

Community Conservation Centre Design-Build Retail Increase in Commitment

Date: April 14, 2026

To: Board of Management of the Toronto Zoo

From: Director, Capital Program & Sustainability

Wards: All

SUMMARY

This report recommends an increased commitment to Holman Exhibits Limited for RFP-28 Design-Build of Retail Store in the Community Conservation Centre Project (Front Entrance and Welcome Area Project) as a result of scope changes.

RECOMMENDATIONS

The Director, Capital Program & Sustainability recommends that:

1. The Board of Management approve an increase in commitment to Holman Exhibits Limited (Holman) of \$113,298.22 from \$457,000.00 to \$570,298.22 exclusive of applicable taxes.

FINANCIAL IMPACT

There is no financial impact resulting from the adoption of the recommendations in this report. The additional costs for the retail fit out can be covered within the approved budget for the Toronto Zoo Community Conservation Centre (Front Entrance and Welcome Area Project).

DECISION HISTORY

In September 2025, the Toronto Zoo awarded RFP-28 Design-Build of Retail Store in the Community Conservation Centre Project to Holman in the amount of \$457,000.00 plus applicable taxes.

COMMENTS

The Design-Build of the Retail Store is a component of the Conservation Centre project, which is an approved capital project. The budget for this project is contained within the approved Capital Works Program from 2023 to 2026.

After engaging Holman in this design-build project, the Toronto Zoo began working through several design options. As the design options were refined and improved, it was recommended by the key stakeholders that additional scope be incorporated into the design. Items that were added include:

1. An admissions counter within the gift shop to allow for low season entry and exit through the shop.
2. A themed ceiling treatment, additional graphic panels on the walls and wraps on the windows to for improved visual impact.
3. Additional fixtures for product at the sales counter areas to increase revenue opportunities.

To offset some of these costs, the Zoo also transferred responsibility for construction of the main point of sale counter from PCL to Holman, which resulted in a net savings of \$24,904.11.

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SIGNATURE

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