

ENVIRONMENTAL INITIATIVES REPORT

2024



What's for Lunch?

This fresh foliage will be given to Zoo animals as a tasty treat. Nutritious and delicious, greens are an important part of their well-being, and yours too!

What's your favourite veggie?

ADVANCING SUSTAINABILITY: A PATH TO NET ZERO

Your Toronto Zoo Environmental Initiatives Report 2024

EXECUTIVE SUMMARY

As Your Toronto Zoo marked its 50th anniversary in 2024, it accelerated its leadership in conservation-focused environmental sustainability. Grounded in science-based targets and driven by its ambitious TZNet0 Environmental Sustainability Plan, Your Zoo made transformative strides in energy efficiency, waste reduction, water conservation, biodiversity restoration, and community engagement. With a firm commitment to achieving net-zero greenhouse gas (GHG) emissions for Scope 1 and 2 by 2030, and expanding Scope 3 reduction strategies through 2040, Your Zoo's strategic initiatives are aligned with both municipal TransformTO objectives and national climate action frameworks. These actions reinforce its position as an industry leader in conservation, sustainability, and tourism's sectors.

In 2024, Your Zoo integrated innovative green infrastructure, progressive policies, and strategic partnerships to address climate change, protect biodiversity, and foster climate resilience. From energy-efficient retrofits and renewable energy adoption to zero-waste dining and community-driven

habitat restoration, Your Zoo continues to demonstrate that conservation-focused institutions can drive measurable environmental outcomes.

This report highlights key milestones achieved in 2024, including a 70% waste diversion rate, expanded renewable energy procurement, and groundbreaking partnerships that advance sustainability and inspire public participation. Looking ahead, Your Zoo will embark on a \$75 million, five-year transformation project to scale net-zero solutions, further integrating circular economy innovations and nature-based climate solutions.

Through ambitious targets, collaborative action, and a deep commitment to fighting extinction, Your Toronto Zoo is setting a powerful example for sustainable leadership, ensuring a thriving future for wildlife, ecosystems, and communities.

We invite our partners, supporters, and the public to join us in this mission – to create a future where wildlife and wild spaces thrive alongside human communities.

Sustainable highlights to celebrate our 50th anniversary



The Net-Zero Challenge

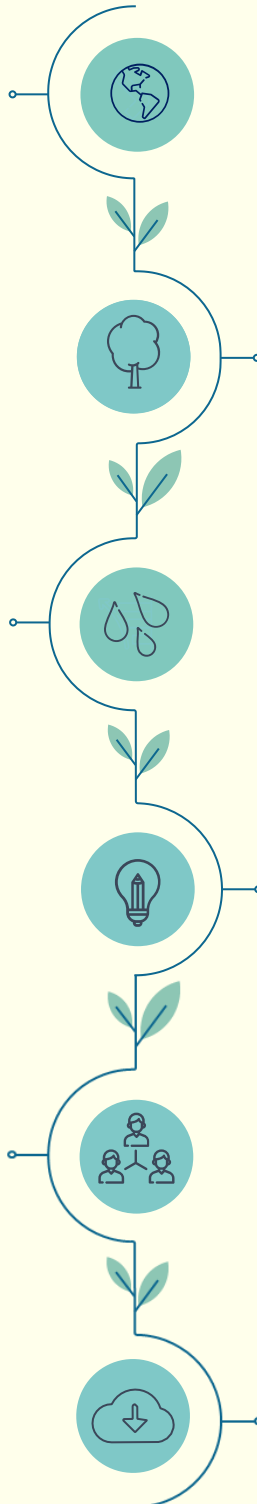
Toronto Zoo committed to a clean future, joining the Government of Canada's Net-Zero Challenge



Floating wetlands were themed to celebrate our 50th anniversary



Your Zoo Directors demonstrated leadership by participating in an invasive species removal event



On Earth Day 2024, Your Zoo operated carbon-neutral for the day using Bullfrog renewable energy



Arrival of a **second** SARIT Micromobility Vehicle, a partnership with Elvy Inc. and York University

On August 15, 2024, Your Zoo operated carbon-neutral for our 50th anniversary celebrations, sponsored by Bullfrog Power

Leadership in Net-Zero Commitment & Emissions Reduction

Advancing Your Toronto Zoo's Net-Zero Goals

Your Toronto Zoo continues to demonstrate leadership in climate action, reinforcing its commitments in achieving net-zero greenhouse gas emissions by 2030. Key initiatives in 2024 have accelerated progress towards emission reductions, sustainability reporting, and strategic energy management.



The Net-Zero Challenge

Joined the Government of Canada's Net-Zero Challenge

Your Toronto Zoo is strategically positioning itself as a leader in climate action by strengthening its commitment to achieving net-zero GHG emissions by 2030. Participation in the Government of Canada's Net-Zero Challenge propels Your Zoo in its sustainability leadership, establishing a structured roadmap for emission reductions, transparent reporting, and long-term accountability. By aligning with international best practices such as science-based targets, Your Zoo ensures its environmental efforts meet the highest standards.

By joining the Net-Zero Challenge, Your Zoo is gaining access to expert guidance, collaboration opportunities, and increased visibility as a sustainability leader. This initiative not only supports ongoing efforts such as fleet electrification, energy-efficient infrastructure upgrades, and advanced water conservation systems but also enhances Your Zoo's ability to track and report emissions reductions, ensuring alignment with national and global climate-action targets. Your Zoo's participation also serves as a model and inspiration for the broader community, encouraging widespread engagement in climate action.

In 2024, Your Zoo successfully completed Phase 1 of the Challenge by submitting the Preliminary Checklist, receiving approval to advance to Phase 2. This phase required an assessment of current emissions, a formal net-zero commitment, and climate-related governance documentation. While much of this groundwork was already established through the TZNet0 Environmental Sustainability Plan, Your Zoo conducted a detailed review of its Scope 1 and 2 emissions, categorizing emissions for accurate reporting. Additionally, a Scope 3 – Category 7 (employee commuting) assessment identified employee commuting as the largest contributor to GHG emissions for Your Zoo, setting the foundation for future transportation strategies.

