

## TORONTO ZOO 2024 OCCUPATIONAL HEALTH & SAFETY STATUS REPORT

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### Summary – 2024 Occupational Health & Safety Program

Our Zoo is committed to being vigilant in the ongoing proactive and responsive measures we take for the health, safety and wellbeing of the animals in our care, team, guests & community and climate.

Our approach to health, safety, and wellbeing, is rooted in our mission - “Our Toronto Zoo - Connecting people, animals, conservation science and traditional knowledge to fight extinction”- and our vision of “A world where people, wildlife and wild spaces thrive.”

Having a robust and ever evolving Occupational Health & Safety (OHS) program ensures we are creating a safe and healthy workplace where staff feel connected to our organization and work together towards achieving our mission and vision. Rooted in our internal branding, One Toronto Zoo (1TZ) is our four cares-we care about; our animals, team, guest and community and climate, which is the lens through which we approach our OHS programs.

Safety is everyone’s responsibility. Our Zoo recognizes the importance of engaging all our teams with respect to making a commitment to health, safety, and wellness. Our Internal Responsibility System (IRS) is such that everyone, regardless of their role or assigned tasks, plays a vital part in creating and maintaining a healthy and safe workplace.

Integration of OHS programs across all our divisions is achieved primarily through the Health & Safety (H&S) Services Branch’s operations. This team is comprised of security professionals, who have additional training and experience with both human and animal health and safety standards as well as OHS Act legislative requirements for our Zoo environment. They take the lead on the following programs:

- Physical Security Related Programs
- Emergency Preparedness and Response
- Hazard Identification and Control
- Proactive Workplace Inspections
- Health & Safety Related Training

Through the support of our Human Resources Talent Development Team, we are committed to continuous improvement for our OHS related training to ensure an integrated and fulsome education and applied training is provided to our teams. Through our Learning Management System (LMS) we are able to deliver, track and audit participation in various training programs. In 2025, the focus will be to align specific training to job descriptions to increase understanding of accountabilities and to support compliance with job duty competencies. The continued delivery of OHS training through various modalities (on-line, in-person, hybrid) ensures that health and safety training initiatives and programs are effective and efficiently provided. OHS training supports our staff with their on the job learning and development and embeds meaningful and impactful health, safety, and wellbeing initiatives into their operations.

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An integral part of our OHS programs is Health & Wellness Services. Through our full-time Nursing Coordinator and part-time nursing staff, our Zoo specific Occupational Health Program provides the following services for our team:

- Responsive Advanced First Aid treatment in the event of an occupational injury or illness
- Comprehensive workplace medical accommodation support and disability claims management (both occupational and non-occupational)
- Medical Surveillance and Immunization Programs including Rabies Screening & Vaccination Program, Influenza Vaccination, TB Surveillance Program. The Nursing Coordinator works with our Veterinary team on Zoonotic Disease Surveillance and Mitigation Programs (e.g. Macaca species protocol).
- Venomous bite procedure (reptiles, fish invertebrates)
- Provides health promotion and illness prevention information, awareness and consultation that supports both physical and psychological health for our teams.

In addition, our Zoo's Wellness Coordinator is responsible for promoting awareness and facilitating access to both internal and external wellness services for staff. This role focuses on developing, implementing, and monitoring comprehensive wellness programs that address the holistic dimensions of human wellbeing.

In late 2024, we implemented our, 1TZCares, Toronto Zoo's Staff Wellness program, which is designed to deliver impactful wellness programs, that promote a culture of safety, health & wellness for our entire team. The 1TZCares program is a holistic and sustainable program, built into our existing OHS management systems, so that we continuously evaluate and evolve the 1TZCares program to meet emerging and evolving needs of our entire team.

We know that a thriving workplace, where all employees feel valued, supported, and empowered to prioritize their well-being leads to a resilient and engaged workforce. The 1TZ Cares approach, also considers that both human and animal well-being are inextricably linked and therefore essential for organizational success and to living our Mission and Vision.

Our Zoo's Joint Health & Safety Committee (JHSC) supports and provides recommendations for our Occupational Health & Safety related programs at our Zoo. The JHSC duties, roles and responsibilities are well defined in our H&S policies as set out under Ontario's OHSA.

