

Health and Safety Orientation

The Wilder Institute/Calgary Zoo is committed to protecting the health, safety, physical, psychological, and social well-being of our workers, partners, and visitors. In fulfilling this commitment to protect both people and property, management will provide and maintain a safe and healthy work environment by industry standards and compliance with legislative requirements.

All contractors, vendors, corporate volunteers, media, donors, and visitors are expected to adhere to the guidelines outlined within this Health and Safety Orientation. Failure to do so may result in the removal from Wilder Institute/Calgary Zoo worksites.

A Health and Safety Orientation must be conducted daily with all contractors, vendors, corporate volunteers, media, donors, and visitors. In all cases, the contractor will also conduct daily job briefings with their workers and subcontractors to ensure any new site conditions are noted and communicated. Notes must be kept of these meetings, and they will be provided to the Wilder Institute/Calgary Zoo on request.

All contractors, vendors, corporate volunteers, media, donors, and visitors must follow all government and Wilder Institute/Calgary Zoo regulations regarding COVID-19 while they are on the worksites.

SIGNING IN & OUT

1. All contractors, vendors, corporate volunteers, media, donors, and visitors must sign-in at the Security office upon arriving at the Wilder Institute/Calgary Zoo.
 - a. Security will contact the Designated Zoo Official (DZO) immediately upon arrival to authorize entry onto the worksite.
 - b. All contractors, vendors, corporate volunteers, media, donors, and visitors will be provided with identification and are required to wear it at all times when on Wilder Institute/Calgary Zoo grounds. All identification and keys must be returned daily to Security upon exiting Wilder Institute/Calgary Zoo grounds.
 - c. If the DZO is not meeting the contractor at Security, arrival and entry must be pre-arranged with Security.
2. It is strictly forbidden for any contractors, vendors, corporate volunteers, media, donors, and visitors to be on Wilder Institute/Calgary Zoo grounds without the knowledge and consent of their DZO. It is also forbidden to enter a controlled area without the proper authorization. If in doubt, please consult with your DZO. All animal exhibits and animal/people barriers are controlled areas. There are no exceptions.

SECURITY

The Security team is on grounds 24 hrs/day, 365 days/year, and can assist with emergencies. If you are faced with an emergency contact security and your DZO. The Security phone number is 403 232 9341. It is strongly suggested that you add this number to your cell phone contact list for the duration of your work at the zoo.

If you are faced with a Health & Safety issue, please contact your DZO. If they are unavailable to you, please contact Security at 403 232 3941.

VEHICLE USAGE

PARKING

Parking is permitted in designated areas only. The DZO or security will direct you as to where to park your vehicle.

VEHICLE TRAFFIC

Vehicle traffic on Wilder Institute/Calgary Zoo worksites must take into consideration pedestrians and guests.

- There is to be no vehicle movement by contractors, vendors, corporate volunteers, media, donors, and visitors on pedestrian pathways unless authorized by the DZO.
- If authorized, all vehicles must be walked to and from their intended destination in publicly accessible areas of the Wilder Institute/Calgary Zoo during operational hours.
- The speed limit on all pathways and roadways on all Wilder Institute/Calgary Zoo worksites is ten (10) kilometres per hour.
- Any unauthorized movement may result in the contractors, vendors, corporate volunteers, media, donors, and visitors being prohibited from entering the Wilder Institute/Calgary Zoo with a vehicle.

CONDUCT

CIVILITY IN THE WORKPLACE

- It is expected that vendors, contractors, corporate volunteers, media, donors, and visitor will conduct their activities in an ethical, professional, and businesslike way, utilizing Wilder Institute/Calgary Zoo resources effectively and efficiently.
 - All contractors must be fully qualified to carry out their work duties.
 - Unless written approval is provided by the DZO, usage of Wilder Institute/Calgary Zoo vehicles, equipment, and/or tools are not permitted by contractors, vendors, corporate volunteers, media, donors, and visitors.
- It is a violation for any vendors, contractors, corporate volunteers, media, donors, or visitors to work or be on the Wilder Institute/Calgary Zoo premises or assignment while under the influence of alcohol, cannabis, or unauthorized, prohibited, illegal, or controlled substances.
- All contractors, vendors, corporate volunteers, media, donors, and visitors must treat others, including the animals in the Wilder Institute/Calgary Zoo's care, with dignity, integrity, and respect.
 - Rude or offensive language is not permitted.
 - Taunting, teasing, or feeding animals is strictly prohibited.

