is valid throughout your initial training period. When you begin working for a complete season on a regular basis you will receive a permanent I.D. card from our Security office. You will be required to present this to Security every time you enter work. This identification card is your proof of employment with Disneyland and may not be loaned out for any reason. It must be surrendered upon termination or demand. If your card is lost or stolen, immediately notify the Security office.

## "Get Acquainted" Periods

If you are employed on an hourly basis, your first ninety (90) days at Disneyland are a trial period, unless otherwise specified in your union contract. This is to give you and Disneyland a chance to get acquainted and to determine whether or not we meet each other's expectations regarding employment.

## Your Transportation to Work

Your having reliable transportation to and from work was an important factor in your selection for employment with Disneyland. It is a continuing responsibility on your part to maintain your transportation so as not to let it interfere with your job.



## Cast Parking

Please help everyone by parking in your assigned area and in the proper parking spaces. Detailed parking information will be outlined in your orientation program.

## Your Home Address and Phone Number

At certain times it may be necessary to reach you on short notice. It is, therefore, particularly important to keep your address and telephone number current. We also don't want you to miss out on the numerous company publications and complimentary ticket books that are mailed to your residence. Please keep your department office advised of any change in your address or telephone number.

## Equal Employment Opportunity

It is the continuing policy of Disneyland to be fair and impartial in all its relations with employees and applicants without regard to race, religion, creed, color, age, sex, handicap, or national origin. This policy applies to recruiting, selecting, training, promoting, and all other personnel actions and conditions of employment such as compensation, benefits, transfers, layoffs, reinstatements from layoffs, company sponsored training, educational tuition assistance, social and recreational programs, and disciplinary measures.

## Relatives and Friends

If you have friends or relatives who you feel meet our employment qualifications, please direct them to our Casting Office. Husband and wife or other close relatives may work at Disneyland providing that one does not supervise the other, or work in close physical proximity to one another.



## Please Note...

Cast members who are covered by certain Union contracts may find some items in this book that do not apply to them. Check with your supervisor if you have any questions.

# The Disney Look

The "Disney Look" is a tremendously important part of the overall show at Disneyland. This employee excellence has brought more than two decades of compliments and recognition from people the world over.

Almost invariably, our guests mention three things they like best about Disneyland . . . "the outstanding show" . . . "the remarkable cleanliness" . . . "the friendly employees." The last two . . . the cleanliness of our show and the friendliness of our employees . . . go hand in hand. For, when our guests talk about how clean Disneyland is, they are not just saying that there is no paper on the streets or that the paint is fresh, they are talking about our people . . . and that means you!

You are now part of our show and you've been cast to perform a specific role here at Disneyland. When you "play a part" you have to "look the part" whether you are onstage presenting the show or backstage preparing the show. Your part may even require a costume, specifically designed to fit the role you'll be playing.

When it comes to your appearance as part of our cast, there are certain standards important to our show which you must follow. We don't ask just part of our cast to follow these standards, but that everyone follow them. Here are some of the more important elements of our Disneyland look. . .

## Costumes

We don't wear uniforms at Disneyland . . . we wear costumes. And we don't wear just any costume either, but ones especially created by the very best designers for each of our roles. If your role calls for a costume, you can be sure that it will play a very important part in creating the proper atmosphere in your shop, attraction, or work area.

Disneyland operates the largest wardrobe facility in the world. All totalled, we have over one million items available to "dress" our cast. If your role requires a costume, you will be shown which location issues yours. Each day you will be expected to arrive at your work area in a clean, well-fitted costume. All costumes . . . after the first one . . . are on an exchange basis. Incidentally, you'll find your waiting time much less at wardrobe if you make your costume exchanges at the end of your scheduled shift.

Your costume should be clean and neat at all times. If it should become necessary to change your costume during your shift, check immediately with your supervisor. Keep in mind that your costume and name tag are not to be worn outside Disneyland.

## Hostesses

### Hairstyling

Hostesses should keep their hair neatly combed and arranged in attractive, easy-to-manage styles. Any extreme hair styling . . . such as that of shaving the head and eyebrows . . . is not permitted. Hair styles termed "natural" or "afro" are acceptable, provided they are neatly packed and shaped.

### Haircoloring

The "Disney Look" does not permit extremes in dyeing, bleaching, or tinting. Frosting and streaking are not permitted.

### Teasing

If the hair is teased, it should be kept to a minimum and should be for body and shape only.

### Height and Length

Those who prefer long hair should take special care that it is neat and well groomed. Hair below shoulder length should be worn in such a manner that it is combed away from the face so that it will not fall forward or over the face while performing normal job duties. Side tendrils, if worn, should not extend below the bottom of each earlobe.

### Hair Confinement and Accessories

Hair below shoulder length may need some confinement so as not to fall forward over the face while working. In keeping with the "Disney Look" there are three acceptable hair accessories. A plain barrette in gold, silver, or tortoise shell with no ornamentation; yarn; and hair ribbons.

If yarn or hair ribbon is worn, it should complement the costume and be no wider than one-half inch or longer than four inches when tied. Hair ribbons are for the express purpose of holding the hair away from the face, not as a decorative addition to the costume.

