



TIVOLI CORPORATE SOCIAL RESPONSIBILITY

CSR Report 2018

CORPORATE SOCIAL RESPONSIBILITY REPORT IN ACCORDANCE WITH SECTIONS 99A AND 99B
OF THE DANISH FINANCIAL STATEMENTS ACT CONTENTS

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I. Introduction

This is Tivoli's Corporate Social Responsibility (CSR) Report for 2018, in accordance with the requirements of sections 99a and 99b of the Danish Financial Statements Act.

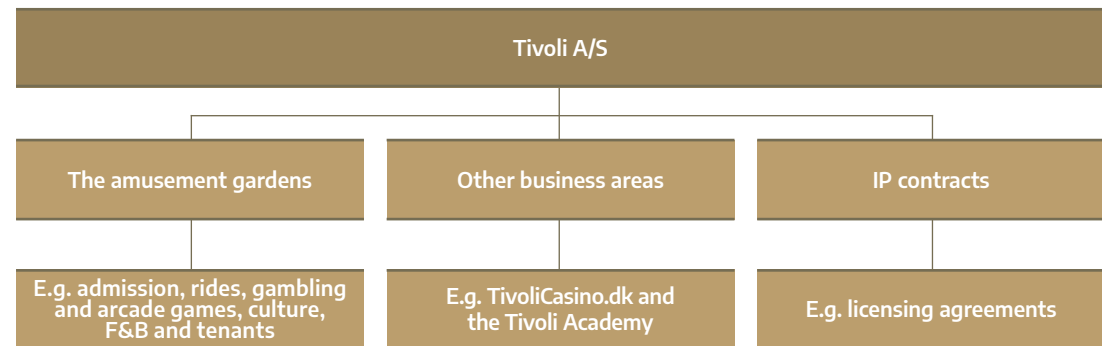
This is Tivoli's tenth report on Corporate Social Responsibility, and in structural terms the report is unchanged from previous years.

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.

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:

Topic	Policy	Benchmark
Human rights	F, G, H	7, 8, 9, 10
Climate and the environment	L	14, 15, 16
Social conditions	F, G, H, M	7, 8, 9, 10, 17
Anti-corruption	P	20



1.3. Code of Business Conduct

In order to strengthen the basis for sustainable business operation within Tivoli A/S, an internal Code of Business Conduct was implemented in 2018. This will strengthen and create systems for Tivoli's compliance and good governance. This will help to protect Tivoli's assets and brand.

This Code of Business Conduct was laid down by Tivoli's Board of Directors and Executive Board, and clarifies how Tivoli complies with and implements certain legislation, guiding principles and policies that underpin our activity. It solidifies Tivoli's business ethic, integrity, reliability and preservation of Tivoli's reputation as a highly regarded leisure and cultural institution, workplace and business partner.

It describes what can be expected of the organisation, and the behaviour that is expected of all Tivoli employees. It also sets requirements for other stakeholders to comply with relevant sections of Tivoli's Code of Business Conduct, in accordance with contracts.

1.4. Tivoli's CSR policy

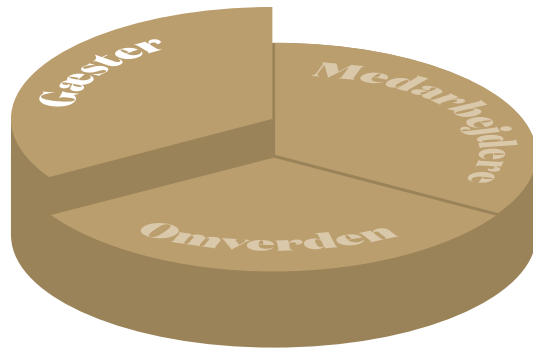
Tivoli's three-tier CSR policy relates to (a) visitors, (b) employees and (c) surroundings. The benchmarks that Tivoli has established are therefore all segmented under these three topics: visitors, employees and surroundings. Section 2 discusses the various values that are established under these three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



2

Tivoli's CSR policy

Visitors



A - Visitor service

(For benchmarks regarding this topic, see section 4.1, Visitor satisfaction.)

Tivoli is committed to acting considerately 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. All visitors are treated with respect and without prejudice, in order to create the best possible conditions for a good visitor 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 security and safety 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.

B - Health and well-being

(For benchmarks regarding this topic, see sections 4.4, Animal welfare and 4.5, Organic products.)

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

C - Accessibility

(For benchmarks regarding this topic, see section 4.6, 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. We have also introduced an arrangement whereby disabled visitors are allowed to bring their own assistant.



D - Safety

(For benchmarks regarding this topic, see section 4.3, Shutdowns.)

Tivoli's rides may be shut down for technical reasons (such as signal faults) 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.

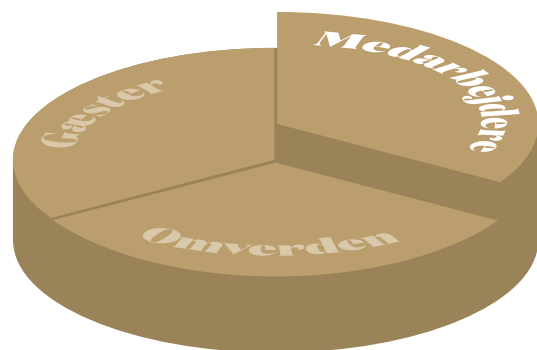
E - Quality

(For benchmarks regarding this topic, see section 4.1, Visitor satisfaction.)

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.⁸



Employees



F - Occupational health and safety

(For benchmarks regarding this topic, see sections 4.7, Sickness absence, 4.8, Occupational accidents, and 4.9, Well-being.)

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 Cooperative Committee and through several 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.

G - Diversity

(For benchmarks regarding this topic, see section 4.10, 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 Tivoli is 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 a large number of work placements in a variety of professions.

H - Health and well-being

(For benchmarks regarding this topic, see sections 4.7, Sickness absence, and 4.9, Well-being.)

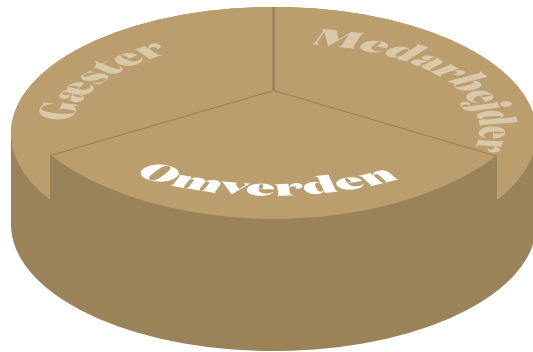
Tivoli is committed to promoting health among our employees, but we also accept every employee's right to choose their own lifestyle. Tivoli manages a diverse portfolio of employee offerings of a preventive and therapeutic nature.

I - Training

(For benchmarks regarding this topic, see section 4.2, Amount paid for training in DKK.)

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

Surroundings



J - Our neighbours

(For benchmarks regarding this topic, see section 4.11, Neighbour complaints.)

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, meaning that there is a potential risk of conflicting interests. 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.

K - Cultural-historical awareness

(For benchmarks regarding this topic, see sections 4.12, Cultural traditions, and 4.13, Maintenance.)

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 piece of Denmark's cultural heritage. 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, and a natural consequence of our visitors' in-depth knowledge of and loyalty to Tivoli.

L - The environment

(For benchmarks regarding this topic, see sections 4.14, Electricity consumption, 4.15, Waste and reusable cups, and 4.16, Water consumption.)

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 tenaciously and 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.

M - Charity

(For benchmarks regarding this topic, see section 4.17, 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.

N - Responsible gambling

(For benchmarks regarding this topic, see section 4.18, Responsible gambling.)

TivoliCasino.dk and the Tivoli Arcades were set up for the purpose of entertaining Tivoli's visitors. 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.

O - Supplier relations

(For benchmarks regarding this topic, see section 4.19, 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 occupational health and safety 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.

P - Corruption

(For benchmarks regarding this topic, see section 4.20, 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 trading 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.



3

Risks

Risks

The following sections outline the most significant risks relating to visitors, employees and our surroundings. They also describe the most significant risks in the mandatory areas of human rights, climate and the environment, social conditions and anti-corruption.

3.1 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.

3.2 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 it becomes necessary to provide training and education or change the physical conditions.

3.3 Surroundings

Operating an amusement garden in the centre of a city, close to residential areas, requires goodwill on both sides, meaning that 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.



3.4 Mandatory topics under the Financial Statements Act

In accordance with the four mandatory sections for CSR reports, it is assessed that Tivoli is required to be aware of the following risks:

Human rights

In this respect, awareness should focus on discrimination, in particular. Since Tivoli is an extremely inclusive organisation, the risk of discrimination occurring is minimal.

Climate and the environment

In this respect, awareness should focus on unforeseen events such as chemical emissions. Tivoli has created scenarios including action plans for these types of events.

Social conditions

In this respect, awareness should focus on employee well-being and occupational accidents. Additional measures have therefore been taken in recent years in order to reduce the number of occupational accidents, and the trend line is now falling.

Anti-corruption

In this respect, awareness should focus on procurement and online gaming. There are guidelines for combating corruption in both areas. Tivoli also has a whistleblower scheme via which irregularities can be reported.



4

Review of the various benchmarks

4.1 Visitor satisfaction

Topic

Visitors, including satisfaction.

Benchmark 1 – 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 visiting Tivoli.

As of 2018, the analytical frequency has changed so that in future, the analysis will be carried out regularly each year in the summer season, while analysis during other seasons will be carried out according to a rolling schedule.

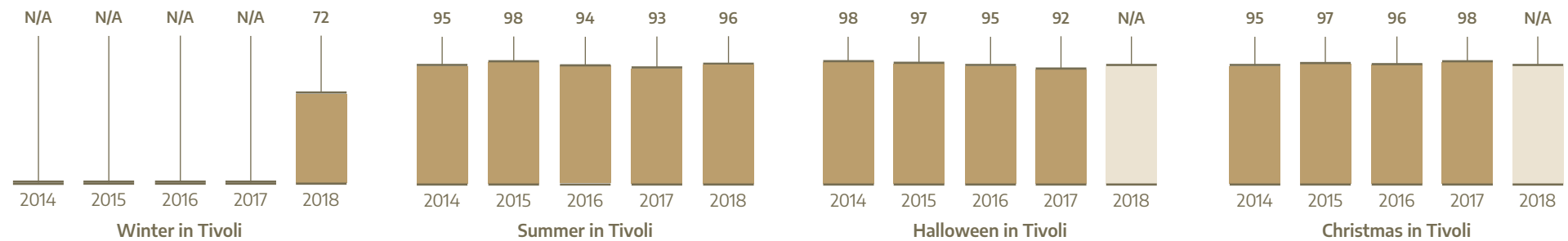
During the summer season, we succeeded in meeting our 2018 targets along with high standards for both satisfaction and recommendations. Thanks to these high levels, in our work on visitor satisfaction and recommendations we focus particularly on increasing the proportion of responses in the 'Very satisfactory' and 'Would definitely recommend' categories. This strategy succeeded during Summer in Tivoli, when a full 39% of visitors categorised their visit as 'Very satisfactory', an increase of 4 percentage points compared to the previous year. For Winter in Tivoli, which took place for the first time in 2018, the levels were lower than for the three seasons with a longer history. Satisfaction with the visit was at 72%, and the recommendation level was 85%.

In 2019, analyses will be carried out during Winter, Summer and Halloween in Tivoli. The goal for 2019 is to maintain these high standards for satisfaction and recommendations during the Summer and Halloween seasons, and to improve standards for Winter in Tivoli.



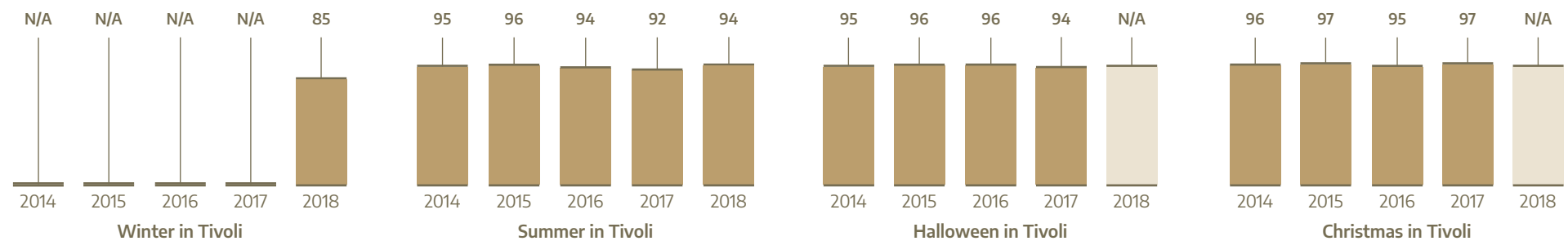
Visitor satisfaction:

'Satisfaction with the visit' shows the percentage of visitors who answered 'Satisfactory' or 'Very satisfactory' to the question: 'What is your overall evaluation of your visit to Tivoli?' (The surveys are carried out by an external company.)



Visitor recommendation:

'Would recommend to others' shows the proportion of visitors who answered 'Would definitely recommend' and 'Would probably recommend' a visit to Tivoli. (The surveys are carried out by an external company.)



4.2 Amount paid for training in DKK

Topic

Employees, including skills development.

Benchmark 2 – 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.)

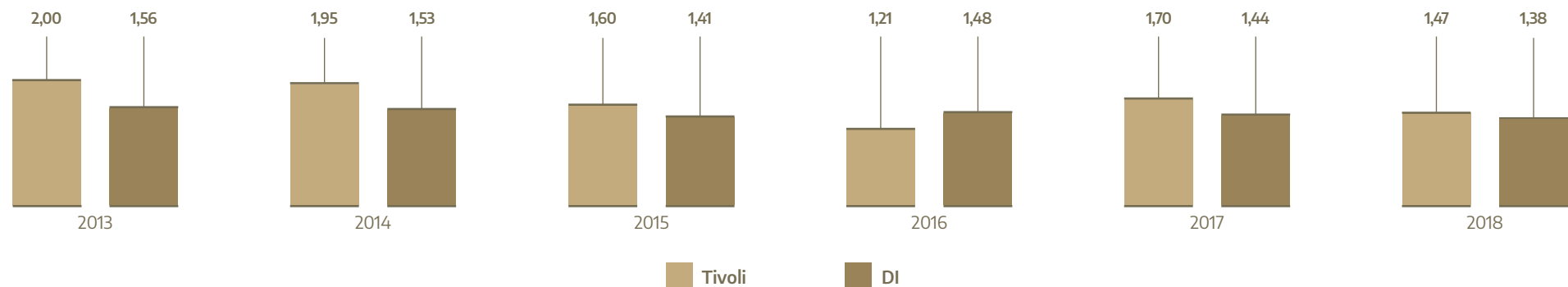
In Tivoli, the KPI for DKK spent on training per hour worked is DKK 1.47, which is above the calculation by the Confederation of Danish Industries (DI) of DKK 1.38 per hour worked.

Tivoli met its 2018 goal of focusing more on skills development for all employee groups. In 2018, it also created a skills development policy and skills development committee. Tivoli Training is the collective title for a number of courses, which have been carefully selected to meet the needs of the organisation. Since Tivoli has good in-house skills, internal trainers are used for courses in areas such as CEM, HR law, recruitment, communication, onboarding, and so on.

We have focused particularly on increasing the number of work placements for students and trainees, and were successful in this endeavour in 2018. In connection with this, Tivoli was authorised to host event technology students specialising in audio technology and event technology students specialising in illumination technology. As at 31 December 2018, Tivoli had 34 students and trainees in 13 different disciplines.

The goal for 2019 is to continue to offer courses that meet the needs of the business, maintain the same number of work placements for students and trainees, and raise awareness of Tivoli's Training Fund, which provides grants for training and can be applied for to support employees' individual skills development progression.

Amount paid for training in DKK per hour worked



4.3 Shutdowns

Topic

Visitors, including visitor service and quality.

Benchmark 3 – 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 factors such as the weather, power failure or similar factors.

Calculation

Shutdowns of rides as a percentage of total operating time.

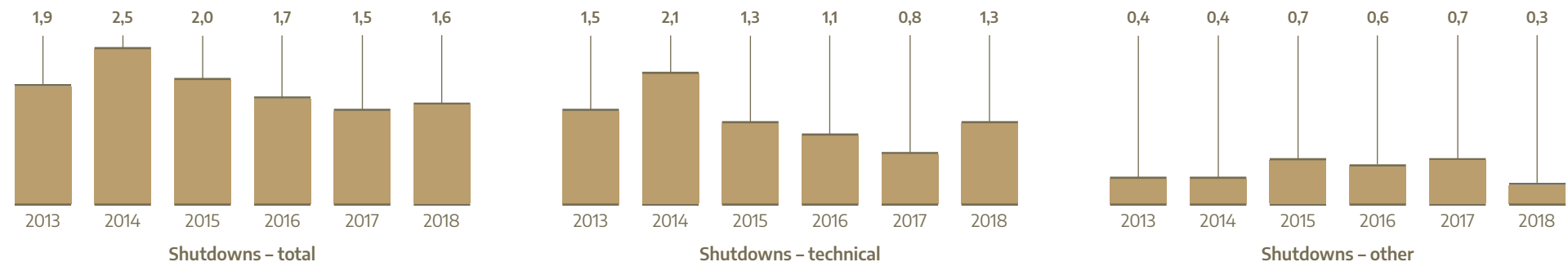
The goal for 2018 to keep shutdowns on the rides to below 2.0% of the total operating time was met. At the same time, the focus on continuing the progress made in regard to 'technical shutdowns', including individual capacity measurements for the rides, is maintained.

There was a small increase in technical downtime in 2018, however, due to several different factors. There were problems with the Star Flyer and Vertigo during 2018 for which it took a long time to obtain spare parts. There were also running-in issues with Tik Tak.

Finally, 2018 was also the year in which Winter in Tivoli opened, which resulted in increased wear and exposure to additional shutdowns, since the rides are more exposed when the weather is cold and damp. This risk was known, however, and Tivoli increased staffing levels in order to deal with the challenge.

The goal for 2019 is to maintain ride down time below 2.0% of the overall operating time, while focusing on continuing the progress made in regard to 'technical shutdowns', including ensuring maximum capacity for the individual rides. We will attempt to reduce lengthy downtime for individual rides by keeping more strategic spare parts with long delivery times in stock.

Shutdowns as a percentage of total operating time



4.4 Animal welfare

Topic

Visitors, including health and well-being.

Benchmark 4 – Higher-welfare meat

As an expression of Tivoli’s focus on animal welfare, since 2016 we have reported on beef bought from producers who focus on animal welfare. 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.

Calculation

Kilograms of beef bought from producers who focus on animal welfare.

Tivoli focuses on animal welfare and supports local products and producers who make an extra effort and actively care about their products. Tivoli believes that how an animal was treated can be tasted in the end product, and this provides additional assurance of the quality of the meat, the animal’s welfare and working conditions.

We are also focusing on minimising food waste across Tivoli. In 2019, this focus on food waste is maintained, along with a major overhaul of processed products containing pork. The meatballs in Frikadellen and the Fan Cafeteria, as well as the sausages in the Hot Dog Corner and the Hot Dog Hut, are now made from higher-welfare pork.

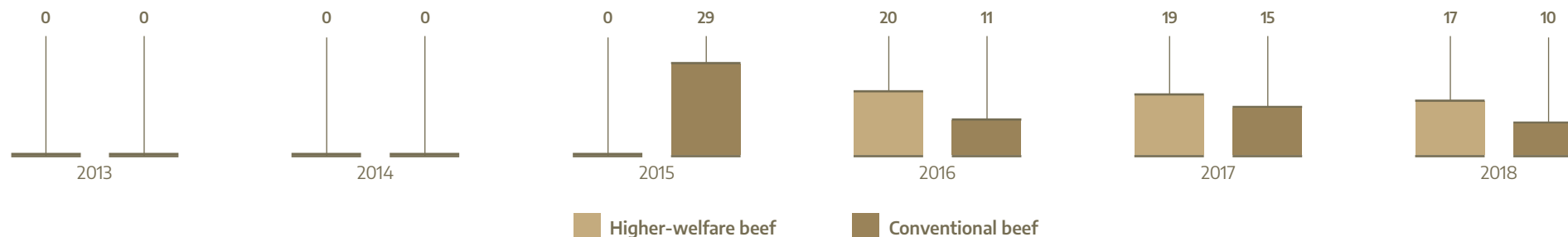
We continue to focus on higher-welfare beef in products such as burgers. Tivoli has partnered with Nordjysk Naturkød, which produces high-quality meat with a focus on animal welfare. In 2018, there was a small decline in the overall consumption of beef, but an increase in the proportion of higher-welfare meat, from 56% in 2017 to 62% in 2018, meaning that the amount of meat was reduced by the quality improved. The goal for the year, which was to increase the proportion of higher-welfare meat, was thus met. Our goal of switching from conventional beef to higher-welfare beef remains in place.

In future, we will be thinking sustainably from a more cyclical perspective – which for Tivoli means focusing on animal welfare, organic products, local producers, resources in production, packaging, food spillage/waste and reuse. Tivoli calls this ‘sustainable food’.

The goal for 2018 was to increase conversion from conventional to higher-welfare pork at Tivoli’s own restaurants and food stands. In 2018, the Bøfgrillen burger takeaway switched to higher-welfare pork, and certain products are similarly provided with higher-welfare pork across Tivoli F&B (Food & Beverage). By the end of 2018, 80% of fresh pork within F&B had been converted to higher-welfare pork.

Beef measured in kg (per thousand)

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



4.5 Organic products

Topic

Surroundings and visitors, including the environment and organic products.

Benchmark 5 – 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 organic bread and organic milk sold.

Calculation

Number of pieces of organic bread by piece (including French hot dog buns, burger buns and sandwich bread) and the number of litres of organic milk in Tivoli's own restaurants and food stands.

Organic bread now makes up 66% of all bread in Tivoli's own restaurants and food stands, compared with 54% in 2017. More organic bread is produced internally in Tivoli's own bakery (Nimb Bakery), including for the Nimb restaurants and Gemyse, which is in line with our sustainable approach and reduces transport and packaging consumption.

In 2019, even more organic produce will be produced in-house and expanded to more restaurants and food stands in the Gardens, in order to both improve quality and maintain the focus on sustainability.

In 2017, the process of switching from conventional to organic dairy products began with a focus on the milk used in coffee and in kitchen production. By the end of 2017, just under 75% of overall consumption had been switched, and by the end of 2018, 94% of milk and cream across Tivoli's own restaurants and food stands was organic. The majority of F&B's ice cream is also based on local, organic milk/cream in partnership with Hansens Flødeis.

2018 was also the year in which Tivoli switched from conventional Pilsner to organic Pilsner, working closely with Royal Unibrew. In June 2018, all draught beer in Tivoli's own restaurants and bars had been switched to organic draught beer, including for Friday Rock. The goal for 2019 is to continue switching out dairy products for organic versions.

Other organic-related measures in 2018 include switching from conventional to organic coffee and organic cakes in the Tivoli Coffee Bar, organic pancakes in Rasmus Klump's Pancake House and organic hot chocolate for all F&B businesses throughout the Gardens.

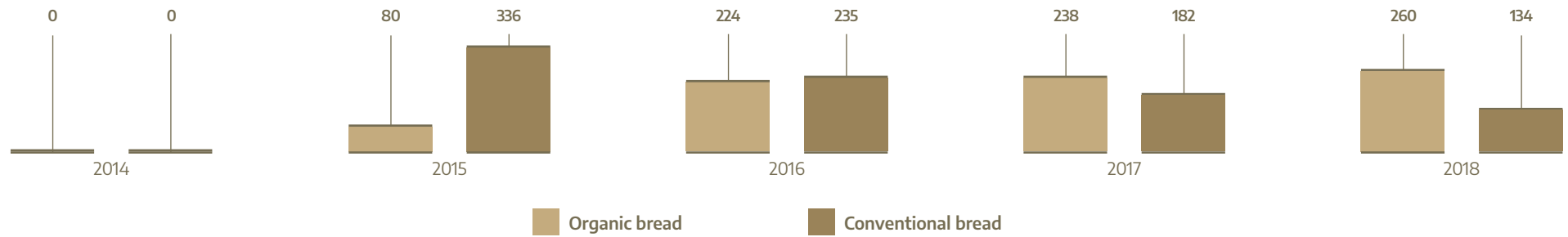
The Danish Organic Food Label Scheme

In 2017, Tivoli had three businesses that bore the Danish Organic Food Label. During 2018, a further three businesses became certified: Rasmus Klump's Pancake House, the Tivoli Coffee Bar To Go and Gemyse. The bronze label means that 30–60% of the food and drink items in the business are organic. In order to achieve a silver label, 60–90% of the food and drink items purchased by the business must be organic. The goal for 2019 remains to increase the proportion of organic products across all F&B businesses, and to increase the number of restaurants and food stands bearing the Danish Organic Food Label.



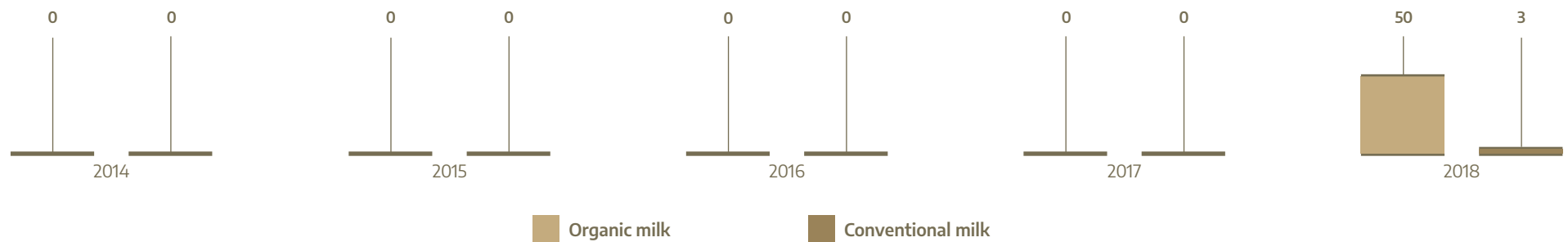
Organic versus conventional bread

Per piece – measured in thousands



Organic versus conventional milk

Measured in thousand litres



4.6 Accessibility

Topic

Visitors, including accessibility.

Benchmark 6 – Accessibility

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

At the end of 2016, Tivoli chose to leave the Danish Accessibility Association ('Tilgængelighed for Alle') scheme. 2017 was thus the last year of our involvement with this certification scheme. Tivoli's resources have instead been used to maintain and improve the high service we provide in Tivoli for visitors with functional impairments.

However, the layout of the Gardens and the many rides, restaurants and food stands does present certain restrictions. For this reason, Tivoli recommends that visitors with functional impairments plan their visit with the help of Tivoli's website. Tivoli is currently working on an information folder regarding ride accessibility for visitors with functional impairments who are visiting the Gardens.

In regard to accessibility in the Gardens, a number of works are currently underway to replace gravel areas, which may present challenges in terms of accessibility for wheelchair users in particular, with a solid surface that still offers aesthetic value, which is a large part of the experience of visiting Tivoli.

The measures implemented in 2018 in regard to Tivoli Corner (Food Hall, Sticks 'n' Sushi, Vapiano, Nimb and Illums Bolighus), have provided substantially better accessibility throughout this part of Tivoli. The Mine was also rebuilt in order to improve access for visitors with functional impairments. Accessibility will similarly be incorporated into all renovation projects this year where possible.

Finally, