



# Report on Safety

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This report is a summary of safety programs across Walt Disney Parks and Resorts as of January 2008. It builds in information from our 2002 safety report and will be supplemented by ongoing updates on our Web site: [www.disney.com/safety](http://www.disney.com/safety).

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# Our Commitment



Greetings,

When Walt Disney envisioned *Disneyland*®, he saw an environment where families could have fun together in a safe and clean atmosphere. Since then, safety has played a vital role in Disney culture.

Today, safety remains the top priority for Walt Disney Parks and Resorts. Safety is the first of four quality standards—followed by courtesy, show and efficiency—that guide the operational decisions of more than 100,000 Cast Members (employees) worldwide.

While safety is a part of everyone's job, we have a full-time team of more than 1,500 engineers, mechanics and electricians dedicated to attraction safety and maintenance at Disney resorts in the United States.

Our Web site, park maps, pamphlets and resort signs offer Guest safety information, including Disney's *Wild About Safety*®, a program that helps Guests keep safety top of mind by encouraging them to listen closely to instructions when boarding attractions; supervise younger children in their party at all times; and stay hydrated during hot summer days.

In tandem with our goal of providing a safe experience for our Guests, we are also committed to a safe work environment for our Cast Members. Cast Members keep safety top of mind with the help of our *Safe D Begins With Me* program, outlined in this report.

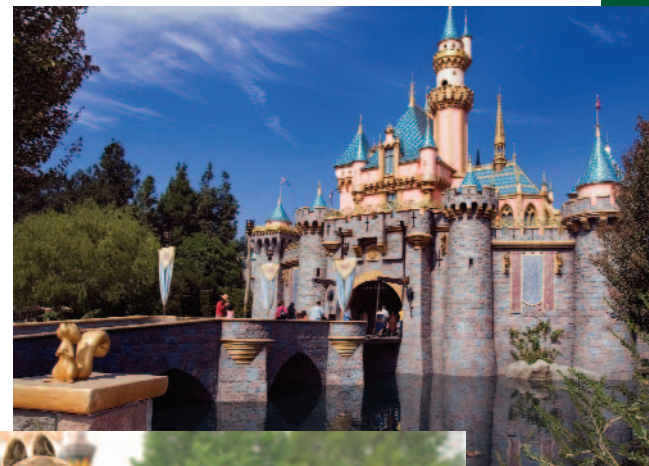
Our commitment to safety is as much a part of our culture as our dedication to making dreams come true for our Guests. Thank you for your interest in safety.

Sincerely,

A stylized, handwritten signature in black ink, appearing to read 'Jay'.

Jay Rasulo  
Chairman  
Walt Disney Parks and Resorts

From the time our Guests begin planning their visits, they can access safety information on Web sites and in vacation-planning literature. Once they've arrived, additional safety guidance is available in park guide maps, in pamphlets, on signs, in our hotel rooms, and in audio messages.





# About This Report

This Report on Safety provides an overview of safety management systems, programs and practices throughout Walt Disney Parks and Resorts. While there are extensive safety programs at all properties that carry the Disney name, this report focuses primarily on our U.S. operations.

Our safety efforts are enhanced through partnerships with expert organizations such as the American Society for Testing and Materials, the International Association of Amusement Parks, the National Safety Council, Underwriters Laboratories and the International Association for Food Protection, just to name a few.

Our Safety Team is composed of experts from a broad range of disciplines and occupations including engineering, quality assurance, maintenance, attraction operations, facilities, microbiology, ergonomics, human factors, certified safety professionals, environmental protection, security and theme park design.

As a team, we devote our time and resources to enhancing safety by:

- Integrating best practices and new ideas from related industries and scientific disciplines into our safety protocols
- Developing, evaluating and implementing new safety technologies
- Monitoring compliance with regulations and internal standards
- Coordinating with government agencies, industry groups and others to advance safety

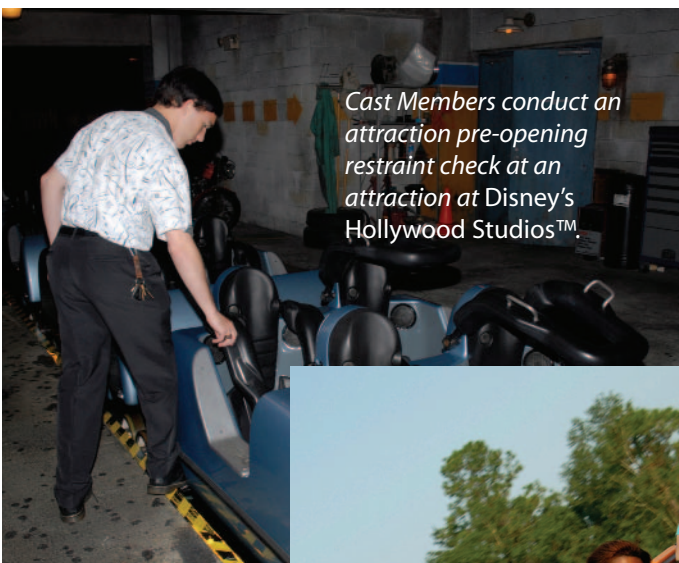
The safety of those who work and play at Walt Disney Parks and Resorts 11 theme parks and world-class cruise line is our single most important responsibility. I invite you to read this report to learn more about our commitment to safety and to visit [www.disney.com/safety](http://www.disney.com/safety) for additional information and updates.



Sincerely,

A stylized, handwritten signature in black ink that reads "Greg".

Greg Hale  
Chief Safety Officer and Vice President  
Worldwide Safety and Accessibility



Guests enjoy Big Thunder Mountain Railroad at the Magic Kingdom® Park.



# Guest Safety at Our Resorts

Every year, millions of people from around the world visit the *Disneyland*® Resort and *Walt Disney World*® Resort to share in the fun and fantasy that have long delighted Guests.

All of us at Walt Disney Parks and Resorts take pride in everything we do to promote safety at our properties—from the Imagineers who apply advanced safety technologies to our attractions to the Security Cast Members who patrol our properties in vehicles, on bicycles and on foot 24 hours a day.

We will never stop exploring new ways to enhance safety through the use of innovative technology.

In keeping with this commitment to continuous improvement, we have developed new tools intended to make Walt Disney Parks and Resorts—and our attractions—even safer and to help our Guests make responsible choices for themselves and their families.

## What's New?

### Innovative and 'Smart' Safety Systems

#### 'Smart' Seat Belts

Already an innovator in attraction safety, Disney designed and developed a "smart" seat belt that's linked to the control system of dynamic thrill rides such as the DINOSAUR attraction at *Disney's Animal Kingdom*® Theme Park. The seat belt features a special pull-strap allowing Guests to confirm that their belts, which must be secured before a ride vehicle can move, are plugged in properly. Under normal ride conditions, once the seat belt is locked and the ride begins to move, a Guest cannot unlock the belt until the ride vehicle stops. The seat belt design is so innovative we have been issued a patent by the United States Patent and Trademark Office.



*The U.S. Patent and Trademark Office issued a patent on our new seat belt design.*

**FAST FACT: In one year, worldwide Disney attractions carry approximately 600 million Guests on 250 attractions.**

### Secure Station Gates

In the past several years, *Disneyland*® Resort and *Walt Disney World*® Resort have installed state-of-the-art station gates designed to place a safety barrier between Guests in a ride-loading zone and moving vehicles on attractions.

The station gates are linked to an attraction's control system and open automatically once a vehicle has come to a stop and is ready for boarding.

### Operator-Managed Motion

We have installed 90 operator-managed motion ride control consoles. These ride consoles feature blinking indicators and standardized motion control buttons. For example, when Guests board the “it’s a small world” attraction ride vehicle, the ride operator can easily keep the motion indicator in his or her field of vision while focusing on Guests as they board.



