



# CSR Report 2017

Corporate social responsibility report in accordance with section 99a of the Danish Financial Statements Act

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# 1. Introduction

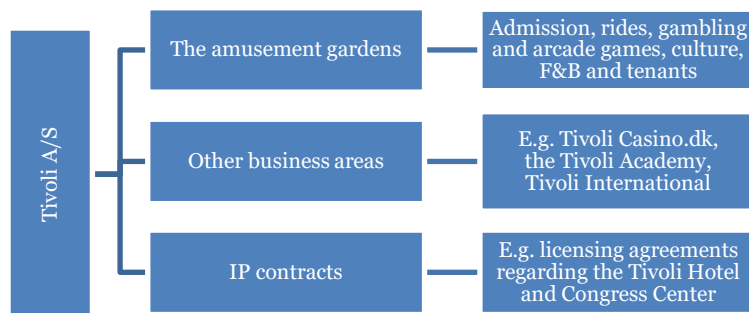
This is Tivoli's Corporate Social Responsibility (CSR) Report for 2017, in accordance with the requirements of section 99a of the Danish Financial Statements Act.

This is Tivoli's ninth report on Corporate Social Responsibility, and the report is relatively unchanged from previous years. Tivoli has used slightly fewer benchmarks compared with last year. On the other hand, efforts in the areas that remain have intensified.

In order for Tivoli to be successful in its CSR work, it is important that this is anchored in the organisation and in the business. CSR work is therefore decentralised in Tivoli in those departments that are responsible for each area. For example, the Operations Department works on issues such as reducing energy consumption, shutdowns and occupational accidents, while HR is responsible for ongoing improvements to employee welfare and so forth.

## 1.1. The Tivoli business model

Tivoli's income derives from several sources. The following diagram illustrates the primary income streams.



## 1.2. Mandatory topics under the Financial Statements Act

Section 99a of the Financial Statements Act requires the CSR report to address four mandatory topics, which are: (a) human rights, (b) climate and the environment, (c) social conditions and (d) anti-corruption. These topics are covered under the following sections:

- For human rights, see sections F, G and H and benchmarks 7, 8, 9 and 10 in the CSR policy.
- For climate and the environment, see section L and benchmarks 14, 15 and 16 in the CSR policy.
- For social conditions, see sections F, G, H and M and benchmarks 7, 8, 9, 10 and 17 in the CSR policy.
- For anti-corruption, see section P, 'Corruption', and benchmark 20, 'Corruption', in the CSR policy.

## 1.3. Tivoli's CSR policy

Tivoli recognises its position as a leading Danish cultural institution and provider of entertainment and recreational activities. Our name – the brand – obligates us, and Tivoli is committed to acting responsibly and contributing to society in every way. This applies in respect of Tivoli's visitors and employees, the environment and our cultural heritage.

Tivoli's three-tier CSR policy relates to (a) visitors, (b) employees and (c) surroundings. The benchmarks that Tivoli has established are therefore all segmented under these three topics: visitors, employees and surroundings. Sections 2, 3 and 4 discuss the various values that are established under these three segments. The various benchmarks are outlined in section 5. The most significant risks are discussed in section 6.

## 2. Visitors

The following section outlines the various benchmarks that have been established under the topic of 'Visitors'.

### **A – Visitor service**

Tivoli is committed to acting considerably and respectfully toward visitors to the Gardens. It is no coincidence that we call our customers 'visitors', as this imposes a responsibility on all of us to be good hosts. This entails treating all visitors with respect and without prejudice, thereby creating the best possible conditions for a good experience.

Safety and security are important criteria for a good experience. The safety of the rides is checked by both trained employees and external consultants. Tivoli has its own emergency response department focusing on fire prevention, trained fire officers and nurses with access to defibrillators. Tivoli employees are trained in physical and psychological first aid.

A safe atmosphere should be part of every Tivoli experience.

For benchmarks regarding this topic, see section 5.1, Visitor satisfaction.

### **B – Health and well-being**

Tivoli is committed to enabling our visitors to make healthy choices during their visit to Tivoli, and our product portfolio therefore includes both organic products and higher-welfare meat.

For benchmarks regarding this topic, see sections 5.4, Animal welfare and 5.5, Organic products.

### **C – Accessibility**

Tivoli is committed to creating the best possible experience for visitors with functional impairments. The regard for the preservation of Tivoli's cultural heritage – the old building stock, the topography and the pavings – creates challenges in this respect. We seek to meet these challenges by installing lifting platforms, ramps, and so on. When designing new buildings and rides, every effort is made to integrate good accessibility from the outset.

Tivoli has affiliated with the Accessibility Label Scheme of the Danish Accessibility Association, see [godadgang.dk](http://godadgang.dk). We have also introduced an arrangement whereby disabled visitors are allowed to bring their own assistant.

For benchmarks regarding this topic, see section 5.6, Accessibility.

### **D – Safety**

Tivoli's rides may be shut down for technical reasons or due to weather conditions. We strive to eliminate technical reasons via ongoing maintenance and frequent inspections by the authorities. As a rule, it is impossible to eliminate shutdowns due to weather conditions. In these situations, our task is to manage this down time so that it causes the least possible inconvenience to visitors.

In regard to individual safety in terms of congestion, fire, and so on, regular risk assessments are performed by Tivoli Security & Safety and the relevant authorities, while regular drills are carried out in order to avoid, limit and stop safety incidents.

For benchmarks regarding this topic, see section 5.3, Shutdowns.

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**E – Quality**

The quality of an individual's experience of a Tivoli visit is affected by a variety of factors such as cleanliness, congestion, the experiences on offer, the service level and weather conditions. Aside from weather conditions, we work on these factors on an ongoing basis. For this reason, they are also included in the CSR report. In regard to weather, Tivoli works to create services that are not weather-dependent.

For benchmarks regarding this topic, see section 5.1, Visitor satisfaction.

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### 3. Employees

The following section outlines the various benchmarks that have been established under the topic of 'Employees'.

#### **F – Occupational health and safety**

Tivoli is committed to ensuring physical and mental health and safety. The safety of visitors and employees is paramount. The geographical framework and the age of the building stock represent constant challenges in terms of physical working conditions, and Tivoli focuses on continuous improvements on the part of both the company and each individual employee. This area is monitored on an ongoing basis by the Working Environment Organisation, the State Educational Grant and Loan Scheme (SU) and through the four employee satisfaction surveys each year.

Both the physical working environment and employee well-being must be optimised in order for Tivoli to deliver the standard and quality inherent in Tivoli's offering to visitors and the personal service that is part of the DNA of the amusement gardens. Risks are assessed on an ongoing basis, areas are monitored, and corrective actions are implemented where necessary.

For benchmarks regarding this topic, see sections 5.7, Sickness absence, 5.8, Occupational accidents, and 5.9, Well-being.

#### **G – Diversity**

Tivoli is committed to being an inclusive and non-discriminatory workplace. The composition of employees in Tivoli must reflect the composition of the population of the community in general, since Tivoli's visitors come from all parts of the community. Tivoli strives for diversity in such a way that the distribution by gender and age should not be noticeably unbalanced, and we are happy to employ people of an ethnic origin other than Danish. However, Tivoli will always choose the employee with the best qualifications and will never specifically recruit on the basis of gender, faith, age, ethnic origin or sexual orientation.

Tivoli strives to create flexible working conditions and to adapt the workload and work situation to the individual by means such as trial jobs and 'section 56 jobs' (employees at increased risk of absence due to chronic illness).

Tivoli is committed to participating actively in the training of young people by offering work placements in a number of professions.

For benchmarks regarding this topic, see section 5.10, Diversity.

