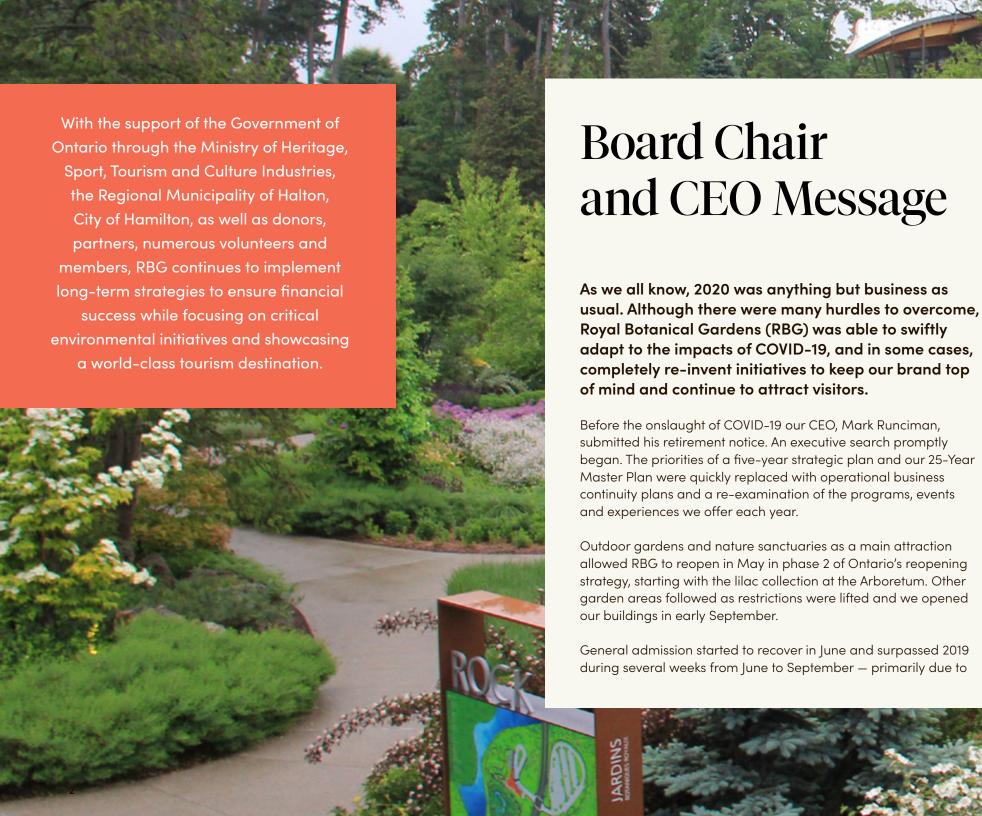




Donor Accountability Report





the Come to Your Senses advertising campaign and the influx of visitors from outside the region looking for outdoor activities nearby. It became very apparent and served as confirmation that our community relies heavily on RBG to provide access to the outdoors — our areas proved to be a respite for people during the pandemic.

Many events had to be cancelled or had their capacity significantly lowered, which negatively impacted revenue. However, the events we did deliver sold out, including Pumpkin Trail, The Enchanted Garden and RBG After Dark.

Winter Wonders, a new holiday experience in Hendrie Park, was designed to increase our visitors' safety during COVID-19 restrictions and saw unprecedented levels of demand from visitors both locally and beyond. We successfully hit our attendance target within the first three weeks of tickets going on sale. Modeled after the 2019 Winter Lights at the Rock, we increased the number of operating dates and hours resulting in 25,000 visitors, an increase of 49%.

In education, demand for school programs came to a halt with the closure of schools and field trips did not occur even as schools re-opened. Our winter exhibit, *Wildlife Rescue* closed part-way through its 12-week run, however new initiatives like outreach fieldtrips in the schoolyard, and virtual day camps were valuable tests for future virtual programs.

Corporate and social events greatly declined however demand increased from wedding clients outside the region as indoor venues were able to open. Although new revenue lines such as live streaming were introduced, they did not mitigate losses in catering revenue.

Providing our guests with a legendary visitor experience remains a top priority. In 2020 overall visitor satisfaction improved by 3%, partly due to the care staff took to ensure visitor safety during COVID-19.

