

Disney
PROGRAMS

PARTICIPANT HANDBOOK



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WELCOME TO YOUR PROGRAM!

This is a once-in-a-lifetime opportunity, but it takes your efforts and active participation to make the most of your experience.

COMMITMENTS

Our commitment is to provide:

- A safe, supportive and inclusive environment
- Hands-on legendary guest service training to make you successful in your role
- Career-launching development opportunities and tools to build your own network

Your commitment is to:

- Honor, respect and be accountable for your daily responsibilities
- Be an active participant and take pride in your work every day
- Take ownership in your own personal and career development
- Make unforgettable moments with our Guests

With these commitments in mind, make sure you use each and every day as an opportunity to shine!

THIS HANDBOOK

Participants who are Cast Members should familiarize themselves with this handbook... and remember to reference back to it throughout your program whenever you have questions about attendance policies, scheduling or disciplinary procedures.



SCHEDULING

The Workforce Management team is here to support you behind the scenes and make sure the operation is running smoothly. Please utilize them to assist with your pay, schedule, record card and more!

DISNEY CAST LIFE APP OR LABOR SERVICE CENTER

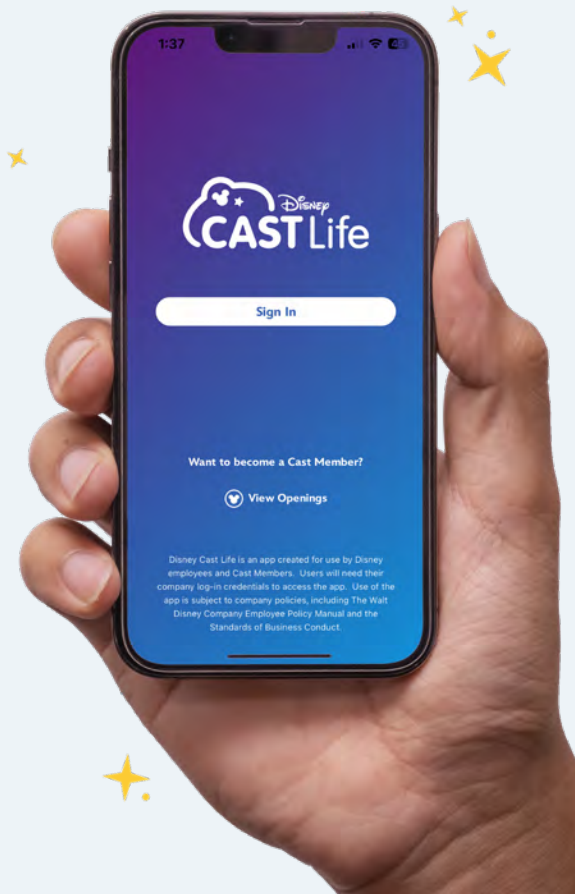
You can submit a request 24 hours a day through the Disney Cast Life app or Labor Service Center (line of business specific) from work or home and track the status of each request.

Use it for:

- Viewing your schedule
- Requesting time off
- Exchanging shifts with other Cast Members (Shift Trade or Give Away)
- Adding additional availability
- Picking up additional shifts (Shift Pick-Up “Add a Shift” is the current verbiage on Disney Cast Life for this)
- Calling out or late for your shift

Additional Details:

- Please submit your requests for time off at least three weeks prior to the date(s) you are requesting.
- You will be eligible to request unpaid time off using the Cast Life app; number of eligible days is based on the length of your program.
- In most cases, you will receive a response to your request within minutes through the Cast Life app or within three (3) days of submittal through Labor Service Center.
- If you don't receive a response after three (3) days, you are welcome to contact the Labor Service Center at 407-939-5226, option 1 and then option 2 for Scheduling.
- Requests for next-day shift changes must be submitted prior to four (4) hours from shift start or noon the previous day (depending on your line of business).



SCHEDULING



Depending on your visa classification, Disney Programs Cast Members may be ineligible or have limited eligibility for shifts posted on the Shift Pick-Up module. Eligibility may be determined by role type and location-specific training required. Please contact your leader or your scheduling team for more details. If you have any questions about the Shift Pick-Up module, you can also call the Labor Service Center at 407-939-5226 and select option 1 and then 2 for Scheduling.

LABOR AND PAY QUESTIONS

407-WDW-LABOR or 407-939-5226

- Option 1
 - Time team (paycheck issues)
Operates 8 a.m.-4 p.m., daily
 - Labor Administration (record card questions)
Operates 8 a.m.-4 p.m., daily
- Option 2
 - Scheduling (schedule questions, time off requests, availability updates)
Operates 8 a.m.-5 p.m., daily

Here are some steps you can take to make sure that you are paid correctly and on time:

1. View your schedule and authorized time daily on Disney Cast Life >> Schedules and Time >> Cast Mobile
2. View your online pay stub each Monday after 9 a.m. on Disney Cast Life
3. Report any issues you see with your pay to your leader immediately
4. Call the Time team with any additional pay questions or concerns



Operating Participant Employees: speak to your leader or HR department with any questions about scheduling or pay.