Stick-pin barrettes (both leather and plastic) and knitted chignon (bun) holders are not acceptable.

It is required by law that food employees confine their hair.

### Wigs and Hairpieces

Wigs and Hairpieces are not permitted unless for medical cosmetic purposes.

## Cosmetics

### Face Makeup

For hostesses, only a natural makeup is permitted. Foundation bases, powders, and blushes should correspond with each individual's skin coloring.



#### **Eye Makeup**

If mascara is worn, it should be applied lightly in shades of black or brown. The "Disney Look" does not include eye shadow, eye liner or false eyelashes.

#### **Lipstick**

Lipstick, if worn, should be applied lightly and should complement your appearance. Wear a true or natural color of lipstick.

#### **Perfume**

Perfume or scented powders should not be used excessively.

#### **Fingernails**

Fingernails should be kept clean and, if polish is used, it should be clear or flesh tones. Dark red, gold, and silver tones are not considered part of the "Disney Look." Fingernail tips should not exceed one-fourth inch.

#### **Jewelry**

Small rings, class rings, wedding bands, engagement rings, watches and Company service pins are permitted. Only one ring per hand with the exception of a wedding set. A petite post stud earring is acceptable. A stud constitutes a simple, inconspicuous gold, silver, or colored earpost, not to exceed one-fourth inch in diameter.

#### **Shoes**

Hostesses in costume, unless otherwise advised, are required to provide their own shoes with a plain toe and defined heel. Shoes should be polished and kept in good repair. Earth shoe styles and wedge styles are not a prescribed shoe. Stockings are required to be worn at all times with shoes or sandals. Prescribed shoes are required the first day you are in costume.

## **Hosts**

#### **Hair**

A neat natural haircut and a clean shave are essential. The hair is to be neatly groomed so that it does not extend beyond or cover any part of your ears. Hair must not stick out over your shirt collar.

Hair styles termed "natural" or "afro" are acceptable provided they are neatly packed and shaped.

Any extreme hair styling . . . such as that of shaving the head and eyebrows . . . is not permitted any more than is hair which extends beyond your ears or sticks out over your collar.

#### **Haircoloring**

The "Disney Look" for Hosts does not permit extremes in dyeing, bleaching, or tinting.

#### **Sideburns**

Sideburns should be neatly trimmed and may be permitted to extend to the bottom of the earlobe, following their natural contour. Flares or muttonchops are not permitted.

#### **Moustaches and Beards**

Moustaches and beards are not permitted.

#### **Wigs**

Wigs and hair pieces for men are not permitted unless for medical cosmetic purposes.

#### **Fingernails**

Clean presentable fingernails are a must. Fingernail tips should not extend beyond the tip of the finger.

#### **Jewelry**

Small rings, class rings, wedding bands, approved tie clips, watches and Company service pins are permitted. Only one ring per hand.

#### **Shoes**

Hosts in costume, unless otherwise advised, are requested to wear plain black leather lace oxford shoes with defined heels and black socks. Earth shoe styles and wedge styles are not a prescribed shoe. Shoes should be polished and kept in good repair. Prescribed shoes and socks are required the first day you are in your costume.

## **Non-Costumed Hosts and Hostesses**

Not everyone will be asked to wear a costume while at work. Many of our clerical and related positions require our cast to wear their own clothing. If your job does not require a costume, it is important to keep in mind some principles to guide you in choosing your attire. Your clothing should always complement your surroundings and be styled to look as though you had planned for any business situation that might arise. And remember, an office environment at Disneyland is not the place to wear ultra-formal or extremely casual clothing.

## **First Name Please...**

Walt Disney founded our company on a first name basis. There are no misters here . . . only Bill's, Judy's, Frank's, and Cathy's. You'll be issued a name tag during your first few days as a new cast member. Nobody wants to be called "hey you" or "buddy" . . . especially not here. So please wear your name tag at all times during your scheduled shift. If you lose it, you will be charged the cost of replacement. Wardrobe will do its part; we ask that you do yours and look your best in the costume designed for your role.

## **A Few Reminders**

If your costume needs repair, changing or refitting . . . tell Wardrobe. Broken buttons, hanging linings or stains don't fit into our fresh, clean Disneyland show. Also, you are responsible for your costume. Should you lose part of it . . . it could mean money from your paycheck.

If your role requires a costume, then a locker will probably be issued to you by Wardrobe. Be sure to keep it locked at all times to protect your personal belongings.

As a condition of your continued employment with Disneyland, you are responsible for maintaining an appropriate weight and size so that they do not detract from the "show" and do not exceed the range of sizes for your costume.

# Your Working Day

Our audience expects our show to be right "on cue." This means that our curtain calls are based on schedules and time clocks. So let's take a look at some of the aspects of your working day.

## Schedules

Your supervisor will schedule your work shift shortly after you've been assigned to your role.

Disneyland is a 24-hour operation and our schedules are made to fit the habit patterns of our guests.

Your schedule may be a little strange at times . . . but remember that the show must go on. Your supervisor will try to be as fair as possible in scheduling your shift.