*Cast Member stationed at the operator-managed motion ride and control panel at the “it’s a small world” attraction.*



*Secure station gates are designed to place a barrier between Guests in the ride-loading zone and the moving ride vehicle.*



# Safety by Design



## Blue Sky

Every attraction begins with a “blue sky” concept—the earliest spark of an idea. As the concept develops, the show team expands to include numerous disciplines. Designing for safety begins in this early phase.



Most Disney attractions are created by Walt Disney Imagineering, the division of The Walt Disney Company that has designed and created hundreds of attractions for Disney’s 11 theme parks around the world since its founding in 1952.

From early design phases, the Imagineers work closely with their counterparts in operations, engineering, safety and maintenance in an extended team, ensuring that safety is literally built into every design.

Here is an overview of the process used to create and maintain the safety of Disney attractions.



## Design and Engineering

Disney attractions are designed to high standards by experienced, multidisciplinary teams that use the latest techniques and safety technologies.



## Manufacturing and Production

Carefully controlled manufacturing processes help ensure the quality of our materials and the integrity of our ride systems.



## Installation, Testing and Adjustment

Once an attraction has been installed, it undergoes rigorous testing of its show and ride systems.



### Guest Communications

A variety of communication tools remind Guests how to enjoy their experiences safely.



### Operational Excellence

Cast Members receive training in both general safety principles and the operational specifics of individual attractions.



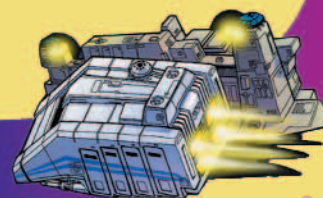
### Maintaining Safety Every Day

Maintenance continues 24 hours a day, seven days a week. Attractions are inspected every night to confirm that they are ready for operation.



### Oversight and Compliance

A quality assurance program verifies that Disney meets or exceeds regulatory requirements and its own stringent standards.





# Design and Engineering

Since we began building and operating theme parks in the 1950s, we have established hundreds of internal standards to guide the safe and reliable design of attractions.

All our attractions are designed to high standards by multidisciplinary teams who follow consistent processes and work to incorporate the most current safety technologies into their designs.

## Multidisciplinary Design Team

Attraction design is a complex process. It can involve experts from more than 100 creative and technical disciplines. In addition to certified architects, safety professionals, and structural, electrical, civil, software and mechanical engineers, our diverse project teams frequently include representatives from maintenance, operations and other relevant fields.

## A Systematic Approach to Safety

In addition to observing high standards and using advanced technology, our project teams follow a formal requirements-based engineering



*Walt Disney Imagineering Cast Members work on a scale model of Expedition Everest-Legend of the Forbidden Mountain™.*

process to incorporate appropriate safety measures into the design and development of new attractions.

## Designing to the Highest Standards

All the attractions we build meet a tough set of standards that not only reflect our many years of theme park experience and commitment to safety but also meet state regulations and standards set forth by some of the world's most respected standard-setting organizations.

Those entities include the American National Standards Institute, the American Society for Testing and Materials, the American Welding Society, the National Fire Protection Association and the American Society of Mechanical Engineers.

These standards and regulations address numerous aspects of attraction design and development, from the materials we select to ride characteristics and safety features. We continuously develop new standards through processes specifically designed to apply our collective knowledge from the work we do every day.



*Imagineers look in on the construction progress of Expedition Everest-Legend of the Forbidden Mountain™, which opened in 2006.*

# Manufacturing and Production

In the manufacturing and production phase, we apply advanced safety technologies and adhere to a strictly controlled manufacturing process to monitor both the quality of our materials and the mechanical integrity of our rides.

## Engineering and Implementing Safety Technology

Our attractions are equipped with a broad range of advanced safety technologies-many developed by Disney. While each attraction has a unique combination of safety systems and show elements, some of the safety technologies found in our rides include:

- **Redundant Brakes** designed to safely stop ride vehicles even if the primary brake system fails.
- **Dual Ride-Control Systems** that allow certain attractions to operate only if both systems “agree” that monitored conditions for safe ride operation have been satisfied.
- **Monitored Seat Belts** that help identify restraining devices that may not be properly secured.
- **Redundant Track Sensors** that monitor vehicle speed and location.
- **Pressurized Tubular Track Rail** that monitors the structural integrity of the track.
- **Automated Barriers**, such as station gates, that provide a barrier for Guests attempting to board vehicles or entering the ride path prematurely.
- **Anti-Rollback Mechanisms** in tracks and cars designed to stop vehicles on steep inclines from sliding backward.
- **Multi-Screen Video Monitoring** that provides designated Cast Members with various views of ride vehicles.
- **Computerized Messaging Systems** that provide ride information to operations, maintenance and engineering teams for troubleshooting.
- **Motor Controller Overspeed Detection** that tracks the speed of drive motors and automatically shuts them down in the event they exceed acceptable velocities.
- **Backup Power** in case of power failure.

Our teams also evaluate new technologies as they emerge and continually seek opportunities to incorporate them into both new and existing attractions. Our history of leadership in safety technology, as the first to deploy a variety of safety measures in rides, includes many of those listed above. This leadership dates back to the introduction of the first steel-track rollercoaster, the Matterhorn Bobsleds, at Disneyland® Park, in 1959.

## Manufacturing Process

When contracting for attractions, we work closely with vendors to verify that their manufacturing is consistent with our own high standards.

The materials and processes used in building our attractions are specified within the manufacturer's requirements and meet industry standards.



*Attractions are inspected every night before they are permitted to open the next day.*



# Installation, Testing and Adjustment

Every attraction we install undergoes hundreds of hours of review and testing before the first Guest ever climbs aboard.

Once an attraction has been installed and a test vehicle is in place, the entire ride system

undergoes rigorous acceptance test procedures that include verifying system responses, failure modes and performance under conditions that simulate a fully loaded ride vehicle.

In the first round of acceptance testing, "water dummies" or other weights are used to load the vehicles. Once the safety of the attraction has been confirmed through riderless testing, members of the project team board it themselves to perform a second round of tests.

In addition, new attractions in both California and Florida must be approved by registered professional engineers and state-qualified safety inspectors before they can open to the public.

Our commitment to safety continues throughout the life of an attraction. Skilled operators, communication to our Guests, thorough maintenance routines and vigilant quality assurance are other essential elements of our comprehensive attraction safety program.



*Engineers and designers oversee the progress on the installation of a new ride vehicle.*



*Once an attraction has been installed and a test vehicle is in place, the entire ride system undergoes rigorous Acceptance Test Procedures.*

# Operational Excellence



*Every year, our U.S. properties alone conduct more than 30,000 operational training sessions for our attractions.*

With the safety of Guests constantly in the forefront, all Cast Members who operate attractions at our theme parks receive training in both general safety principles and the operational specifics of their designated attractions.

## Operating Guides

We develop comprehensive operating guides for each of our attractions. These detailed documents, which serve as the foundation for our training programs, use a standardized format to consolidate and organize information relevant to the operation of our attractions, including compliance standards, checklists, trainer's guides and operating processes.

We systematically monitor these guides and update them as changes are made in an operating area.

## Training

Our comprehensive approach to training—which includes developing uniform training materials, using experienced trainers, delivering personal instruction and systematically assessing Cast

knowledge of operational protocols—reflects our understanding of how important our Cast Members are to the safety of our Guests. We continually focus on implementing best practices in training to further our safety goals.

Every year, more than 30,000 operational training sessions for our attractions are conducted at our U.S. properties alone. All sessions use standardized materials derived directly from attraction-specific operating guides and include both classroom instruction and on-site demonstrations.

By the time Cast Members begin working with park Guests, they have received hands-on training in all aspects of safe ride operation including:

- Controlling vehicle motion through ride systems and uniform dispatch procedures.
- Monitoring the ride environment.
- Proper seating configurations where specified.
- Seating restraint systems.
- Procedures for shutting down attractions.
- Evacuation procedures.
- Communication with other Cast Members monitoring or controlling the rides.

