



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

August 2, 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,

You provided to the Union a number of documents in response to our request for information about the Company's allergy process. We have made an initial review of those documents. In many cases, the documents left us with more questions than answers. Below you will see a lengthy follow-up information request regarding those documents. Please provide the information by August 16, 2024.

We should schedule an in-person meeting with the Company for some time after August 16. As you can see from the information request below, there is a need for significant discussion about the allergy process across property. Your responses to our request will help determine the exact agenda for our next meeting.

In your most recent email to me dated July 30, 2024, you stated that the "allergy process itself is determined by the Company as part of its normal and inherent right to manage the business". As we have pointed out, the process is so unclear, unfair, and inconsistent that it will not hold up as the basis for issuing reprimands. Until we are satisfied that the allergy process is clear, fair, and consistent, we will grieve and arbitrate all allergy-related reprimands.

The current allergy process is flawed. It poses not only a disciplinary risk for workers but also a safety risk for guests. Our goal is to have a clear, fair, and consistent process that protects both workers and guests.

We are requesting the following information:

1. **"Location-Specific Procedures"**: Many of the documents provided by the Company refer to "location-specific procedures". However, no such location-specific procedures were provided to the Union. Below is an initial list of mentions of "location-specific procedures" (or similar phrases) in the documents you provided. We are requesting the location-specific procedures for all table service and quick service locations, including culinary procedures.
  - a. The TSR document says the following:

- (1) Seaters should “Follow the standard location procedures to ensure both Seating Cards are delivered to the Server Cast Member.”
  - (2) When a guest declines a consult, “attach one (1) carbon copy of the Allergy-Friendly Request Order Form to the duplicate Seating Card and deliver it to the kitchen following the location-specific procedures”.
  - (3) In the kitchen, “To avoid cross-contact, location-specific preparation procedures should be followed.” Also, “Use location-specific procedures to ensure the allergy-friendly request order is identifiable with the Allergy Pick or Allergy-Friendly Request Sticker for to-go orders.”
- b. The Buffets Post Pay document says the following:
- (1) Seaters should “Follow the standard location procedures to ensure both Seating Cards are delivered to the Server Cast Member.”
  - (2) “If the Guest orders a menu item (e.g., breakfast, dessert) prepared from the kitchen... Perform location-specific processes to give the ‘Prep in Kitchen’ order to the Chef.”
  - (3) If the guest requests a consult, “Inform the Designated Trained Cast Member following the location specific procedures.”
  - (4) “The Chef/Expo verifies that the information written on the *Special Dietary Needs Checklist* or *Allergy Order Form* is consistent with the Kitchen Chit (if applicable and as per location established processes).”
  - (5) “To avoid cross-contact, location-specific preparation procedures should be followed for food allergies and dietary requests.”
  - (6) “Use location-specific procedures to ensure the allergy order is identifiable with the Allergy Pick.”
- c. The Quick Service Restaurants Pre-Pay document says the following:
- (1) “If the Allergy-friendly Menu does not accommodate the dietary request, connect the Guest with the Designated Trained Cast Member (DTCM) using location specific procedures (e.g., radio/iPhone).”
- d. The QSR Post-Pay document says the following:
- (1) “To avoid cross-contact, location-specific preparation procedures should be followed.”
2. **Designated Trained Cast Member**: Many of the documents you provided use this term.
- a. Please provide a list of all current Designated Trained Cast Members in all job classifications and all Food & Beverage locations. Please provide the list in Excel format.
  - b. How are Designated Trained Cast Members selected?

- c. Are any Cast Members required against their will to be a Designated Trained Cast Member?
  - d. Is a test given to a Cast Member before they become a Designated Trained Cast Member?
  - e. What training materials are used?
  - f. Are any Designated Trained Cast Members non-bargaining unit employees?
  - g. How are Designated Trained Cast Members identified in each location and shift?
  - h. Does every shift in every location always have a Designated Trained Cast Member scheduled?
  - i. What is the process for handling guest allergies when the Designated Trained Cast Member on a shift calls out?
3. **Culinary:** Our request for information on June 12, 2024 asked for all written procedures for food and beverage locations. However, only a few bullet points related to Culinary appear in the “Preparing the Food” section of various materials you sent. Does the Company have any more detailed materials for Cooks?
4. **Bars and Lounges:** The documents you provided make no reference to bars and lounges. Are there written procedures regarding guest allergies in bars and lounges?
5. **TSR, Buffet, and QSR “Allergy-Friendly Request Process”:** You provided three documents that outline in general terms how a guest’s allergy request is handled in TSR, Buffet, and QSR locations. Each document says, “NOTE: This document is for F&B Leaders and does not replace front-line training tools.”
- a. Are Cast Members trained using these documents? If yes, please provide a list of all Cast Members trained.
  - b. Does the Company believe it may issue discipline to Cast Members for failure to follow the procedures in these documents?
  - c. Please provide all “front-line training tools” used for all Local 737-represented Cast Members.
6. **Special Diets POS Job Aid:** The Company provided eight documents with this title, each one for a different scenario.
- a. Please provide records of which Cast Members have been trained using these documents.
  - b. Please provide a list of locations that do not have a functioning SDM on the POS.
  - c. Are there any other allergy-related POS instructions for packages like Fantasmic? If yes, please provide them.

7. **Allergy-Friendly Request Order Form and Special Dietary Needs Checklist**

- a. Various Company documents you provided refer to these two different documents. Please provide all versions of these documents currently in use.
  - b. The Company's documents often use the terms interchangeably. For example, the TSR document says "The Designated Trained Cast Member will fill out the *Special Dietary Needs Checklist* or *Allergy-friendly Request Order Form*." Are the two documents completely interchangeable in practice?
  - c. In which locations are each one of these documents used?
8. Your email includes various spiels. You say that each spiel is from a particular document. However, you did not provide the documents. The documents you mention are: TSR Overview Job Aid, Buffet Overview Job Aid, How To: Conduct a Special Diets Consult Job Aid, Quick Service Pre-Pay Job Aid, Quick Service Pre-Pay Job Aid, Quick Service Post-Pay Job Aid, Locations Without an Allergy-Friendly Menu Job Aid, Booster Series. Please provide complete versions of all these documents.

As noted above, please provide the requested information by August 16, 2024.

Sincerely,



Jeremy Haicken  
President