

**2025 SIX MONTH HEALTH & SAFETY STATUS REPORT
2025-01-01 TO 2025-06-30**

SUMMARY: PROGRAM INITIATIVES

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.

Integration of Health & Safety programs across all our departments is achieved through the work of the Health & Safety Services Team – Security Representatives and the Health & Wellness Team who deliver many of the services and programs that ensure a comprehensive and integrated program including but not limited to:

- Providing proactive and responsive security
- Emergency Preparedness and Response
- Hazard Identification and Control
- Proactive Workplace Inspections
- Mental Health and Wellness Supports and Resources
- Health & Safety Related Training for the above programs and initiatives

An important part of our service offerings is done through the work of our Nursing Coordinator and the Health & Wellness Centre team which delivers our Occupational Health Programs:

- Supporting our teams with disability claims management, workplace accommodations and early and safe return to work
- Back care/Ergonomic/MSD training,
- Medical Surveillance and Immunization programs including Rabies Program, TB surveillance and other Zoonotic disease infectious/contagious disease protocols.
- Nurses along with our security team, attend all medical or first aid related incidents for guests and our team; to provide care-this has demonstrated to be very helpful in mitigating liability and risk concerns and support us in our WSIB claims management.

Our Wellness Coordinator continues to work collaboratively and cross-divisionally to develop a and implement unique, holistic, workplace staff well-being program which supports our team; this work is also supported by the Wellness Committee.

A primary focus of the Wellness Committee in the first six months of 2025 is to develop a Critical Incident Debrief process that supports individual, team and organizational psychological safety while we manage associated risks. We are continuing to finalize this process, with implementation planned within the next quarter.

In addition, our Joint Health & Safety Committee (JHSC) support all Occupational Health & Safety related programs and initiatives at our Zoo. The JHSC duties, roles and responsibilities are well defined in our health & safety policies as set out under Ontario's OHSA.

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. We strive to foster a culture that health, safety, and well-being is everyone's responsibility and support empowering individuals with making safe work decisions.

In 2025, the implementation of the 1TZ (one-Toronto Zoo) Standards Team. was established to further our Zoo's commitment to maintain excellence, alignment, communication and metrics, regarding applicable OHSA legislation/regulations and accreditation standards as set out by the Association of Zoo's and Aquarium (AZA), Canadian Council on Animal Care (CCAC) and Ontario Ministry of Agriculture, Food and Agribusiness (OMAFRA).

At a high level, the 1TZ Standards Team will address the following to ensure compliance with both legislative and applicable accreditation standards and guidelines:

- Standardize operational documentation and terminology to align with our current organizational structure.
- Monitor and communicate applicable legislation/regulations, and accreditation requirements.
- Support 1TZ to interpret and apply applicable legislation/regulations, and accreditation requirements.
- Provide guidance/tools to support 1TZ to identify/resolve gaps related to applicable legislation/regulations, and accreditation requirements.
- Promote awareness, education, and a culture of continuous improvement regarding applicable legislation/regulations, and accreditation requirements.

The Health and Safety Services department will continue to proactively collaborate with all teams in the development of safe procedures to reduce or control health, safety and wellness. We will continue to focus our efforts to proactively work with our teams to systemically address all safety hazards and risks including those found in non-routine operations and unforeseeable emergencies such as hazardous material spills, unplanned equipment shutdowns, and emergency preparedness and response procedures through a robust health and safety management systems.

INCIDENT HISTORY and STATISTICS

During the first six months of 2025 there were a total of 64 employee incidents. This is an increase of 17 reported incidents when compared to the same period where we had a total of 47 incidents in 2024. The following tables represent a summary of reported incidents by Unit and by type.

A) 2025 Six-month Incident Summary by Unit:

Unit	2025 YTD	% of Total	2024 YTD	% Of Total
Wildlife Care	22	34.3	18	38.3
Horticulture/Materials Collection	15	23.4	7	14.9

Custodial	11	17.2	9	19.2
Retail	0	0	4	8.5
Membership	0	0	0	0
Guest Experience	3	4.7	2	4.3
Guest Operations	4	6.3	0	0
Facilities (Utilities, GM, E&P)	1	1.6	2	4.3
Partnerships & Events	0	0	1	2.1
Human Resources	0	0	1	2.1
Wildlife Health	5	7.8	1	2.1
Health & Safety	0	0	1	2.1
Species Recovery	0	0	0	0
Welfare Science	0	0	1	2.1
Nutrition Science	1	1.6	0	0.0
Learning & Engagement	2	3.1	0	0.0
Graphics	0	0	0	0.0
Strategic Communications	0	0	0	0.0
Totals	64	100	47	100

In review of the incidents by Unit, the most significant increase is noted in the Horticulture and Materials Collection, where there has been an increase of eight reported incidents in the first six months of 2025 over the same period in 2024. Although there was an increase, the types of incidents could not be attributed to any one cause. The reported incidents were primarily minor in nature and involved staff contacting objects during their duties, slip/fall or exposure type injuries. Similarly, the increase of four incidents in Wildlife Care over the same reporting period in 2024, were due to inadvertent contact with objects in the work environment, knife handling incidents and slip/fall type incidents. The increase of four incidents in Wildlife Health were also minor in nature and included contact type incidents and a strain incident related to repetitive work.

B) 2025 Six-month Incident by Type (Six Months):

<u>Type</u>	<u>2025</u>	<u>Percent</u>	<u>2024</u>	<u>Percent</u>
Contact	25	38.4	18	38.3
Slip/Fall	20	30.8	14	29.8
Strain	7	10.8	8	17.0
Animal Action	7	10.8	4	8.5
Exposure	6	9.2	3	6.4
Totals	65	100	47	100

In review of incident by type, contact incident have increased by seven and slip/fall incidents have also increased by six in the first six-months of 2025 in comparison to the same period in the previous year. The increase in slip/fall type injuries primarily occurred during inclement weather events and contact type injuries included knife injuries, burns, inadvertent banging into objects within the work environment.