Attraction-specific training typically lasts three to five days, but completing the curriculum is just the first step. Cast Members are not permitted to operate rides until they have demonstrated command of attraction mechanics and operating procedures through a combination of written exams, on-the-job assessments and, in some cases, computer simulations. Even after the successful completion of training and testing, daily performance is monitored by managers and assessed against requirements specified in the attraction's operating guide.

As changes are made to attraction guidelines, operators are retrained and must demonstrate competency under the new guidelines.



# Informing Guests About the Safe Use of Attractions

Our Guests play a critical role in making every trip to our parks and resorts a magical experience free of accidents that can occur when posted rules are not followed. Only Guests know their own physical limitations and special health conditions.

We have developed a broad range of communication tools and information resources—including Web pages, pamphlets, guide maps, signs, verbal instructions, audio messages and instructional ground markings—to help visitors make responsible choices while enjoying our parks and attractions.

## Before Entering Our Parks—Planning a Visit

To help our Guests plan their visits, we make an assortment of safety information available before they even arrive on our properties. The *Disneyland*® Resort Web site at [www.disneyland.com](http://www.disneyland.com) and the *Walt Disney World*® Resort Web site at [www.disneyworld.com](http://www.disneyworld.com) both include safety information such as height requirements and health warnings for individual theme park attractions. Similarly, information to assist Guests with disabilities prepare for an enjoyable and safe visit to either of our domestic Resorts can be found on these Web sites.

Safety information is also available in complimentary guide maps at each park and in a number of pamphlets and information guides.



To deliver instructions effectively to our Guests, we have installed more than 12,000 signs at attraction entrances, in queues and in ride vehicles. Shown here is an attraction warning sign for Expedition Everest—Legend of the Forbidden Mountain™ at Disney's Animal Kingdom® Theme Park.

## In Our Parks — Understanding the Rules

In our parks, we use a combination of signs, audio messages and other tools to help Guests stay safe.

### Warning Signage

To deliver instructions effectively to our Guests, we have installed more than 12,000 signs at attraction entrances, in queues and in ride vehicles throughout our U.S. parks and resorts. Each of these signs follows a standard international format, with clear language and intuitive instructional symbols—such as pictographs of properly seated riders and fastened safety belts—to convey key safety messages without language barriers.



At the entrance to each of our attractions, prominently displayed signs explain the attraction experience and alert Guests to applicable rider restrictions so they can decide if a given attraction is suitable for them.

In queues and boarding areas, we post signs that clearly depict safe and unsafe behavior.

Finally, as Guests board attractions, we reinforce these important reminders through additional signs in the vehicles themselves.

## Audio Messages

In addition to carefully designed and placed signs, many of our moving attractions are equipped with audio messages to reinforce key safety rules as Guests board attractions and depart on their experiences.



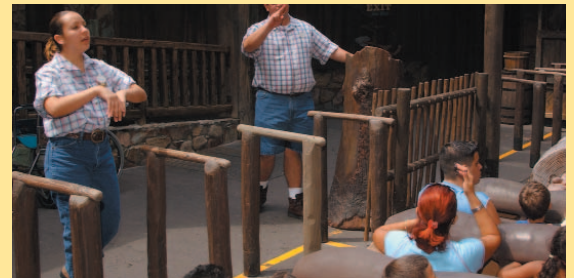
To help Guests plan their Disney vacation they can visit [disney.com/safety](http://disney.com/safety) to obtain safety information and some great safety tips from Timon and Pumbaa.

## Other Safety Features

Other important safety features designed to help our Guests make responsible decisions and stay safe throughout their visits include:



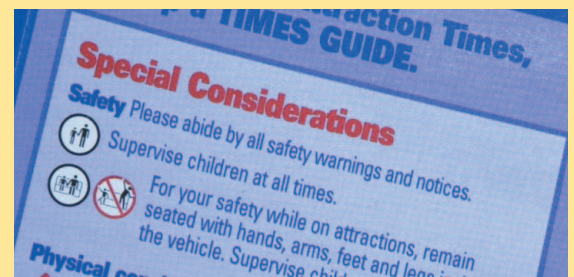
- Standardized yellow and black **warning stripes** to alert Guests to platform edges wherever they load and unload



- **Safety announcements** immediately prior to vehicle dispatch



- **Station gates**, fencing or yellow "wait" lines where Guests assemble before boarding vehicles and



- **Guide maps** with safety messages available in various languages



# Maintaining Safety Every Day

It is crucial that a ride be mechanically and structurally sound. That is why our rigorous maintenance efforts—which total thousands of hours of maintenance and inspection every day—are an integral part of our daily routine.

## The Night Shift — ‘Mickey After Midnight’

Every night after our parks close, maintenance teams review each attraction. Rides are not authorized for operation the next day until scheduled preventive and corrective maintenance procedures have been performed.

In addition to these nightly inspections, ride vehicles are regularly taken out of operation for scheduled service, where parts are inspected, tested and replaced as needed.

This entire attraction maintenance program is managed through a computer-based system that tracks daily, weekly, monthly and yearly maintenance requirements for all our attractions and generates management tools such as work orders and checklists. This system is central to a scheduling and staffing process designed to facilitate the proper and timely completion of all our maintenance activities.

## The Role of Engineering

At Walt Disney Parks and Resorts, electrical, mechanical and a wide variety of other engineers stationed on our properties join forces to play a key role in our maintenance program.

For instance, ride engineers develop maintenance plans for all our attractions through careful review of relevant drawings, systematic analysis of design documentation, and extensive field experience. These engineers also update maintenance plans as the configuration of each ride is upgraded and modified.

The in-house testing capability provided by engineers in our parks allows us to troubleshoot systems software and determine how strain, acceleration, impact and temperature may affect the performance of an attraction's components. Each day, our engineers and maintenance technicians work together to renew ride vehicles and cycle in new parts as needed, all in an effort to confirm that the equipment we operate consistently satisfies our high standards.

## A DAY IN THE LIFE OF AN ATTRACTION MAINTENANCE TEAM\* ...



**PARK  
CLOSES**



**12:00 A.M.**

*Shift supervisor goes over assignments, downtime logs and non-routine work orders.*



**12:30 A.M.**

*Inspectors walk track and check equipment.*



**1:15 A.M.**

*Engineering and maintenance personnel evaluate equipment for wear and condition.*



**2:30 A.M.**

*Quality Assurance partners with Maintenance to verify that parts meet requirements for safe operation.*



**2:45 A.M.**

*Maintenance conducts inspection of each ride vehicle.*



## The Pre-Opening Checklist

Even after the maintenance team has completed its inspections, our attractions cannot open without final review and approval from the operations team.

Once confirmation is received that the nightly maintenance routine has been completed, ride operators use a detailed list taken from each attraction's operating guide to perform pre-opening checks of key ride components, such as seating restraints, video monitors and ride control systems. To give Cast Members enough time to complete this important process in a thoughtful and thorough way, ride operators typically begin their shifts hours before the first Guest enjoys the attraction.

**FAST FACT: Every night maintenance workers perform inspections for critical ride systems, with approximately 1,000 hours of daily inspection time on all attractions.**

## Attraction Refurbishment

Regular maintenance is supplemented with attraction refurbishment, in which attractions undergo a detailed "renewal." Each attraction is evaluated and renovated on its own schedule, based on factors such as the attraction's age, ride condition, show improvement schedules and sound engineering judgment.

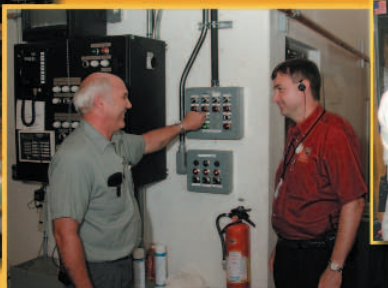
Many ride systems are continuously rehabilitated, meaning components or even entire ride vehicles are regularly removed and refurbished. This process allows for the ongoing

inspection of the vehicles' major structural components.