The use of iPods or any other similar devices is not permitted on Wilder Institute/Calgary Zoo worksites.

CONFIDENTIALITY AND PRIVACY

Confidential information that is not published or publicly available to persons outside the Wilder Institute/Calgary Zoo may not be given, released, repeated, or otherwise conveyed without proper authority. There are to be no photographs taken of workers, exhibits, or animals unless authorized.

MEDIA

Contractors, vendors, corporate volunteers, media, donors, and visitors are not permitted to speak with the media on Wilder Institute/Calgary Zoo-related matters. All inquiries should be referred to the DZO.

PLEASE NOTE: The use of drones in or over Wilder Institute/Calgary Zoo worksites is strictly forbidden without the consent of your DZO and Security. Unauthorized use of a drone will result in removal from the Wilder Institute/Calgary Zoo.

APPROPRIATE DRESS

At the Wilder Institute/Calgary Zoo, we wish to project an image of professionalism in our appearance and our actions.

- Attire must be clean and well kept.
- Shirts must be worn at all times. Sleeveless shirts are not permitted.
- Shorts are not permitted unless authorized.
- Profanity or inappropriate images on clothing are not permitted. Wilder Institute/Calgary Zoo identification must always be visible or when not safe to wear it must be provided upon request of workers.

SMOKING

The Wilder Institute/Calgary Zoo is a non-smoking facility. There are designated smoking areas for the public, workers, and contracts. This smoking policy includes e-cigarettes. As per federal legislation, the use of medical and non-medical cannabis is strictly prohibited.

VIDEO SURVEILLANCE

Video security surveillance systems are a resource used by the Wilder Institute/Calgary Zoo in selected areas within Wilder Institute/Calgary Zoo worksites to promote the safety of animals, workers, volunteers, and visitors. Cameras will not be placed in areas where privacy is expected, such as in offices or washrooms. The security cameras will be positioned to monitor outdoor spaces and building entrances and exits as well as animal areas.

WORKSITE SAFETY

ALBERTA OCCUPATIONAL HEALTH & SAFETY LEGISLATION

- All contractors, vendors, corporate volunteers, media, donors, and visitors are required to meet or exceed the Alberta Occupational Health & Safety Act, Regulation, and Code, and conduct their activities by the applicable Wilder Institute/Calgary Zoo policies, procedures, and safe work practices.
- Meeting OHS requirements includes regular documented safety meetings, completing site specific hazard assessments, putting controls in place to deal with identified hazards, having safe work procedures in place for all performed tasks. All relevant tickets are to be provided

to DZO prior to any work commencing. The balance of the documents should be provided to DZO on request.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

CSA or ANSI-approved equipment must be worn at all times when site conditions or regulations require it, or if instructed by your DZO.

SITE CONDITIONS & EQUIPMENT

- Please ensure to protect the natural, physical, and biological environment of the worksite and ensure to comply with all environmental regulations.
- At no time is the public to be exposed to noise, respiratory hazards, or other risks without appropriate measures of protection to restrict the public from entering a designated work area.
- Before commencing any work, the contractors, vendors, corporate volunteers, media, donors, and visitors shall ensure that they have taken the time to identify all site conditions that may be a hazard. This includes the location of underground services and overhead power lines and asbestos. This hazard identification must be documented, signed off by all those working, and available to the Wilder Institute/Calgary Zoo on request.
- If there is a requirement to work at height, or enter a confined space, all contracted workers involved must have the appropriate tickets to perform such tasks, and they must be available on request to the Wilder Institute/Calgary Zoo.
- All mobile equipment, lifting apparatus such as shackles, slings, and chains must be safety certified for its intended use.
- All portable ladders must be in good repair and made secure before use.
- Worksite materials must be secure and pose no risk to the Wilder Institute/Calgary Zoo, its workers, or guests. Contractors must ensure tools are safely secured when they leave their work area on break or at the end of the workday.
- Contractors must advise the DZO of all hazardous materials that will be used onsite before commencing work. If there are hazardous materials involved, the contracted workers must be trained in WHMIS and provide copies of the WHMIS certification to the DZO and have all required SDS sheets on hand.
- Any excavations must be shored, and barriers erected to prevent a hazardous situation. Barricades must be signed and taped.
- If you see a potential hazard or something you notice as unsafe, please notify your DZO immediately.
- If there is to be any welding or any other operation that has the potential to create sparks, a hot work permit must be filled out for each day this task is to be performed.
- These conditions are subject to change without notice at the discretion of the Wilder Institute/Calgary Zoo.

