

TOPIC BRIEF:

DISNEY EXPERIENCES: GUEST AND WORKPLACE SAFETY

Topic Summary

Disney Experiences is the global hub that brings Disney's stories, characters, and franchises to life through offerings like our theme parks and resorts and cruise and vacation experiences.

Safety is a top priority for Disney, including at our theme parks and resorts and cruise line. Our Safety Team is composed of experts from a broad range of disciplines, including medicine, engineering, quality assurance, maintenance, attraction operations, facilities, ergonomics, industrial hygiene, occupational safety, security, and food safety. We conduct inspections at our properties to monitor compliance with internal standards and regulations. We regularly provide guest safety training and information to our cast and crew members through formal instruction, on-the-job training, and ongoing communications.

Guest Safety

RIDE SAFETY

Maintenance teams perform preventive ride maintenance functions nightly. And our computerized maintenance management system includes Disney-patented technology, designed to prevent a ride vehicle from accepting guests unless the required maintenance is completed, and the attraction has been deemed ready to open.

Annual audits of attractions are conducted by engineers, in cooperation with maintenance, operations, and training management teams. These audits focus on key elements of safe operations, including reopening procedures, daily checklists, operational performance, and training. In addition, throughout the year, we conduct ongoing preventive maintenance on park attractions.

We also conduct annual audits of our attraction documentation. These audits review documentation required under applicable regulations, as well as ASTM International standards. In addition to reviewing records for items such as preventive maintenance, inspections, and corrective work, the reviews also examine basic governing documentation, such as operating guides, manufacturers' requirements manuals, and maintenance manuals.

We use digital twinning for certain attractions and transportation systems to aid in safety, reliability, and efficiency. This simulation technology optimizes design when developing new attractions and helps us understand potential operational and maintenance needs of existing attractions. We also use a version of this technology to model the heat stress environment for our guests and cast, which helps promote comfort and safety at our parks.

FOOD SAFETY

Our parks and resorts take a multifaceted approach to food safety, including:

- A vendor food safety program requiring suppliers to follow established food safety protocols and demonstrate compliance with regulatory requirements
- Annual food safety audits and thorough measurements across our properties to help us verify adherence to regulations and company standards, including a hazard analysis program, which uses Disney-developed technology to collect important food safety data and improves accuracy and accountability
- Education and rigorous formal training for cast members who work with food on topics including proper food handling, storage and preparation, personal hygiene, and sanitation requirements

SAFETY IN OUR PARKS AND COMMUNITIES

Disney's Wild About Safety global educational program aims to improve families' awareness of safety, health, and environmental issues throughout our parks, resorts, cruise line, and in our communities through storytelling. Timon and Pumbaa, from the animated film *The Lion King*, are on a mission to share important safety and health messages through illustrations on tip cards, activity books, a dedicated resort television channel, and other materials worldwide. These important safety and health messages help inform guests about how to safely enjoy themselves at our parks, resorts, and cruise line and in the communities in which we operate.

Cast Member and Employee Safety

We take cast member and employee safety seriously and focus on proactive safety measures designed to prevent incidents and promote a safe workplace. Teams staffed by safety professionals, such as medical doctors and nurses, professional engineers, certified industrial hygienists, certified professional ergonomists, public health and certified food professionals, registered sanitarians, microbiologists, and other specialists help identify risks and support a safe work environment for our cast members and employees.

Our internal programs and policies, including our [Standards of Business Conduct](#), are designed to promote a culture of safety and provide multiple channels for reporting safety concerns and incidents. Employees can report safety concerns in several ways, including to a supervisor, through our Global Security Communications Center, via an anonymous safety line, or online through our internal system, The Guideline, where allowed by law. In addition, Safety and Wellness Committees in certain areas of our businesses can assist employees in sharing or reporting concerns. We have global safety appreciation programs to recognize employees who demonstrate outstanding safety behaviors.

Governance

Disney's Chief Safety Officer leads the company's global safety efforts related to attractions, guests, cast members, and food safety in collaboration with businesses and leaders across Disney Experiences.

Additional Resources

[Guest Safety](#)

[Disney Wild About Safety](#)

[Walt Disney World® Resort Parks Health and Hygiene Center](#)

[Disneyland® Resort Rules](#)

[Disneyland Resort Park and Hotel Security Measures](#)

[Disneyland Paris Health and Safety Measures](#)

[Disneyland Paris – Minimizing the Spread of Illness at the Park](#)

[Hong Kong Disneyland Rules and Regulations](#)

[Shanghai Disney Resort Rules and Regulations](#)

[Tokyo Disney Resort Rules](#)

[Disney Cruise Line Commitment to Safety](#)

[Nutrition Guidelines](#)

[Parks and Resorts Cage-Free Egg Statement](#)