

Disneyland Resort – Attendance Policy

July 2022

Policy: Cast Members must report to work for each scheduled shift, be on time, and remain at work for the full shift.

This Disneyland Resort Attendance Policy applies to any scheduled work time during which Cast Members are not present and performing work (“missed time”). Missed time is measured in hours and minutes and refers to an absence, tardy, or release of shift, as defined below:

Absence: Failure to report for a scheduled shift, or arrival to work more than 3 hours after the start of a scheduled shift, where that late arrival results in the Cast Member not being put to work.

Tardy: Failure to report for a scheduled shift up to 3 hours after the scheduled start time, or failure to return from a meal period or rest break during a shift on time. A tardy is considered an incident.

Release of Shift: A partial-shift absence that occurs when a Cast Member leaves work before fulfilling their scheduled shift despite a business need for their presence. Release of shift may only occur with leader authorization.

Missed time will be considered excused, unexcused, or unacceptable, as described in this Attendance Policy.

If a Cast Member provides a medical reason for any missed time, the Company may request supporting documentation from their medical provider.

NOTIFICATION REQUIREMENTS

Cast Members are required to notify their leader or other designated contact in advance of an absence, tardy, or release of shift. Notice should be provided at least 2 hours before the start of a scheduled shift for every tardy or scheduled shift missed, or as soon as practicable in the case of unforeseen circumstances. Cast Members who will be absent for consecutive days due to a legally protected reason need only give notice before the start of the first scheduled shift they will miss, and must notify their leader or other designated contact as soon as practicable if their absence will be extended.

Failure to provide required notice may result in disciplinary action and/or the accrual of unexcused missed time.

EXCUSED MISSED TIME

Missed time is considered “excused” and will not count toward a Cast Member’s total missed time for purposes of disciplinary action when it is legally protected, as defined below, and the notification requirements have been met.

Missed time is considered “legally protected” under the following circumstances:

- Qualified medical or family care leave, as provided under company policy and/or applicable leave laws.
- Time off as a reasonable accommodation for a disability.
- Time off due to a work-related illness or injury.
- When a Cast Member elects to apply available paid sick time in an equivalent amount to the missed time.
- Any other type of absence protected from discipline by law.

Cast Members may apply available paid sick time under the following circumstances:

- To care for themselves.
- To care for a family member or dependent.
- To take time away from work if they or a family member are the victim of a crime, such as stalking, domestic violence or sexual abuse.
- Any other reason required by applicable law.
- Any other approved use of paid sick time.

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If a Cast Member elects to use paid sick time to cover only a portion of an absence, tardy, or release of shift, any remaining missed time, up to 8 hours per shift (except for those on a 4x10 schedule) will be considered unexcused and will count toward disciplinary action, unless otherwise legally protected, as defined above. For example:

- If a Cast Member misses a 10-hour shift (8 hours straight time + 2 hours overtime) and applies 8 hours of paid sick time, they will not accrue unexcused missed time. If they apply 1 hour of paid sick time, 7 hours will be considered unexcused and will count toward disciplinary action, unless otherwise legally protected.
- If a Cast Member on a 4x10 schedule misses a 10-hour shift and applies 10 hours of paid sick time, they will not accrue unexcused missed time. If they apply 1 hour of paid sick time, 9 hours will be considered unexcused and will count toward disciplinary action, unless otherwise legally protected.

Paid sick time should be applied during the week an absence, tardy, or release of shift has occurred, but must be applied by the end of the work week following the absence, tardy, or release of shift, and may not be rescinded or withdrawn once applied.

UNEXCUSED MISSED TIME WITH AN ACCEPTABLE REASON

If a Cast Member provides required notice and an acceptable reason for missed time that is not legally protected, but the Cast Member either has no available paid sick time or chooses not to apply available paid sick time, the missed time will be considered unexcused and will count toward progressive disciplinary action, as outlined in the Attendance Discipline section of this Policy.

Missed time that is initially considered unexcused may be reclassified as excused per the “excused missed time” policy previously outlined. All such time will be removed from a Cast Member’s rolling 12-month total of unexcused missed time and will not be counted for the purposes of progressive disciplinary action.

Cast Members may not attend a Disney-sponsored event or visit Disney Property as a Guest on a day they are absent from a scheduled shift due to an unexcused or unacceptable absence.

TARDIES

A Cast Member will be considered tardy if they arrive up to 3 hours after the start of a scheduled shift, or fail to return from a meal period or rest break on time.

A tardy will be considered excused and will not count toward progressive disciplinary action when it is due to a legally protected reason, as defined above, and the notification requirements have been met. All other tardy incidents will count for purposes of progressive disciplinary action, as outlined in the Attendance Discipline section of this Policy.

Multiple tardy incidents may occur on the same day.

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ATTENDANCE DISCIPLINE

Unexcused missed time with an acceptable reason and tardy incidents will be recorded and tracked for purposes of progressive disciplinary action as follows, on a rolling 12-month basis:

Discipline for Unexcused Missed Time with an Acceptable Reason or Tardies		
	FT (Full-Time) / CR (Casual Regular)	CT (Casual Temporary)
Attendance discipline is triggered	Every 25 hours	Every 17 hours
	Every 4 tardies	Every 3 tardies
The attendance disciplinary progression for a Cast Member with less than 5 years of service is: Verbal Warning, Written Warning, Last and Final Written Warning, Termination		
The attendance disciplinary progression for a Cast Member with 5 years or more of service is: Verbal Warning, Written Warning, 2nd Written Warning, Last and Final Written Warning, Termination		

Unexcused missed time and tardies will also be combined for purposes of determining progressive disciplinary action. For example, if discipline is administered for unexcused missed time, the next step of discipline can be triggered by tardies, and vice versa.

Discipline will be based on the total cumulative hours and tardy incidents, regardless of whether previous discipline has been issued.

In determining progressive discipline, the Company will not consider previous discipline if more than 12 months have passed from the date it was issued.

UNACCEPTABLE ABSENCES/NO-CALL NO-SHOWS

An unacceptable absence will be subject to discipline when it is not legally protected and will be documented as unsatisfactory job performance when:

- The Cast Member refuses to provide a reason; or
- The Cast Member provides an unacceptable reason*; or
- The Cast Member does not provide required notice and does not report for a scheduled shift (a “No-Call No-Show”).

*Examples of unacceptable reasons include, but are not limited to, missing a scheduled shift or leaving early to attend a concert or party.

Unacceptable absences, and any discipline issued for such unacceptable absences, will be recorded and tracked on a rolling 12-month basis, as follows:

Discipline Progression for Unacceptable Absences/No-Call No-Shows		
Discipline	All work statuses (FT, CR, CT)	Timing
Written Warning	1 st unacceptable absence	Over a rolling 12-month basis
Last & Final Written Warning	2 nd unacceptable absence	
Termination	3 rd unacceptable absence	

Cast Members may not attend a Disney-sponsored event or visit Disney Property as a Guest on a day they are absent from a scheduled shift due to an unexcused or unacceptable absence.

Unsatisfactory job performance, including but not limited to unacceptable absences/no-call no-shows, poor judgment, and improper conduct, will be subject to appropriate discipline, up to and including termination.