WORKING IN/AROUND ANIMAL SPACES

- Do not cross barriers under any circumstances - all exhibits, animal and people barriers are controlled areas.
- Do not approach or interact with animals – if seeing unusual behavior or adverse reactions, stop work immediately and contact your DZO.

- There may be additional site-specific training from an Animal Care, Health and Welfare workers before working in an animal area.
- Plan ahead – if working with hazardous materials, ensure that the SDS has been reviewed and approved by a Wilder Institute/Calgary Zoo veterinarian for the area and application.
- Remember that this is a unique work environment and if something is a safety concern for you, it is likely a safety concern (and possibly an elevated risk) for the animals as well – if unsure, stop work immediately and contact your DZO.
- Leave the animal space in the same condition that you entered. Make sure that everything taken into an animal exhibit is taken out. You may intentionally secure items in the exhibitor use drop cloths to collect multiple small items such as nails and screws.
- The Wilder Institute/Calgary Zoo's masking requirements while working in or near some animal exhibits exceed the government regulations. Contact your DZO if you are working near or in these areas for specific requirements.

ZOONOTIC DISEASES

- Contractors, vendors, corporate volunteers, media, donors, and visitors may be at risk of Zoonotic diseases (diseases that can be passed between animals and people).
- The best way to prevent this is to wash your hands frequently. Follow the instructions of the Wilder Institute/Calgary Zoo workers in specific areas where there may be disinfectant procedures in place.
- NO ANIMALS are allowed to come on-site at any time. Any animals caught on-site may be seized and quarantined (at the owner's expense) for a lengthy period while being tested by our veterinary workers for diseases that may be harmful to our collection.

PERIMETER SECURITY

- The Wilder Institute/Calgary Zoo perimeter fence is equipped with a security system that will detect intrusion attempts. The system will detect any movement of the fence fabric. As such, all contractors are advised to stay away from the fence. In the event, the work involves contact with the fence, ensure Security is notified.
- The perimeter fence is also equipped with an electrified hot wire located at the top of the fence. For any work involving the fence, the hot wire system must be locked out and lock-out tag-out procedures must be followed and documented.
- For work in the vicinity of the fence, but not involving working on the actual fence, you must verify with your DZO the time of day you are allowed to perform your tasks and what safety procedures must be followed. This step must be followed each time you need to perform tasks in the vicinity of the perimeter fence.

EMERGENCY PROCEDURES

In any of the emergencies listed below, please immediately contact your DZO or a Wilder Institute/Calgary Zoo worker.

ANIMAL EMERGENCY PROCEDURES

CODE 1 - Dangerous Animal Escape, Event That May Lead to Dangerous Animal Escape, or Person in Dangerous Animal Exhibit

CODE 2 - Non-Dangerous Animal Escape

FIRE - Fire in Animal Area (Potential CODE 1 or CODE 2)

Procedure for CODE 1 EMERGENCY:

- Please stop all work activities.
- Move to or remain inside a safe building/vehicle and follow all area-specific instructions.
- Assist your workers, sub-contractors, and any other persons into a safe area.
- Follow instructions by DZO or Wilder Institute/Calgary Zoo worker.

Procedure for CODE 2 EMERGENCY:

- Contact your DZO for instructions. This may be in an area that doesn't affect you or your workers, but if you hear a code or alarm you need to verify this.
- Follow all instructions from your DZO or Wilder Institute/Calgary Zoo worker.

Procedure for FIRE - in an animal area:

- Contact your DZO for instructions. This may be in an area that doesn't affect you or your workers, but if you hear a code or alarm you need to verify this.
- Follow all instructions from your DZO or Wilder Institute/Calgary Zoo worker.