**3:30 A.M.**

*Skilled technicians torque ride wheels to verify compliance with specifications.*



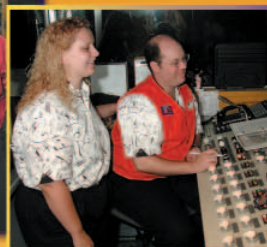
**6:15 A.M.**

*Maintenance powers up ride to begin pre-opening inspections.*



**7:00 A.M.**

*Maintenance shift supervisor turns ride over to Operations team.*



**7:30 A.M.**

*Operators initiate ride startup and perform daily pre-opening checks.*



**9:00 A.M.**

*Ride opens to Guests.*

\*The times and descriptions presented in this illustrative scenario are approximations based on typical nighttime maintenance schedules for our larger and more complex attractions.

# Oversight and Compliance

Our comprehensive quality assurance program is designed to enforce both our own standards and state regulations for ride systems.

## Standards and Regulations

### Disney Standards

Since we began building and operating theme parks in the 1950s, we have established hundreds of internal standards for the development and operation of attractions.

We believe these standards-premised on over half a century of operating experience and internationally recognized standards from organizations such as the American Society for Testing and Materials-to be among the most comprehensive in the theme park industry. Many of them, such as those developed for ride performance, signs and ride controls, far exceed industry norms and government regulations.

### State Regulation: Ride Safety Standards and Accident Reporting

Both of the states in which we operate-Florida and California-have regulations governing ride safety and accident reporting. We fully cooperate and comply with state inspection and reporting programs, and we work with regulators and other theme parks to make these inspection and reporting programs more effective.

In the event of an incident or accident in our parks, we comply with state reporting requirements and immediately conduct our own investigation. Benefiting from experience, we commonly use the results of these investigations to help anticipate and prevent recurrences.

### Florida

Since 1989, the Florida Department of Agriculture and Consumer Services has regulated both temporary rides, such as those found in fairs and carnivals, and permanent rides, such as those found in large theme parks like *Walt Disney World*®. Regulations are based on ASTM F24 standards for amusement rides and devices. The regulations require temporary rides to be inspected by state inspectors each time they are set up or moved to a new location. Large theme parks like *Walt Disney World*®, that employ at least 1,000 full-time employees and that maintain full-time in-house safety inspectors, comply with state requirements for permanent rides by utilizing state-approved inspectors or professional engineers who submit annual affidavits of compliance to the state.



*A Disney engineer and maintenance Cast Member review engineering changes on an attraction vehicle.*



*Inside Central Shops, where we make and maintain a variety of rides and attractions, an inspector from the Quality Assurance Team reviews parts.*

In 2002, Florida's major amusement companies and the Florida Department of Agriculture entered into a Memorandum of Understanding (MOU) that requires quarterly reporting of any serious ride-related injuries and immediate reporting of fatalities. The MOU also provides for biannual site visits, consultations and reviews of the safety programs at Florida's permanent amusement facilities.

### **California**

California's Permanent Amusement Ride Safety Law has three primary components: Regulatory oversight by the California Division of Occupational Safety and Health, inspection of all registered amusement rides, both annually and as-required by the state, and mandatory reporting by all permanent amusement parks of accidents involving serious injuries on rides.

Since the implementation of the Permanent Amusement Ride Safety Law, the Division of Occupational Safety and Health has conducted hundreds of inspections of the *Disneyland*® Resort's 63 registered attractions. The *Disneyland*® Resort maintains a current license from the state to operate each attraction.

**FAST FACT: *Disneyland*® Resort and *Walt Disney World*® Resort have more than 1,400 trained mechanics and electricians and over 100 engineers and support staff.**



# Quality Assurance

We conduct several different types of inspections in our parks each year in order to monitor compliance with our internal standards and state regulations.

## Annual Ride Inspections

Each year, every registered attraction receives a comprehensive inspection prior to certification with the state in which it is operated. These inspections are conducted by licensed engineers and qualified inspectors from various disciplines covering a wide range of elements, from physical condition to regulatory compliance.

## Annual Operations Audits

Annual operations audits are conducted by engineers and qualified inspectors from Disney's Quality Assurance Team for all registered attractions. Audits are performed in cooperation with maintenance, operations and training management and focus on the three key elements of safe attraction operations: pre-opening procedures, the daily checklist and training.

## Annual Documentation Audits

In addition to annual ride inspections and operations audits, our Quality Assurance Team conducts detailed annual audits of our attraction documentation. These audits review documentation required under the regulations of each of the states in which we operate, as well as American Society of Testing and Materials standards. Records for items such as required preventative maintenance, inspections, corrective work, manufacturing activity and operations checklists are reviewed in detail.

The reviews also extend to basic governing documentation, such as attraction operating guides, manufacturer's requirements manuals, maintenance manuals and similar materials.



*A member of the Quality Assurance Team performs a vehicle inspection at Buzz Lightyear's Space Ranger Spin.*

Each year, every registered attraction receives a comprehensive inspection prior to certification with the state in which it is operated. These inspections are conducted by licensed professional engineers.

Through these reviews, documentation is kept current with respect to attraction configurations, evolving ASTM standards and regulatory requirements.

### **Quality Control**

In our ongoing field inspections, we conduct thousands of nondestructive tests each year.

Inside central shops, where we make and maintain a variety of rides and attractions, inspectors from the Quality Assurance Team review purchased parts and perform in-process and final inspections of the parts we manufacture. All critical parts are inspected prior to installation on an attraction.



*A Disney service manager trains and qualifies a maintenance Cast Member on an attraction procedure.*



*A Quality Assurance Inspector performs a dimensional inspection on a part.*



# Guest Safety Initiatives

The magic and memories we seek to create involve a broad range of activities: riding attractions, dining, shopping, swimming and live entertainment. We know that each of these activities is important to an enjoyable visit, and, therefore, we take a multifaceted approach to making safety a priority on our properties.



Security Cast Members patrol our properties in vehicles, on foot and, in this instance, on bicycles 24 hours a day.

## Security

An important ingredient of safety is security. More than 1,200 Disney Cast Members are employed in security operations at the *Disneyland*® Resort and *Walt Disney World*® Resort. Security Cast Members patrol our properties in vehicles, on bicycles and on foot 24 hours a day. They control access to our properties and facilities, provide parking lot security and manage security credentials for Guests, Cast, vendors and suppliers.

Local authorities also have a presence in each of our domestic resorts. These law enforcement agencies maintain a permanent, dedicated presence on our properties at all times, helping to promote the safety and security of all our Guests and Cast Members.

## Emergency Response

Committed to being prepared for any eventuality, the *Disneyland*® Resort and *Walt Disney World*® Resort have established permanent Emergency Operations centers in the event an emergency should arise at either location. These centers use the same unified command system as law enforcement agencies to maximize communication and expedite mobilization in crisis situations. Extensive two-way radio systems enable communications among members of the resorts' operating teams and allow priority information to be sent simultaneously to hundreds of Cast Members throughout each property.

The *Disneyland*® Resort and *Walt Disney World*® Resort received American Red Cross awards in 2005 for "Excellence in Disaster Preparedness" based on our Emergency Preparedness plan. We maintain an on-site police and fire substation to speed deployment of police, firefighters and paramedics. We also conduct quarterly exercises with primary response officers and SWAT teams. Periodic resort-wide exercises promoting coordination between Disney Cast and on-site and off-site emergency response partners—including local, state and federal organizations—are also conducted.