You are expected to be at your work place . . . in costume . . . at the START of your scheduled shift.

Be sure you punch in and out each day you work . . . don't have another Cast Member punch your card for you under any circumstances.

Do not clock in on your time card prior to 15 minutes before your scheduled shift or clock out later than 15 minutes after your shift ends.



## Dress Time

If you are required by your job to change into a costume or other company-issued clothing, you will be allowed 10 minutes per shift as paid dress time at the end of your shift.

All costume changes should be made prior to the beginning of your shift. Normally, you will be released from your work location prior to the end of your scheduled shift for the dress time allowance that fits your particular assignment.

## Time Clocks and Time Cards

Your time card is your guarantee of getting a paycheck, so treat it with care . . . please "don't fold, bend or mutilate." If you are unable to locate your time card, notify your supervisor immediately.

If you leave work during your shift, you must clock out when you leave and clock in when you return.

Your time card will not be processed until it has been signed by you and approved by your supervisor.

Failure to comply with these requirements may result in disciplinary action.

## Your Meals

We don't have any set dining schedules here. In fact, your lunch hour may be someone else's breakfast break. If you're scheduled to work more than six hours, your supervisor will establish an eating period of at least one-half hour.

The Inn Between, The DEC, and various other break areas have been assigned for your dining pleasure.

Office personnel are to report as usual, unless specifically notified by their supervisor.

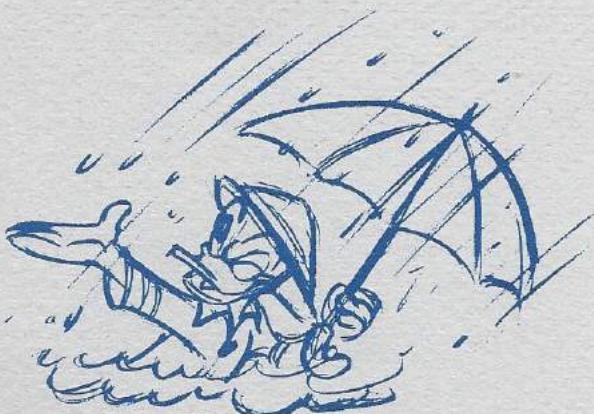
Most operating departments have a standard rule that if it is raining, their people *must* call their departments before coming to work to determine whether they are to report to work or not. If you have a question on your department's policy, check with your supervisor.

Those working under the terms of a Union Agreement will receive the report to work benefits for which they may be eligible if the criteria for eligibility is met.

## Rest Periods

Everyone needs a break once in a while to relax and help maintain their enthusiasm. You will receive a rest period as close as possible to the mid point of each four hours you work.

At Disneyland, nobody is going to check your breaks with a stop watch, but we hope that everyone is responsible enough not to abuse the privilege.



## Rainy Day Policy

When it rains, Disneyland is kept open if at all possible since we feel a great obligation to our guests, many of whom may have traveled long distances to see Disneyland. If we must close, arrangements have been made to ease the financial burden of time lost by those Disneylanders who would be affected.

## Presenteeism

Our guests come to Disneyland expecting to see a show with a complete cast, and our show is designed to be presented by a complete cast. If you don't report to work, it places an extra burden on your fellow hosts and hostesses. No one expects you to come in if you're ill . . . it's tough on you and could infect others . . . but we do expect you to telephone your department prior to the beginning of your shift to let them know as soon as possible that you will not be coming in.

Whenever you call in sick, let your supervisor know the reason for your absence. The Show must go on . . . and on time. Chronic absenteeism or tardiness, regardless of the reason, makes it difficult for our show to run smoothly and an excessive record of either could be cause for dismissal.

# All In a Day's Performance

Each and every day at Disneyland is different . . . a different audience, different weather and different situations. One thing can't be different though; and that is our Disney standards of showmanship. We can't supply you with a "cue sheet" or an easy answer for every occasion, but we can lay down some guidelines of do's and don'ts mixed with a lot of plain old common sense. Before long you'll find them . . . all in a day's performance.

## Stage Presence

Imagine yourself as a guest bringing your family to visit Disneyland. You walk down Main Street, pass through Sleeping Beauty Castle and suddenly come upon Snow White sitting at a table with a cup of coffee and a cigarette. Doesn't sound like Disney, does it? And if you were that guest you wouldn't be very happy with our show.



Remember that, regardless of where you work or what your role is . . . anytime you are in a public area, you are "onstage." Your attitude and performance are direct reflections on the quality of our Disneyland show. And it's those little things that you don't always think about that many times detract from our guests' enjoyment . . . like chewing gum, slouching, talking with other Cast Members about last night's party, the same goes for smoking and eating on stage. In fact, they are strictly prohibited.

All of this adds up to one of the most important aspects of your role in our show . . . Good Stage Presence.

## Security

Among their many responsibilities, our Security Department is concerned with protecting and serving Disneyland Cast Members and guests.

A Security host or hostess is always available to assist you in handling problems which intrude upon the friendly atmosphere of family fun at Disneyland. Your supervisor will show you how to quickly contact Security in your area.