Overall key performance indicators in marketing remained stable and some metrics grew including RBG's social media audience and overall social media impressions. Contributing to the positive digital results were the launch of RBG at Home digital programming and a new website which greatly improved the user experience.

Although every effort was made to reach our goals and mitigate revenue loss, it was inevitable that we would see unprecedented declines overall in visitation, revenue, and memberships. 2020 was a year of mitigating the impacts of COVID-19 and creating innovative new strategies that provided us with learnings that can be applied in the coming year.

RBG's Strategic Storyline and Master Plan, the foundation of future strategic plans, are aimed at taking RBG to a new level of performance, relevance and financial sustainability. The Board of Directors approved the Master Plan in May and we look forward to implementation beginning in 2021, starting with a five-year Strategic Plan.

Cliff Carson, Board Chair Royal Botanical Gardens Nancy Roland, CEO Royal Botanical Gardens

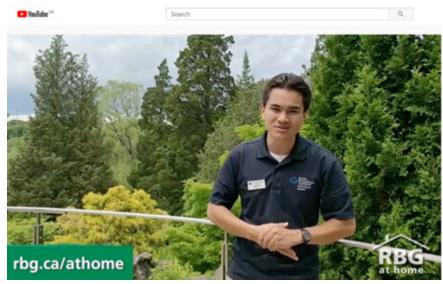
Nau Rover

Supporting our Communities' new Need: RBG at Home

Last year I don't think any of us could have imagined the impact of the global COVID-19 pandemic on our lives. Like everyone else, Royal Botanical Gardens had to close our doors to keep our community, as well as our staff and volunteers, safe. In addition to significant lost revenues that power our charitable work, RBG also lost valuable research, habitat restoration and aquatic planting time.

With restrictions in place and knowing the time was not right, RBG had to cancel our 4th-Annual Benefit Concert — an event that engages the

community with RBG and also raises significant revenue for the organization. Knowing the impact of the closure on the organization, many of our dedicated concert supporters decided to re-direct their funding to helping RBG connect virtually with those isolated in their homes. Sponsors like Boehringer Ingelheim (Canada) Ltd., TD Bank, Incite Foundation of the Arts, and NFP Canada saw the need to help RBG create RBG at Home — a free, diverse and entertaining online digital platform that brings the Gardens directly into the homes of those in need.



RBG at Home offers interactive learning, activity resources and educational videos for families, teachers and lifelong learners.

"RBG plays such a crucial role in the community and we lost that when the pandemic hit. For as long as I can remember, the Gardens has been there to help us foster a relationship with the natural world. Supporting the creation of RBG at Home and bringing nature into the homes of so many when they were unable to visit RBG in person, was a genuine fit for us."

Kevin BradyDirector NFP Canada

12 highlights of RBG at Home in 2020

 \triangleright 88 videos with over 715,000 views

Over 45 delicious recipes with 7.000+ views

Over 135

with over

activity sheets

and outlines

20,000 views

(FR) Plus de 10 vidéos et 15 activités sont disponsibles en français ou bilingues

Å

48 free interactive video learning

program<u>s</u>

(VCs) with 2,385 attendees

100+ blogs and educational

articles with

26.000+ views

"RBG at Home is a wonderful testament to the spirit and nature of RBG. The 'at Home' program provides accessible, diverse and engaging learning opportunities for all ages. There really is something for everyone and we are thrilled

Incite Foundation of the Arts

to be a part of this project."

April 2 through to December 31 2020



375.000+ engagements



#

Over 45,000 website visits to rbg.ca/athome



An entirely new offering available online for everyone



Contributions from 20+ staff and volunteers



social media

Over 300 donations made in support

"We know that having access to nature is a critical element of a child's development. We were proud to support RBG in creating a new online platform to reach children and youth while they learn virtually at home or through curriculum-based, virtual field trips, during this pandemic time."





Princess Point

In Fall of 2020, RBG embarked on an ambitious restoration plan for one of our most cherished nature sanctuaries, Princess Point.

With the on-set of the COVID-19 pandemic, an unprecedented number of visitors flocked to this historical area for a much-needed escape from city life. With hundreds of visitors daily, the fragile ecosystem that makes up Princess Point was negatively impacted.