#### **H – Health and well-being**

Tivoli is committed to promoting health among our employees, but we also accept every employee's right to choose their own lifestyle. Tivoli manages various employee offers of a preventive and therapeutic character.

For benchmarks regarding this topic, see sections 5.7, Sickness absence, and 5.9, Well-being.

#### **I – Training:**

Tivoli is committed to recruiting and retaining competent employees, and for this reason it puts a lot of effort into improving their skills.

For benchmarks regarding this topic, see section 5.2, Training.

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## 4. Surroundings

The following section outlines the various benchmarks that have been established under the topic of 'Surroundings'.

### **J – Our neighbours**

Tivoli is committed to acting considerately and respectfully to our neighbours. Tivoli was originally located in rural surroundings outside Copenhagen, but is now situated in the city centre. Tivoli strives to act responsibly vis-à-vis our neighbours with regard to traffic, noise, cleaning and any other issues that affect our neighbours and others frequenting the area around Tivoli.

Operating an amusement garden in the centre of a city, close to residential areas, requires goodwill on both sides, and therefore there is a potential risk of conflict. In order to resolve conflicts, Tivoli strives to maintain a good, ongoing dialogue with both neighbours and municipal administrations as well as at a political level.

For benchmarks regarding this topic, see section 5.11, Neighbour complaints.

### **K – Cultural-historical awareness**

Tivoli is committed to retaining its position as Denmark's most visited tourist attraction, as a meeting place for Danes of all ages and as a national treasure. The task of maintaining the Tivoli concept requires a balance between tradition and renewal. The intention is to preserve and protect Tivoli's history and cultural heritage by maintaining the unique part of the old building stock, preserving the park-like surroundings and upholding the traditions that are characteristic of Tivoli.

The development of Tivoli is a prerequisite for the survival of the Gardens and the organisation, and wear and age-related decay are a fundamental part of amusement gardens as old as Tivoli. The Gardens are developed and renewed with respect for Tivoli's cultural heritage, in full understanding of the fact that it is not easy to clearly define this concept. Development and renewal will therefore typically attract public debate, and Tivoli views this as both positive and natural.

For benchmarks regarding this topic, see sections 5.12, Cultural traditions, and 5.13, Maintenance.

### **L – The environment**

Tivoli is committed to limiting our negative environmental impact as much as possible and to making a positive contribution wherever feasible. Environmental management is applied consistently throughout Tivoli, and through environment and climate partnerships we constantly seek opportunities for improvement in areas such as energy, waste and chemicals. The CSR report shows the development in key areas.

The future outlook for Tivoli and the leisure industry as a whole depends on our capacity to meet the current environmental challenges and those that arise in the future. Tivoli constantly assesses these challenges and works systematically to resolve them, as well as working to eliminate the risk of sudden environmental incidents such as chemical emissions, water leaks and so on.

For benchmarks regarding this topic, see sections 5.14, Electricity consumption, 5.15, Waste and recyclable cups, and 5.16, Water consumption.

### **M – Charity**

Tivoli is committed to creating better conditions for people's security and opportunities for development. The causes Tivoli chooses to support concern underprivileged children and their families who are disadvantaged by illness, financial circumstances or other difficult circumstances.

For benchmarks regarding this topic, see section 5.17, Donations.

### **N – Responsible gambling**

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TivoliCasino.dk and the Tivoli Arcades were set up for the purpose of entertainment and as a way for Tivoli visitors to pass time. Tivoli wishes to promote responsible gambling by ensuring scrupulous implementation of all regulatory rules and requirements. We strive to ensure that employees always provide high-quality service, including reacting to any sign of uncontrollable gambling expenditure.

For benchmarks regarding this topic, see section 5.18, Responsible gambling.

### **O – Supplier relations**

Tivoli wishes to encourage responsible conduct on the part of its suppliers. When choosing suppliers, the following factors will be taken into consideration in addition to price, service, quality, delivery time and security:

- The supplier's environmental policy in connection with production and disposal
- The supplier's working environment policy
- The supplier's policy regarding ethical issues relating to child labour, minimum wage, social involvement in the community, human rights, etc.

The above points primarily concern the supplier's activities, but can also be extended to include subcontractors' activities.

Please also refer to Tivoli's purchasing policy.

For benchmarks regarding this topic, see section 5.19, Supplier relations.

### **P – Corruption**

Tivoli's management distances itself from corruption and bribery. In order to avoid any suspicion of corruption, a gift policy has been established and rules for trade with people who are closely related to employees, such as family or friends, have been laid out in Tivoli's purchasing policy.

The decision to set up a whistleblower scheme in 2016 ensures that there is an opportunity to report matters that do not comply with this policy.

For benchmarks regarding this topic, see section 5.20, Corruption.

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## 5. Review of the various benchmarks

### 5.1. Benchmark 1 – Visitor satisfaction



**Topic**

Visitors, satisfaction.

**Benchmark – Visitor satisfaction**

Visitor satisfaction with the visit and whether they found Tivoli worth recommending.

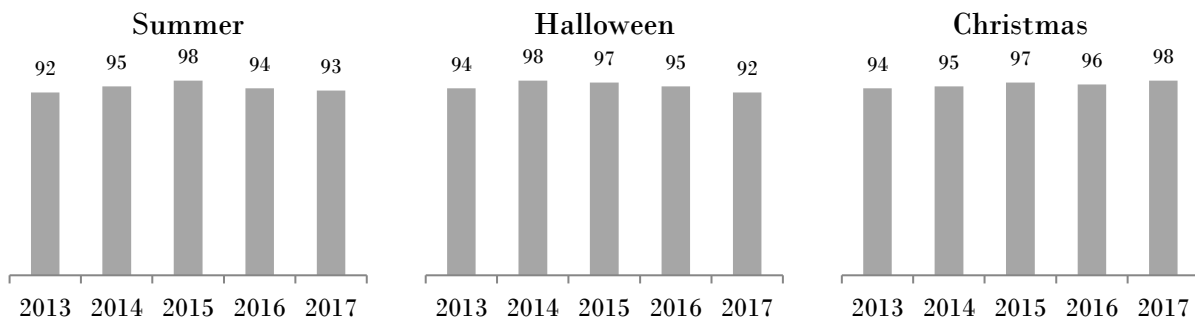
Visitor satisfaction is measured using the responses to a survey in which the 'Satisfaction with your visit' category shows the percentage of visitors who answered 'satisfactory' or 'very satisfactory' to the question: 'What is your overall evaluation of your visit to Tivoli?'

'Recommendation' shows the proportion of visitors who answered 'Would definitely recommend' and 'Would probably recommend' Tivoli to others. The surveys are carried out by an external company. Based on the number of respondents to the survey, statistical uncertainty for the responses is about +/- 3%.

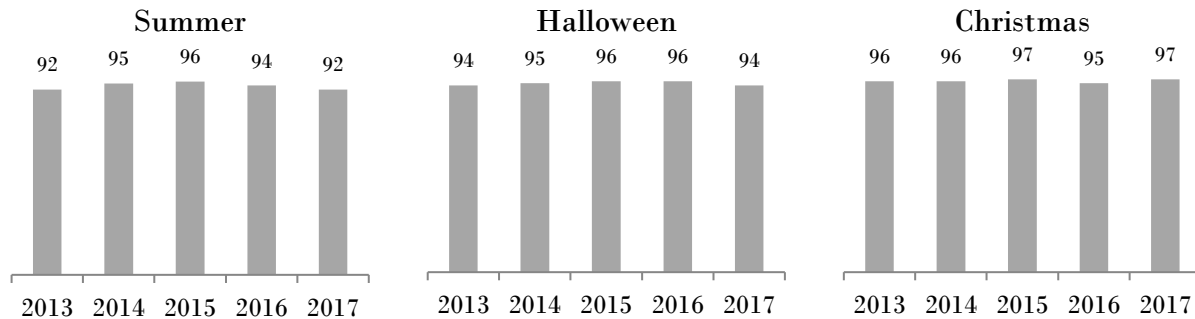
**Calculation**

The percentage of visitors who were satisfied with their visit and the percentage of visitors who would recommend it.