Looking ahead to 2025, Your Zoo will expand Scope 3 emissions tracking to include procurement, business travel, and waste-related emissions, while also implementing more carbon-neutral operations across key Zoo facilities. Strengthening collaborations with corporate and governmental partners will be a priority to accelerate net-zero initiatives. A comprehensive assessment of all relevant Scope 3 emissions will be conducted, covering purchased goods and services, capital goods, fuel- and energy-related activities, upstream transportation and distribution, waste generated in operations, and business travel. Insights from these assessments will drive policies and strategies promoting low-emissions supply chains, waste reduction, and sustainable procurement. By embedding sustainability into every aspect of its operations, Your Toronto Zoo continues to lead as a global model for conservation-focused sustainability.

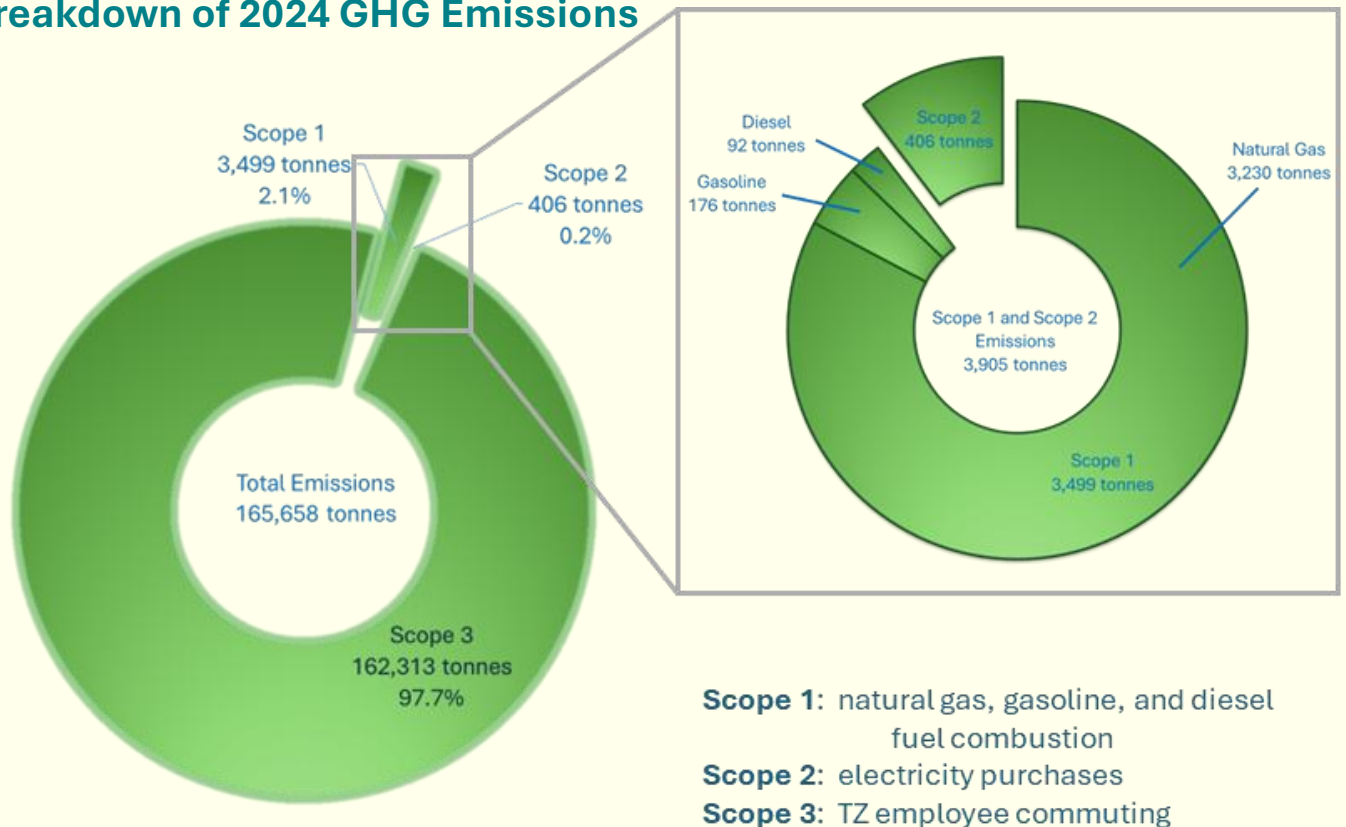
Progress Towards Net-Zero Operations

Since embarking on its sustainability journey, Your Toronto Zoo has tracked and reported GHG emissions associated with energy consumption within operations, using 1990 as a baseline year (5,720 tonnes emitted annually). By 2007, emissions had increased to 6,550 tonnes per year, but today Your Zoo has significantly reduced its gross emissions to 3,905 tonnes, stemming from electricity, natural gas, gasoline, and diesel consumption. Additionally, Your Zoo further reduces its net GHG emissions through carbon offset purchases from Bullfrog Power and waste management initiatives, effectively offsetting 373.5 tonnes. As a result, Your Zoo's net GHG emissions stand at 3,532 tonnes, demonstrating its continued commitment to sustainable energy practices and emission reductions.

For the first time, Your Toronto Zoo has reported its emissions data to the Provincial Energy Consumption and Demand Management and the City of Toronto Energy and Water Conservation Reporting programs. Moving forward, the emissions reporting will be categorized into Scope 1, Scope 2, and Scope 3 emissions for greater transparency. In 2024, the Conservation Programs and Environment Office conducted an in-depth analysis to distinguish between Scope 1 (direct emissions from owned or controlled sources) and Scope 2 (indirect emissions from purchased energy). This refined approach will enhance Your Zoo's ability to track progress and implement effective emission reduction strategies.