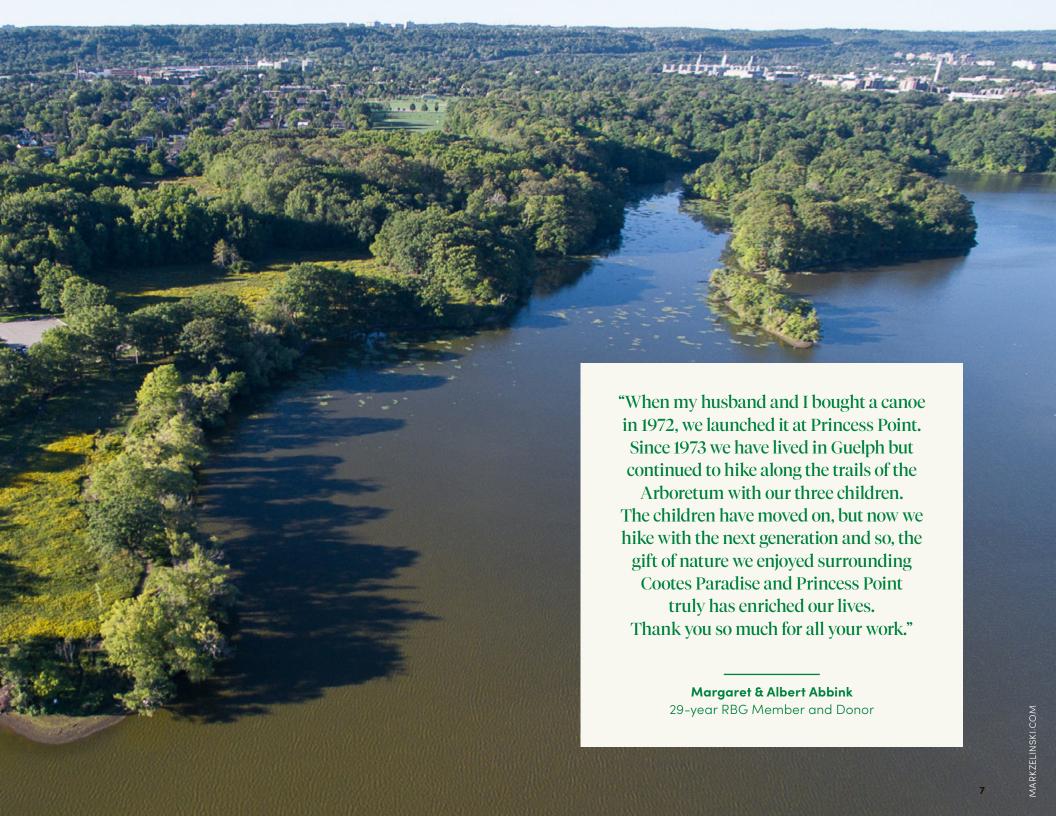
With more than \$95,000.00 raised through our generous donors, RBG has been able to resurface the existing trail, making it accessible to everyone and providing greater hiking space, keeping visitors on-track and out of the fragile ecosystem. The eroding shoreline has been repaired, supporting tree life above, and preventing soil from entering the aquatic system and the smothering of fish habitat. A new observation platform was built to provide visitors with a safe, accessible viewing area of Cootes Paradise, no matter what the season. Donors who contributed \$250 or more

the season. Donors who contributed \$250 or more in support of the project, had the option to be recognized on a new donor recognition plaque that is displayed on the observation platform.

This Spring, we concluded the restoration plan with a controlled prairie burn, weeded out invasive species and re-planted hundreds of native plants to provide food and habitat to local wildlife.

RBG would like to thank our donors in support of this project — YOU have helped restore the natural balance of Princess Point.





Mark Runciman Retirement and Tribute Fund

How many of us can speak of an illustrious, thirty-five plus year career with one organization?



Not many. There is one such person whose leadership has directed Canada's largest botanical garden through significant renewal and growth over the past 15 years — Royal Botanical Gardens' former CEO, Mark Runciman.