## Telephones

There are many phones in backstage areas for your personal use . . . our Disneyland phones are for official business only. Please ask your friends and family not to call you at work unless it is an emergency, in which case your supervisor will notify you promptly.

## Company Property

Cast members who are issued company property (tools, clothing, keys and equipment) are responsible for keeping such property in good working condition.

When company property issued to you becomes damaged or worn, make sure that you report it immediately to your supervisor.

Company equipment, clothing and tools may not be removed from Disneyland without written approval from your department manager.

Any questions regarding the removal of personal or Company property should be directed to your supervisor.

## Keys

Depending on your role, one or more keys may be issued to you for use in your assignments. Company policy prohibits the unauthorized possession, use or duplication of a Company key. Violations of this policy may result in disciplinary action, not excluding dismissal even for a first offense. If you are issued one or more keys, their continued possession and use become your responsibility.

If, during the course of your employment you no longer have use for a key, return it to the Security Department or Key Control.

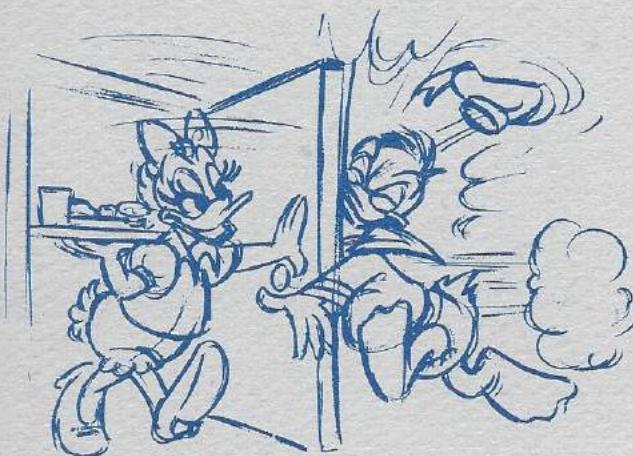
## Solicitations

Solicitations, circulations of petitions, distribution or posting of any material or the collection of money at Disneyland is prohibited without the prior approval of the Park Operating Committee. Any such approved solicitation, circulation or distribution must be conducted before work, during breaks, or after work, but not during working hours or in working areas. The only exception to these guidelines is our Annual United Way Campaign.

## Safety

When our guests visit Disneyland they are usually so busy looking around themselves that they sometimes forget to watch their step . . . so we have to watch it for them. Never let the pressures of operating your area stand in the way of safety . . . both to the guest and to yourself. At Disneyland, safety ALWAYS comes first.

Know the location and telephone number of the First Aid station nearest your work area. In the event of any accident, phone First Aid and contact your supervisor immediately.



### If You See an Accident...

In the event that you witness an accident, it is very important for you to follow certain steps. First, immediately find out if the guest needs to go to First Aid. If the guest has a major injury or

illness, call First Aid and be specific as to where you want the attendants to respond and whether or not they will need to bring a wheelchair, stretcher, etc. Contact your supervisor as soon as possible.

When you do encounter an injured guest with a minor injury, do not force him or her to visit First Aid, but suggest it. If he or she wants to visit First Aid, check with your supervisor regarding your escorting the guest there.

Remember, at Disneyland . . . all accidents, no matter how small, MUST be reported.

## Lost and Found Items

Many guests visiting Disneyland find themselves having such a good time that they forget what's in their hands, as their eyes and ears take in the sights, sounds and excitement of our show.

If you find any articles that guests have left behind, you should report them immediately to our Lost & Found Office located in the Global Van Line Building on Main Street.

Please remember that you should contact the Lost & Found Office immediately upon finding any article, and that article should be turned in the same day it is found. Your supervisor can assist you in reporting lost items.

## Employee Complaints

In an organization the size of Disneyland it is possible that you will have some problems or complaints. You are encouraged to express your feelings.

The first thing to do is to take your complaint to your immediate supervisor. If you feel you haven't received a satisfactory answer, you may submit your complaint in writing to your Division Director. It will then be the Director's responsibility to remedy the situation and/or give you a written answer. If you're still not satisfied with the answer or solution, you may present your written complaint to the Employee Relations Director. If you are still not satisfied, you may request the Employee Relations Director to arrange a review of your complaint before a special committee of Company executives.

Cast members covered by a labor agreement may have a slightly different procedure for submitting your grievances and complaints. Please check with your supervisor for specifics.

# Business Ethics and Conflicts of Interest

A company, of course, acts only through its employees. For good reason, we have been, and continue to be, very proud of the business conduct of our people. There are, however, certain types of activities and relationships that deserve your particular attention.

## Our Taboos

There are certain specific taboos governing all members of the Disneyland Cast. These are types of conduct, which even on a first time basis, may result in your immediate and automatic dismissal from the Disneyland Cast.

