

HEALTH AND SAFETY POLICY

1. Purpose

NZME is committed to providing a healthy and safe working environment for our people, contractors and customers.

This includes protecting both physical and psychological wellbeing. NZME recognises that risks to mental wellbeing, including bullying, harassment, excessive workload, stress and unsafe behaviour are workplace health and safety risks (psychosocial hazards) that must be identified and managed.

This policy sets out NZME's approach to:

- preventing work-related injury, illness and harm
- supporting mental health and wellbeing
- identifying and managing physical and psychosocial risks
- ensuring continuous improvement in health and safety performance

2. Our Commitment

NZME is committed to:

- providing a work environment that promotes physical and mental wellbeing
- taking all reasonably practicable steps to ensure safe working conditions
- preventing injuries, illness and harm through proactive risk management
- promoting a culture where people feel safe to speak up about concerns
- responding promptly to incidents, near misses and concerns
- supporting recovery and safe return to work where required

NZME is committed to creating a culture where health, safety and wellbeing are prioritised in all activities.

3. Health & Safety Principles

NZME's approach is guided by the following principles:

- health, safety and wellbeing are a shared responsibility across the business
- risks will be identified, assessed and managed proactively
- people are encouraged and supported to speak up early
- employee and union consultation and participation in the development of health and safety processes and procedures is supported and encouraged
- continuous improvement is embedded through monitoring, review and learning
- lessons from incidents, near misses and concerns will be used to improve systems and prevent recurrence

4. Psychological Safety and Psychosocial Hazards

NZME recognises that psychological health is a critical part of workplace safety.

Psychosocial hazards may include:

- bullying, harassment or discriminatory behaviour
- excessive workload
- exposure to distressing situations
- workplace conflict or poor leadership behaviours

These risks can affect mental health, wellbeing, performance and safety outcomes.

NZME will:

- proactively identify and manage psychosocial hazards
 - take appropriate and timely action when concerns are raised
 - encourage open conversations about wellbeing
 - ensure people know where to go for help and support
 - provide access to confidential support services
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5. Proactive Safety Checks and Risk Monitoring

NZME takes a proactive approach to identifying and managing risk.

In addition to responding to reported concerns, NZME will:

- monitor health and safety performance and indicators regularly
- identify higher-risk areas through data, feedback or trends
- undertake targeted proactive safety checks where credible signals arise (for example survey results, repeated concerns, patterns, or other indicators)

These checks may include:

- engaging directly with teams or individuals
- reviewing relevant data, incidents or feedback
- assessing psychosocial and operational risk management

Where risks are identified, NZME will act by:

- implementing appropriate controls or safeguards
- addressing behaviour or system issues
- escalating matters where required
- monitoring follow-through and documenting actions

This ensures early intervention and prevention of harm.

6. Roles and Responsibilities

Board and Executive

- provide leadership and oversight of the health and safety system
- ensure appropriate frameworks, resources and governance are in place

People Leaders

- promote and model safe behaviours
- identify and manage risks within their teams
- respond promptly to incidents and concerns
- support people experiencing risk or harm

All NZME people

- take reasonable care for their own health and safety and that of others
- follow policies, procedures and reasonable instructions
- report hazards, risks, incidents and concerns
- support a safe and respectful workplace

7. Risk Management and Reporting

NZME will:

- identify hazards and assess risks (including psychosocial risks)
- implement controls to eliminate or minimise risk
- review controls regularly to ensure effectiveness
- record and investigate incidents, injuries and near misses

All NZME people are expected to:

- report accidents, incidents and near misses promptly
- report unsafe work practices or environments
- raise concerns about behaviour or situations that may create risk

8. Speaking Up and Escalation

Concerns can be raised through:

- a manager or leader
- People & Culture

- Health, Safety and Compliance Manager
- Wellbeing Advocates
- the independent SpeakUp channel

Independent Speak Up service (FairCall)

Phone: 0800 100 526

Email: faircall@kpmg.com.au

Concerns can be raised confidentially and will be taken seriously.

9. Mental Wellbeing and Support

NZME is committed to promoting and supporting mental wellbeing.

We will:

- encourage early help-seeking and open conversations
- provide access to confidential support services
- support employees to remain at work or return safely where possible
- provide guidance, support and development opportunities
- monitor workloads and provide opportunities to raise concerns

Support is available through:

- People & Culture
- Wellbeing Advocates
- Employee Assistance Programme (EAP)

10. Training, Communication and Continuous Improvement

NZME will:

- provide training and instruction on health and safety responsibilities
- ensure people understand hazards and controls relevant to their work
- promote awareness of mental health and wellbeing
- regularly review policies, systems and practices to improve outcomes

11. Incident Management and Recovery

NZME will:

- investigate incidents, injuries and near misses
- identify root causes and implement corrective actions
- support treatment, rehabilitation and safe return to work where required

12. Compliance

NZME will comply with all relevant health and safety legislation, regulations and standards and ensure activities are conducted in accordance with legal obligations.

Other resources

1. Acceptable Workplace Behaviour Policy
2. Bullying, Discrimination & Harassment Policy
3. Whistleblower / Speak Up Policy
4. Health and Safety at Work Act 2015
5. Employment Relations Act 2000

Document Control Information

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