Beginning in 1984, Mark worked his way through the ranks of RBG, with unparalleled dedication and commitment, gaining extraordinary knowledge of the lands and complex issues unique to the organization. In his journey from Superintendent of Buildings and Equipment to the Director of Capital Works, and then to the position of CEO, Mark earned the respect and support of staff, volunteers and board members, solidifying a focus on legendary guest experiences and ensuring the long-term financial sustainability of RBG.

In honour and to celebrate his many achievements over the years, RBG's Board of Directors chose to dedicate the Breezeway as a tribute to Mark. A small but beautiful indoor garden at RBG Centre, the Breezeway sits between the Mediterranean Garden and the Children's Natural Playground. The garden is refreshed throughout the year with a new collection of plants that celebrate the changing seasons. This garden is one of Mark's favourites, and is the entrance to the Mediterranean Garden — his first capital project when he started at RBG in 1984.

In addition to this dedication, RBG created the Mark Runciman Retirement and Tribute Fund. The fund is in support of RBG during this difficult pandemic time and focuses on RBG's vital projects such as plant propagation, aquatic revitalization, habitat protection and RBG's many conservation and education programs.





Janet Hutton

50-year RBG Member, Donor and Volunteer

Volunteers are at the centre of everything we do at RBG. Our volunteers come from all walks of life and share one common interest - a love for RBG.

Janet Hutton began volunteering for RBG in 1960. This mother of three thought, what better way to teach her sons about gardening than to grow vegetables in RBG's Children's Garden. Spring through Fall, Janet could be found taking part in the program, helping to supervise the children.

Soon after, Janet was encouraged to join the Women's Auxiliary of RBG where she became a volunteer assistant leader. Throughout the years Janet was seen volunteering in Laking Garden, at Iris sales, and at the Auxiliary's Christmas sales.

In 1979, Janet was elected the Auxiliary's vice-president. Janet transitioned to president of the Auxiliary in 1980 and served on

RBG's board of directors from 1980 to 1987. Following, Janet continued with RBG as a tour guide and later, volunteering in the Shop @ the Gardens until 2020 when the pandemic began.

When asked where her philanthropic spirit comes from, Janet explains "I was brought up with the Christian teachings of giving and sharing."

Thank you, Janet, for your years of dedicated support to RBG!

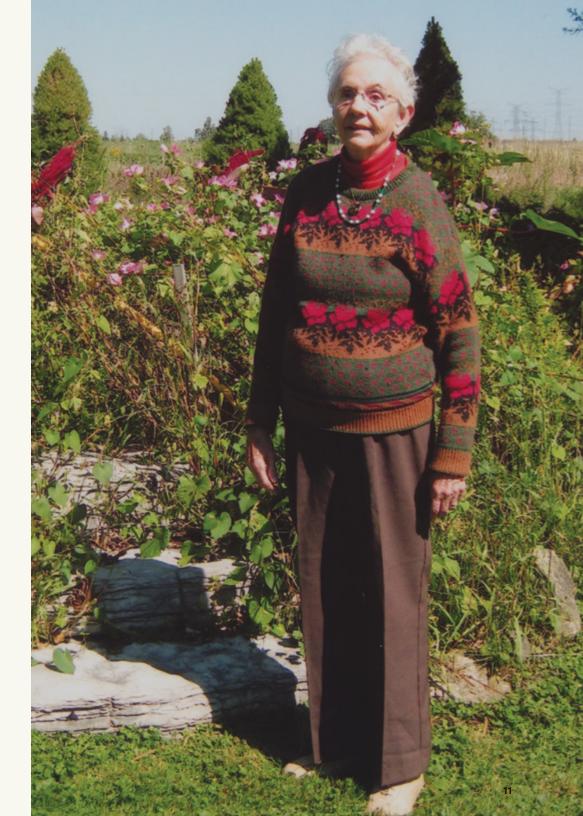
Legacy Giving

Anyone who knew Margaret Jean Biggar would undoubtedly say that she had a love for nature. Margaret was an outdoor enthusiast and environmentalist who had a deep respect for the earth, and she believed in loving it. Margaret lived in Milton where she could be found gardening in her greenhouse until the age of 80, an activity that she said kept her young and moving.

Margaret joined RBG as a member and donor in 1990 because she loved the gardens and trails, and the educational teachings and offerings for the young. Annually, Margaret would make contributions to support RBG's operations.