1. Theft, unauthorized possession of Company property or the personal property of others, including property found in waste containers.
2. Willful falsification of records such as employment applications, medical forms or time cards.
3. Personally using, being in the possession of, or being under the influence of any narcotics, intoxicants, drugs or hallucinatory agents during work hours, or reporting to work under such conditions, is not permitted without medical prescription approved by the Company doctor.
4. Willful insubordination.
5. Sleeping while on duty.
6. Gambling while on duty.
7. Employees using obscenities in any form, or arguing in a loud voice with other employees within the hearing of guests.
8. Insulting, arguing, discourteous treatment or use of profane language in the presence of our guests.
9. Fighting at Disneyland, regardless of who started it.
10. Willfully clocking in or out the time card of another employee, or requesting another employee to do so.
11. Unauthorized possession, while on Company property, of any types of firearms, explosive materials or illegal weapons.
12. Dishonesty in any form, including misappropriation of attraction coupons from any source.
13. Gross negligence in standard operational procedures that endangers you, the guest, or your fellow Cast Members.

## Potential Conflicts of Interest

Our company is known and recognized for the excellence of the quality of everything it does. We set the standards by which others measure their performance. Not only is this true in connection with the products and services we offer to the public, but also our ethical standards in dealing with others. From the day Walt and Roy commenced business, the policy of the Company has been one of absolute honesty, fairness, and full compliance with the law.

Unless approved (as explained in the last sentence of this paragraph) as an employee, you or members of your family shall not own a financial interest in any business organization that does or seeks to do business with the Company or is a competitor of the Company; nor can you conduct business on behalf of the Company with members of your family or with any business organization in which you or a member of your family has a significant association. It is contrary to Company policy for an employee to serve as an employee, director, or partner of or consultant to any business organization which does business with the Company. Any potential conflict of this nature shall be fully disclosed in writing to your supervisor and specific prior approval must be obtained before entering into such a relationship.

It is also contrary to Company policy for an employee to compete with the Company or render services for a competitor of the Company. You cannot engage in any type of self employment or employment by another to an extent that such involvement interferes with the performance of your services to the Company.

## **Gifts, Favors, Entertainment, and Payments Received by Company Employees**

Other than common courtesies usually associated with accepted business practices, you should not accept any gifts, payments, fees, services, special privileges, vacations or pleasure trips, loans (other than conventional loans from lending institutions), or other favors from any person or business organization that does, or seeks to do business with, or is a competitor of the Company.

## **Use of Undisclosed Information**

As an employee, you may have important information not generally known to the public about the Company or any other corporation with whom the Company is doing business, including customers or suppliers. You could be found in violation of federal securities laws if you take advantage of that information by (a) trading in the Company's or other corporation's stock, or (b) inducing others to trade in such stock.

Important information includes, but is not limited to, sales and earnings figures, major contracts, plans for stock splits, acquisitions or mergers, and new projects or motion pictures contemplated by the Company. Such information in the case of another corporation would also include knowledge that the other corporation will enter into or is negotiating for a contract important to it for the sale of goods or services to or by Walt Disney Productions or one of its subsidiaries.

You should not, without proper authority, give or release to anyone not employed by the Company, or to another employee who has no need for the information, data or information of a confidential nature concerning the Company.

You cannot acquire real estate which you know the Company is interested in acquiring nor purchase any nearby property for speculation or investment.

## **Foreign Corrupt Practices Act**

The Foreign Corrupt Practices Act became law in December 1977 as a section of the Securities and Exchange Act of 1934. The Act makes it unlawful to pay bribes, kickbacks, or the like to foreign officials to obtain benefits for the Company. It has always been the Company's policy not to make any such payments. Our basic policy is that the use of any funds or assets of the Company for any unlawful, improper or unethical purpose is strictly prohibited. No employee shall purchase privileges or benefits for the Company by payment or bribes, kickbacks or any other form of payoff.

The Act also, under threat of severe penalty, requires the Company to keep books and records which accurately and fairly reflect the Company's transactions, and to devise and maintain an adequate system of internal accounting controls. The maintenance of adequate internal accounting controls is the responsibility of the management of each organizational unit of the Company.

In conjunction with the above policies, we would like to emphasize that the law provides for severe penalties, for any person who "directly or indirectly falsifies or causes to be falsified any book, record, or account."

In general, all of the Company's activities shall be conducted in such a way that the Company would be willing to make full public disclosure of the transactions.

If you have any questions regarding this policy, please contact the Management Audit Department.

# Pay

Just in case no one told you . . . there are no "amateurs" in our Disneyland show. You get paid for your performance as a Cast Member, so here are a few facts you might be interested in . . .

## Payday

You are paid for the hours you work between 8:00 a.m. Sunday to 8:00 a.m. the following Sunday, with payday being on Thursday of each week. You'll be paid on Thursday for the hours you worked the previous week . . . up to and including the prior Saturday.



## Overtime Pay

We believe that time off for leisure is important so you'll be required to work overtime only when necessary. If you are paid on an hourly basis, you will receive overtime pay for work over forty (40) hours per week or eight (8) hours per day.

Unless you are specifically authorized by your supervisor, you are not permitted to work overtime. If there is a work schedule exception to this overtime provision, your supervisor will discuss it with you.