*Walt Disney World*® Resort in Florida is the first theme park and resort in the United States to be declared a StormReady® community. To be officially StormReady®, a community or site must establish a 24-hour emergency operations center, have redundant communications systems to receive severe weather forecasts and warnings and to alert the public, create a system that monitors local weather conditions, promote the



*The American Heart Association states that sites implementing comprehensive medical response plans with trained rescuers providing prompt CPR and defibrillation with AEDs are greatly increasing survival rates for sudden cardiac arrest.*

importance of public readiness through community seminars and develop a formal hazardous weather plan, which includes training severe weather spotters and holding emergency exercises. StormReady®, a program started in 1999, helps arm America's communities with the communication and safety skills needed to save lives and property-before and during an event.

When hurricanes hit Florida in 2005 and 2006, the *Walt Disney World*® Resort Hurricane Preparedness plan met the challenge. Preparation for the storms, the response to them and the eventual recovery operations were implemented seamlessly, with the main focus on Guest and Cast safety.



*The American Heart Association recognized the Walt Disney World® Resort with its Heart Ready award, honoring the company's efforts to save lives from sudden cardiac arrest.*

## Emergency Medical Response

All our properties have emergency facilities to assist Guests in need. At the *Disneyland*® Resort, there are three emergency medical service facilities, as well as full-time paramedics on site. At the *Walt Disney World*® Resort, there are four emergency medical facilities as well as Medical Assistance Response carts stationed at each of the resort's four Parks and *Downtown Disney*® to assist our Guests within minutes of being notified of an emergency.

These emergency response capabilities are supplemented with additional resources from local authorities. At the *Walt Disney World*® Resort, Reedy Creek Emergency Services provides on-site fire and paramedic support from several locations throughout the property. At the *Disneyland*® Resort, the Anaheim Police Department and Anaheim Fire Department each maintain an on-site substation to speed the deployment of police, firefighters and paramedics when their services are needed.

Disney Parks and Resorts have deployed more than 900 automated external defibrillators (AEDs) in strategic locations throughout our U.S. properties and on *Disney Cruise Line*® ships.

AEDs are simple, compact devices that save lives by accurately recognizing and treating irregular heart rhythms that lead to cardiac arrest. When activated, the unit automatically analyzes the patient's heart rhythm using adhesive electrode pads and prompts the trained user through verbal step-by-step instructions. If required, a life-saving electric current is automatically delivered.

The American Heart Association (AHA) recognized the *Walt Disney World*® Resort with its Heart Ready Award, honoring the company's efforts to save lives from sudden cardiac arrest. To date, more than 5,000 Disney Cast Members have been trained as designated responders in the use of defibrillators, including Cast Members on *Disney Cruise Line*®'s private island port of call, *Castaway Cay*. The *Walt Disney World*® Resort has been recognized as an official corporate training center for the AHA. To become an AED Designated Responder, Cast Members must complete either the AHA's or the National Safety Council's CPR/AED course, both of which require a skills test, a written exam for certification and biannual recertification.





## Food Safety

Disney Parks and Resorts has developed an approach to food safety recognized throughout the industry. Food suppliers must demonstrate proper food safety practices, prove compliance with regulatory requirements and provide food samples for testing.

At various stages of production, delivery and service, food items to be served at the hundreds of park and resort dining locations are subjected to strict processes that include microbiological laboratory testing and safety audits. At the *Walt Disney World*® Resort we have our own state-of-the-art lab to support this comprehensive, science-based food safety program.

Our food-service Cast and Crew Members participate in rigorous formal training that includes topics ranging from proper food handling, storage and preparation to personal hygiene requirements and sanitation practices. Electronic newsletters and other communications tools regularly update Cast on food safety issues.

### International Recognition

Disney has been recognized as a pioneer in food safety training. The *Walt Disney World*® Resort Safety and Health Department received the prestigious Black Pearl Award in 2001 for corporate excellence in food safety by the International Association for Food Protection (IAFP). *Walt Disney World*® Resort director of safety was the recipient of the 2007 Lifetime Achievement Award for Leadership in Food Safety, presented by NSF International.

### Innovative Food Safety Icons

We are committed to building global partnerships to advance the discovery of innovative approaches to food safety. Walt Disney Parks and

Resorts and nine other food protection association members created 11 colorful icons that depict important food safety concepts such as sanitation and food temperature regulations. These easily recognizable, nonverbal food safety icons help communicate critical food safety tasks to a global food service community that speaks many languages. The icons are quickly gaining popularity worldwide and are used in training materials, as workstation reminders, on recipe cards and in food packaging. The food safety icons can be downloaded from the International Association for Food Protection Web site ([www.foodprotection.org](http://www.foodprotection.org)).

### Technological Food Safety Breakthroughs

At hundreds of food and beverage locations throughout our U.S. Resorts, our food and beverage operators conduct a Hazard Analysis of Critical Control Point program. This program, based on requirements taken directly from regulatory food codes, verifies and documents on a daily basis that our food is stored and prepared at the correct temperatures. For example, several times per day, food temperatures including cooking, cooling, reheating, refrigeration and hot holding are verified.

### Food Allergies and Special Dietary Requests

Walt Disney Parks and Resorts has been recognized for its ongoing efforts to train staff to be responsive to Guests' food requests and critical dietary restrictions such as nut allergies. In 2005, we received a special achievement award from the Food Allergy and Anaphylaxis Network for teaming with restaurant industry partners to create an educational, four-color, food-allergy poster used in kitchens around the world. In addition to allergy-awareness training, our Cast and Crew are prepared to handle special dietary restrictions such as low-sodium, no-sugar added, kosher and other requests.



Copyright © International Association for Food Protection

Cross Contamination



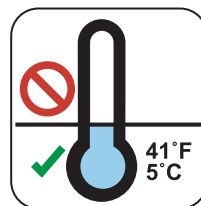
Copyright © International Association for Food Protection

No Bare Hand Contact



Copyright © International Association for Food Protection

Hand Washing



Copyright © International Association for Food Protection

Cold Holding



Copyright © International Association for Food Protection

Do Not Work if Ill



*Lifeguard on patrol at one of the many pools at Walt Disney World® Resort.*

## Lifeguard Training

Together, the *Disneyland*® Resort, *Walt Disney World*® Resort and *Disney Cruise Line*® train more than 1,200 lifeguards a year to monitor activities at these venues.

Our lifeguards must complete a thorough training program that exceeds most U.S. standards and includes both a water-skills test and up to 24 hours of basic training in water rescue techniques, CPR, basic first aid, oxygen administration and the use of AEDs. After completion of basic training, lifeguards must also perform four hours of in-service training each month, undergo eight hours of recertification training every year and participate in frequent unannounced audits by one of the world's premier aquatic safety service providers.



## Disney's Wild About Safety® Education Initiative Reaches More than 85 Million People

Entertaining information is easy to remember. That's why two of Disney's most popular characters—Timon and Pumbaa from *The Lion King*—are telling the Wild About Safety illustrated story to millions of Guests who visit the *Disneyland*® Resort and *Walt Disney World*® Resort each year. By demonstrating the potential consequences of unsafe behavior, Timon and Pumbaa show Guests how to stay safe and enjoy their visit. Underwriters Laboratories Inc. (UL), known worldwide for its not-for-profit safety testing and certification, is a founding participant in this Disney safety education campaign.

The wisecracking Timon and his sidekick, Pumbaa, accomplish their mission by learning from their own blunders. Once enlightened, the characters give prudent guidance in children's activity books with safety-themed activities such as word games, coloring and connect-the-dots. They appear in theme park guide maps, collectible tip cards and brochures that summarize "14 Good Ways to Safer Days" messages. Among the messages: "Keep arms, hooves, tusks and tails inside the vehicle" and "Let the cubs decide if they want to ride." To date, we have distributed over 1 million activity books, brochures and tip cards. We estimate our safety education campaign has reached more than 85 million visitors through our dedicated Web site, collateral and park maps, all contributing to greater safety awareness.

Timon and Pumbaa will take their Wild About Safety message to schools across the United States. Underwriters Laboratories, with the assistance of various units of The Walt Disney Company, will expand its youth safety education program for kids age 5-12. The Disney's Wild About Safety® lessons will encompass household, electrical, water and recreation messages through an educational and entertaining DVD.