Scope 3 emissions, which include indirect emissions generated across an organization's value chain, typically represent the largest share of GHG emissions for most organizations. Recognizing this, Your Zoo initiated its Scope 3 analysis in 2024 by conducting a comprehensive Employee Commute Survey, identifying employee commuting as the single largest known contributor to Your Zoo's carbon footprint. The survey revealed that commuting accounts for over 162,300 tonnes of eCO₂ annually. These insights highlight the urgency of assisting employees in implementing sustainable mobility solutions, including carpooling, active transportation, and enhanced public transit engagement. To better understand and address Your Zoo's full carbon footprint, a comprehensive Scope 3 emissions assessment will be undertaken in 2025.

Breakdown of 2024 GHG Emissions



Strengthening Partnerships for Sustainable Impact

Collaborations with corporate, academic, and community partners have been instrumental in advancing Your Zoo's sustainability initiatives. By leveraging these partnerships, Your Zoo has expanded its impact beyond its grounds, supporting innovative projects and reinforcing its leadership in conservation-focused sustainability.



Advancing Sustainable Transportation

Bringing cutting-edge electric mobility solutions to life as we reimagine how we move, operate, and inspire within Your Zoo.

Your Toronto Zoo has deepened its partnership with ELVY Inc., and York University to advance the deployment and refinement of the SARIT micromobility vehicle, an innovative electric vehicle designed for compact, low-carbon transport. The addition of a second-generation SARIT vehicle introduces significant improvements based on staff feedback and operational insights gathered from the pilot project. The enhancements have increased the vehicle's adaptability, efficiency, and overall usability, reinforcing its role in Your Zoo's sustainable transportation strategy. Through this collaboration, Your Zoo continues to evaluate the SARIT's performance across diverse operational applications, ensuring its seamless integration into different Zoo environments. This initiative aligns with Your Zoo's electrification strategy, offering a cost-effective and sustainable alternative for staff mobility while reinforcing fiscal responsibility and environmental stewardship. Additionally, the partnership fosters ongoing innovation and refinement, with SARIT and York University working closely with Your Zoo to conceptualize and test new features, accessories, and expanded applications. Future explorations include potential guest mobility solutions, facility maintenance enhancements, and improved visitor experiences, position Your Zoo as a leader in innovative electric mobility solutions within the conservation and tourism sector.

SARIT™



Championing Circular Economy Practices with Coca-Cola Ltd.



As part of its commitment to sustainable resources management, Your Toronto Zoo participated in the Close the Loop Program, sponsored by Coca-Cola Ltd., to advance circular economy practices across its operations. Through this program, Your Zoo conducted comprehensive assessment of its waste management and recycling systems, evaluating their efficiency, effectiveness, and alignment with circular-economy principles. Following the assessment, Your Toronto Zoo became the first organization to achieve Circular Economy Certification during the initial recycle value assessment conducted by Circular Solutions. This certification validates that the Zoo's waste management systems prioritize the reduction, reuse, and recycling of materials, ensuring resources are diverted from landfill and repurposed in a sustainable manner. Notable best practices were recognized, including clean single collection points, clear labelling and signage, and strong partnership with waste management haulers. Building on this success, Your Zoo will focus next on visitor and staff education initiatives, further embedding circular economy practices into its broader sustainability strategy.



Restoring Biodiversity Through Community Engagement

As part of Your Toronto Zoo's ongoing Network of Nature Mini Forest Initiative, Your Zoo partnered with Symcor employees and their families to plant its fourth Mini Forest. This collaborative event engaged 229 volunteers, who planted over 1,200 native trees and shrubs along the new boardwalk connecting the Americas and Africa domains. Now in its fourth year, the Mini Forest program supports Your Zoo's goal to restore natural habitats and enhance biodiversity within its grounds, creating green corridors that improve connectivity between fragmented ecosystems.

In addition to Symcor, numerous corporate and community partners contributed to habitat restoration efforts throughout 2024. Over the course of several events, more than 150 volunteers representing organizations such as Christian Dior, Canadian Tire, Woodgreen Community Services, First Service, and H&S Massage Spa Canada actively participated in invasive species removal and habitat enhancement projects. Collectively, these volunteers contributed 600 hours towards removing 584 kg of dog-strangling vine (DSV), garlic mustard, and buckthorn, and planted over 900 native plants across various zoo locations.

A special members-only event in September further engaged 150 of Your Zoo's valued supporters in hands-on conservation action. These collective efforts not only enhance habitat quality but also demonstrate the power of community partnerships in advancing Your Toronto Zoo's mission to protect biodiversity and foster a healthier, more sustainable future.



Symcor employees and their families planting trees at the top of the new boardwalk in Africa domain.



Christian Dior employees removing the invasive dog-strangling vine from Your Zoo's Core Woods.

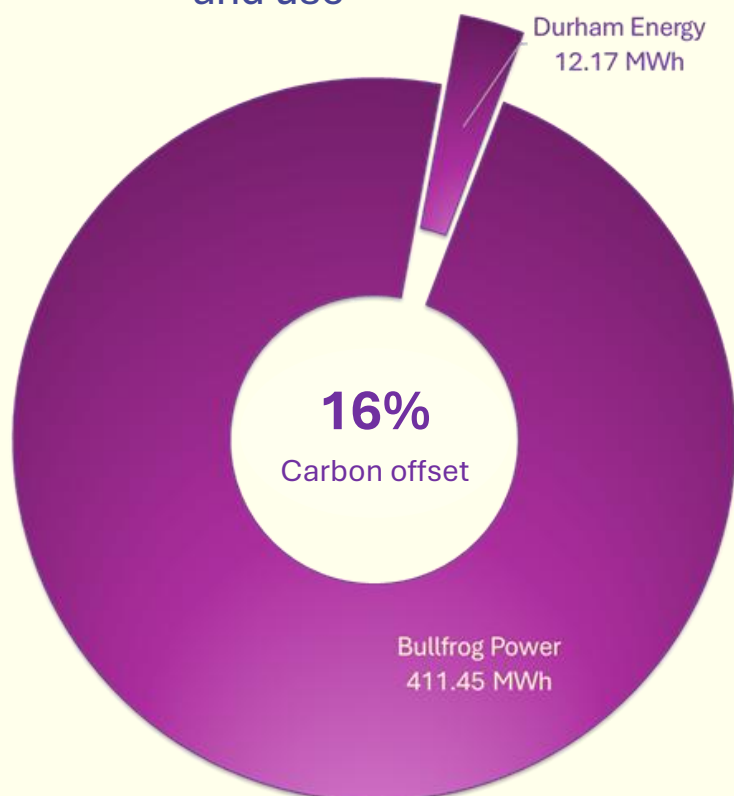
By involving the broader community, Your Toronto Zoo fosters a culture of sustainability beyond its gates.