FIRST AID

- Please contact Security if first aid is required.
- First Aid station located at Security.
- Security are primary responders: 403-232-9341
- NO INTERNAL MEDICATION IS TO BE ADMINISTERED BY WILDER INSTITUTE/CALGARY ZOO PERSONNEL.

LOST PERSON

- In the event you come across a lost person or child, stay with them and call Security immediately. They will come to your location to assist.

FIRE EMERGENCY

- Ensure you have been instructed by your DZO regarding the muster point for the area you are working in or around.
- In the event of a fire emergency:
 - Sound the alarm.
 - Warn all occupants and evacuate to the muster point.
 - Advise Security immediately.
 - Do not re-enter.

MUSTER POINT LOCATIONS FOR BUILDINGS AT WILDER INSTITUTE/CALGARY ZOO LOCATIONS

BUILDING	MUSTER POINT
Administration Building	SCOW Smoke Pit
African Savannah Building	Kitamba Café
Animal Health Centre	Outside Main AHC Gate
Asia Lawn & Tent (previously Eurasian BBQ Tent)	Enmax Conservatory
Bamboo-tique (previously Panda Market)	Asia Tent (previously Eurasian BBQ Tent)
Bugtopia Gift Shop	Cequel Energy Lodge
Camel Canteen (previously Tusk n' Grill)	Enmax Conservatory
Carousel	West Gate (inside park)
Cequel Energy Lodge	Cequel Parking Lot
Dairy Bar	Safari Lodge
Wildlife Conservation Centre	Grassy Field Outside Clinic
Dinny's Diner (previously Panda Parlor)	Asia Tent (previously Eurasian BBQ Tent)
Discovery Centre	Penguin Plunge Gift Shop/Café
Enmax Conservatory	Kitamba Café
Gateway to Asia (previously Panda Passage)	Asia Tent (previously Eurasian BBQ Tent)
Grazers Lawn (previously Panda Park)	Asia Tent (previously Eurasian BBQ Tent)
Grazers Restaurant	Kitamba Café
Kitamba Café	Enmax Conservatory
Lemurs Building	Safari Lodge
North Gate	North Parking Lot A1
North Shop	East side gate of North Shop
Penguin Plunge	Discovery Centre
Prehistoric Park Classroom	Penguin Plunge Gift Shop/Café
Prop House	SCOW Smoke Pit
Production Tent	Penguin Plunge Gift Shop/Café
Penguin Plunge Gift Shop/Café	Discovery Centre
Rainforest Building	Kitamba Café
Safari Lodge	Kitamba Café
Safari Snacks (previously Tribal Treats)	Safari Lodge
SCOW	SCOW Smoke Pit
Security Building	SCOW Smoke Pit
Skoki Classroom (previously Little Dipper Classroom)	Discovery Centre
Tigers Den Concessions/Gift Shop	West Gate
Tom Baines Classroom	West Gate
Trading Post Gift Shop	Safari Lodge
Trailer Town	Production Tent
Volunteer Resources	Enmax Conservatory
Watering Hole	Safari Lodge

Read the following statements and sign below to indicate your acknowledgement and understanding of the Wilder Institute/Calgary Zoo Health and Safety Orientation in full:

- I have read and acknowledge that I understand the above information regarding Health & Safety.
- I have read and acknowledge that I am aware of and understand the Wilder Institute/Calgary Zoo's vehicle usage expectations.
- I have read and acknowledge that I am aware of and understand the Wilder Institute/Calgary Zoo's conduct expectations.
- I have read and acknowledge that I am aware of and understand the Wilder Institute/Calgary Zoo's Worksite Safety expectations.
- I have read and acknowledge that I am aware of and understand the Wilder Institute/Calgary Zoo's Emergency Procedures.
- I understand the Health and Safety Orientation is subject to change at the sole discretion of the Wilder Institute/Calgary Zoo at any time, with appropriate communication to me.
- I am aware that I may be subject to removal from Wilder Institute/Calgary Zoo worksites should I breach the information within the Health and Safety Orientation.

X

PRINT NAME

SIGNATURE

DATE

COMPANY NAME