- Our JHSC, are a dedicated team. The members are staff who are elected by their unionized peers to represent and participate in our processes. The management team is comprised of Managers and Directors who can make decisions and take corrective actions on hazards and risks identified. We work together to further our Zoo's OHS program in compliance with the Act.
- All members have JHSC level 1 and 2 certifications, this is an additional level of training and certification for our JHSC and is a best practice which ensures our committee functions with a solid foundation of understanding the roles and responsibilities of the committee.
- We strive to foster the culture that health, safety, and wellbeing is everyone's responsibility.

In 2025, our OHS Program will continue to deliver and improve proactive and responsive measures for the health, safety and wellbeing of the animals in our care, team, guests & community and climate.

## **2024 JOINT HEALTH & SAFETY COMMITTEE**

### **A) Committee Activities:**

In 2024, the Toronto Zoo's Joint Health & Safety Committee (JHSC) held a total of seven meetings. There was a total of 32 new agenda items that were raised at the Committee level through inspection or hazard reporting systems during the course of 2024. The Committee acted and made recommendations for corrective action resulting in 15 items being resolved by management staff within the 2024 calendar year. At a high-level, the resolved items were generally related to staff incidents or hazards, where a root cause was identified, and corrective actions were recommended as applicable. One item involved a concern about staff wearing uniforms home, leading to a potential zoonotic disease concern. To resolve this, a review of lockers was undertaken and staff working in areas, which require changing from their uniforms due to the risk of spread of zoonosis, were provided with locker space. In addition, the uniform policy was updated to include information on infectious/contagious disease practices and targeted training was provided to the Wildlife Care and Facilities & Infrastructure teams on the same. We will continue to prioritize resolving the remaining items on the JHSC minutes, within reasonable time limits. We will continue to take the required steps to address new agenda items when they are brought forward to the JHSC.

Our Zoo has always strived to ensure the highest safety standards required for the workplace. Division Heads continue to be briefed on current issues before the JHSC on a regular basis.

### **B) Ministry of Labour Inspections, Orders & Charges:**

In 2024, the Ministry of Labour (MOL) inspected our site on 5 separate occasions. The first visit was for an incident investigation following a staff injury that occurred due to tripping and falling over a misplaced rock in a garden bed. At the time of this investigation, no orders were issued by the MOL. The second site visit involved the MOL completing a proactive physical inspection of the Wildlife Health Centre. During this visit, the MOL reviewed many areas and discussed procedures and processes that MOL was satisfied that we were in compliance. We were issued one order to ensure that one single compressed gas cylinder be secured. This order was complied with, and it was secured to the wall with chains. The third visit from the MOL, was following a reported staff injury as a result of being struck by hay feeding container's metal lid that shut unexpectedly due to high winds. No orders were issued, but the hay feeder lid was modified to mitigate this from occurring in the future. A fourth incident was investigated when an employee slipped on a wet floor. The incident was not reported immediately to the employer; therefore, investigation was delayed, and the scene was not secured. During this visit, no orders were issued. The last incident involved MOL visit, prompted by an anonymous complaint, to investigate and verify that we had a Workplace Anti-Harassment policy and process in place. During that visit, MOL found that we have a robust policy and process. During that same visit, the inspector performed a spot check of our mechanical room in the Administration Building and found a broken water regulator valve in one of the air handling units. An order to comply was issued to repair the water regulator, which has been completed. We continue to proactively identify, communicate, and implement controls to reduce workplace hazards and remain in compliance with the Occupational Health & Safety Act (OHSA).

## **OCCUPATIONAL HEALTH & SAFETY TRAINING PROGRAMS**

### **C) General Safety Training Programs:**

In 2024, the Health & Safety Services Branch conducted or facilitated training classes for employees. The course type and total number of participants trained in each course are identified below for your information.

Figure 1, Illustrates the number staff who attended each course in total:

| <b>Course</b>                                                            | <b>Staff Trained</b> |
|--------------------------------------------------------------------------|----------------------|
| Health & Safety Orientation Sessions                                     | 212                  |
| Safe Driving Program (New Drivers)                                       | 74                   |
| Commercial Vehicle Operators Registration (CVOR)                         | 38                   |
| Farm Tractor Training                                                    | 6                    |
| Zoological Tactical Firearms (participants required to attend quarterly) | 51                   |
| Standard First Aid//CPR/Basic Life Support (BLS)                         | 20                   |
| Mental Health Awareness Training                                         | 25                   |
| Contractor/Co-op/Intern Health & Safety                                  | *65                  |
| Zoomobile operator drivers                                               | 20                   |
| Take Your Kid to Work Day                                                | 13                   |
| <b>Total Participants Trained</b>                                        | <b>533</b>           |

\*Please note: Contractor Health and Safety training in 2024 was a total of 65 participants and includes the training provided to 12 different contractor providers, totaling 50 participants, in one single review session.