Scaling Renewable Energy Use with Bullfrog Power

In celebration of its 50th anniversary, Your Toronto Zoo significantly expanded its commitment to sustainability by increasing its purchase and sponsorship of renewable energy from Bullfrog Power, ensuring carbon neutrality for key events throughout 2024. As part of this initiative, Your Zoo operated as a 100% carbon-neutral venue on Earth Day (April 22nd) and its 50th anniversary (August 15th). Your Zoo extended this initiative to make several flagship events carbon-neutral, including the Spring Toad Festival, Doors Open Toronto, the Greenhouse Grand Opening and Media Event, the 50th Anniversary and Community Conservation Campus Construction Launch, Brew at the Zoo, the Zoo Diary viewings, and the Community Science Volunteer Appreciation Reception. In total, Your Toronto Zoo purchased 493.83 MWh of renewable electricity from Bullfrog Power, directly offsetting 16% of its 2024 GHG emissions. This strategic partnership underscores Your Zoo's commitment to integrating renewable energy solutions into its operational framework and advancing its net-zero goals.

Toronto Zoo contributions to renewable energy generation and use



Bullfrog Power: amount of renewable energy purchased from Bullfrog Power

Durham Energy: amount of renewable energy generated by Zoo waste at the Durham York Energy Centre



Our partnership with Bullfrog Power empowers Your Toronto Zoo to transform our commitment to sustainability into a meaningful action, ensuring every celebration, every milestone, and every gathering is powered by clean, renewable energy. Together, we're not just marking 50 years of conservation; we're setting the standard for a net-zero future.

By expanding these collaborations, Your Toronto Zoo is solidifying its position as a regional leader in conservation partnerships, influencing industry best practices in sustainable operations, community-led operations, and renewable energy adoption. Moving forward, Your Zoo will continue to foster meaningful alliances that drive long-term environmental impact, ensuring a sustainable future for both wildlife and the broader community.

Transformative Infrastructure & Energy Management

Sustainable Infrastructure and Operations Enhancements

In 2024, Your Toronto Zoo advanced several key infrastructure initiatives designed to reduce its environmental footprint, improve energy efficiency, and support its long-term net-zero objectives. These upgrades demonstrate Your Zoo's leadership in operational sustainability that align with global best practices.

Heating and Energy Efficiency Improvements

Your Toronto Zoo's Facilities and Utilities teams played a pivotal role in advancing sustainability initiatives by integrating energy-efficient solutions into daily operations and infrastructure upgrades. These efforts focused on reducing fossil fuel dependency and improving operational efficiency. The team successfully implemented nine heat pump conversions across multiple facilities, decreasing GHG emissions while reducing reliance on fossil fuel systems. In addition to these conversions, Your Zoo transitioned several natural gas hot water systems to energy-efficient electric alternatives and upgraded domestic hot water boilers to high-efficiency models designed for future integration with electric heat pumps. Pool heating systems were also modernized with upgraded equipment to further enhance energy conservation across aquatic habitats.

Collectively, these comprehensive upgrades not only contribute to lowering operational energy costs but also underscore Your Zoo's commitment to sustainable infrastructure renewal. These projects demonstrate how targeted energy solutions can drive measurable environmental benefits while modernizing aging infrastructure to meet the evolving standards of sustainability leadership.

Indo-Malaya Pavilion LED Retrofit Project

Your Toronto Zoo also successfully completed its first large-scale LED lighting retrofit within the Indo-Malaya Pavilion, marking a significant milestone in its sustainability strategy. This comprehensive upgrade replaced all lighting fixtures with energy-efficient, dimming LED technology, resulting in a 60% reduction in lighting-related energy consumption – lowering overall wattage from 7,100 watts to 4,300 watts.

Beyond energy savings, the transition to LED lighting has significantly enhanced the quality of illumination, providing a more natural and consistent light spectrum that supports both the health and well-being of the Pavilion's tropical plants and animals. Visitors benefit from improved visibility and an enriched viewing experience, while Your Zoo reduces operational costs through decreased energy use and lower maintenance requirements.

Greenhouse Retrofit Initiatives

In April 2024, Your Toronto Zoo re-opened the greenhouse facilities after a comprehensive retrofit. This initiative integrates a suite of advanced energy and water efficiency measures designed to reduce Your Zoo's environmental footprint and promote on-site conservation. Key enhancements include the installation of energy-efficient polycarbonate panels, LED lighting, and a modernized



HVAC system, collectively reducing energy consumption within the greenhouse by an estimated 40% and lowering GHG emissions by approximately 64 tonnes annually.

To advance water conservation goals, Your Zoo implemented hydroponic water-saving technologies, resulting in a reduction of six million litres of potable water usage each year. Additionally, the integration of two vertical living walls, supported by automated irrigation that utilizes the existing rain cistern and climate control systems, has enhanced indoor air quality and contributed to even greater water and energy efficiencies.

The vertical living walls serve both an environmental and educational purpose, demonstrating innovative approaches to urban greening and maximizing available space for on-site plant propagation, thereby reducing reliance on imported plants. These living walls also contribute to visitor education by showcasing the role of vertical farming in sustainable practices.

These initiatives enhance community education as part of Your Toronto Zoo's broader commitment to sustainability and conservation, further reinforcing its leadership as a model for environmentally responsible operations within the zoological and conservation sectors.

