

PEOPLE, CULTURE AND SAFETY

Work Health and Safety

WHS Policy

1 Purpose and Scope

Taronga is committed to providing a safe environment for its people and guests, striving to rise beyond zero harm—focusing not only on injury prevention but also on fostering a positive and proactive safety culture. We believe that safety is everyone's responsibility, and that risks can be effectively managed to prevent harm. Together, we create workplaces that are physically and psychologically safe, ensuring the wellbeing of our people while also maintaining a safe and welcoming environment for our guests.

This policy sets out the overarching principles for Taronga's commitment and management of work health and safety requirements and gives effect to Taronga's health and safety management system known as TarongaRISE. As part of our commitment to workplace health and safety, a WHS Charter will be displayed in the workplace. This document communicates our commitment, expectations, and key obligations in a clear and accessible format for all workers.

This policy applies to all individuals who perform work at a Taronga workplace, for Taronga, or on behalf of Taronga, and who are deemed workers as defined in the *Work Health & Safety Act 2011*.

2 Policy Statement

Taronga is committed to ensuring the health, safety, and wellbeing of its workers while they are at work, and to preventing harm to others who may be impacted by Taronga's operations, as far as it is reasonably practicable. Taronga will:

- 2.1** maintain a structured WHSMS (TarongaRISE) to manage risks and prevent work-related harm by providing policies, procedures, and tools to identify, eliminate, or minimise physical and psychological hazards as far as reasonably practicable.
- 2.2** maintain health, safety and wellbeing objectives and targets through delivery of key projects and programs.
- 2.3** provide an injury management framework to support injured or ill workers with a focus on a safe, supported recovery and work/return to work.
- 2.4** ensure ongoing compliance with current work health and safety legislation, regulations, and other statutory requirements, regularly reviewing and adapting to changes in legal obligations and industry best practices.
- 2.5** maintain safety systems, including an incident reporting and investigation system for effective hazard identification and risk management processes, ensuring both physical and psychological risks are addressed.
- 2.6** Actively consult and engage with workers and other duty holders on health and safety matters to ensure participative, effective, and cooperative relationships, fostering a shared responsibility for WHS outcomes.
- 2.7** Commit to continuous improvement in health, safety, and wellbeing by regularly reviewing incidents, risk assessments, audits, and lead indicators to proactively enhance safety performance.
- 2.8** Provide adequate information, training, induction, instruction, and supervision to workers, ensuring they have the knowledge, skills, and support needed to perform tasks safely and to recognise and manage risks effectively.

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2.9 Provide and promote health and wellbeing programs that support both physical and psychological safety, fostering a workplace culture where workers feel safe, valued, and supported.

2.10 provide and maintain facilities for workers to undertake their work in a safe and effective manner.

2.11 provide adequate resources to enable the fulfilment of this policy and Taronga's health and safety duties.

2.12 As a Person Conducting a Business or Undertaking (PCBU), Taronga acknowledges its duty of care to members of the public, including guests, while they are on our premises. We will take all reasonably practicable steps to ensure their safety by identifying and managing risks in the environment and communicating safety requirements effectively.

3 Compliance

3.1 Failure to comply with this policy, or take reasonable care may result in corrective action, including retraining, reassignment, or disciplinary measures, in accordance with the Code of Conduct (and other applicable Taronga policies). All workers, and others covered by the Code of Conduct, are expected to adhere to the ethical and behaviour standards it outlines.

3.2 Taronga promotes a 'just and fair' culture when investigating safety incidents by applying the understanding of human factors, and clearly separating the boundaries of acceptable and unacceptable behaviours to ensure:

- incidents that result from honest mistakes, system failures, and/or failures in human reliability (i.e. human error) are acknowledged as failures in the organisation's defences, and
- reckless and intentional actions or violations are not tolerated and are treated appropriately within the existing disciplinary framework.

4 References

Work Health and Safety Act 2011, Work Health and Safety Regulation 2025

5 Review Process

The Health and Safety team will review this policy every 3 years from the date the document is approved. The document may be reviewed earlier in response to post-implementation feedback, changes to legislation, or as necessary.

6 Version Control

The current version of this policy supersedes all previous versions. A detailed archive of older versions (prior to 2020) is maintained and available upon request.

Version	Date Effective	Approved By	Amendment
5.3	February 2020	Executive Team	Goals and responsibilities updated
6.0	February 2025	Executive Team	Full review and update

7 Approval

Cameron Kerr

Chief Executive

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Appendices

Appendix 1 – Definitions

1. TarongaRISE

Taronga's WHS Management System (TarongaRISE) is a structured framework of policies, procedures, and practices designed to manage workplace health and safety systematically and comprehensively. It promotes a proactive approach to hazard identification, risk management, and continuous improvement, and is actively supported and endorsed by Taronga, a committed employer.



2. Just and Fair Culture

Under 'Just Culture' conditions, individuals are not blamed for 'honest errors' but are held accountable for wilful violations and gross negligence. People are less willing to inform the organisation about their own errors and other safety problems or hazards if they are afraid of being punished or prosecuted.

3. Workers

A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking.

- employee
- volunteer
- trainee, apprentice, or work experience student
- student
- contractor or sub-contractor
- employee of a contractor or subcontractor company
- employee of a labour hire company
- outworker (*defined as a person who performs work at a location other than a conventional workplace, often at home or another site not controlled by the employer.*)

4. Reasonably Practicable

The term 'reasonably practicable' is a legislative term to mean that which is, or was reasonably able to be done, considering and weighing up all matters relevant to the circumstances in which the risk was considered. After assessing the extent of the risk and the ways to eliminate or minimise the risk, Taronga must also consider whether the cost or impacts of the measures are grossly disproportionate to the risk.

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Appendix 2 Roles and Responsibilities

Role	Responsibility
Officers (including Executive and Board members)	• Exercise due diligence to ensure the organisation complies with its WHS obligations. • Ensure resources and processes are in place to identify and eliminate workplace risks. • Review WHS performance regularly and ensure continuous improvement. • Regularly communicate with workers about WHS performance and improvements • Ensure risks are identified and managed, including psychosocial risks
Managers and Supervisors	• Champion a culture of safety by actively participating in WHS initiatives. • Implement and enforce WHS policies and procedures within their teams. • Provide necessary training, information, and resources to workers. • Conduct regular inspections and promptly address WHS concerns raised by workers. • Regularly communicate and consult with workers when they are likely to be or are directly affected by a situation involving their health and safety.
Workers	• Take reasonable care for their own health and safety and that of others while on Taronga premises or conducting Taronga business. • Comply with any reasonable instructions, policies, and procedures. • Immediately report hazards, near misses, and incidents
Others (eg., visitors, partners, contractors and other PCBU's)	• Take reasonable care for their own health and safety and the safety of others while on Taronga premises. • Comply with Taronga's safety requirements while on site.