## **SAFE DRIVING PROGRAM**

### **D) Safe Driving Program – Evaluations:**

The Safe Driving Program (SDP) is an established Zoo program. It is led by an in-house, Ministry Licensed, and Professional Driving Improvement Instructor and is in accordance with City of Toronto, Fleet Safety. The SDP has been customized to fit the needs of our unique work environment. All Zoo staff and Levy Food Service staff who drive our fleet vehicles are required to participate in the program and obtain a Zoo Vehicle Operating Permit (VOP). The SDP demonstrates our due diligence in that our staff have been provided with instructions on the need to operate equipment and vehicles in the safest manner possible to prevent collisions or injuries to staff, guests or members of the community.

This program is an example of how to provide job specific instruction, training and when required, remediation can reduce injury/incident rates. This program has demonstrably mitigated health and safety hazards that are inherent with the driving of vehicles and the operation of heavy machinery and equipment. The refreshed SDP will continue to be a part of creating a safe work environment.

During 2024 a total of 74 new drivers were processed by the Health & Safety Services Branch. The majority of these were non-permanent, seasonal employees.

### E) Zoomobile Training:

Our in-house Zoomobile Training Program includes classroom training combined with field experience and driver evaluations conducted by the Health & Safety Driving Improvement Instructor. We also provided training and information surrounding the safe operations of our Winter Zoomobile. During 2024, three courses were held for 20 returning and new employees participating in this program.

### F) Professional Driver Improvement Course:

The Professional Driver Improvement Course (PDIC) is available to all Toronto Zoo drivers and includes theoretical and practical classroom discussions concerning driving habits. Staff who have had a preventable motor vehicle collision are required to attend this training for remedial purposes. The intention of the PDIC is to make drivers aware of issues that will aid in improving their personal driving skills. Drivers that have had a motor vehicle incident are directed to attend these training sessions and are scheduled into the next available session. During 2024, 1 course was held with a total of 10 staff attending.

### G) Motor Vehicle Collisions:

In 2024, there were 26 motor vehicle collisions (MVC) which was a decrease of 13 MVC, when compared with the previous year. Of the 26 collisions, 25 were deemed preventable. Most collisions reported were single vehicle incidents where only minor damage was reported as drivers made slight contact with rocks, gates, fences, garbage cans, etc. Additional emphasis continues to be placed on driver training to focus on the task at hand and be more aware of their surroundings.

## **2024 WORKPLACE INCIDENT SUMMARY and RETURN TO WORK**

Staff incidents resulting in injuries, have been classified into 6 different categories and defined as follows:

- **Contact:** type injuries relate to how staff interact with their work environment (e.g. bumping into an object, tool or equipment).
- **Slip/fall Slip/Fall:** condition of environment was a contributing factor that resulted in a reported incident (e.g. wet floor, snow/ice)
- **Strain:** soft tissue injuries involving ergonomic conditions or exertion
- **Animal action:** injury due to an animal bite or scratch
- **Exposure:** injury due to an unexpected environmental condition or substance (e.g. dust in eye, contact with a poison ivy plant, chemical splash)

### H) 2024 Incident by Type

In 2024, there were a total of 106 employee incidents causing injury. This is an increase of 4 when compared to the 102-employee incidents in 2023. The table below, Figure 1, further breaks down the number of 2024 staff injuries by type and compares them to 2023 results, with percentages:

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Figure 2, Illustrates the number of reported staff injuries by type in comparison to 2023 results:

| <u>Type</u>   | <u>2024</u> | <u>Percent</u> | <u>2023</u> | <u>Percent</u> |
|---------------|-------------|----------------|-------------|----------------|
| Contact       | 46          | 43.3           | 31          | 30.4           |
| Slip/Fall     | 17          | 16.0           | 21          | 20.6           |
| Strain        | 23          | 21.6           | 20          | 19.6           |
| Animal Action | 13          | 12.2           | 14          | 13.7           |
| Exposure      | 7           | 6.9            | 16          | 15.7           |
| <b>Totals</b> | <b>106</b>  | <b>100</b>     | <b>102</b>  | <b>100</b>     |

In 2024 contact type injuries had a 12.9% increase when compared to the previous year. In review of these injuries, there was no one factor that could be identified that explains the increase. All were primarily minor in nature and involved staff contacting objects in their surrounding work areas that would normally be found there and pose no obvious safety concerns.