Our greenhouse retrofit is more than an infrastructure upgrade – it's a living example of how innovation and sustainability can work together to protect biodiversity and inspire future generations.



Fleet Electrification Plan

In alignment with the City of Toronto's TransformTO strategy, Your Toronto Zoo has launched a comprehensive Fleet Electrification Plan to reduce transportation-related emissions and modernize its operational vehicle fleet. While the Zoo's fleet currently contributes 269 tonnes of CO₂e annually - representing 9% of total Scope 1 emissions – this initiative highlights Your Zoo's proactive approach to decarbonizing all aspects of its operations and advancing its net-zero goals.

The plan began with a comprehensive analysis of fleet usage patterns, routine replacement timelines, and a market assessment of available and emerging electric vehicle (EV) technology. Based on these findings, Your Zoo has adopted a phased transition strategy, prioritizing full electric vehicles where feasible. In cases where EV alternatives are currently unavailable or operationally impractical due to range or capacity constraints, plug-in hybrids will be considered to ensure continuity of essential services.

By incorporating EV acquisition into its routine fleet replacement cycles over the next five years, Your Zoo is committed to achieving full fleet electrification by 2030. Recognizing current market constraints, Your Zoo guarantees a minimum target of 63% fleet electrification by 2030, with the flexibility to adopt additional zero-emission vehicle technologies as they become available.

In 2024, Your Zoo purchased six new electric fleet vehicles, marking an important step in its transition toward a low-carbon fleet. To support this transition, significant infrastructure upgrades are underway, including localized transformer enhancements near the Administrative Support Complex to enable the installation of Level 2 and Level 3 EV charging stations. To date, four new chargers have been installed, with ongoing collaboration between the Zoo's Electrical Unit and Toronto Fleet Services to expand charging capacity as additional electric vehicles are introduced.

This strategic investment ensures a seamless transition to low-emission transportation solutions, positioning the Toronto Zoo as a leader in sustainable fleet management within the conservation and tourism sectors.



Transitioning to a low-carbon fleet is an exciting step forward – each electric vehicle we add brings us closer to a greener future.

Advancing Water Conservation & Biodiversity

Fostering Resilient Ecosystems for Wildlife and Our Community

In 2024, Your Toronto Zoo advanced its water stewardship and habitat restoration efforts as part of its ongoing commitment to sustainability, climate resilience, and biodiversity conservation. These initiatives support the Zoo's integrated approach to natural resource management, combining on-the-ground conservation with public engagement and education.

Expanding Floating Wetlands for Stormwater Management and Habitat Enhancement



Your Toronto Zoo deployed seven new floating wetlands within its stormwater management ponds, expanding total wetland coverage to 4% of the pond surface. Notably, four of these new wetlands proudly displayed the Zoo's 50th anniversary logo, symbolizing Your Zoo's enduring commitment to conservation and sustainability during this milestone year.

These innovative, nature-inspired systems play a vital role in natural water filtration, removing pollutants and excess nutrients from stormwater runoff before it re-enters the local ecosystem. By improving water quality, the floating wetlands directly support the health of aquatic ecosystems, providing critical habitat for native aquatic species, promoting biodiversity, and enhancing the overall ecological resilience of the Zoo's water bodies.

This initiative also aligns with Your Zoo's 2025 target of achieving 5% coverage across its stormwater ponds for optimal water quality management. Floating wetlands are not only an effective tool for advancing the zoo's water stewardship objectives but also serve as a powerful demonstration of Your

Zoo's leadership to foster healthy ecosystems both on-site and within the broader watershed, which supports climate resiliency and environmental well-being for the surrounding community.



Rain Barrel Sale Initiative: Promoting Community Water Stewardship

As part of its Earth Day celebrations and ongoing commitment to public engagement and sustainability outreach, Your Toronto Zoo launched a successful Rain Barrel Sale initiative. The event sold 76 rain barrels, raising \$1,700 in funding that will be directly reinvested into Your Zoo's sustainability and environmental restoration projects, including the advancement of water conservation technologies and habitat restoration efforts.

Beyond the immediate fundraising success, the initiative played a pivotal role in fostering community awareness and action, encouraging local residences to adopt practical water conservation practices at home. By reducing stormwater runoff and conserving water, the use of rain barrels contributes to the health of the local watershed and supports Your Zoo's broader mission to engage the community in climate resilience and environmental stewardship.

The Rain Barrel Sale not only highlighted the importance of sustainable practices but also strengthened Your Zoo's connection with the community by providing meaningful opportunities for residents to participate in creating a greener, more sustainable future. This initiative reinforces Your Toronto Zoo's leadership in public sustainability education and demonstrates its commitment to driving practical solutions for environmental challenges.

Empowering Change Through Waste Innovation and Circular Practices

Circular Economy & Waste Management Leadership

In 2024, Your Toronto Zoo advanced its commitment to waste reduction and responsible resource management by embracing circular economy principles and implementing innovative waste diversion strategies. These initiatives are key components of Your Zoo's broader sustainability framework and contribute to its goal of net-zero operations by 2030.

Despite achieving a 70% waste diversion rate in 2024 - an improvement over recent years - Your Toronto Zoo recognizes that continued, collaborative efforts are essential to meet its ambitious net-zero waste target by 2027. The success of these initiatives highlight the importance of scaling up education, staff and guest engagement, and integrating circular economy innovations across operations to further reduce landfill contributions and advance sustainable waste management practices.



Phone Apes Cellphone Recycling Program: Diverting Hazardous Waste & Empowering Conservation Leaders

The Phone Apes Cellphone Recycling Program continued to make a measurable impact by addressing the environmental and ethical challenges associated with electronic waste. Through robust community engagement and partnerships, the program plays a vital role in diverting hazardous materials from landfills, promoting responsible recycling, and supporting gorilla conservation efforts in Africa.

This year, Your Zoo collected an impressive 4,361 cellphones and 10,946 kg of electronic waste, preventing harmful materials, such as those used in batteries and circuit boards, from polluting the environment. These efforts directly reduce the demand for newly mined minerals like coltan, which is often sourced from regions critical to the survival of endangered gorillas. By recycling electronics, the program mitigates the environmental and social impacts of mining, aligning with Your Zoo's mission to protect ecosystems and species globally.