As an educator, Margaret felt strongly that it was important for children to be outside in nature and learning. She taught children with special needs — children who many years ago did not have a place in school. Her backdrop for teaching was always an outdoor environment, and she often used her very own backyard.

Margaret passed away in 2020 at the age of 83. As a testament to her life's work, Margaret left a portion of her estate to RBG. It was important to her that RBG be part of her legacy and that it go on forever.



Sustainability

RBG's sustainability action in 2020

RBG continued to improve sustainable day-to-day operations and focused on reducing water consumption, greenhouse gas use and waste diversion. 2020 results included:

Greenhouse Gas Emissions and Energy Reduction

- Natural gas-powered boilers were replaced at RBG Centre and in the greenhouse structure at the Arboretum with new units resulting in reduced natural gas consumption
- RBG purchased its first fully electric fleet vehicle for use by the natural lands department.
- Thanks to the financial support of Hamilton–Oshawa Port Authority, RBG was able to install a 2-kW off–grid solar power system at the boathouse in the Arboretum. This allowed an old powerline that was running along a section of the nature sanctuary to be removed.
- A 6-kW solar power system with battery storage capacity was installed at RBG Centre.

Water Reduction

- In 2020 we added advanced monitoring and control functions to the irrigation systems at RBG Centre, Hendrie Park and Rock Garden that allows for remote activation and flow monitoring.
- 2020 marked the second year of significant reductions in water consumption, in part as a result of our monitoring efforts. In 2020 we used 8,280 m³ less water than in 2019, which was already a 5,431 m³ reduction in water consumption from 2018. Of course, reduced visitation and onsite events no doubt played a role in our 2020 water consumption savings.

Waste Reduction

No major waste reduction projects took place in 2020. Overall, our efforts to further improve our waste diversion rate were negatively impacted by the amount of cleaning supplies (masks, paper towel with chemicals, gloves) that were added to our landfill stream as a result of the COVID-19 pandemic.

Scented Garden Permeable Paving

A new permeable surface installed at Hendrie Park's Scented Garden helps manage stormwater runoff by allowing precipitation to flow into, and be temporarily stored within the ground on site, instead of converging on a storm water drain. Most permeable paving projects use impermeable interlock pavers that direct water to permeable gaps in-between the bricks. Our solution features permeable recycled ceramic bricks and permeable gaps between bricks so the entire surface of the Scented Garden lets water drain through to the soil.



RBG in 2020



188,449 people visited RBG



16% of visitors were tourists



450,000 trail visitors



277 bird species37 mammal species6 amphibian species



350 trees and plants planted in the natural areas



50,000+ invasives removed

5 acres of restored wetlands



62 fish species



7 plant identification workshops

13 public presentations/talks

2 papers accepted or published

24 EcoPark System partner and community meetings

42 users of RBG's new seed library



10,765virtual field trip attendees, plus73,854 onsite

73,854 onsite visitor educational engagements



1,137,385online educational engagements via RBG at Home



Garden Areas

Rock Garden

RBG's oldest garden embraces sustainable trends in garden design and management while respecting the integrity of its heritage setting. This ever-evolving garden features mature conifers and specimen trees/shrubs, underplanted with a diversity of perennials that provide wide sweeps of colour and texture through the seasons. Attractions in the garden include a visitor centre, café, courtyard, water features, strolling paths, and historic Garden House.

Arboretum

Arboretum features more than 500 species and cultivars of lilacs as well as magnolia, crabapple, cherry and redbud collections, avenues of trees, a pinetum and a range of unusual tree and shrub cultivars.

Laking Garden

This garden includes an amazing diversity of Iris and peonies, a heritage garden, clematis collection and perennial beds with season-long interest.

Hendrie Park

Noted for its collection of modern, disease-resistant roses in the Rose Garden as well as the Scented and Morrison Woodland Garden, Helen M. Kippax Garden and Veggie Village.

RBG Centre

The interior is noted for its Mediterranean Garden, tropical plants, living wall, orchid collection, atrium and a gift shop and the Greenhouse Café. The exterior features a diversity of perennials, trees and shrubs, street tree collection, escarpment garden, courtyard plantings and colourful seasonal displays of bulbs and annuals.