CALLING OUT FOR YOUR SHIFT



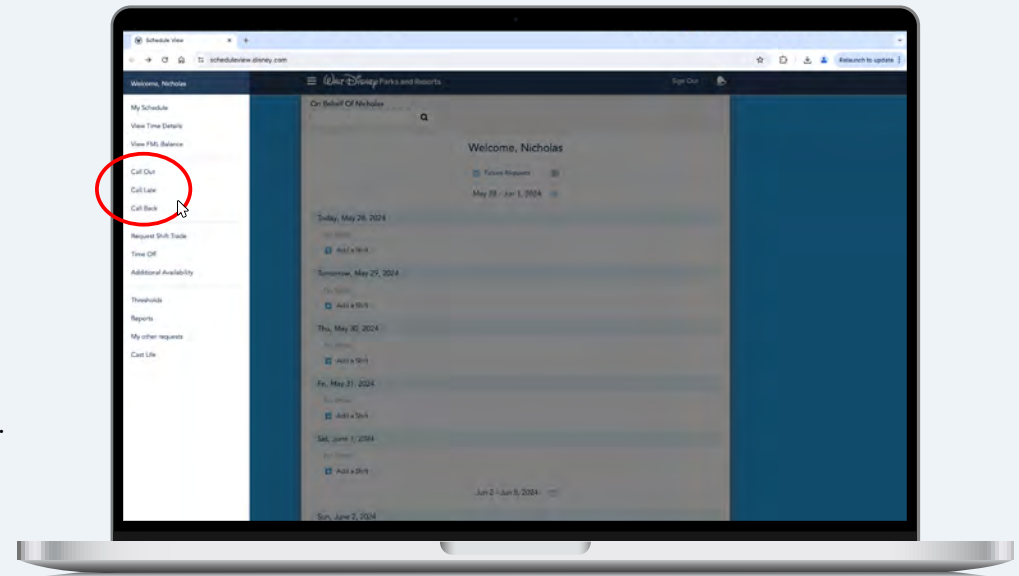
WHEN TO CALL OUT

If you are sick and unable to work, or if you have a personal reason for not being able to work (such as a family emergency, etc.), you can call out for your shift.

HOW TO CALL OUT

To call out for your shift, access “Cast Mobile” through Cast Life on a computer or phone. Once there, click the button in the upper left corner. You can select “Call Out” or “Call Late.” If you select “Call Out,” select “Sick” or “Personal.”

Call outs and call sick should be completed at least 30 minutes prior to the start of your shift to allow for proper coverage in the operation. They should only be for a legitimate reason or illness. You may not call out and then visit Walt Disney World Resort as a Guest or attend a company or Disney Programs event during the time you were scheduled to work. Doing so shall result in termination.



CONSECUTIVE ABSENCES

Each missed shift will result in a separate point on your record card. Consecutive call sick points can be combined one time during your program – contact your leader about submitting medical documentation to do so. To contact your leader, access “Cast Mobile” through Cast Life on a computer or phone. Once there, click the button in the upper left corner. You can select “Call Back,” which is a request for a leader to call you.

You cannot exceed 14 consecutive days without working a shift. If you exceed 14 consecutive days without working a shift, you will be separated and placed on a restricted rehire status. It is your responsibility to ensure you do not exceed 14 days without working a shift. If you are scheduled for less than 30 hours in a week, contact your leader.

Excessive tardiness or absenteeism, three days of unreported absence or failure to return to work from a leave are grounds for termination.

YOUR RECORD CARD



Every Cast Member has a record card. You can view your record card on Disney Cast Life. We encourage you to check it regularly. Your record card will show recognitions as well as points and reprimands.

POINTS AND REPRIMANDS

Points and reprimands are counted in three categories: attendance, clocking and performance/judgement. Points and/or reprimands from these three categories are never combined.

Attendance

Each time you call out of work, whether sick or personal, you will receive one point. If you are late for your shift by two hours or less, you will receive half a point. If you are late for your shift by more than two hours, you will receive one point.

You will receive a reprimand upon reaching:
3 points in 30 days
6 points in 90 days
9 points in 180 days
12 points in 365 days

Termination occurs upon the issue of a fourth attendance reprimand.

Clocking

Failure to clock in or out results in half a point. Failure to both clock in and out for the same shift results in one point.

You will receive a reprimand upon reaching:
3 points in 30 days
6 points in 90 days
9 points in 180 days
12 points in 365 days

Termination occurs upon the issue of a fourth clocking reprimand.

Performance/Judgement

You will receive a reprimand upon reaching:
First violation
Second violation

Termination occurs upon the issue of the third violation.

EMPLOYEE POLICIES



It is your responsibility as an employee to understand the rules and expectations set for you by the company. To familiarize yourself with the Disney employee policy manual, understand your benefits and more, visit the DTools HR module on Disney Cast Life. Operating Participant Employees, speak to your leader or HR department for more information about employee policies.



DToolsHR.com