Phone Apes

Engaging Youth & Community for Conservation Impact



A key highlight of 2024 was the partnership with Upper Canada College (UCC), which hosted its second annual e-waste collection event in support of Phones Apes. The UCC community gathered 113 kg of e-waste, 90 cellphones, and raised \$183.75, contributing to great ape conservation initiatives. As part of the event, Your Zoo's Conservation & Environment team delivered an educational presentation on the importance of e-waste recycling and its connection to wildlife protection. Students also participated in a live-stream session with Your Zoo's gorilla troop and keepers, fostering a deeper understanding of the critical relationship between sustainable consumer behaviour and wildlife preservation.

Leadership is AZA's Gorilla on the Line Campaign



Once again, Your Toronto Zoo participated in the Association of Zoos and Aquariums (AZA) Gorilla on the Line campaign, running from February through August 2024. Your Zoo's efforts resulted in the collection of 2,690 cellphones as part of this North American initiative to protect gorilla habitats. Additionally, Your Zoo's Green Eco-Zoo Team (GEZT) organized a successful Earth Day e-waste collection drive, gathering 3.69 tonnes of e-waste, reinforcing Your Zoo's commitment to environmental leadership.

Empowering the Next Generation of Conservation Leaders



Your Zoo's Climate Action Leadership & Learning (CALL) Program interns further strengthened community engagement by hosting a second e-waste drive in September, collecting 2.5 tonnes of e-waste, along with a shoe recycling initiative that gathered 311 pairs of gently used shoes to support the Heart & Stroke Foundation. These initiatives demonstrate the intern's dedication to environmental sustainability, public health, and inspiring community action.

By seamlessly aligning wildlife conservation and environmental stewardship, the Phone Apes Program exemplifies Your Zoo's holistic approach to sustainability, delivering greater impact through initiatives that protect endangered species, conserve critical habitats, and promote responsible resource use. This integrated model empowers communities to take meaningful action for the benefit of both people and the planet.

Plastics Pathway Expansion: Promoting Circular Economy Awareness



Your Toronto Zoo expanded its Plastics Pathway, further advancing its commitment to public education on plastic pollution and circular economy solutions. Two new interactive zones – the Coca-Cola Sustainability Zone and the Dasani Rest and Relax Zone – were introduced to enhance visitor engagement and awareness.

The Coca-Cola Sustainability Zone focuses on the critical role of corporate responsibility in reducing plastic waste, offering educational displays on sustainable packaging and recycling technologies. Adjacent to this, the Dasani Rest and Relax Zone provides a tranquil space where visitors can reflect on their own environmental impact and the importance of reducing single-use plastics.

These additions build on Your Zoo's collaborative partnerships with Pollution Probe and GreenMantra Technologies, reinforcing community engagement in circular economy practices. By combining education content with practical demonstrations of recycling processes and innovative plastic diversion technologies, the expanded Plastics Pathway empowers visitors to take meaningful action in support of a sustainable future.



Friendlier Reusable Packaging Initiative: Scaling Up Zero-Waste Dining

Building on the success of its pilot program, Your Toronto Zoo significantly expanded the Friendlier Reusable Packaging Initiative in 2024 to include all four Zoo restaurants, Africa Restaurant, Caribou Café, Simba Lodge, and Peacock Café. Originally launched at the Africa Restaurant in partnership with Compass Group and Friendlier, the initiative encourages the use of reusable food containers, effectively reducing single-use packaging and reducing waste across food service operations.

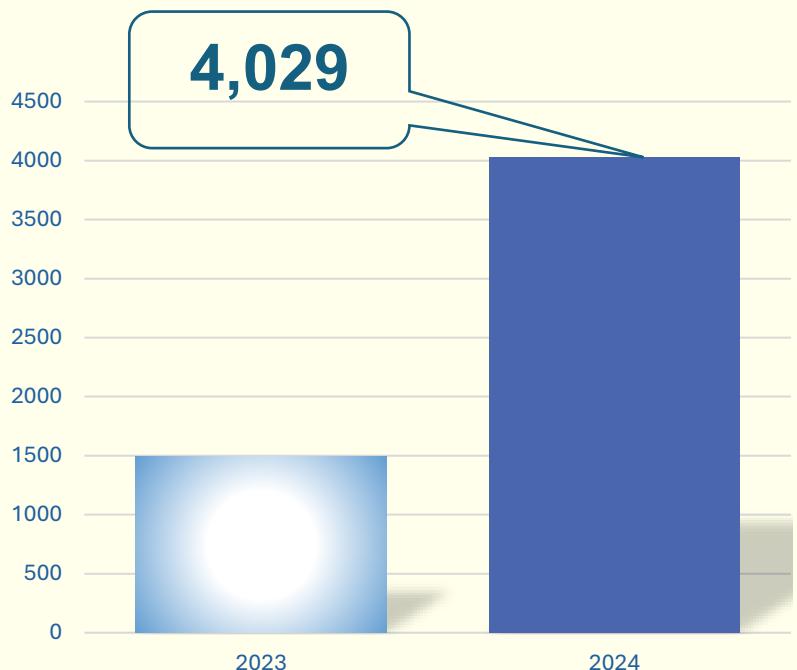
Through a refundable deposit system, guests are incentivized to return their reusable containers, which are then professionally cleaned and sanitized by Friendlier before being reintroduced into circulation. This closed-loop system extends the life of valuable materials, directly reducing plastic waste and lowering greenhouse gas emissions, both key contributions to Your Zoo's net-zero targets. Additionally, the system reduces water consumption at a national level, further supporting proactive reductions in Your Zoo's Scope 3 emissions and reinforcing its commitment to sustainable resource management.

In 2024, the expansion of the program resulted in a 270% increase in the use of reusable products, demonstrating its scalability and effectiveness. This initiative has been well received by both guests and staff, who value the opportunity to participate in a practical and impactful sustainability solution that enhances the visitor experience.