## Merit Pay Increases

Merit pay increases for employees paid on an hourly basis and not covered by a labor agreement are based upon various factors...including your ability to perform at a high level in your job, your attitude toward guests and fellow employees and your attendance.

You'll be reviewed by your supervisor for merit pay increases normally at the end of your first six months of employment and every six months thereafter. If you have any questions concerning your merit pay increases, ask your supervisor.

## Promotions and Transfers

Disneyland has a policy of "promotion from within" whenever possible. The Company strives to promote Cast Members to higher level jobs when qualified employees are available, and desire such promotions. A promotion program and transfer program are both available to assist you in pursuing inter-divisional and inter-Company growth opportunities. Your supervisor can explain these programs to you and will be available to counsel you about career opportunities in your area. For further information, contact the Career Planning & Placement Office, located in the Center.

# Missing the Cue

Whatever your role is here at Disneyland, you can bet it's important . . . or it wouldn't exist. Whether you are onstage or backstage, if you miss your cue then another Cast Member will more than likely have to "stand-in" until you return. And as we have said before, your lack of presenteeism places an extra burden on your fellow workers.

As in any business, certain situations occasionally arise which might cause you to miss your cue once in a while . . . so let's talk about these situations.



## Contagious Diseases

To protect our guests and your fellow Cast Members, you may not come to work at Disneyland if you have a contagious disease . . . or if you have reason to believe you may be carrying one.

When you return to work, you must bring a physician's release to First Aid and secure a Release to Work form BEFORE reporting to your supervisor. This applies also if you have been hospitalized or off work for five days or longer, due to an injury or noncontagious illness.

## Illness

If you become ill while at work, we don't expect you to "stick it out" to the end of your shift. See your supervisor and arrangements will be made for you to visit First Aid.

## On-the-Job Injuries

All work-incurred injuries, even minor ones, must be promptly reported to First Aid. This is for your protection. If your injury requires the attention of a doctor . . . we insist that your first call be made to a doctor of our choice. Failure to do so may result in a reduction of benefits you might otherwise be entitled to receive.

## Maternity

Any employee who is pregnant must promptly notify her supervisor and then report in person to First Aid. The employee must present to First Aid a statement, in writing, from her personal physician, verifying her conception, the approximate date of delivery and indicating that it is satisfactory for her to continue work up to the time specified by Company policy.

# Cast Benefits and Services

We saved the best until last. You'll quickly find that Disneyland provides you with a broad range of cast benefits and services. Many will be immediately available to you while others will come after you have worked for a specific period of time. The company is proud to present these fine benefits to you . . . and as a member of our Disneyland family, we think you'll be proud of them too.

## Vacation

Having time off is important to everybody. There are provisions for all permanent hourly employees to become eligible for a paid vacation under either their union contract or under Disneyland policy. Your vacation time is based on the number of straight time hours that you work.

You should take your vacation within one year after the calendar year in which you earned it. You cannot work during your vacation leave and receive pay in lieu of taking the time off. Talk with your supervisor about any questions you might have concerning your vacation. Vacation dates must be approved in advance by your supervisor.



## Leave of Absence

A request for a leave of absence must be made through your supervisor. There are four kinds of leaves:

**Medical Leave**—If your leave is for personal illness or injury and extends beyond (5) five working days, you must bring your personal physician's statement to First Aid and secure a Re-

lease to Work Form before reporting back to your supervisor and work area.

**Personal Leave**—A leave may be granted to you for some compelling personal reason. This leave may not exceed thirty (30) calendar days without Director approval.

**Bereavement Leave**—Permanent employees who suffer a death in their immediate family will be granted time off with pay up to five (5) days to make arrangements for or to travel and attend the funeral.

## Sick Leave

Disneylanders who meet the length-of-service requirements may participate in the Disneyland Sick Leave Plan unless working in a classification under union agreement which includes compensation under an alternative to the Disneyland Sick Leave Plan. Please inquire at your department office to initiate a sick leave request.

You may accumulate a maximum of 300 hours of sick leave; the hours in excess of the 300 may be taken in the form of additional paid vacation time . . . so it pays to be on the job.

## Jury Duty

All permanent status employees who have completed one or more years of continuous service are eligible to receive compensation for jury service. When you are summoned, please notify your supervisor and check with Personnel Records prior to reporting for jury duty.

## Holidays

Currently Disneyland recognizes (9) nine official holidays. Employees who are working under the terms of one of the Union Agreements will receive the holiday benefits provided by the appropriate agreement. Most permanent hosts and hostesses at Disneyland are eligible for the following holidays: New Year's Day, Washington's Birthday, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day and one floating holiday designated by Company management in January of each year. Please check with your division office with any questions regarding holidays.

## Retirement/Pension Plan

Today, more and more people are looking towards the future for more meaningful retirement . . . and the activities that go with it. Disneyland is striving to provide you with the means to make those retirement activities possible.

Both early and full retirement are available: Early retirement at age fifty-five (55) with ten (10) years of service and full retirement at age sixty-five (65) with twenty (20) years of service.



## Group Insurance

Any permanent host or hostess, who is regularly scheduled to work twenty hours or more a week, is eligible to participate in our Disneyland Group Insurance Program.