Strain injuries increased by 2% in 2024. Most of these injuries were a result of performing work duties in an awkward posture, overexertion or from repetitive use over time.

Slip/Fall incidents decreased 4.6% in 2024. This decrease could be due to the availability of ice cleats for staff to use in inclement weather conditions.

Animal Action related injuries decreased by 1.5% in 2024. The Zoo has a no contact or protected contact policy with respect to duties surrounding the care and husbandry of animals classified as dangerous. Based on animal husbandry requirements, some level of animal contact may be required, and safe work practices are applied for this. The types of Animal Action injuries reported above primarily involved Wildlife Health and Wildlife Care staff who were providing routine care to non-dangerous animals.

Exposure related incidents decreased by 8.8%, when compared with 2023 reported incidents. These types of injuries include chemical splashes to the skin, electrical shock from the wall socket and contact dermatitis.

Efforts will continue into 2025 with increased emphasis on reducing all workplace related injuries through inspection, hazard identification and control, training and awareness.

### I) Year-end Individual Branch Incident Summary:

The Branch Incident Frequency (BIF) rate is determined by dividing the number of incidents reported per Branch by the budgeted number of full-time equivalent employees (FTE's including permanent and non-permanent staff). The BIF rate can be useful in of comparing reported number incidents by Branch.

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**Figure 3, Illustrates the number of reported staff injuries by Branch, with BIF rate in comparison to 2023 results:**

| <b><u>Branch</u></b>     | <b><u>2024</u></b> | <b><u>BIF % Total</u></b> | <b><u>2023</u></b> | <b><u>BIF % Total</u></b> |
|--------------------------|--------------------|---------------------------|--------------------|---------------------------|
| Wildlife Care            | 42                 | 0.42                      | 37                 | 0.36                      |
| Wildlife Health          | 3                  | 0.19                      | 4                  | 0.24                      |
| Nutrition Science        | 5                  | 0.48                      | 2                  | 0.21                      |
| General Maintenance      | 2                  | 0.14                      | 0                  | 0.00                      |
| Utilities                | 1                  | 0.11                      | 0                  | 0.00                      |
| Plumbing & Electrical    | 2                  | 0.18                      | 13                 | 0.31                      |
| Guest Operations         | 4                  | 0.15                      | 11                 | 0.35                      |
| Guest Relations          | 5                  | 0.25                      | 5                  | 0.24                      |
| Retail Membership        | 5                  | 0.17                      | 10                 | 0.36                      |
| Health & Safety Services | 3                  | 0.10                      | 2                  | 0.07                      |
| Learning & Engagement    | 3                  | 0.12                      | 0                  | 0.00                      |
| Strategic Communications | 0                  | 0.00                      | 1                  | 0.08                      |
| MC/Horticulture          | 10                 | 0.29                      | 9                  | 0.25                      |
| Custodial                | 18                 | 0.71                      | 0                  | 0.00                      |
| Human Resources          | 1                  | 0.66                      | 1                  | 0.07                      |
| Species Recovery         | 1                  | 0.42                      | 3                  | 0.27                      |
| Transit                  | 1                  | 0.13                      | 0                  | 0.0                       |
| Partnership & Events     | 0                  | 0.00                      | 4                  | 0.61                      |
| <b>TOTALS</b>            | <b>106</b>         |                           | <b>127</b>         |                           |

### **WORKPLACE SAFETY AND INSURANCE BOARD (WSIB) CLAIMS- SUMMARY**

In 2024, there were a total of 26 claims submitted to the Workplace Safety & Insurance Board (WSIB), of which 12 WSIB claims resulted in 124 days of lost time. When compared to the 30 total lost time claims in 2023, we find that the total number of lost time days has increased by 51.7 days. This increase can be attributed to a single claim incurring.

#### **J) Incident Frequency and Incident Severity Rates Resulting in Lost Time from Work:**

Incident Frequency and Incident Severity are used to monitor increases or decreases of incidents in the workplace.

Incident Frequency Rate (IFR) is calculated based on the number of new lost time injuries multiplied by 200,000 hours, representing the average total hours worked for 100 workers. This is divided by the number of total budgeted hours. This represents the number of disabling injuries per 100 workers, which can be used for comparison purposes.