For additional information, tips and activities for children please visit Disney's dedicated Web site at [www.disney.com/safety](http://www.disney.com/safety).

The “Wild About Safety” story comes to life through these illustrated images:



**Hold on to your gear!**

*(Secure belongings while on rides.)*



**Have fun in the sun, don't get overdone.**

*(Take responsible precautions to avoid excessive sun exposure.)*



**Stay seated at all times.**

*(Remain seated while in ride vehicles.)*



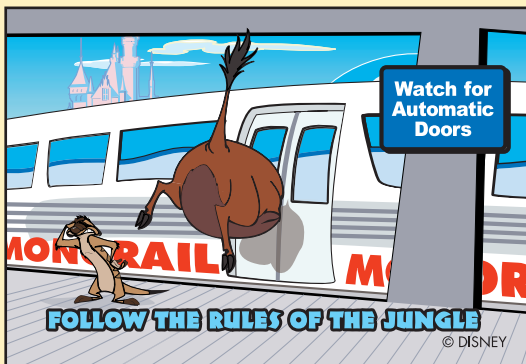
**No stampeding!**

*(Walk, don't run.)*



**Be aware, it's a jungle out there!**

*(Be aware of your surroundings to avoid collisions, tripping, etc.)*



**Follow the rules of the jungle.**

*(Comply with written, verbal, and audio instructions.)*



**Make sure you are well enough to ride.**

*(Don't take rides if you are not feeling well or do not satisfy posted health requirements or recommendations.)*





**It's a rope, not a ride.**  
(Don't sit on ropes, chains, and railings.)



**Don't wait too late to hydrate.**  
(Drink plenty of water.)



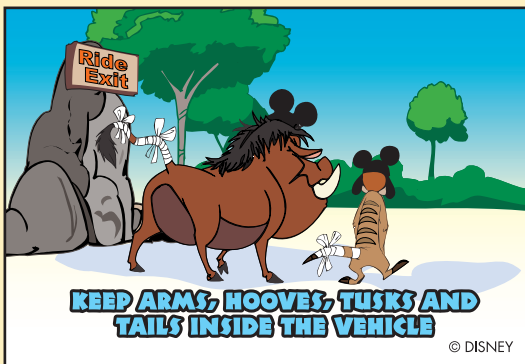
**Paws behind the line.**  
(Stay behind yellow safety lines until instructed to board a ride.)



**Watch over your herd.**  
(Supervise your children.)



**Your yummys are not good for our tummies.**  
(Don't feed the animals.)



**Keep arms, hooves, tusks and tails inside the vehicle.**  
(Keep arms, hands, legs, and feet inside the ride vehicle.)



**Let the cubs decide if they want to ride.**  
(Don't pressure kids to take rides that may not be appropriate for them.)

# Commitment to Safety Education

## Walt Disney World® Safety Exhibits

At INNOVENTIONS at Epcot®, we have teamed with two leaders in safety to provide safety skills and knowledge for use in the home and the community. Unique interactive exhibits have been created where Guests can test their own safety skills. These hands-on experiences are not only fun but also heighten Guests' safety awareness.

### Test the Limits Lab

The *Test the Limits Lab* created by Disney and sponsored by Underwriters Laboratories Inc. (UL) features a variety of interactive experiences where children and families can “test” products for safety in a variety of extreme conditions the same way UL engineers do.

The colorful, dynamic experience gives Guests an entertaining, behind-the-scenes look at how UL helps manufacturers bring safer products to market faster, without sacrificing integrity or quality. Guests visiting *Test the Limits Lab* can “implode” television screens, put vacuum cleaners through life-cycle paces and even drop



*Where's the Fire? Experience sponsored by Liberty Mutual at INNOVENTIONS at Epcot®.*



*Test the Limits Lab, created by Disney and sponsored by Underwriters Laboratories Inc. at INNOVENTIONS at Epcot®.*

a 55-gallon barrel on a firefighter's helmet to see whether it can withstand the impact. It's another example of combining fun with learning important facts about product safety that affect people every day.

### Where's the Fire?

Also at INNOVENTIONS is the fast-paced *Where's the Fire?* experience. Developed by Disney and sponsored by Liberty Mutual, two teams of Guests race against time to search each of six rooms in a make-believe house to detect and eliminate hundreds of fire hazards.

For example, Guests search images projected on a screen in a child's bedroom, showing such hazards as an overheated lamp, smoke detectors with no batteries and many other subtle dangers. Other rooms are similarly hazard-filled with burning candles, flammable chemicals and frayed electrical cords.

By pointing hand-held "safety lights" at the "hazards," adults and children work together to eliminate them, accumulate points and see which team ultimately has the safest house and the best fire safety record.

Another part of the experience is the "Play It Safe": Don't hide during a fire house. Cast Members interact with children as special lighting simulates the direction fire travels to help children understand the best way to exit a home. This exhibit also teaches parents an important safety message: Develop and practice an escape plan with their family when they return home.



# Cast and Crew Safety

Our dedication to our Cast and Crew is evident in our comprehensive approach to workplace safety, which emphasizes three key elements-Programs, Integration and Operations.

Because a wide range of expertise is needed for successful safety programs, Disney's safety departments include people from a variety of disciplines, such as safety-related professions and occupations, medical doctors, nurses, former police officers and FBI detectives, professional engineers, Certified Industrial Hygienists, ergonomists, people with master's degrees in public health, certified food professionals, registered sanitarians, registered microbiologists and biologists, among others.

## Safety Programs

Our comprehensive workplace safety programs are designed to educate our Cast Members on regulations, industry and consensus standards, as well as our own stringent Disney standards. Our experienced and expert Safety Cast work to develop programs that continue to improve the safety of our Cast Members.



*A Cast Member working at Disneyland®'s Pirate's Lair on Tom Sawyer Island.*

## Safety Integration

In organizations as large, far-ranging and complex as Walt Disney Parks and Resorts, integrating our safety policies across the organization is critical to sustaining a safe workplace. Listed below are a few examples of how we do this.

### Documentation and Training

To integrate safety programs into our operations, our safety teams document changes in the operations created by new or revised programs or safety improvements. These changes then become key elements of the training each Cast Member receives.

### Safety in Motion®

Through our *Safety in Motion*® program Cast Members at both *Disneyland*® Resort and *Walt Disney World*® Resort learn to apply proper body mechanics to their daily tasks. This program is geared to reducing soft-tissue injuries by educating Cast Members on how to do their jobs safely and by using good ergonomic design.

*A Cast Member performs an inspection on a ride vehicle.*



Cast Members at the Disneyland® Resort honored with the Questar Award for outstanding achievement in Corporate Training CD-ROMS and Videos.

## Internal Communication and Information Sharing

Annual Safety & Wellness Fairs at both Disneyland® Resort and Walt Disney World® Resort involve thousands of Cast Members in learning and sharing safe practices. Information booths representing different lines of business and external operating participants provide valuable information about topics such as staying safe in the heat, operating vehicles safely and sharing safety tips with Guests.

### Safe D Begins With Me

This internal communication initiative raises awareness about safety and the important role each Cast Member plays in maintaining it. We communicate to our Cast and Crew through newsletters, bulletin board postings and posters. We also use creatively targeted communications such as the *Safe D Begins With Me! It's Nothing to Be Silent About* video series for which the Disneyland® Resort received the Questar Honors Award. This award honors outstanding achievement in corporate CD-ROMs and videos.

### Cast and Crew Recognition

We reward our Cast and Crew to reinforce and celebrate safety excellence. For example, at Disney Cruise Line®, Crew Members are recognized with the Safety Excellence Award for significant contributions to safety onboard Disney's two ships and at our private island, Castaway Cay. The award is part of the *Safe D Begins With Me at Sea* program, which promotes a safe ship and island environment.



## Safety Operations

Our management and safety departments monitor workplace conditions, Cast concerns and best practices in order to respond to safety issues in a timely, effective manner. We conduct regular health and safety audits and inspections-including safety self-assessments-to continue to maintain our high safety standards.

New Cast Members are introduced to Disney's safety culture through a one-day course called Traditions. Our comprehensive ongoing safety communication program keeps Cast Members aware of safety issues and initiatives.



*New Cast Members are introduced to Disney's safety culture through a training course called Traditions.*

Safety messages can be found on *The Hub*, a Web portal; CAST TV, a closed-circuit television channel accessible in break areas and online; and the *Disneyland® Resort Line* and *Walt Disney World® Resort's Eyes & Ears*, employee newsletters. Cast Members also experience weekly face-to-face leadership communication and receive special-edition emergency preparedness and fire-prevention guides.

At the *Disneyland® Resort*, we post signs that mimic familiar Neighborhood Watch signs to encourage Cast Members to “See Something, Say Something” and to immediately report suspicious behavior. At both *Disneyland® Resort* and *Walt Disney World® Resort*, we have established several ways for Cast Members to report safety concerns, including direct conversations with managers, safety committees and designated safety lines that enable callers to inform the Safety Department regarding safety issues 24 hours a day, seven days a week. A sticker on the backside of all Cast Member identification cards reminds Cast Members to call this internal resort S-A-F-E hotline to report any safety concerns.



These efforts play a key role in continuously improving our safety culture by encouraging all Cast Members to embrace their responsibility for their own safety and to guard the safety of their fellow Cast and Crew Members and Guests.

*At the Disneyland® Resort, posters mimicking familiar Neighborhood Watch signs, encourage Cast Members to “See Something, Say Something.”*

# Safety at Sea—*Disney Cruise Line*®



Both the *Disney Magic*, shown here, and the *Disney Wonder* are inspected regularly by the U.S. Coast Guard, Lloyd's Register and the Bahamas Maritime Authority to verify continued compliance with maritime organization requirements.

At *Disney Cruise Line*®, safety starts with building seaworthy vessels equipped with the most current safety features and operating them under an extensive set of strictly enforced protocols.

Both of our cruise ships, the *Disney Magic* and the *Disney Wonder*, are built to International Maritime Organization standards and are inspected regularly by the U.S. Coast Guard, Lloyd's Register and Bahamas Maritime Authority to verify continued compliance with maritime organization requirements.

System. This closely managed system of continuous improvement enables us to detect and quickly correct potential safety issues.

In addition to these internal audits, the U.S. Coast Guard conducts quarterly inspections called Port State Control Verification Examinations in which it assesses key safety features such as fire doors, centralized smoke-detection systems, sprinklers, lifeboats, life rafts, watertight doors and navigation equipment. These reviews also include observation and critique of emergency drills.



*Disney Cruise Line*® also complies with the International Safety Management Code for Ships. In keeping with this code, we have developed and implemented a 2,000-page Safety Management System for the documentation and verification of ship policy and operating procedures.

Both the *Disney Magic* and the *Disney Wonder* are inspected by the U.S. Public Health Service, which conducts two unannounced food safety and sanitation inspections every year. Annual scores are posted on the Centers for Disease Control and Prevention Web site.

In addition, *Disney Cruise Line*® received the Food Allergy & Anaphylaxis Network's (FAAN) Mariel C. Furlong Award for "Making a Difference." The award is given to a person or business that has done an exceptional job in raising public awareness on food allergies.

To monitor compliance with both internal standards and external requirements, our Quality Assurance Department, which reports to the president of *Disney Cruise Line*®, conducts regular audits of ship operations and continually tests each vessel against the Safety Management

**FAST FACT: The *Disney Cruise Line*® crew receives over 500,000 hours of safety training each year.**



# Safety at Hong Kong Disneyland® and Disneyland® Resort Paris

Safety is our most important priority at our parks around the world. Here are just a few examples of safety initiatives at Hong Kong Disneyland® and Disneyland® Resort Paris. For more information, visit their Web sites at [www.disneylandparis.com](http://www.disneylandparis.com) and [www.hongkongdisneyland.com](http://www.hongkongdisneyland.com).

## Hong Kong Disneyland® Resort Brings Fun to Safety

Underscoring Disney's traditions of safety and storytelling, Hong Kong Disneyland® Resort recently launched its very own *Disney's Wild About Safety®* campaign in partnership with Honda Motor (China) Co. Ltd., renowned for its commitment to quality, innovation and safety.

Extending the fun and safety messaging to the community, Hong Kong Disneyland® Resort sponsored and participated in the 2006 E&M Safety Carnival organized by the Electrical and Mechanical Services Department of the Hong Kong Special Administrative Region Government. Guests were able to participate in a Wild About Safety contest at the specially designed Hong Kong Disneyland® booth with Disney VoluntEARs, our volunteer Cast Members. The Wild About Safety messages and tips have been translated into traditional Chinese and also appear in park guide maps, a special flier, and children's activity books. The tips are also included in the Safe D Awareness booklet that is distributed to all new Cast Members in the Traditions program. Further supporting this effort, different collector cards featuring one of 14 Wild About Safety tips is distributed each month to Guests at selected attractions.



Hong Kong Disneyland® recently launched its own Disney's Wild About Safety® campaign featuring safety tip cards that are handed out to park Guests.



Guests participating in the Disney's Wild About Safety® contest.



## Hong Kong Disneyland® Resort Receives Safety Honors

The Hong Kong Disneyland® restaurants received awards in the Catering Industry Safety Award Program. The Royal Banquet Hall was awarded a Gold prize in the “fast food shops serving Chinese and general categories of food” subcategory, while the Starliner Diner was awarded the Bronze prize in the “fast food shops serving Western food” subcategory. Cast Members from these restaurants were recognized for safety and health conditions as well as their occupational safety and health knowledge.

## Disneyland® Resort Paris’ Safety Partnerships

Every year, millions of visitors from around the world visit Disneyland® Resort Paris to share in the fun and fantasy through a broad range of activities, from experiencing attractions to dining, shopping and enjoying live entertainment. As the leading tourist destination in Europe, Disneyland® Resort Paris has made the safety of Guests and Cast Members a top priority. Disneyland® Resort Paris works very closely with local, national and international authorities, continually re-evaluating security measures and adapting them to current situations.

The Operational Security Department works with local security agencies to adapt the number of security agents to fluctuations in Guest attendance. It also maintains a close relationship with local authorities, police, constabulary, and train and subway security services. As a result of this cooperation, there are security personnel permanently stationed throughout the resort.

The firefighting unit constitutes the first link in the emergency-response chain. Its mission is to prevent fire and panic hazards and to provide physical first aid. The firefighters of Disneyland® Resort Paris maintain a constant presence throughout the resort. This Fire Prevention and Rescue Department is staffed by 100



Disneyland® Paris’ *Once Upon a Dream* parade marches down Main Street U.S.A.

professionals divided into four firefighting forces ready to spring into action 24 hours per day.

Furthermore, the Fire Prevention and Rescue Department cooperates closely with local authorities in conducting full-scale simulation exercises, which allow the firefighters of Disneyland® Resort Paris to coordinate their operational procedures with those of outside agencies and to optimize such coordination in the event of a real disaster. These simulations also help the Fire Prevention and Rescue Department verify that its own response measures are effective and reliable.

To read the complete Disneyland® Resort Paris Report on Safety please visit <http://corporate.disneylandparis.com>.

# Umbrella of Regulations

Literally thousands of regulations and consensus standards govern the many different dimensions of theme park design, construction and operation. Listed below are U.S. examples of some of the federal, state and local organizations that administer these regulations, as well as the various industry associations that establish consensus standards relevant to our business.