The Company will pay the entire cost of your basic Group Insurance plan for both you and your dependents. In addition, you may elect to purchase additional life insurance and long term disability insurance at a low, group rate.

Please check with the Group Insurance office about coverage, your exact eligibility date and premiums. You may pick up an explanatory booklet from the Group Insurance office.

## Main Gate Pass and Ticket Books

There will be times when you would like to bring your family or special friends to the Magic Kingdom as your guests. After you have been working for one (1) year as a permanent part-time employee, (six months for a permanent full-time employee), you will receive a Main Gate Pass, that is valid for one calendar year. Your pass, when shown with your ID, entitles you and your guests to complimentary admission to the Main Gate. Please keep in mind that your pass is designed to admit you and your guests only when you are personally accompanying them through the park and it may not be loaned to anyone. In addition, periodically Disneyland will mail you ticket books and complimentary admission passes. Enough will be included for you, your spouse and children, who are under 19 years of age.

## Cast Discounts

We want to express our appreciation for your efforts by extending to you certain discount privileges. By showing your ID card at the time of a purchase, you will receive discounts on ticket books and on most merchandise items in the Park. In addition, there are discounts available at Disney-owned shops at the Disneyland Hotel.

## Educational Reimbursement Plan

If you are a permanent full-time or permanent part-time employee who has been on the payroll for six months or longer, you may be eligible for educational reimbursement. Under this plan, you may apply for reimbursement for educational courses or seminars which are directly related to the work you are currently performing. If you would like to know more about this valuable benefit, contact your division's staff assistant or the Disney University before you enroll for any classes.



## Credit Union

The Disneyland Employee Federal Credit Union is a very beneficial service to help you with your financial planning.

A variety of services are offered to you, including saving money through a payroll deduction plan, debt and/or money management counseling, low-cost general purpose loans, consolidation loans and a referral service... whereby Credit Union members can receive information regarding products (such as automobiles) they are considering purchasing.

Membership in the Credit Union is offered to all permanent and casual/seasonal employees and members of their immediate family. Be sure to call the Credit Union for full information.

## Stock Purchase Plan

Cast Members who desire to do so, can purchase Walt Disney Productions common stock through regular payroll deductions. The weekly deductions can range from \$2.00 to \$20.00.

The Company will pay the broker's commission on any stock purchased through payroll deductions and employees participating in the plan will receive periodic statements regarding their accounts.

The Stock Purchase Plan is available to all permanent and casual/seasonal employees. Additional information may be picked up from the Personnel Records office in the Administration Building.

## Service Awards

Service Awards are presented to all permanent cast members of Disneyland after one, five, ten, fifteen, twenty and twenty-five years of continuous service to the Company.

# Cast Recreation and Activities

Now that you're a member of our cast, a wide variety of social and recreational activities are available to you and your family through the Disney University's Cast Activities Department.

## Cast Activities

With offices located in the Center, Cast Activities is responsible for coordinating all social and recreational activities, as well as a variety of special services. The annual Red Cross Blood Drive, Service Awards Banquet, Arts and Crafts Festival, Disneyland Discount Program, Family Film Festivals, Disney Family Christmas Party, the Disneyland Recreation Club, our annual Lost and Found Sale . . . all these traditional events and more are coordinated through Cast Activities.

In addition, major vacation trips are scheduled by Cast Activities at least once a year to such destinations as Hawaii, Walt Disney World and Europe. These trips are offered at discounted group rates to employees and their immediate families. Let's take an in-depth look at some of the services offered by Cast Activities:

## Disneyland Recreation Club

The Disneyland Recreation Club (DRC) is an organization for everyone in the Disneyland Cast in that its volunteer council seeks to further advise Cast Activities in its arrangements for social and sporting events and club activities.

Social events may include trips to the Los Angeles Music Center for popular plays and musicals, trips to local amusement parks and zoos, dinner theatres or TV show tapings, while sports offers something for both participants and spectators. Throughout the year, Cast Members will have opportunities to play basketball or watch the Los Angeles Lakers do it for them, play softball or see the Angels or Dodgers in action, paddle their own canoes in our annual Canoe Races or test their toes in our annual Minnie Marathon foot race.

Those Cast Members with special interests may find a means of sharing them with other Disneylanders through such Cast Activities-sponsored clubs as Christian Fellowship, Animated Film Club, Ski Club, Sunday and Monday Golf Club, Bowling Club, Trap and Skeet Club, Anglers Club and many more.

## Family Film Festival

Throughout the year, Cast Activities arranges for you and your family to have the opportunity to attend special showings of Disney films. Each spring and fall, a series of five "classics" is lined up for you to choose from, with showing times established around Park operating hours.

In addition, new Disney films are previewed for our Cast Members, generally before the film is released to the general public, through our Cast Film Premieres. Tickets for all films are complimentary.



# It's Time for the Show

You are now about to begin your role in our Disneyland Show. Remember, as a member of the Disneyland Cast you'll be a "people specialist".

