

# ZILLOW<sup>®</sup>GROUP

## HEALTH AND SAFETY POLICY

# SECTION 1. MANAGEMENT LEADERSHIP

## 1.1 OVERVIEW

Zillow Group is firmly committed to the health and safety of our employees (Zall). Prevention of workplace incidents and accidents is of the utmost importance. We value our employees, not only as employees, but also as people critical to the success of their family, the local community, and Zillow Group.

To demonstrate our commitment to health and safety, Zillow Group will make all reasonable efforts to:

- Comply with applicable occupational health and safety laws, regulations, and other requirements related to the maintenance of a safe workplace.
- Commit to the elimination of hazards and reduction of occupational health and safety risks.
- Provide healthy and safe working conditions for the prevention of work-related injury and illness.
- Monitor the environment for evolving health and safety threats, including infectious diseases, and adapt Zillow Group's response plans to address them.
- Provide health and safety education, training and consultation to employees as necessary.
- Commit to continual evaluation and improvement of the Corporate Health and Safety program.

Wherever they choose to work (home, office, co-working, etc), employees are expected to:

- Comply with the health and safety guidelines provided by Zillow Group and described herein.
- Exercise good judgment and reasonable caution in all work related activities including while working from home as part of Cloud HQ, attending a company sanctioned work event such as a ZRetreat, or while working at a partner or customer's place of business.
- Immediately report all unsafe conditions, incidents, injuries, and illnesses, regardless of how insignificant the injury may appear, to their manager or supervisor.

Employees who violate safety standards, or who cause hazardous or dangerous situations, may be subject to disciplinary action up to and including termination. All work conducted by Zillow Group's employees will take into account the intent of this policy. Zillow Group will communicate this policy on a continual basis to our employees, customers, and vendors. This policy will be made available to external interested parties upon request.

## **1.2 MISSION STATEMENT**

Zafety, a function of Zillow's Risk Management team, strives to promote and maintain a healthy and safe work environment for our employees, customers, and business partners. We aim to prevent workplace injuries and illnesses, improve regulatory compliance, reduce workers' compensation costs, and increase employee morale and productivity throughout the workplace (whether from home, in the office, at customer or partner locations, or at shared working spaces).

## **1.3 ZAFETY RESPONSIBILITIES**

Zafety is responsible for promoting a workplace that is free from recognized hazards and helping Zillow Group comply with standards, rules and regulations issued under the Occupational Health and Safety Act (OSHA) and by local health authorities.

Zafety will make all reasonable efforts to:

- Provide the policy, frameworks and tools to ensure a safe workplace, whether that is at home, in the office, at customer or partner locations, or at shared working spaces.
- Comply with all OSHA reporting, posting, training and notification requirements (including OSHA logs, recordables reporting, etc.).
- Monitor and warn employees of potential hazards, including severe weather events, in-office incidents, and other severe societal disruptions (civil unrest) and confirm their safety through text and other electronic
- Provide ergonomic assessments (both preventative and corrective).
- Establish, update and communicate health and safety operating procedures.
- Confirm that employees use and properly maintain safe tools and equipment.
- Provide safety training as necessary.
- Oversee contact tracing for infectious diseases where required by law.

## **1.4 PERIODIC INSPECTIONS**

Zillow Group owned and leased common workplaces are subject to periodic health and safety inspections to ensure implementation and execution of our policies and procedures as relates to employees, contractors, and vendors.

All employees are responsible for cooperating during these inspections and managers and supervisors are responsible for initiating corrective actions to improve items discovered during walk-through inspections.

# **SECTION 2. EMPLOYEE RESPONSIBILITY AND PARTICIPATION**

## **2.1 EMPLOYEE SAFETY RESPONSIBILITIES**

It is the responsibility of Zall to perform their duties in a safe manner in order to prevent injury to themselves and others. As a condition of employment, employees must become familiar with, observe, and follow Zillow Group's established policies for health and safety to prevent injuries

and illnesses while at work. Employees are ultimately responsible for compliance and execution of our Safety culture.

Employees must:

- Comply with standards, rules and regulations issued under Zillow Group's Corporate Health and Safety Program, including those in the [Appendix](#).
- Immediately warn co-workers and notify their supervisor of any hazardous conditions and/or unsafe behavior in the workplace.
- Never operate equipment unless they have been properly authorized and trained.
- Know the emergency and evacuation procedures and the location of emergency equipment at their jobsite.
- Provide suggestions to make a process or equipment safer.
- Embrace and contribute to the Safety culture by participating in safety education initiatives.
- Report all incidents, accidents, and near-misses to their supervisor to ensure appropriate treatment and follow-up.
- Avoid the office when sick.
- Report testing positive for COVID-19 through the online COVID-19 Self Reporting Form.
- Respond to notifications/communications when prompted by Zillow Group's incident response tool, their HRBP and/or their manager.
- Contact Safety with any questions or concerns at [Zafety@zillowgroup.com](mailto:Zafety@zillowgroup.com).