Mediterranean Garden

Two-storey indoor garden featuring plants from the world's five Mediterranean climate zones that have interesting adaptations and uses.



\$200,000 Plus

Dan Lawrie Family Foundation Fund

\$100,000 Plus

Environment and Climate Change Canada Ministry of Heritage, Sport, Tourism and Culture Industries

\$50,000 Plus

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Ms. Alison Pollitt & Mr. David Swallow

Power Cleaners Mr. Dennis Price Ms. Linda Price

Dr. Philip Price & Mrs. Maureen Price

Mrs. Sheelagh Pyper-Kalman & Mr. Peter Kalman

Mr. James Reaume & Mrs. Sue Reaume Mr. James Reive & Mrs. Zelma Reive Mr. Ernest Riddle & Mrs. Jackie Riddle

Mr. Ross Roach

Mr. Chris Robinson & Mrs. Marla Robinson

Mr. George Robinson & Mrs. Ludy Robinson

Dr. Anthony Rockingham & Ms. Pamela MacDonald

Ms. Janet Rosenberg & Mr. Haskell Beale Mr. Wilf Ruland & Ms. Shirley Schellenberg Ms. Roberta Sager & Mr. Steve Sager

Ms. Judy Sawyer Ms. Leah F. Schwenger Ms. Nancy Schwenger

Mr. Charles Scott & Mrs. Phyllis Scott

Ms. Fran Scott

Mrs. Angela Scrannage & Mr. Gregory Corey

Mr. Larry Seaman Mrs. Judith Sears

Mrs. Virginia Selemidis & Mr. Steve Selemidis

Ms. Karen Sifton

Simcoe Common Element CC#381 Ms. Holly Simmons & Mr. Brent Peters

Mrs. Margaret Simon Ms. Claudette Sims

Mr. Richard Skibinski & Ms. Debbie Sarkany Mrs. Dolores Smith & Mr. Keith Heller

Mr. Ray Sniuolis & Mrs. Lesia Sniuolis

Mr. Dan Springstead

Mr. Don Stadler & Ms. Shirley Castillo

Mrs. Leasa Steadman & Mr. Michael Steadman

Mr. Peter Steer & Mrs. Helena Steer Dr. Barbara Strang & Mr. John McBrien

Mrs. Lenore Strathy Ms. Joan Styan Dr. Patrick Sweeny

Mr. James Sweetlove & Mrs. Margret Sweetlove

Mrs. Bonnie Sylvia & Miss Robyn Sylvia Mr. Allen Tait & Mrs. Christine Myles-Tait

Miss Holly Tasker

Mrs. Bev Taylor & Mr. Mark Taylor

Ms. Stephanie Taylor

Rev. Tijs Theijsmeijer & Mrs. Claire Theijsmeijer

Ruth & Peter Thoem Ms. Carol Thomas Mrs. Mary Thornton Ms. Pamela Thurgar Mrs. Lisa Todd Paul Toffoletti Mrs. Janice Toth

Mr. Allan Tunnicliffe & Mrs. Joanne Tunnicliffe

Ms. Laura Tuohy & Mr. Mathew Gibson

Ms. Donna Tweedell

Mr. Brian Uloth & Mrs. Jane Uloth

Mrs. Jan Underdown
Miss Mary Upchurch
Ms. Lexi Van Harten
Mr. Roland Van Oostveen

Mr. Brent Van Staalduinen

& Mrs. Rosalee Van Staalduinen

Ms. Mary Vancas Mrs. Helen Varga Mr. Martin Vaughan

Mrs. Roberta Vaughan & Dr. Bill Vaughan

Ms. M. Evelyn Veale

Mr. Laurent Viel & Mrs. Jette Anesen

Dr. Jacqueline Wakefield & Ms. Judi MacLeod

Mrs. Andrea Ward & Miss Olivia Ward

Mr. Allan Watson

Mrs. Elizabeth Way & Prof. Steven Way

Mr. Kenneth Weaver & Mrs. Deborah Weaver

Mrs. Gillian Webster Mr. Philip Webster

Dr. Douglas Welch & Mrs. Jody Joseph Mr. Walter Wells & Mrs. Jeannine Wells Mr. Dave West & Mrs. Gail West