Satisfaction with the visit



## Recommendation



In 2017 we succeeded once again in maintaining high standards for both satisfaction and recommendations across all seasons. Thanks to these high levels, in our work on visitor satisfaction and recommendations we are focusing particularly on increasing the proportion of responses in the 'Very satisfactory' and 'Would definitely recommend' categories. This strategy succeeded during Christmas in Tivoli, when a full 70% of visitors said they 'Would definitely recommend' Tivoli to family and friends, a significant increase of five per cent compared with the previous year.

Tivoli's overall NPS (Net Promoter Score) for the year as a whole was 82. NPS is increasingly used as a benchmark in quality assessments. The scale runs from -100 to +100, meaning that 82 is a very high score.

The goal for 2018 is to maintain these high standards for satisfaction and recommendations.

Based on the number of respondents to the survey, statistical uncertainty for the responses is about +/- 3%.

**5.2. Benchmark 2 – Amount paid for training in DKK**



**Topic**

Employees, skills development.

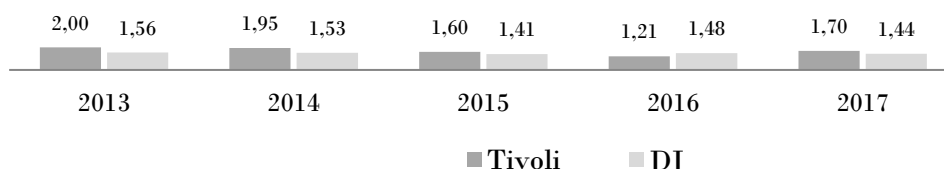
**Benchmark – Training**

Training covers the amount spent on skills development compared with hours worked.

**Calculation**

Amount spent on training in DKK per hour worked. Calculated according to the ATP method.

Amount paid for training in DKK per working hour performed



Tivoli has increased its emphasis on skills development in all employee groups. One focus has been on transforming unskilled employees into skilled ones, while another has involved increasing the number of work placements for students and trainees. A number of courses have been carefully selected to meet the needs in the company under the collective title of Tivoli Training. Since Tivoli has good in-house skills, we use internal trainers for courses in areas such as CEM, HR law, recruitment, communication and onboarding.

The goal for 2018 is to continue to focus on skills development and offer the most relevant training for Tivoli employees.

**5.3. Benchmark 3 – Shutdowns**



**Topic**

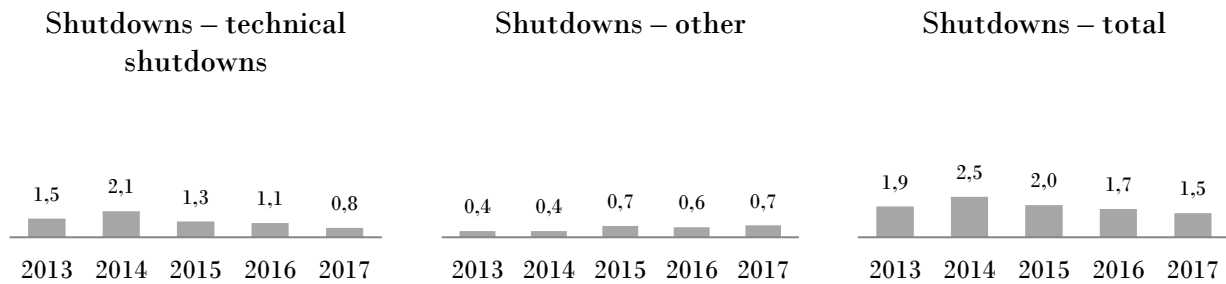
Visitors, visitor service and quality.

**Benchmark – Shutdowns**

The term 'shutdowns' refers to the time a ride is out of service during its opening hours. Shutdowns are divided into two categories. 'Technical shutdowns' refers to out-of-service time due to defects in the equipment or operating system. 'Other shutdowns' refers to shutdowns caused by the weather, a power failure or similar factors.

**Calculation**

Shutdowns of rides as a percentage of total operating time.



The target for 2017 was to keep ride down time below 2.0 per cent of the overall operating time, while focusing on continuing the progress made in regard to 'technical shutdowns'. This goal was met completely, including individual capacity measurements for the rides.

Technical downtime was once again reduced thanks to a focus on preventive maintenance and on recurring outages on individual rides, among other things. Thanks to a joint effort on the part of all technical departments to keep the rides operating and to the attendants' focus on staffing, we have kept 'other' category low.

The target for 2018 is to maintain ride down time below 2.0 per cent of the overall operating time, while focusing on continuing the progress made in regard to 'technical shutdowns', including individual capacity measurements for the rides.

**5.4. Benchmark 4 – Animal welfare**



**Topic**

Visitors, health and well-being.

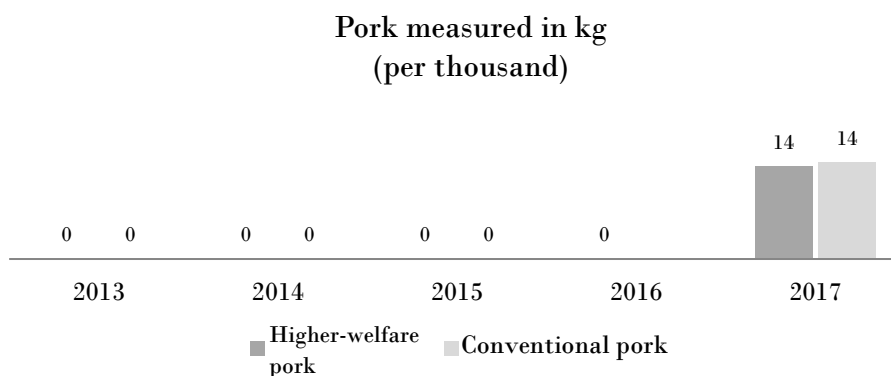
**Benchmark – Higher-welfare meat**

As an expression of Tivoli's focus on animal welfare, as of 2016 we are reporting on kilograms of beef bought from producers who focus on animal welfare.

**Calculation**

Tivoli's focus on animal welfare is based on the belief that how an animal was treated can be tasted in the meat, and that it is important to know where our ingredients come from. This better ensures quality, animal welfare and working conditions.

In 2017 the focus was on higher-welfare pork, with Flæskestegen close to the Open Air Stage switching from conventional to higher-welfare pork that has been awarded three hearts under the new Government animal welfare label scheme. In 2017, Tivoli F&B as a whole switched just under 50% from conventional to higher-welfare meat.