The success of this initiative – and the strength of Your Zoo's partnerships with Friendlier and Compass Group – has paved the way for the next phase of collaboration. In 2025, Your Zoo will launch an innovative joint partnership with Coca-Cola and Friendlier, expanding the reusable product offerings available on-site. This new initiative will introduce additional reusable packaging solutions, further reducing waste, and reinforcing Your Zoo's role as a leader in circular economy practices and sustainable guest services.

By embracing circular economy principles through the Friendlier program, Your Toronto Zoo is strengthening its commitment to sustainability, reducing environmental impact, and fostering eco-conscious behaviours among its visitors. The success of the program underscores Your Zoo's leadership in advancing innovative zero-waste dining solutions, providing a model for collaborative sustainability in the conservation and tourism sectors.

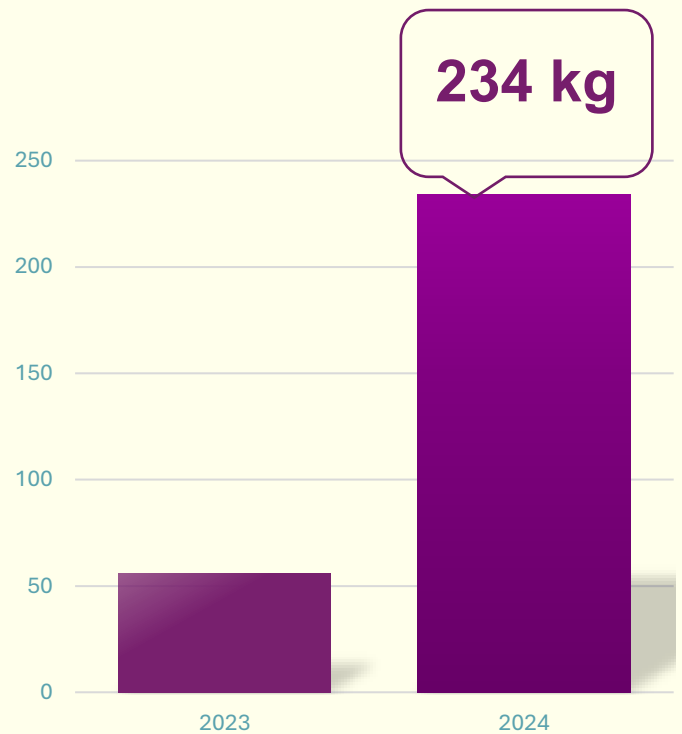
friendlier
Containers
Reused



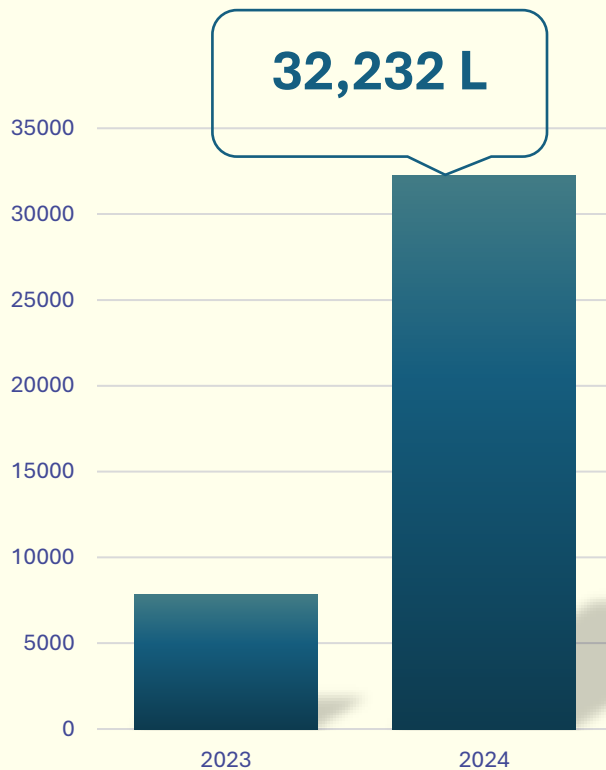


BECAUSE THE PLANET ISN'T SINGLE-USE.

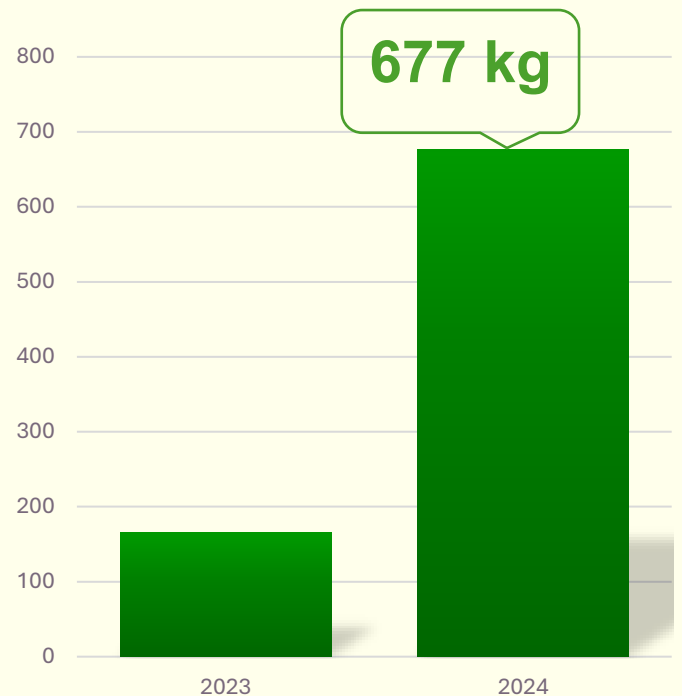
The expansion of the Friendlier Initiative at Your Toronto Zoo has already delivered measurable environmental benefits. These outcomes demonstrate the power of practical, scalable solutions, and the strength of our partnerships, to drive meaningful progress toward a zero-waste, net-zero future.



