



REPORT FOR ACTION WITH CONFIDENTIAL ATTACHMENT

Food Services Management Agreement

Date: June 8, 2026

To: Board of Management of the Toronto Zoo

From: Chief Executive Officer

Wards: All

REASON FOR CONFIDENTIAL INFORMATION

This report provides information on a negotiation with a vendor regarding the provision of food services at the Toronto Zoo. Release of the terms and any direction from the Board of Management of the Toronto Zoo related to the terms may affect ongoing negotiations to finalize the arrangement and any required agreement(s).

SUMMARY

This report seeks authorization from the Board of Management of the Toronto Zoo to negotiate an extension to the agreement with the Toronto Zoo's current vendor for the provision of food services.

RECOMMENDATIONS

The Chief Executive Officer recommends that:

1. The Board of Management of the Toronto Zoo authorize the Chief Transformation Officer, or his designate to negotiate and execute an extension to the existing food services management agreement consistent with the recommended terms contained in Confidential Attachment 1 and in a form satisfactory to the City Solicitor;
2. The Board of Management of the Toronto Zoo direct the Chief Transformation Officer to incorporate any budgetary changes required upon the adoption of recommendation 1 as part of the 2027 budget process; and.
3. The Board of Management of the Toronto Zoo direct that the confidential information contained in Confidential Attachment 1 remain confidential in its entirety, as it contains

information about an ongoing negotiation that affects the Board of Management of the Toronto Zoo.

FINANCIAL IMPACT

The financial implications of recommendations contained in this report are described in Confidential Attachment 1.

DECISION HISTORY

The Board of Management received a confidential report from the Chief Executive Officer at its meeting on June 13, 2025 seeking Board support to engage in discussions with a vendor regarding the provision of food services at the Zoo.

<https://secure.toronto.ca/council/agenda-item.do?item=2025.ZB16.7>

The Board of Management of the Toronto Zoo authorized a five-year extension to the existing Food Services Management Agreement with Compass Group Canada Limited at its meeting on October 24, 2019.

<https://secure.toronto.ca/council/agenda-item.do?item=2019.ZB7.6>

The Board of Management of the Toronto Zoo approved the award of the Food Services Management Agreement to Compass Group Canada Limited following a competitive process at its meeting on November 27, 2014.

<https://secure.toronto.ca/council/agenda-item.do?item=2014.ZB36.3>

COMMENTS

Food services at the Toronto Zoo are provided by Compass Group Canada (through its Levy Restaurants division). The current food services management agreement was entered into between the Board and Compass Group Canada in 2015 following a competitive bid process. The term of the agreement was ten years with an option for a five-year extension. In 2019, the Board and Compass agreed to implement the five-year extension through an amending agreement. With the extension, Compass will continue to provide food services at the Zoo through 2030.

The Savanna Indoor Viewing and Holding Project is an approved project in the Zoo's 2026-2035 Capital Budget and Plan. Design work is currently underway for the project with construction expected to start in late 2026. The project will include improved and enriching winter habitat space for Africa Savanna animals with year-round viewing opportunities for guests, along with new event and hospitality opportunities.

Compass Group Canada continues to be a leader in food and hospitality services as the service provider at event, attraction and education institutions across Canada, including Rogers Place in Edmonton, Assiniboine Zoo in Winnipeg (another Association of Zoos and Aquariums accredited organization), and Toronto Metropolitan University, among others. With the opening of the new Savanna Indoor Viewing and Holding Project expected to occur shortly before the expiration of the current Compass Group contract, staff believe it is in the best interest of the Zoo to extend the existing food services contract to provide continuity of service during the transition to the new facility and activation of the new event and hospitality spaces.

The new spaces will be signature Zoo event locations presenting new revenue generation opportunities while offering views into indoor African Savanna animal habitats and the neighbouring penguin habitat. Onboarding and familiarizing a new food services vendor with Zoo facilities, staff, operational protocols and event logistics while activating significant new event space presents substantial risk to a successful activation and the Zoo's efforts to build its reputation as a premier event destination.

Staff are seeking Board authorization to negotiate and execute an extension to the existing food services management agreement based on the terms described in Confidential Attachment 1.

CONTACT

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SIGNATURE

Dolf DeJong
Chief Executive Officer

ATTACHMENTS

Confidential Attachment 1