Incident Severity Rate (ISR) is calculated by the total number of lost days multiplied by 200,000 hours representing the average total hours worked for 100 workers. This is divided by the number of total budgeted hours. Severity relates the amount of the lost time to the number of incidents for comparison purposes.

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Figure 4, provides the IFR and ISR over a 5-year period, 2019 to 2024.

| <u>Year</u>    | <u>IFR</u> | <u>ISR</u>  |
|----------------|------------|-------------|
| 2019           | 3.3        | 8.8         |
| 2020           | 1.6        | 7.3         |
| 2021           | 1.7        | 11.1        |
| 2022           | 2.2        | 12.5        |
| 2023           | 2.6        | 15.9        |
| <b>AVERAGE</b> | <b>2.2</b> | <b>11.1</b> |
| 2024           | 2.6        | 27.1        |

The Incident Frequency Rate of 2.6 for 2024 has remained consistent with 2023 and is above the five-year average of 2.2. The Incident Severity Rate of 27.1 for 2024 has increased from 15.9 in 2023 and is above the five-year average of 11.1. The sharp increase in incident severity rate can be attributed to the complexity of 2 specific claims in 2024, that required a long duration of recovery for the employees, away from the work setting, until functional abilities improved, and suitable and meaningful work could be provided.

Pursuing early and safe return to work of injured workers for all claims, regardless of injury, helps us manage the program and assists with IFR and ISR.

### K) Lost Time Incident by Type:

Figure 5, Illustrates the number of lost time incidents by type in comparison to 2023 results:

| <u>Type</u>    | <u>2024</u> | <u>Percent</u> | <u>2023</u> | <u>Percent</u> |
|----------------|-------------|----------------|-------------|----------------|
| Contact        | 5           | 42.0           | 3           | 25.0           |
| Strains        | 5           | 42.0           | 5           | 41.7           |
| Slips/Falls    | 2           | 16.0           | 3           | 25.0           |
| Exposure       | 0           | 0              | 1           | 8.3            |
| Animal Action  | 0           | 0              | 0           | 0              |
| <b>Totals:</b> | <b>12</b>   | <b>100.0</b>   | <b>9</b>    | <b>100.0</b>   |

### L) Modified Work Summary

Of the 12 lost time WSIB claims, nine claims required modified work upon their return and accommodations were provided with suitable work in their own work areas. The remaining 3 claims did not require modified duties. All nine employees returning on modified work plans have now returned to full and regular duties. Modified Work is an important part of the claims management process as it promotes an early and safe return to work. Employees can return to work with restrictions which promote healing and improve recovery times. Returning an employee to suitable and meaningful work decreases the costs associated with claims such as healthcare and loss of earnings.

### M) WSIB Cost Summary:



The WSIB has a Premium Rate System, where your premium rate is based on your claims performance over the year. A premium represents how much an employer will pay after taking into consideration: risk band limitations, previous year(s) premium rates, as well as the collective costs of their class over a 6-year period. Premium rate for 2024 is \$1.34.

### **2024 TARGETED EFFORTS- OCCUPATIONAL HEALTH & SAFETY PROGRAM**

#### **N) Hazard Identification, Emergency Preparedness, Training Initiatives:**

##### **Hazard Identification and Control:**

In 2024, targeted training on Hazard Identification and Control, through a risk assessment framework, was provided to the Project Management, Facilities & Infrastructure Division's management teams' (including General Maintenance, Utilities, Electrical & Plumbing Horticulture, Materials Collection) and the Wildlife Care's management team. The focus of this training was on managers and supervisors' responsibility for creating safe work practices through hazard identification, risk assessment and implementation of effective control strategies to mitigate risk. Tools and resources were provided. The Health & Safety Services team are committed to supporting managers and supervisors as they implement this standard practice into their operations and procedures. In 2025, training will continue across all Branch's as applicable.

##### **Emergency Preparedness:**

Part of the emergency preparedness and response program is to be prepared in the event of an animal escape or an animal sharing space with another animal or person. While we have protocols to mitigate this risk, such as animal lock-out, tag-out and two-lock, two-key protocols in certain areas, we proactively train and drill for this scenario. Wildlife Welfare and Wildlife Care teams train and practice animal re-call procedures and have available bear-spray, noise makers and air horns as a means of animal control. Zoological Tactical Firearms Training was refreshed and improved in 2024, including the need for qualified firearms team members to actively participate in:

- Annual In-class tactical training.
- Mandatory quarterly range qualification dates.
- Scenario based training at the range.
- Monthly on-site scenario training.
- Scheduled group training with the veterinary team (use of chemical restraint).