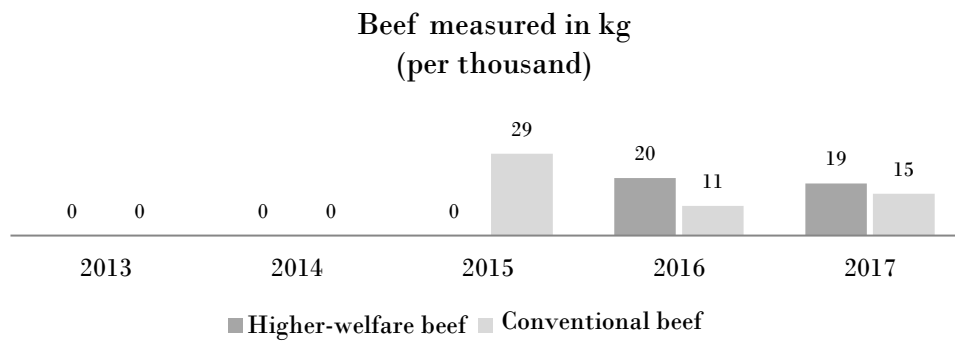


*NB: No figures are available for this topic prior to 2017.*

Higher-welfare beef is still used in Tivoli F&B's burgers. The fall in higher-welfare meat is due to the fact that the availability and quality of higher-welfare beef could not meet all of our needs. We continue to work with producers and suppliers to identify more higher-ethical products which meet our requirements as regards quality and flavour.

As we move forward, our goal is to continue to select producers who emphasise high quality, animal welfare and sustainable production, as this contributes to a better flavour and a better-quality experience.

The number of kilograms of higher-welfare meat purchased compared with conventional meat.



*NB: No figures are available for this topic prior to 2015.*

**5.5. Benchmark 5 – Organic products**



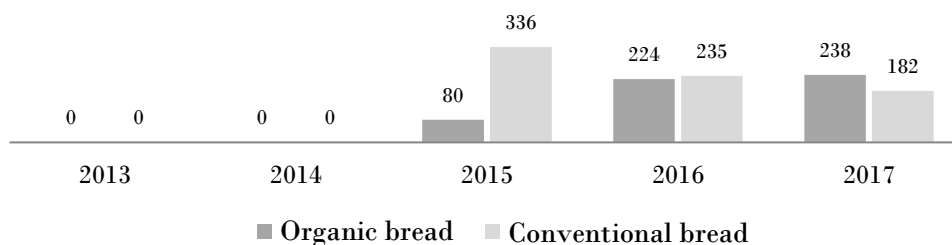
**Topic**

Our surroundings, the environment and organic products.

**Benchmark – Organic products**

As an expression of whether Tivoli is living up to its policy of offering visitors healthy food and beverage options, we chose the amount of bread sold (per piece, including French hot dog buns, burger buns and sandwich bread).

Organic versus conventional bread (per piece) (measured in thousands)



*NB: No figures are available for this topic prior to 2015.*

Tivoli believes in ingredients that are produced with consideration for the environment and sustainability in order to provide visitors with a better taste experience. We strive to offer high-quality products and aim to be as close to our suppliers as possible.

Flæskestegen close to the Open Air Stage switched from conventional to organic bread in 2017. Our aim remains to increase the proportion of organic bread across the restaurants and food stands in the Gardens.

Tivoli has begun switching from conventional to organic milk in coffee bars and in kitchen production. As of the end of 2017, just under 75% of our milk is now organic.

Fish 'n' Chips achieved a silver label in the Danish Organic Food Label Scheme, and in 2017 the Hot Dog Corner achieved a bronze organic certification label. The Tivoli Kaffebar (coffee bar) also achieved bronze, meaning that 30–60% of their food and drink items are organic. In order to achieve a silver label, 60–90% of the food and drink items purchased by the business must be organic.

As we move forward, our goal is to update our range of organic products, which taste better, are better quality and are sustainably produced. We expect to be awarded even more cuisine labels in 2018.

## 5.6. Benchmark 6 – Accessibility



### Topic

Visitors, accessibility.

### Benchmark – Accessibility

Tivoli reports on accessibility solely by way of cases and examples of work on accessibility.

### Results achieved

At the end of 2016, Tivoli chose to leave the Danish Accessibility Association ('Tilgængelighed for Alle') scheme in order to focus its efforts on improving and maintaining a high level of service for visitors with functional impairments in Tivoli. We have worked for many years to improve accessibility for everyone throughout Tivoli. However, the layout of the Gardens and the many rides, restaurants and food stands does present certain restrictions. For the same reason, Tivoli recommends that visitors with functional impairments plan their visit with the help of Tivoli's website.

Specific measures to improve accessibility in 2017 include the opening of Tivoli Corner (Food Hall, Sticks 'n' Sushi, Vapiano, Nimb and Illums Bolighus), which has provided better accessibility in the form of step-free access throughout this area. A solution remains to be found regarding the entrance doors for the Tivoli Food Hall in terms of unassisted opening by people who are, for example, in a wheelchair.

Our goal for 2018 is to rebuild access to the Mine, partly in order to improve access for visitors with functional impairments. For the new Winter in Tivoli period, we will ensure that all open areas in the Gardens are accessible for everyone. Accessibility will similarly be incorporated into all renovation projects this year where possible.

Finally, we are in discussions with the Association of Amusement Parks in Denmark (FFD) and the International Association of Amusement Parks and Attractions (IAAPA) as to how accessibility and rules regarding the use of rides can be improved and harmonised for all parks.

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**5.7. Benchmark 7 – Sickness absence**



**Topic**

Employees, occupational health and safety and sickness absence.

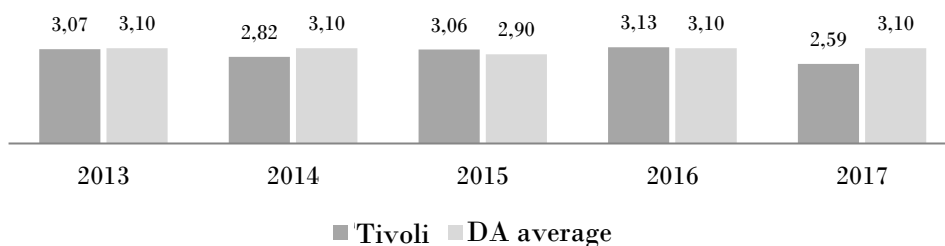
**Benchmark – Sickness absence**

Employee absence as a result of illness.

**Calculation**

Average number of sick days for Tivoli employees compared with the national average as measured by the Confederation of Danish Industry (DI).

Average number of sick days (as a percentage of possible annual working hours)



In 2017 Tivoli changed its approach to prevention of and follow-up on sickness absence, focusing more on dialogue and less on documentation.

This has achieved excellent results. The sickness absence percentage for 2017 was 2.59%, which is below the Danish Employer's Association (DA) average of 3.1%. Tivoli's goal of reducing sickness absence to no more than 2.9% in 2017 was met.

In 2018 we are continuing to put more effort into preventing and following up on sickness absence. The goal for 2018 is to keep sickness absence below 2.6%