## Federal, State and Local Regulatory Agencies

ATF (Bureau of Alcohol, Tobacco and Firearms)  
CARB (California Air Resources Board)  
California Department of Housing and Community Affairs & Development Division of Codes and Standards  
California Department of Industrial Relations  
California Department of Food and Agriculture  
California Occupational Safety & Health Administration (CAL-OSHA)  
California Regional Water Quality Control Board Santa Ana Region  
California State Fire Marshall  
CDC (Centers for Disease Control and Prevention)  
CDOT (California Department of Transportation)  
County Sanitation District of Orange County  
CPSC (U.S. Consumer Product Safety Commission)  
DACS (Florida Department of Agriculture & Consumer Services)  
DBPR (Florida Department of Business & Professional Regulation)  
DEP (Florida Department of Environmental Protection)  
DLSE (California Division of Labor Standards Enforcement)  
DOI (Florida Department of Insurance)  
DOAH (Florida Department of Administrative Hearings)  
DOJ (U.S. Department of Justice)  
DOL (U.S. Department of Labor)  
DOSH (Division of Occupational Safety & Health)  
DOT (U.S. Department of Transportation)  
DTSC (State of California Health and Welfare Agency, Department of Health Services Toxic Substances Control Division)  
EPA (U.S. Environmental Protection Agency)  
FEMA (Federal Emergency Management Agency)  
FDA (Food & Drug Administration)  
FWC (Florida Fish and Wildlife Conservation Commission)

FDLES (Florida Department of Labor & Employment Security)  
FDOT (Florida Department of Transportation)  
DOH (Florida Department of Health)  
OCHCA (Orange County Health Care Agency)  
OES (Office of Emergency Service)  
Orange County Water District  
OSHA (U.S. Occupational Safety & Health Administration)  
RCID (Reedy Creek Improvement District)  
SFWMD (South Florida Water Management District)  
USDA (U.S. Department of Agriculture)  
USPHS (U.S. Public Health Service)  
U.S. Coast Guard

## Consensus Standards

ABS (American Bureau of Shipping)  
ABYC (American Boat & Yacht Council)  
ACI (American Concrete Institute)  
AIA (American Institute of Architects)  
ANSI (American National Standards Institute)  
ASCE (American Society of Civil Engineers)  
ASHRAE (American Society of Heating, Refrigerating & A/C Engineers)  
ASME (American Society of Mechanical Engineers)  
ASSE (American Society of Safety Engineers)  
ASTM (American Society for Testing and Materials)  
AWS (American Welding Society)  
FM (Factory Mutual)  
IEEE (Institute of Electrical & Electronics Engineers)  
IMO (International Maritime Organization)  
NACE (National Association of Corrosion Engineers)  
NEC (National Electrical Code)  
NFPA (National Fire Protection Association)  
NIOSH (National Institute for Occupational Safety & Health)  
NIST (National Institute of Standards & Technology)  
UL (Underwriters Laboratories)

# How to Contact Us

*For more information and updates about attraction safety or any other aspect of our resort operations, please visit the following Web sites:*

Our safety Web site at **[www.disney.com/safety](http://www.disney.com/safety)**

The *Disneyland*® Resort Web site at [www.disneyland.com](http://www.disneyland.com)

The *Walt Disney World*® Resort Web site at [www.disneyworld.com](http://www.disneyworld.com)

The *Disneyland*® Resort Paris Web site at [www.disneylandparis.com](http://www.disneylandparis.com)

The Hong Kong *Disneyland*® Resort Web site at [www.hongkongdisneyland.com](http://www.hongkongdisneyland.com)

Our Web site for Guests with disabilities at <http://disney.go.com/vacations/websites/disabilities/>

Or contact us at:

## **Walt Disney Parks and Resorts**

Public Affairs  
500 S. Buena Vista Street  
Burbank, CA 91521  
818-560-7062

## ***Disneyland*® Resort**

Public Affairs  
P.O. Box 3232  
Anaheim, CA 92803  
714-781-4614

## ***Walt Disney World*® Resort**

Public Affairs  
P.O. Box 10000  
Lake Buena Vista, FL 32830-1000  
407-828-3814  
[www.wdwpublishaffairs.com](http://www.wdwpublishaffairs.com)

## ***Disney Cruise Line*®**

Public Affairs  
P.O. Box 10210  
Lake Buena Vista, FL 32830-1000  
407-566-3648

## **Hong Kong *Disneyland*® Resort**

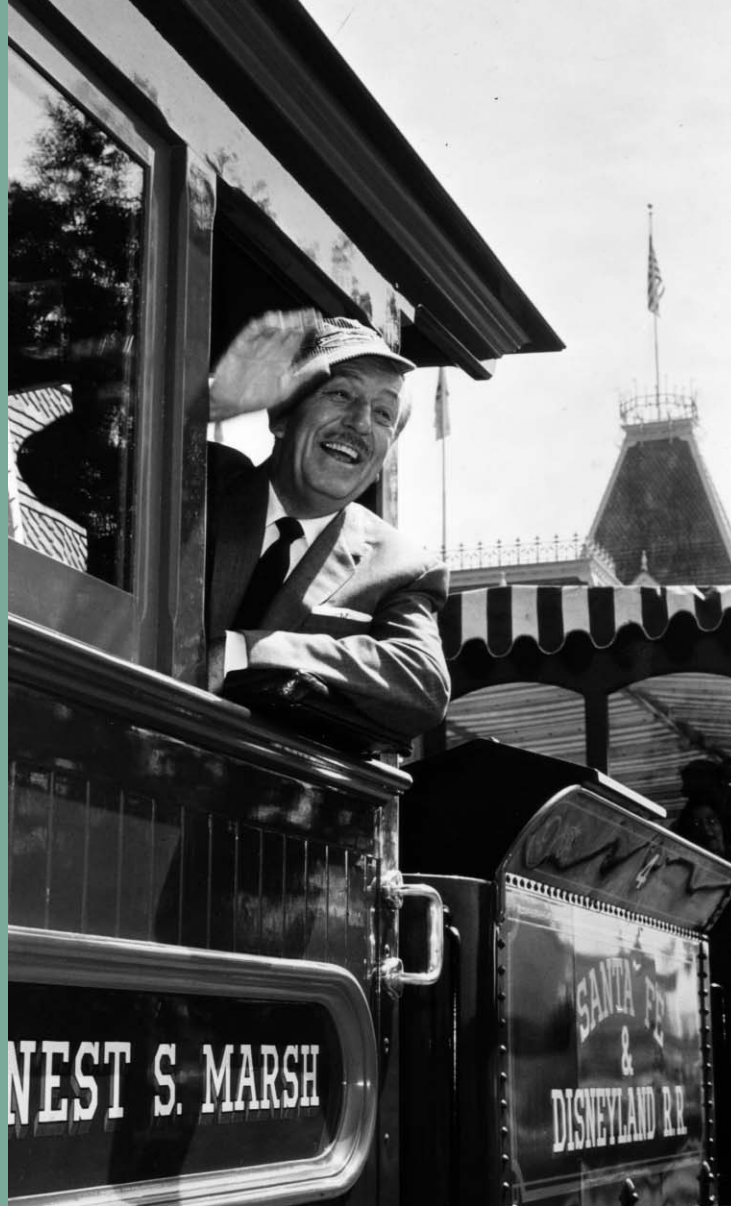
Public Affairs  
Lantau Island  
Hong Kong Disneyland

## ***Disneyland*® Resort Paris**

Public Affairs  
BP 108  
77777 Marne la Vallee CEDEX 4 France

The information contained in this report reflects the programs in place at the *Disneyland*® Resort, the *Walt Disney World*® Resort or both at the time of publication, in addition to examples of programs in place at *Disneyland*® Resort Paris, Hong Kong *Disneyland*® Resort and *Disney Cruise Line*®. Some of the measures described herein may change as we continue to explore and apply new safety approaches.





*"You can dream, create, design and build  
the most wonderful place in the world...  
but it requires people to make the dream a reality."*

— WALT DISNEY

WALT DISNEY PARKS AND RESORTS

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