## **2.2 INJURY AND ILLNESS REPORTING**

All work-related incidents (injuries/illnesses/Covid-19/near misses) must be reported to supervisors as soon as possible, and a [Zillow Incident Report](#) must be submitted within 24-hours. Failure to report injuries/illnesses in a timely manner can result in the denial of workers' compensation benefits. Incident reporting questions should be directed to the Risk Management team ([claims@zillowgroup.com](mailto:claims@zillowgroup.com)).

## **2.3 NEAR MISS REPORTING**

The National Safety Council defines a "near-miss" as an unplanned event that did not result in injury, illness, or damage, but had the potential to do so. Employees are required to report near-miss incidents and accidents by filing a [Zillow Incident Report](#) so Zillow Group can implement corrective actions to prevent potentially serious injuries, illnesses, or fatalities from occurring in the future.

## **2.4 WORKERS' COMPENSATION**

When an employee is injured or becomes ill at work, it negatively affects both the employee and the company. Zillow Group wants Zall to get the best possible medical treatment to assure the earliest possible recovery and return to work.

Zillow Group has a workers' compensation program for employees who have suffered work-related injuries/illnesses. The Risk Management department, in collaboration with Zillow Group's workers' compensation insurance provider, will determine based upon their guidelines, whether injured/ill employees will be eligible for wage loss or medical expenses under that program.

In addition to workers' compensation, Zillow Group provides Transitional Return to Work (light duty) jobs for persons injured or ill at work. Transitional work is meant to allow the injured or ill employee to heal under a doctor's care while they remain productive. Employees are required to return to work immediately upon release.

Workers' compensation claim questions should be directed to the Risk Management team ([claims@zillowgroup.com](mailto:claims@zillowgroup.com)).

## **2.5 RETURN TO WORK PROGRAM**

Zillow Group wants to provide meaningful work activity for all employees who become unable to perform all, or portions, of their regular work assignment. Thus, Zillow Group has implemented a Return to Work program, which includes transitional or light duty work. The Return to Work program is temporary, not to exceed six months.

Return to Work Program Procedures are:

- All work-related injuries or illnesses should be reported immediately to the manager or supervisor, not to exceed 24 hours from when the injury or illness occurred unless for loss of consciousness, hospitalization, etc.
- Injured or ill employees must complete and sign a Report of Injury or Illness form
- When an employee seeks medical treatment, whether the employee is in need of a continuous leave to recover or not, the injured or ill employee must advise their manager or supervisor that they are seeking treatment, and obtain a Return to Work Evaluation form. Regardless of the choice of physicians, the employee will need their practitioner to complete a Work Status form. Upon return to work from a work related injury, regardless if there is time loss or not, the employee will need their practitioner to complete a Return to Work form.
- Under this program, temporary light duty work is available for up to sixty (60) days (with a review of the employee's progress every 30 days) while the employee is temporarily unable to work in their regular job capacity. Transitional or light duty work beyond sixty (60) days, up to a maximum of six (6) months, will be evaluated on a case-by-case basis.
- If the employee is unable to return to their regular job, but is capable of performing transitional duty, they must return to transitional duty. Failure to do so will result in the employee not being eligible for full disability benefits under the workers' compensation program, and may result in disqualification for certain employee benefits and, in some cases, may be a basis for termination of employment.
- Employees who are unable to work (and whose absence Risk Management and Human Resources approve) must keep Risk Management and Human Resources informed of their status if/when changed. Failure to do so will result in a reduction in benefits available and may result in discipline, up to and including termination from employment.

- Employees must provide a Return to Work form indicating that they are capable of returning to full duty. Permanent restrictions will be evaluated on a case-by-case basis and relate to the performance of essential job functions.
- The injured or ill employee will cooperate with the third-party administrator and provide accurate and complete information as soon as possible so that the employee receives all benefits to which they are entitled. If the employee has problems or concerns, they should contact the Risk Management or Human Resources departments.

### 3.0 Revision History

Date	Author	Description	Approval
11/18/2022	Kevin Wyatt	Safety Policy Implementation	

## **APPENDIX I: GENERAL OFFICE SAFETY**

Given Zillow Group's Cloud HQ model, the vast majority of employees work from home. Our offices have adapted to serve employees that come into the office infrequently and for team events. Whether working from home or a Zillow office, employees are encouraged to comply with the following guidelines:

### **General Safety**

1. Do not stand on furniture to reach high places.
2. Use ladders or step stools to retrieve or store items that are located above the head.
3. Do not jump from ladders or step stools.
4. Do not tilt the chairs while sitting; keep all chair legs on the floor.
5. Do not kick impeding objects; pick them up or push them out of the way.

### **Ergonomics/Video Display Terminals**

1. Locate and place documents, video screens and monitors in front of you.
2. Allow 18 to 20 inches between you and the document, monitor or video screen.
3. Position the center of the screen so that the viewing angle is 15 to 25 degrees below eye level.
4. Place the keyboard low enough so that you are not required to reach up or out for the keys.
5. Do not extend viewing time, constant rapid muscular action, or fixed body positions for long periods of time. Take periodic breaks from the video display terminal by standing up and stretching.
6. For additional lower back support, place a pillow or bundled clothing in the chair at the small of your back.