### 5.8. Benchmark 8 – Occupational accidents



**Topic**

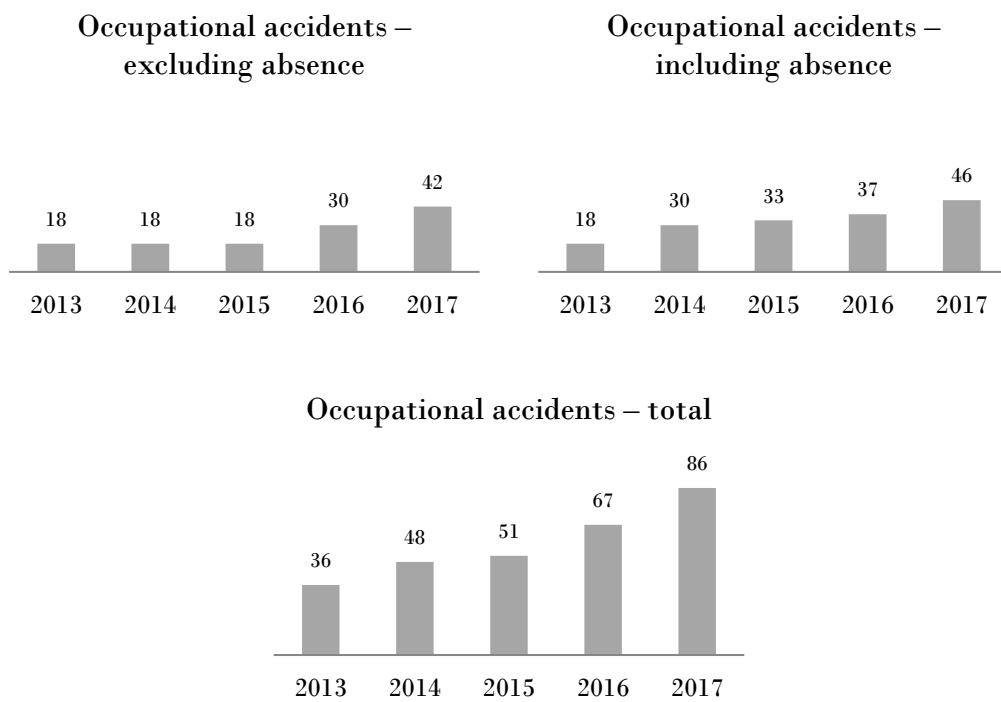
Employees, but also our surroundings (in the form of suppliers), occupational health and safety.

**Benchmark**

Occupational accidents. An occupational accident is a personal injury caused by a work-related incident or impact occurring suddenly or within five days.

**Calculation**

Number of occupational accidents including and excluding absence.



The number of occupational accidents in Tivoli has gone up in recent years. The number of occupational accidents rose by 28% between 2016 (67) and 2017 (86). Of these, 46 were occupational accidents requiring absence beyond the day of the injury, corresponding to over half of the accidents.

The number of days of absence per occupational accident has unfortunately also risen from 6.4 days per incident in 2016 to 7.0 days in 2017. That said, the average per occupational accident is still lower than the DI average (12.5 in 2016).

62% of the occupational accidents involved absence of 1–3 days (26 out of 42). Three occupational accidents involved absence of longer than five weeks.

Part of this increase is due to two specific incidents in which several employees were absent sporadically but repeatedly for a period of time. The symptoms (nausea and headache) turned out to be carbon monoxide emissions from a defective gas cooker and a defective gas grill, but the employees only became aware of this after a service engineer had identified the fault. Gas has now been replaced by induction in the relevant kitchen. Another cause of the increase is the active efforts of new managers to ensure that occupational accidents are reported, with the idea that occupational accidents are not taboo: talking about them is an opportunity to identify risks.

Tivoli continues to work on ensuring that the organisation focuses on occupational accidents and actively works on prevention and on being proactive rather than reactive.

The Working Environment Organisation has worked in 2017 to raise the profile of the working environment, including developing a plan for articles and videos on Tivoli's intranet, along with information screens carrying messages on the working environment in the Gardens during construction periods. This kind of visibility creates a dialogue among employees regarding safe working conditions. The work on visibility will continue in 2018.

Another 2017 goal was to increase managerial involvement in the efforts to achieve a safe, healthy workplace. At the beginning of 2017, all managers were given information about occupational accidents in their specific area, and about the costs associated with occupational accidents. In 2018 we will work towards each individual manager personally following up on an occupational accident that has happened to one of their employees. This will ensure that in 2018 we continue to focus on getting managers involved in the work of reducing the number of occupational accidents.

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**5.9. Benchmark 9 – Well-being**



**Topic**

Employees, occupational health and well-being.

**Benchmark – Well-being**

The employees' perception of Tivoli as a good place to work.

**Calculation**

In 2016 we measured the average percentage of all employees who replied 'almost always true' and 'often true' to the questions in the job satisfaction surveys. The average satisfaction rate for the statements was around 88% in 2017, which is satisfactory. In 2017 we resumed measurements for the statement, 'Tivoli is a good place to work overall'.

**Job satisfaction**



*NB: Due to changes in the method of questioning, there are no comparable figures before 2016.*

Tivoli measures employee satisfaction every three months. This means that the responses are current and relevant when departments are following up on results and working on ongoing improvements.

All employees respond to eight set statements so that changes in the various areas can be analysed. We also work with themed statements, allowing us to focus on relevant subjects during certain periods. In 2017 the themed statement was: 'I know how my own work and that of my department contribute to the realisation of Tivoli's strategy for 2017–19'.

An important area in the past was the set statement: 'Tivoli is a good place to work overall', in which 90% of Tivoli employees said that they agreed with that statement. At the end of 2017 our eNPS was 59, which is highly satisfactory. Results for eNPS are on a scale of -100 to 100.

Our goal for 2018 is for at least 90% of Tivoli employees to state that 'Tivoli is a good place to work overall'.

### 5.10. Benchmark 10 – Diversity



#### Topic

Employees, diversity.

#### Benchmark – The under-represented gender

Whether both genders are represented within the organisation.

Tivoli views it as a strength to have both genders well represented at management level, and feels that this adds value to the company's business and development. There are equal opportunities for men and women in Tivoli, and we strive for this equality to be reflected in a balance between the number of men and women at all levels of management.

In connection with this, in 2017 Tivoli approved a revised policy for the under-represented gender in order to ensure a balance in the number of men and women at all levels of management, in accordance with section 99b of the Financial Statements Act. The aim was for neither men nor women to have less than 33% representation in 2020 at the highest level of management, i.e. the Board of Directors and other managerial teams, including the Executive Board and Vice Presidents. This objective will be reviewed at a board meeting in 2020.

The number of men and the number of women are rounded up or down to the nearest whole number. The same applies to the target figure, i.e. a target of 33% for a Board of Directors including four members elected at the general meeting means that at least one member of one gender and three of the other gender must be represented in order for the target to be met.

#### Board of Directors

Four members elected by the general meeting sit on the Executive Board, including one woman. The target was therefore met.

#### The Executive Board

As of 1 January 2018, there are two members of the Executive Board, both of whom are men. The target is therefore not met at present.

#### Vice Presidents

At this level of management, there were five Vice Presidents in 2017, of which three were women, meaning that the target was met throughout this period.

#### Section 99b of the Financial Statements Act

In 2017, in accordance with section 99b of the Financial Statements Act, Tivoli has achieved an equal distribution of men and women in regard to members of other managerial teams.

Tivoli's full policy for the under-represented gender is available at  
**<https://www.tivoli.dk/da/om/virksomheden/aktionaerinformation>**

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**5.11. Benchmark 11 – Neighbour complaints**



**Topic**

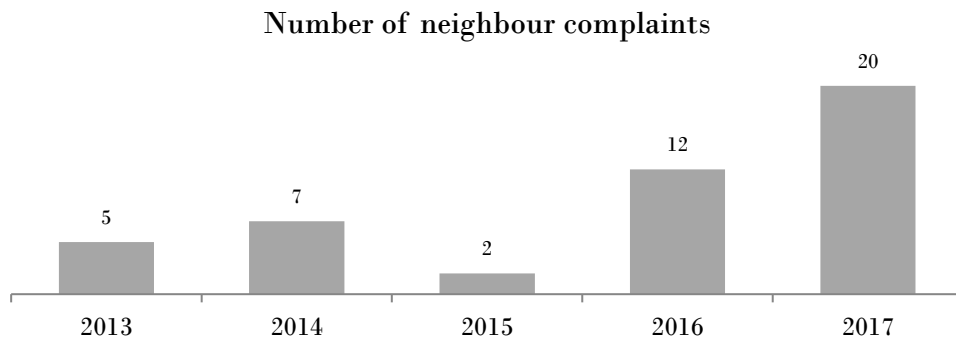
Surroundings, neighbours.

