



**A message from Ken Potrock, president
of the Disneyland Resort**

Dear Friends,

I've been at the Disneyland Resort for just over four months now, and I have to say it's been an emotional whirlwind every day. Under the current circumstances, I've not yet had the opportunity to meet many of you, but I look forward to that day very soon.

Today, I am reaching out because I want to ensure that you know that we are doing everything in our power to move forward with the reopening of the Disneyland Resort. The urgency to reopen is not just about us – it's about the entire community. We know that many of you rely on the Disneyland Resort and the guests who visit for your businesses, and we know how difficult our closure has been. We're also hearing how much our guests miss us and how the closure has left a void in their lives. For more than 65 years we've played an important role in Southern California and are part of its DNA. Like you, we are eager to restart the economic engine, get employees back to work and bring the magic back to life.

As we wait for reopening guidelines from California government officials, we have been busy implementing health and safety measures and adapting best practices from Disney parks around the world that already have successfully reopened.

Earlier this week we presented this [webcast](#) featuring executives from Walt Disney World and Disneyland resorts, as well as our Chairman Josh D'Amaro – who many of you know. The webcast outlines the protocols and successes at our other parks and our Downtown Disney District in Anaheim, which reopened in July. It also includes our impassioned plea to state

legislators to provide the guidance we need to reopen theme parks. I hope you can find the time to watch it, if you've not had the chance.

With the guidelines from the state and our many years of operations experience, I am confident that we will be able to reopen in a safe and responsible manner. It's time, and we are ready!

Thank you,

Ken Potrock

President

Disneyland Resort