### **Safe Keyboard Use**

1. Keep wrist and hands in a straight position while key stroking by keeping forearms parallel to the floor and elbows at your sides.
2. When operating keyboards from a standing position, adjust table tops no higher than the elbow height.
3. When operating keyboards from a sitting down position, use the correct chair height. The entire sole of your foot should rest on the floor or footrest and the back of your knee should be 1 to 2 inches higher than the seat of your chair.
4. Use a chair with back support. Your backrest should support the entire back including the lower back region.

### **Electrical Office Safety**

1. Do not use frayed, cut or cracked electrical cords.
2. Do not plug multiple electrical cords into a single outlet. Do not use extension or power cords that have the ground prong removed or broken off.
3. Use a cord cover or tape the cord down when running electrical cords across aisles, between desks or across entrances or exits.
4. Turn the power switch to "off" and unplug office machines before adjusting, lubricating, or cleaning them.

#### Door Safety

1. Keep doors in hallways fully open or fully closed.
2. Use the handle when closing doors.

#### File Cabinet Safety

1. Open only one file cabinet drawer at a time. Close the filing cabinet drawer you are working in before opening another filing drawer in the same cabinet.
2. Put heavy files in the bottom drawers of file cabinets.
3. Use the handle when closing drawers and files.

#### Stapler Safety

1. Point the ejector slot away from yourself and bystanders when refilling staplers.
2. Keep fingers away from the ejector slot when loading or testing stapling devices.
3. Use a staple remover, not your fingers, for removing staples.

#### Stairway Safety

1. Use the handrails when ascending or descending stairs or ramps.
2. Do not store or leave items on stairways.
3. Do not run on stairs or take more than one step at a time.

#### Sharp Object Safety

1. Store sharp objects, such as pens, pencils, letter openers or scissors in drawers or with the tips pointing down in a container.
2. Carry pencils, scissors and other sharp objects with the tips pointing down.

#### Paper Cutter/Shedder Safety

1. Position hands and fingers onto the handle of the paper cutter before pressing down on the blade.
2. Keep the paper cutter handle in the closed or locked position when it is not being used.
3. Do not use paper cutting devices if the finger guard is missing.
4. Do not place your fingers in or near the feed of a paper shredder.

#### Fan Safety

1. Do not use fans that have excessive vibration, frayed cords, or missing guards.
2. Do not place floor type fans in walkways, aisles, or doorways.



## APPENDIX II: IN HOME PHOTOGRAPHER SAFETY

### Safety Precautions:

- **Practice situational awareness.** Be aware of your surroundings, particularly in high-risk areas such as isolated non-urban and busy urban areas. Be aware of the people around you, and if you feel unsafe go to your car immediately. DO NOT stay if you feel uncomfortable. Listen to your instincts if you have a bad feeling about a setting.
- Do not wear headphones or headsets while walking through the property
- Don't stash your gear anywhere it could be damaged or stolen. Always keep your stuff with you, or within easy reach
- Wear appropriate clothes to avoid injuries. No open toe shoes, high heels or flip flops. Avoid wearing clothes that can get caught on appliances
- Do not remove your shoes and opt to wear booties instead. Shoes protect your feet and make it easier for you to leave if an unsafe condition arises.
- If at anypoint you are unsafe, call 911 immediately and complete an incident report.
- Report injuries to:
- Report incidents to:

### Please complete and check off all safety precautions that apply :

- After arriving to the job site, check your surroundings for oncoming cars, trucks and pedestrians
- Secure your personal belongings and lock your car
- Carry your phone with you in case of an emergency, but do not be distracted by your phone
- Access the property outside for the following hazards prior to entrance
  - Pets/wildlife that are unleashed or not in a cage
  - Exposed electrical wiring
  - Trip Hazards (i.e. electrical cords, branches) in the walkway
- If visiting a vacant property knock on the door and announce loudly that a photographer is onsite even if it is supposed to be unoccupied
  - Make note of any open or broken doors and windows and leave immediately
  - If you encounter a squatter, leave the property immediately
- If visiting a property with a homeowner confirm there full name and that you are at the correct address
- If there are any pets on the property the homeowner has to secure the animal(s) before continuing the photography session
- Access each area you enter for the following hazards:

- Nails/ ScrewsShoes
- Electrical cords
- Shoes
- Rugs
- Debris/ Garbage
- If utilizing a ladder, inspect for damages or issues prior to each use
  - Confirm there is no structural damage, split/bent side rails, broken or loose rungs, steps, rails or braces, Loose screws, bolts, hinges, and other hardware parts
  - Check for grease, dirt, or other contaminants that can result in slips or falls.
  - Set up the ladder on a flat and stable surface
  - Always maintain a three point of contact
  - Climb down cautiously
- After completing the job, confirm you have all your personal belongings
- Text/email your manager once you have completed your assignment and returned to your workspace.