**Benchmark – Neighbour complaints**

Written complaints from residents of the streets surrounding Tivoli.

**Calculation**

Number of complaints from our neighbours.



The number of complaints received regarding neighbourhood noise is slightly higher than in previous years. This year we chose to offer fireworks for our visitors on both Saturdays and Wednesdays during selected summer season weeks. This did not go down well with all our neighbours. Neighbours found the Wednesday fireworks, in particular, to be disturbing, as they had to get up for work the next day. 19 of the complaints concerned noise from fireworks, of which seven of the complaints were in regard to the Wednesday fireworks only. One complaint was in regard to noise from the Gardens in general. The fact that there was only one complaint regarding noise in general is satisfactory – as is the fact that there were no complaints regarding noise from music in Tivoli.

Our goal for 2018 is to keep the number of neighbour complaints at a reasonably low level.

## 5.12. Benchmark 12 – Cultural traditions



### Topic

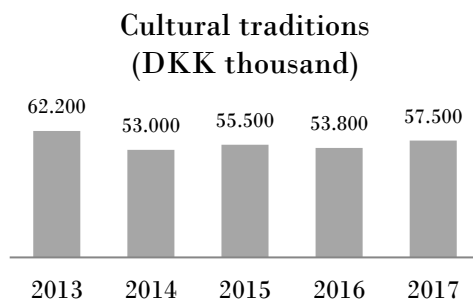
Surroundings, cultural-historical awareness and cultural traditions.

### Benchmark – Cultural traditions

It is part of the Tivoli concept to offer our visitors a broad programme of culture and entertainment, such as pantomime, the Tivoli Youth Guard, Music Week and Friday Rock.

### Calculation

Segment reporting for the area of 'Culture' according to Tivoli's annual accounts. The amounts (see below) represent the amounts spent on cultural events in the Gardens.



The chart shows the overall result for the area of 'Entertainment' (please note that the result is negative). Revenue-generating activities are therefore included. Administrative and production-related costs for the area of 'Culture' are also included.

In 2017 the overall result for the area of 'Culture' (formerly designated the Entertainment area) was minus DKK 57.5 million. This consists of revenues of DKK 53.2 million and costs of DKK 110.7 million. Over 220 free concerts in 2017 attracted an audience of around 400,000 people, while the 289 performances in the Pantomime Theatre are estimated to have been watched by 150,000 people.

These figures fluctuate somewhat from one year to the next as the number of theatre productions, paid concerts, etc., as well as the financing of these, can vary considerably. However, we aim to maintain a high level of cultural activities.

NB: Communications were included in the area of 'Entertainment' in 2013, but not from 2014 onwards.



### 5.13. Benchmark 13 – Maintenance



#### Topic

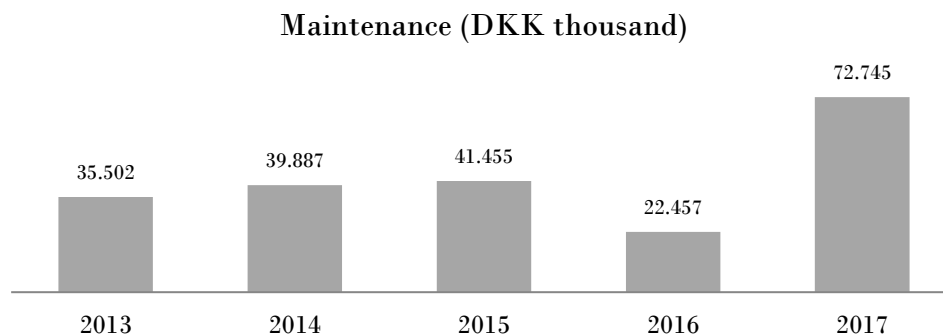
Surroundings, cultural-historical awareness, buildings and gardens.

#### Benchmark – Maintenance

Maintenance costs for buildings, gardens and paths in Tivoli.

#### Calculation

Costs for and investment in maintenance of buildings, garden installations and paths.



Our 2017 CSR report includes the new Orangery building and the Little Sun Light Swarm work of art, both of which contribute extensively to the beautification of the Tivoli Gardens.

Other large projects are the Gemyse greenhouse, décor and garden, the décor for the Chinese Pagoda and gardens, as well as the décor for Perlen along with the Cakenhagen patisserie and other businesses.

It is also worth mentioning the improvement in quality brought by Tivoli Corner. However, this investment is not included in the report.

Tivoli's goal remains to maintain a high standard of maintenance and development in regard to the historical infrastructure.

**5.14. Benchmark 14 – Electricity consumption**



**Topic**

Surroundings, the environment.

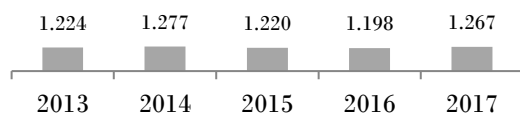
**Benchmark – Electricity consumption**

The measurement for electricity consumption covers Tivoli's electricity consumption with the exception of those businesses that are leased or rented out.

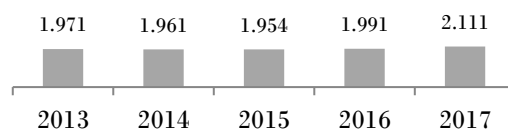
**Calculation**

Annual electricity consumption in Tivoli A/S in megawatts.

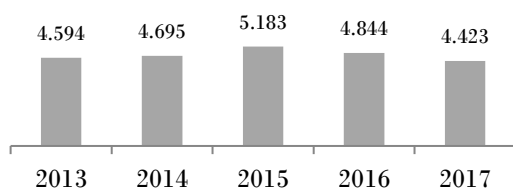
**Lighting in the Gardens**



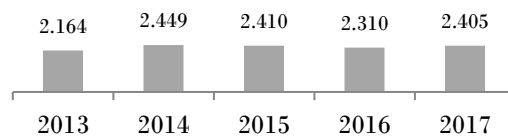
**Rides**

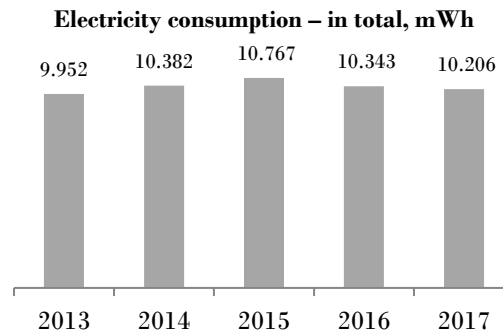


**Restaurants**



**Other**





In 2017 Tivoli reduced overall electricity consumption from 10,343 mWh in 2016 to 10,206 mWh in 2017 (1.3%). We were open on three fewer days in 2017 compared with 2016, which explains this.

In 2016, the reduction in consumption was partly due to the demolition of the building on the Corner plot. Tivoli Corner was completed in November 2017, with 21 hotel rooms, restaurants and retail businesses, which could affect the overall electricity consumption in future.

Electricity consumption in restaurants was reduced, even though in 2017 Tivoli gained new restaurants such as Cakenhagen and Kaktus. This reduction is due to continued efforts in recent years to reduce energy used for processing, heating and cooling.

The replacement of filament bulbs with LEDs continued unabated both with tenants and in Tivoli itself. At the same time, however, there was an expansion of lighting in Tivoli, partly in connection with Winter in Tivoli. Winter in Tivoli will increase the number of opening days compared with 2017 and has a special focus on lighting effects. We may therefore expect electricity consumption for lighting in the Gardens and for the rides that are open during Winter in Tivoli to increase in 2018.

Nevertheless, our goal remains to lower electricity consumption relative to comparable activity levels.

