

MESSAGE FROM THE PRESIDENT & CEO

When we closed our doors on March 16, 2020 as a result of the global pandemic, our community opened their hearts and we will forever be grateful.

The Calgary Zoo remained closed for 72 days to support public health directives and reopened our doors to visitors on May 23, 2020 with a different, safety-minded wildlife experience. Since this time, our team has worked hard to ensure we continue to follow all recommended safety precautions for staff, volunteers and animal health and safety while delivering a safe and fun experience for our visitors to enjoy.

We estimate that the two months the zoo was closed cost us \$7 million in revenue. Although the Zoo was open during what is typically our busiest time of year (summer), the season when we make the revenues to carry us through fall and winter, we were down by over half a million visitors. This lower attendance cost us another \$7.2 million.

The best practices of operating during COVID-19 are ever changing. In December, we closed our buildings and indoor animal spaces to support enhanced public safety measures. This closure is still in effect, but we hope to be able to reopen buildings soon.

The innovation and passion of our team never ceases to amaze me. While COVID-19 prevented organizations from supporting the Zoo through Christmas events and barbecues, we worked with organizations to help them recognize their hardworking employees by making ZOO LIGHTS the destination for safe, family-friendly holiday events. We also created 'zoo-nique' experiences at a time when we knew people were looking for safe and fun outings, including Locked Zoos and Pub Quiz Nights.

Throughout this challenging year, the animals we love and care for at our facilities continued to receive exceptional care. We welcomed new life to the Calgary Zoo family and we said goodbye to several animals that will forever remain in our hearts.

We remained passionate about our mission to protect wildlife and wild places, including our vital reintroduction programs locally and globally. In 2020:

- We celebrated the first successful breeding of Northern leopard frogs in our care and released 16 adult frogs in BC.
- We released: 20 burrowing owls, 14,488 Northern leopard frog tadpoles, and 20 greater sage-grouse. In collaboration with the Marmot Recovery Foundation we released 1 Vancouver Island marmot.
- We also began working on half-moon hairstreak butterflies in collaboration with Parks Canada.
- Supporting communities in Ghana, Kenya and Madagascar are key elements to our efforts to save endangered species such as Hippos, Bongo and Sitatunga. Regardless of COVID the Calgary Zoo made sure that we were there for these communities, modifying

our programs to better suit the immediate needs of the community, and ensuring that they continued to work with us for the benefit of these extremely important species.

What's ahead

Brighter times are ahead of us. In 2021:

- Alberta's 2021 Budget included a \$15.5 million investment in the Calgary Zoo. Thanks to the generous support of the provincial government, we will be commencing a project to redevelop the Canadian Wilds and will be sharing more news on this shortly.
- We will be welcoming several new species to the Calgary Zoo family to inspire people young and old to protect wildlife and wild spaces.
- We will be unveiling Dino Animatronics and revitalizing 'Dinny', a Calgary treasure.

Thank you to our amazing employees and volunteers for your passion, dedication, and commitment. Thank you to our donors for your support when we needed it most. Finally, a heartfelt thank you to our community - for your words of encouragement, which have meant so much to us.

Merci,

A handwritten signature in black ink, appearing to read 'CLANTHIER', with a long horizontal flourish extending to the right.

Dr. Clément Lanthier
President & CEO
Calgary Zoo