Kilograms of Plastic Waste Saved



Litres of Water Saved



Kilograms of GHG emissions prevented

Strategic Roadmap:

2025

Looking Ahead to 2025

Building on the momentum of 2024, Your Toronto Zoo is committed to deepening its leadership in sustainability within the conservation and tourism sectors. In 2025, Your Zoo will advance key initiatives aligned with its TZNet0 Environmental Sustainability Plan, supporting the achievement of net-zero carbon emissions for Scope 1 and 2 by 2030. This includes the launch of a transformational \$75 million, five-year project to implement net-zero solutions across operations and facilities.

In parallel, Your Zoo will move into the next phase of its TZNet0 Plan by undertaking a comprehensive review and update to integrate expanded, long-term objectives. Central to this evolution will be the development of robust strategies targeting Scope 3 emissions reductions, aligned with the City of Toronto's TransformTO net-zero targets for 2040 and the Government of Canada's Net-Zero Challenge for 2050. These efforts will ensure that Your Zoo's operations and broader value chain continue to demonstrate the best practices in environmental stewardship, climate resilience, and biodiversity conservation, positioning Your Zoo as a model for sustainability leadership.

Comprehensive Scope 3 Emissions Assessment & Action Planning

To better understand and address Your Zoo's full carbon footprint, a comprehensive Scope 3 emissions assessment will be undertaken in 2025. This expanded analysis will include:

- Procurement and supply chain emissions, with an emphasis on sustainable purchasing practices.
- Waste generated in the supply chain and business travel emissions, identifying opportunities for reduction and mitigation.

The findings will inform the development of robust policies focused on sustainable procurement, supplier engagement, and waste minimization strategies, advancing Your Zoo's leadership in climate action and environmental stewardship.

Fleet Electrification & Sustainable Transportation Policy

The Zoo will continue to transition its transportation operations toward low-carbon mobility solutions, with a focus on:

- Expanding EV infrastructure across zoo facilities, supporting the growing fleet of EVs and visitor electric transport.
- Exploring alternative low-carbon transportation options for employees and guests, such as micromobility solutions and Zoomobile electrification.
- Implementing an updated Sustainable Transportation Policy to promote low-emission commuting, incentivize carpooling, and enhance cycling infrastructure.

Green Infrastructure Expansion & Net-Zero Buildings

In support of its net-zero goals, Your Zoo will prioritize green building design and retrofits, including:

- Adopting and implementing net-zero construction standards within Your Zoo's Construction Specifications and Tendering Documents, ensuring that all new buildings and major renovations are designed and delivered to meet high-performance energy and sustainability benchmarks.
- Scaling up energy-efficient retrofits across existing facilities, including HVAC upgrades, and LED lighting transitions.
- Continuing to deploy nature-based solutions, such as green roofs, rain gardens, and living walls, which enhance biodiversity and ecosystem services while improving building performance.

Enhanced Community & Corporate Engagement for Climate Action

Recognizing the importance of collaboration in achieving shared sustainability goals, Your Zoo will:

- Strengthen partnerships with Toronto's Climate Action Network, GreenWill Initiative, Ontario Clean Technology Industry, and Partners in Project Green, fostering collective climate leadership and knowledge sharing.
- Engage with corporate sustainability leaders to develop joint initiatives that support Your Zoo's conservation and sustainability priorities, while fostering an innovation culture that positions Your Zoo as a demonstration site for climate mitigation, waste management, and renewable energy projects and practices.
- Expand public sustainability education initiatives, offering enhanced programming, workshops, and events to inspire climate action and promote environmental stewardship within the community.

Advocacy and Strategic Support for Advancing Sustainability Goals

To further accelerate Your Toronto Zoo's leadership in sustainability and ensure the successful implementation of its environmental initiatives, the following areas of support are essential:

- **Championing Access to Funding:** Advocate for increased investment in green infrastructure development and transportation electrification to enable transformative sustainability projects.
- **Fostering Strategic Partnerships:** Encourage and support the development of corporate and philanthropic partnerships that align with Your Zoo's environmental and sustainability objectives, advancing shared climate action goals.
- **Enhancing Internal Commitment:** Promote the strengthening of organizational policies and practices that advance the Zoo's transition to net-zero emissions, zero-waste operations, and water-efficient management.

FORGING A BOLD PATH: YOUR TORONTO ZOO'S LEADERSHIP IN CONSERVATION, CLIMATE RESILIENCE, AND A NET-ZERO FUTURE

The 2024 Environmental Initiatives Report reflects a year of remarkable progress, reinforcing Your Toronto Zoo's position as an environmental leader. With the TZNet0 Environmental Sustainability Plan and 2020-2024 Strategic Plan as guiding frameworks, Your Zoo is well on its way to achieving its net-zero goals while inspiring future generations to take action for the planet.

Through a steadfast commitment to innovation, collaboration, and strategic planning, Your Toronto Zoo has firmly established itself as a national leader in conservation-driven sustainability - from energy and water management to waste reduction and climate-resilient habitats, Your Zoo is setting standards for environmental stewardship within the zoological and tourism sectors.

Leveraging strong partnerships with government agencies, industry leaders, academic institutions, and community organizations, Your Zoo is fostering

transformative, long-term impact that extends well beyond its gates. These collaborations are accelerating Your Zoo's progress toward its ambitious TZNet0 Environment Sustainability Plan, advancing solutions that benefit wildlife conservation, public education, and the broader global community.

Looking ahead, the next phase of Your Zoo's sustainability journey will align with Your Zoo's new Strategic Plan, featuring expanded updates to the Net Zero Plan that build on past achievements and set new more ambitious targets. With a bold vision and clear roadmap, Your Toronto Zoo is not only addressing the pressing challenges of climate change and biodiversity loss but also inspiring collective action for a more resilient and sustainable future. This unwavering leadership ensures that Your Zoo remains at the forefront of conservation and sustainability, shaping a legacy that will benefit both current and future generations.

“The greatest threat to our planet is the belief that someone else will save it.”

Robert Swan