**5.15. Benchmark 15 – Waste and recyclable cups**



**Topic**

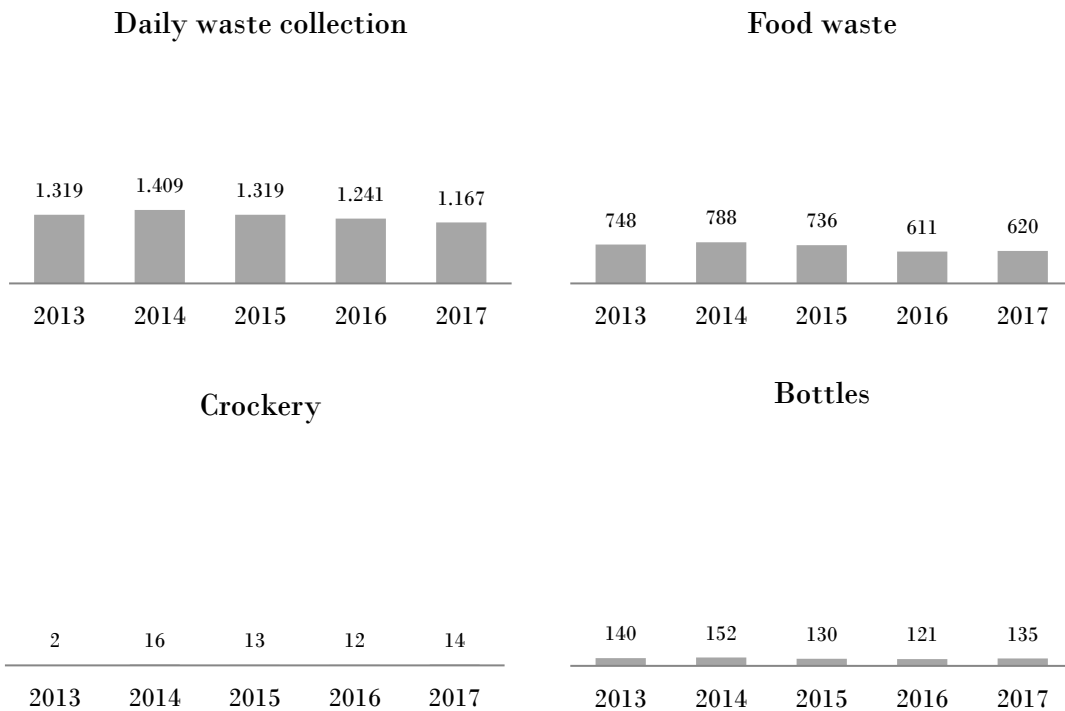
Surroundings, the environment.

**Benchmark – Waste and the use of recyclable cups**

The figure includes visitor-related waste, i.e. the waste volumes generated primarily on account of our visitors.

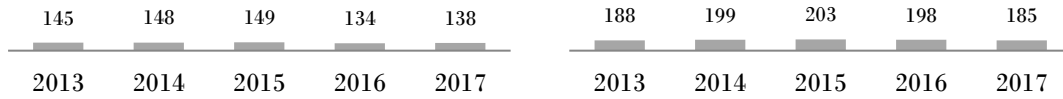
**Calculation**

Tonnes of visitor-related waste disposal in Tivoli per year distributed according to compost, paper and cardboard, bottles, china, food waste and daily waste collection. Trippage = the average number of times recyclable cups are reused.

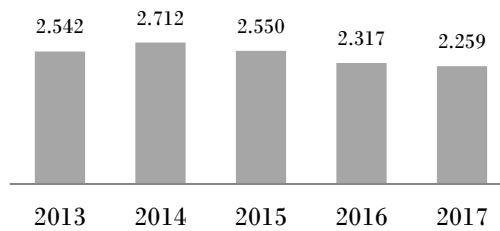


**Carton and paper**

**Compost**



**Waste – total**

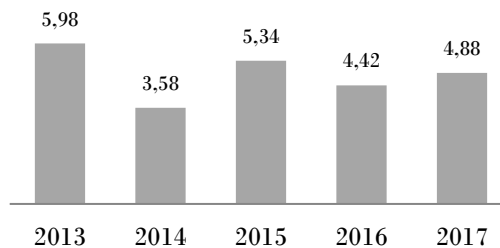


In the area of waste, there is a small decrease of 2.5% for the overall amount of waste in the Gardens in 2017. Areas such as food waste, crockery, bottles and cardboard have increased by a very small amount.

We still need to focus on the good work we have been doing on waste sorting, as well as on space for the actual sorting process. Sorting of soft plastic started in 2017, as has also been the case in many parts of society as a whole.

In regard to sorting, Tivoli Corner was built with groundbreaking waste sorting features incorporated. Among other things, there are food compressors for biowaste, from which the food waste is taken for combustion, and thereby used to produce energy. One goal for 2018 is to work actively on waste sorting in Tivoli Corner by educating tenants and allowing visitors to sort waste in bins intended for this purpose.

**Trippage**



**Recyclable cups**

Trippage rose from 4.42 in 2016 to 4.88 in 2017, meaning that on average cups were used more in 2017.

Some cups were discarded in Tivoli waste bins, however, where they end up as waste. We continue to make visitors aware of the recycling scheme in order to minimise this loss on the part of the environment.

Our goal in 2018 is to collect more cups from the waste bins, thus reducing the numbers of cups that end up as waste.

**5.16. Benchmark 16 – Water consumption**



**Topic**

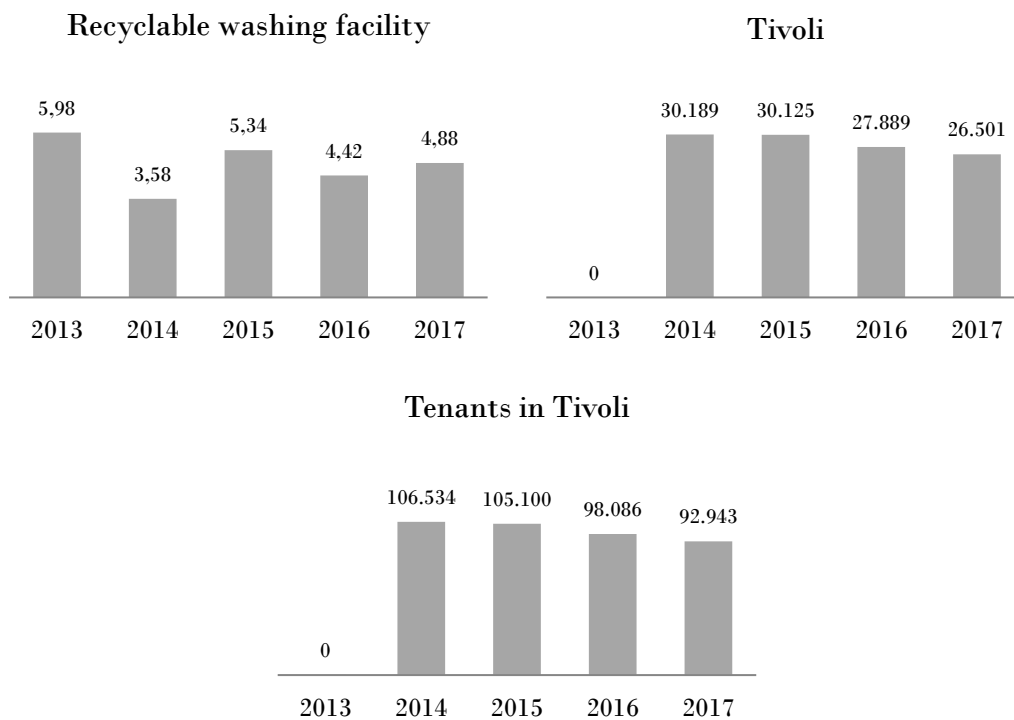
Surroundings, the environment.