##### **Training Improvements:**

In addition, Health & Safety Services has been working closely with our Human Resources Talent Development team with initiatives for ensuring a comprehensive and system wide approach to deliver both legislative health & safety and Zoo specific Emergency Preparedness and Response training through our Learning Management System (LMS). Our LMS will streamline, and provide various modalities (on-line, in-person, hybrid) for effective and efficient delivery of our various health and safety training initiatives and programs. This will support our staff with their on the job learning and development and embedding meaningful and impactful health, safety, and wellbeing initiatives into their operations.

Our Workplace Accommodation policy and process was also improved upon. The Nursing Coordinator, working with our Talent Recruitment Coordinator and our Human Resources Business Partners, created a site wide Workplace Accommodation Process to provide direction

and guidance for our entire team on medical accommodations. This instruction was finalized in 2024 and trained on in January 2025. This instruction and training is instrumental for supporting our teams, and ensuring that we have an accessible and welcoming workplace for individuals of all abilities.

### **O) Air Quality Program**

We continue to conduct annual Air Quality testing of a cross section of buildings and locations on a rotational basis across site. In addition, in 2024, testing was conducted in specific areas in response to concerns raised through inspection and reporting. Some of the locations tested, included both staff and animal spaces. Results from testing conducted indicated safe and normal limits for human exposure. We continue to work with our Wildlife Care, Wildlife Welfare and Utilities teams to ensure that we address air quality concerns as they arise, while also ensuring that we are maintaining the required animal environments. These environments, which often have high dust, high heat and high humidity conditions, can put a strain on our heating and air systems designed for humans. We will continue to work with these teams and through risk analysis and assessment, find solutions to ensure we are meeting all regulatory requirements and applicable standards with respect to both human and animal health.

### **P) Community Partnerships and Collaboration**

Our Zoo is continuing to build and strengthen our community relations with our partners such as Scarborough Health Network-Rouge Valley, Toronto Police Services, Toronto Fire and Paramedic services to support our emergency preparedness and response. Our partnerships include training, practice and collaborative information sharing throughout the year to support our entire team with respect to emergency response and security related concerns, this will continue.

In November 2024, we provided a site tour to our partners from the MOL. This tour provided a unique opportunity to showcase our OHS programs. It also offered the opportunity to build relationships and discuss unique challenges we face in the Zoological setting with industry experts. At present, our Wildlife Care Management team is utilizing this resource to review the potential for a Dive Program at our Zoo. This initiative would ultimately support animal well-being efforts and improve the ergonomic issues that arise from servicing some of our larger aquaria.

In December 2024, we collaborated with Scarborough Ontario Health Teams (SOHT) to host a community, influenza and Covid-19 pop-up vaccination clinic, in response to a surge in cases of influenza like illness in our community. Our team was also able to attend this clinic. It should be noted that our Nursing Coordinator, holds annual influenza clinics for our staff, which in the fall of 2024, was well attended with over 80 vaccine doses administered to our team.

### **2025 OPPORTUNITIES FOR IMPROVEMENT AND PLANNED INITITIVES**

The Health & Safety Branch will continue to focus efforts on training, awareness and assisting various areas/branches of our Toronto Zoo in designing programs. Our specific objectives include.

- Continue to assess, plan, implement and evaluate our existing OHS programs and introduce new innovative programs in collaboration with applicable stakeholders to support health, safety, and well-being.
- Working collaboratively with all Divisions to promote a positive culture that supports health, safety and well-being.

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- Align and where practical integrate OHS initiatives with Animal Welfare standards including AZA, OMAFRA, ACRC
- Implementation of Quality Management System to fully integrate prevention and risk management systems, training and work-order system to track, evaluate and make evidence-based decisions for continuous improvement.
- Maintain and enhance existing relationships with external emergency response agencies to plan for and ensure optimal site response in emergency situations, this includes a continuation of coordinated site inspections and increased inclusion of external agencies in our drills and H&S program planning.
- Continue diligence with both occupational and non-occupational workplace accommodations, stay at work and return to work programs.
- Continue to engage technology to improve our CCTV systems, access control, alert notification, intrusion detection and emergency communication and response needs.

The above efforts will ensure we maintain, meet or exceed all requirements set out in the Occupational Health & Safety Act, comply with applicable Municipal, Provincial and Federal legislation and achieve Association of Zoos and Aquariums (AZA) Standards at our Toronto Zoo.