Mrs. Margaret Whyte Mrs. Gwen Wilby Ms. Anna Winsor

Mrs. Anne Wong & Mr. Cheuk Wong

Mrs. Heather Yoell Mrs. F. Joyce Young

Dr. Salim Yusuf & Mrs. Wahida Yusuf

Mr. Larry Zavitz

Ms. Isik Zeytinoglu & Mr. Mehmet Zeytinoglu

Anonymous (26)

Bequests

Estate of Margaret Jean Biggar Estate of Margaret Clay Estate of Lilojean M. Frid Estate of Marjorie Elizabeth Elmira Milligan Estate of Marie-Rose Wood

Tribute Giving

In commemoration of

John Arnold and Lucien Losier Sherry Campbell Dr. Binh Khong's 50th Birthday

Cheryl Miles

In honour of

Erin Aults Sondra Cornett

Anne & Russell Derrah Dr. David Galbraith Kathleen Hutcheson

Margaret Opie

Noah, Emma & Charlotte Prodger

Micah Rozen Sarah Wakefield Lynn Watson

In memory of

Aleide Cesar Alexandre

John Arnold

John Williams Arnold

Sunsar Avens Norma Baker Stanley Bayley Bev Blunt

Beverley Bowden
David Braley
Dr. Dennis Brannan
Donald Robert Buckland

Pete Buric

Grace Patricia Cameron

Marilyn Chayka Brian Chire Edward Clutton Murray Coleman Linda Cummings Evelyn & Leslie Davis

John Davies Al Decock Donna Duffy Marion Fair Shirley Fellowes Robin Fitzsimmons Michael Flynn

Roselyn Margaret Fonovic

Michael Fortune Neil Forsyth Heather Golba Bill Gray

Yvonne Guest Stephen Hall Mary Havasi Don Hawkins Shirley Hay Norma Hitchcox Kathy Huang Janine Hunt Dorothy Jackson

Judy Jones Mr. & Mrs. Kennedy Valerie Kuhn Gary Kwasney Ann & John Leask Jean Lovett Hermann Lutz

Garth Macaulay Dr. Ian Malcolm Bernadine M. Marion

Judy Martin
A. Martin Maylard
Gerry McAuliffe
Steve Mcleod
Patricia Meszaros
Edward Muzak
Marjorie Ann Nelson
Allan and Sylvia Norman

Catherina Odorico
Joyce Omand
Nancy Parker
Joshua Patterson
Kevin Payne
Betty Peebles
Caroline Perry
Malcolm Phipps
Nancy Anne Pollock
Gabriella Prodan
Jack Puttenham
Aleksandra Rabbani
Klaudia Radigan

Carol Nunn

Rita Josephine Rassenberg Angus and Dorothea Rees

Marie Robbins Graham Rudd

Bernabe and Sara Salgado

Robert Scarrott Blair J. Scott Alexander Shimmell

Graham Shore
George Simpson
William Simon
Ramona Sink

John Thomas Joseph Snow

Lisa Stewart

Kavla Lousie Stoneman

Chris Thorpe Sheila Tonelli Shirley Turkstra Fred and Ellen Tyler Jill Elizabeth Vogelsberg Marion Wallace

Ann Walsh
David Ward

Ann Weissengruber

Dennis and Shirley Wheeler Evelyn and Arthur White

Marie White

Marie-Rose Leonie Wood

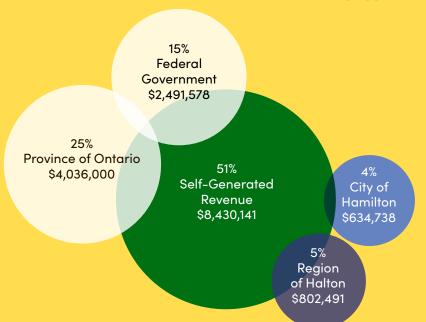
Marley Yott



RBG Financials

\$16,394,948

REVENUE SUMMARY



20% DONATION RATIO OF REVENUES TO EXPENSES



Please be advised that the revenue received during the year is different from the revenue recognized on the financial statements. This is primarily due to the fact that revenue is recognized only as funds are spent. Unspent amounts are reported as deferred revenue on the balance sheet.



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Charitable Registration: 13350 0850 RR0001

rbg.ca











Royal Botanical Gardens