In an effort to reduce these types of incidents, greater attention by staff, when handling materials and working in small spaces was emphasized at the team level. Staff were reminded of the availability of cut resistant gloves in work areas, the need to wear personal protective equipment, such as ice cleats during snow and ice events and to take caution when lifting or manually moving objects and general awareness of their work environments.

WORKPLACE SAFETY AND INSURANCE BOARD (WSIB) SUMMARY

In the first six months of 2025 there were a total of 15 claims submitted to the WSIB with 14 claims being approved. Of the 14 accepted claims, four claims which resulted in a total of 74 days of lost time. In comparison to 2024, where there were 11 claims submitted, of which five claims resulted in a total of 101 days of lost time.

C) Lost Time Incidents by Unit:

<u>UNIT</u>	<u>2025</u>	<u>Lost Days</u>	<u>2024</u>	<u>Lost Days</u>
Wildlife Care	3	60	3	26
Custodial	1	14	1	10
Health & Safety	0	0	1	65
Totals	4	74	5	101

D) Modified Work Summary

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. The Nursing Coordinator works closely with the staff, management teams, human resources, WSIB and treating health care practitioners to establish individualized modified work plans.

In the first six months of 2025 of the 15 WSIB claims, six claims resulted in the provision of modified work. In providing modified work to these employees, lost time days were reduced.

HEALTH & SAFETY COMMITTEE

E) Joint Health & Safety Committee:

In the first six months of 2025, our Toronto Zoo's Joint Health & Safety Committee (JHSC) held three meetings. A total of 15 new safety items were raised at the Committee level by worker representatives or through the workplace hazard reporting system. These safety issues were discussed, and actions have been taken or are in process to resolve them by management.

Safety issues that have been discussed include air quality and mold control mitigation strategies, designated substance policy updates, staff inclement weather planning and implementation of fall arrest systems in priority locations.

Our Zoo has always strived to ensure the highest safety standards required for the workplace and our Senior Leadership Team continues to be briefed on current issues before the JHSC on a regular basis.

MINISTRY OF LABOUR

F) Inspections, Orders, Charges & Visits:

For the first six months of 2025, our Zoo had one inspection from the Ministry of Labour resulting in orders to take corrective action.

This inspection followed an incident where a staff person had a trip and fall over a water feature in an animal habitat resulting in a fractured ankle. As this type of injury is considered a critical incident, the Ministry of Labour (MOL) was called to report the incident. The MOL attended, investigated and found that a railing should be installed in the location to assist staff with safely traversing the water feature. The MOL also recommended the staff and team for the location where the incident occurred be provided with remedial “Slip, Trip, Fall Training. The Zoo has complied with these orders and the MOL is currently satisfied with the corrective actions taken.

We will continue to proactively identify, communicate, and implement controls to reduce workplace hazards and remain in compliance with the Occupational Health & Safety Act (OHSA) and to reduce risk of such incidents.

OCCUPATIONAL HEALTH & SAFETY TRAINING PROGRAMS

G) General Health & Safety Training Programs:

In 2025 the Health & Safety Services team conducted training classes or supervised training for employees. The course type and total number of participants trained in each session are identified below for your information.

Course	Staff Trained
Health & Safety Orientation Sessions	117
Safe Driving Program (New Drivers)	46
Commercial Vehicle Operators Registration (CVOR)	7
ZERT Tactical Practice On-Site	24
ZERT In-Class Training	18
ZERT Range Training	29
Standard First Aid//CPR/Basic Life Support (BLS)	27
Mental Health First Aid	20
Contractor/Co-op/Intern Health & Safety	7
Zoomobile Operators – returning drivers	11
Zoomobile Operators – New Drivers	9
Zoomobile In-Class Training	13
ZERT/WHC	15
Emergency Drill (L&E)	35
Total Participants Trained	378

SAFE DRIVING PROGRAM

I) Safe Driving Program (SDP) – Evaluations:

The SDP demonstrates our due diligence that our staff have been provided with instruction on the need to operate equipment and vehicles in the safest manner possible to prevent collisions or injury to staff, guests or members of the community. In 2025, we trained and certified, through the Ministry of Transportation, a second Driving Mentor to improve efficiency and support Safe Driving Program training and initiatives.

This program is an example of how providing 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 driving of vehicles and the operation of heavy machinery and equipment. During the first six months of 2025 the Health & Safety processed a total of 46 new drivers through the Safe Driving Program.

J) Zoomobile Training:

As part of our SDP, additional job specific training and instruction are provided for our staff who operate our Zoomobiles. Zoomobile Training Program includes classroom training combined with field experience and driver evaluations conducted by the Safe Driving Mentor. During the first six months of 2025, a total number of 20 returning and new drivers participated in Zoomobile training.

K) 2025– Targeted Efforts

The Health & Safety department will continue to focus efforts on training, awareness and assisting various departments of our Toronto Zoo in designing programs and our specific objectives include:

- As outlined above, continue to assess, plan, implement and evaluate our existing programs and introduce new innovative programs in collaboration with applicable stakeholders to support health, safety, and well-being.
- Provide training on Job Hazard Analysis (Risk Assessments) and support management by conducting risk assessments with their staff through our LMS.
- Continue to grow and develop staff Wellness Programs
- Continue to develop Emergency Response team skills.
- Continue to engage technology to improve our CCTV systems, alert notification, intrusion detection and emergency communication and response needs.

The above efforts will ensure we maintain legislative compliance and continue to improve the overall workplace health and safety conditions at our Toronto Zoo.