And now you are an important part of the team we call our Cast . . . Your attitude and enthusiasm will affect your audience . . . determining whether they have a good day and see a good show, or have a bad day and see a bad show. Walt Disney once said, "You can dream, create, design, and build the most wonderful place in the world . . . but it requires people to make the dream a reality." Welcome to Disneyland and our family . . . you're now one of those people who will make this dream come true.



**GOOD LUCK IN YOUR NEW "ROLE" . . . PRODUCING  
"THE FINEST IN FAMILY ENTERTAINMENT"!**





# What's Career Planning and Placement up to **now?**



MORE  
THAN  
YOU  
THINK!



## CAREER PLANNING

The Career Planning staff is available to provide guidance to employees who have been employed for three months or longer, and are interested in pursuing a career in one of the professional areas of the Disney organization. You may already be in a salaried position and are seeking an alternative career area. Or, you may be a cast member who desires to enter a professional area well-suited to your abilities. Career Planning will provide you with all the information you need concerning the requirements and qualifications for a given professional area to assist you in developing your career master plan.



## CAREER ORIENTATION

This bi-monthly program is designed to provide a group experience in understanding the many aspects of the career planning process.



## JOB SKILLS EVALUATION

If you are not sure what professional area you want to pursue, Career Planning staff members will assist you in assessing your occupational interests, job skills and abilities for a better understanding of your potential.



## CAREER PLANNING LIBRARY

Information pertaining to school brochures, certification requirements, public and private school directories, job search techniques, can be found in the lobby of the Career Planning and Placement Office. The Career Planning Library contains the following sections:

### 1. CAREER INFORMATION

- A General Career Information which consists of career planning guides and general occupational descriptions for those who are researching career options.
- B Employment information consisting of a variety of directories and reference materials referring to jobs in particular career fields.

### 2. EMPLOYMENT TRENDS

- A Publications on occupational outlooks and trends.

### 3. JOB HUNTING GUIDES

- A Publications of job search techniques, resume information and job interview information.



## CAREER FORUMS

Special presentations are scheduled by Career Planning for all interested employees on an ongoing basis. Each Forum will feature a Company representative who will give an in-depth look at the job prospects within his/her area of expertise. General career information will also be given for those interested in external job opportunities.



## CAREER WORKSHOPS

These workshops will assist the employee in determining his/her career objectives through the development of an individual career plan. Emphasis will be placed on identifying individual skills, evaluating present career goals, interviewing for information, utilization of personal contacts and resources that will assist in the job search and demonstrating decision-making ability through the formulation of a career plan.



## CAREER COUNSELING

Allowing yourself an hour, within a scheduled appointment, you will have the opportunity to express your career goals with a Career Planning counselor. From a realistic viewpoint, the career counselor will assess your goal direction as it relates directly to your educational background, skills and experience. A counseling appointment can be made at the Career Planning and Placement Office. Follow-up counseling sessions are recommended every 12 months or in the event any changes occur in your Personnel Inventory.



## PERSONNEL INVENTORY

A Personnel Inventory provides us with pertinent information concerning your career interests, specific goals and plans. The Personnel Inventory is to be filled out prior to your counseling appointment and returned to the Career Planning Office not less than 24 hours before your scheduled time. Each employee is encouraged to update his/her Personnel Inventory as often as necessary to keep the information current.



## RESUME PREPARATION AND JOB INTERVIEWING TECHNIQUES

Classes in these two areas are offered regularly through Career Planning and Placement. These classes cover helpful suggestions and key facts every job-hunter should know in preparing for the job interview. Each course lasts about 1½ hours, and the class attendance is limited to 15. Because the classes are limited to this number, if you are unable to attend please advise Career Planning, Ext. 287.



## JOB LISTINGS

Career Planning and Placement posts a weekly listing of career opportunities within the Disney organization.

For those pursuing external job placement, Career Planning maintains a rapidly expanding listing of current positions available with employers throughout the Southern California area.



## DISNEY SKILLS BANK

Employee consideration for Disneyland salaried job placement begins with Career Planning and Placement. To be eligible for consideration you must attend the Career Orientation class, complete a Personnel Inventory, be counseled by a Career Planning counselor and receive a favorable evaluation of your work performance from your department. Having met this criteria, you may be scheduled for a second interview with members of Disneyland management currently employed in your career interest field. Upon their favorable recommendation, you will be placed in the Disney Skills Bank. For specific career openings candidates obtained from the Skills Bank will be interviewed by Division management in the career area where the opening exists.



## EXTERNAL JOB PLACEMENT

Throughout the year, representatives of major firms are invited to the Career Planning Office to recruit qualified candidates for positions within their organizations. To participate, you must have been counseled through Career Planning for external job placement and present an up-to-date resume. Career Planning and Placement recommends that you know as much as you can about the company you are interviewing with. Therefore, we will provide information brochures on the company that is scheduled to recruit. Recruiting dates will be placed in the Disneyland Line and sign-ups for interviewing times will be at the Career Planning Office. It would be very much appreciated if you would inform Career Planning as soon as you have obtained a position.



For additional information and appointments call (714) 999-4075, or stop by the Career Planning Office at the Center.