

## How TreeTops keeps you safe

1. Our objective and commitment to keeping our participant safe means that;
  - Safety is our number 1 priority and all activities, incidents and feedback are monitored by our dedicated team.
  - We stay up to date with developments in safety technology & standards and develop our own specific equipment for use on our products when necessary.
  - All courses and personal protective equipment (PPE) are constructed and/or maintained in compliance with WHS legislation, nominated Australian & International Standards & Manufacturer recommendations.
2. While aiming for the maximum thrilling experience, we control the risks through the use of the best safety and protective equipment. We have introduced two forms of safety equipment to eliminate risk of customers double disconnecting from the lifeline. A significant safety initiative for our industry.
3. Our teams are comprehensively trained and assessed with our own Training and Assessment program in order to fully understand the risks and necessity of safety conscious service. We operate in compliance with the Work Health & Safety Act 2011 and Work Health & Safety Regulation 2017.
4. TreeTops follows or exceeds the latest standards applicable in Australia, Europe and USA. The safety regulations we are governed by and adhere to include the European safety standard EN-15567.1:2015 and EN-15567.2:2015 specific to this activity and an Australian modified version of the 2008 European standards released in December 2016 under the reference AS2316.1 and AS2316.2.
5. Strict compliance is observed of all relevant safety standards and TreeTops Operating Procedures including the Site Specific Safety Management Plan. This applies to all workers and visitors who venture on the activities or site.
6. We are diligent in keeping our courses and PPE well maintained. A thorough system of checks is followed for the inspection of all course elements and PPE on a daily, weekly, six-monthly and annual basis. The annual course and PPE inspections are performed by an external company in compliance with Australian standards.
7. The safety briefing delivered to every participant is a vital component of our safety systems. No Junior or Adult participant is allowed on the course without having successfully demonstrated they understand the safety equipment and rules on the Practice Course.
8. On course signage reminds participants of rules and safety cautions throughout their adventure.
9. Team members regularly patrol under the courses to provide verbal and physical support when necessary. This support helps to keep participants focussed, observant of safety rules and confident.
10. With close to 1 million participants over the past 11 years, we have had no serious incidents.
11. Our construction company has been Quality Certified to ISO 9001:2016 since 2017. We understand that Quality, Environmental and Safety Management systems are critical, we have a highly experienced team dedicated to developing, implementing and improving our management systems.

### How you can keep yourself and others safe:

1. Listen to all safety instruction and rules;
2. Adhere to all rules outlined by TreeTops staff and signage;
3. Report to staff if you see any unsafe behaviour by other participants;
4. Remember that if you feel uncertain about a safety instruction always ask for clarification;
5. Remind your family or friends of safety rules;
6. Be mindful of maintaining your hydration level and having a rest or ceasing the activities if you become too fatigued.