**Benchmark – Water consumption**

Water consumption is a new benchmark in Tivoli's CSR report for 2017, as we are keen to raise awareness of this issue.

**Calculation**

The calculation covers water consumption in Tivoli's cup washing facility, Tivoli in general and water consumed by Tivoli's tenants and lessees in m<sup>3</sup>.



*NB: There are no comparable figures prior to 2014 for Tivoli and Tivoli's tenants.*

Tivoli's water consumption primarily relates to food preparation, toilet visits, garden watering, cleaning and fountains. It is difficult to make savings on some of these parameters, such as garden watering and consumption of water in the washing facility, which depends to a great extent on the number of used recyclable cups.

Nevertheless, we have worked on several different measures in 2017. Among other things, almost all urinals in Tivoli are now water-free. In other words, they feature a special mechanism that operates as a water lock, meaning that no water is used for flushing. There are also sensor-controlled water taps in the public toilets. Replacement has been effected in stages over the past couple of years. In addition, toilets equipped with a water-saving flush mechanism are used where possible to limit water consumption.

In regard to fountains, our goal is to recirculate as much water as possible. In practical terms, this means that the reservoir tanks for the various fountains are filled with water which is regularly decontaminated and reused.

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### 5.17. Benchmark 17 – Donations



#### Topic

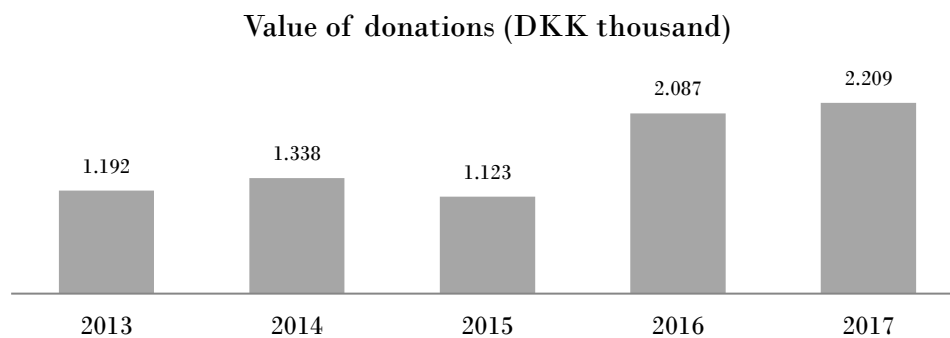
Surroundings, charity.

#### Benchmark – Charity

Every year, Tivoli donates a number of sponsorships, which are free services in the form of entry tickets, multi-ride tickets, room loans, and so on.

#### Calculation

Value of donations (free tickets, multi-ride tickets, and so on).



In 2017, Tivoli received a total of 444 applications for support, of which 80 were granted. There were 18% fewer applications in 2017 than in 2016. On the other hand, the value of the donations increased considerably. Recipients include crisis centres which applied for a trip to Tivoli for a mother and child/children. Support may also involve annual cards being auctioned off at major fundraisers, such as Danmarks Indsamling and the Rynkeby Race.

Our goal remains to donate tickets, etc. for charity in the region of DKK 1 million or more.



**5.18. Benchmark 18 - Responsible gambling**

Tivoli is a professional, responsible provider of online gambling, and in 2017 developed a Responsible Gambling subsite on TivoliCasino.dk, where players can receive advice and guidance, test themselves, read about TivoliCasino.dk's work with the Danish Gambling Authority and treatment venues, and contact customer service operators, who are trained in handling inquiries regarding problem gambling.

Our goal is to continue to operate TivoliCasino.dk with a focus on responsible gambling.

**5.19. Benchmark 19 – Supplier relations**

In 2017 Tivoli's purchasing department produced a supplement to works contracts with the aim of ensuring the quality of the working environment.

In the recently completed procurement of wine, one of the supplier requirements was that they could provide financial proof of their organic performance. This requirement will be set out in all new F&B agreements.

Our goal in 2018 is to expand our partnership with Aarstiderne and make progress with our project of more sustainable packaging, primarily for food products.

**5.20. Benchmark 20 – Corruption**

In 2017 Tivoli set up a new whistleblower scheme, which enables Tivoli employees to anonymously report illegal or wrong behaviour and suspected serious violations. The scheme is intended to ensure that Tivoli is a workplace in which employees are safe and protected from specific reprisals, discrimination or the fear thereof as a result of revealing or reporting illegal or wrong behaviour or suspected serious violations.

Cases or suspected illegal or wrong behaviour or serious violations in all areas can be reported via the whistleblower scheme – for example, illegal financial conduct, illegal or wrong conduct relating to the working environment in terms of assuring life and health while undertaking work in Tivoli.

Reported cases will be dealt with confidentially by a committee consisting of Tivoli's Chief Financial Officer, General Legal Counsel and a representative from HR, with the option of involving professional expertise depending on the content of the report. The entire committee receives the report at the same time, meaning that no individual can reject a case without the others being aware of it.

To date, there have been no reports to the Tivoli whistleblower scheme that have needed to be dealt with. However, there have been two inquiries under the scheme which were not in the nature of whistleblower matters, but the relevant questions have instead been taken up and dealt with by the managers in the relevant departments.

Our goal is for no reported matters in 2018 to be of a nature that require them to be dealt with as whistleblower cases.

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## 6. Risks

The following section outlines the most significant risks relating to visitors, employees and our surroundings.

### 6.1 Visitors

Tivoli's rides may be shut down for technical reasons or due to weather conditions. We strive to eliminate technical reasons via ongoing maintenance and frequent inspections by the authorities. As a rule it is impossible to eliminate shutdowns due to weather conditions. In these situations, our task is to manage this down time so that it causes the least possible inconvenience to visitors.

In regard to individual safety in terms of congestion, fire, and so on, regular risk assessments are performed by Tivoli's security and safety team and the relevant authorities, while regular drills are carried out in order to avoid, limit and stop safety incidents.

The quality of an individual's experience of a Tivoli visit is affected by a variety of factors such as cleanliness, congestion, the experiences on offer, the service level and weather conditions. Aside from weather conditions, we work on these factors on an ongoing basis. For this reason, they are also included in the CSR report. In regard to weather, Tivoli works to create services that are not weather-dependent.

### 6.2 Employees

Both the physical working environment and employee well-being must be optimised in order for Tivoli to deliver the standard and quality inherent in Tivoli's offering to visitors and the personal service that is part of the DNA of the amusement gardens. Risks are assessed on an ongoing basis, areas are monitored, and corrective actions are implemented where necessary.

### 6.3 Surroundings

Operating an amusement garden in the centre of a city, close to residential areas, requires goodwill on both sides, and therefore there is a potential risk of conflict. In order to resolve conflicts, Tivoli strives to maintain a good, ongoing dialogue with both neighbours and municipal administrations as well as at a political level.

The development of Tivoli is a prerequisite for the survival of the Gardens and the organisation, and wear and age-related decay are a fundamental part of amusement gardens as old as Tivoli. The Gardens are developed and renewed with respect for Tivoli's cultural heritage, in full understanding of the fact that it is not easy to clearly define this concept. Development and renewal will therefore typically attract public debate, and Tivoli views this as both positive and natural.

The future outlook for Tivoli and the leisure industry as a whole depends on our capacity to meet the current environmental challenges and those that arise in the future. Tivoli constantly assesses these challenges and works systematically to resolve them, as well as working to eliminate the risk of sudden environmental incidents such as chemical emissions, water leaks and so on.

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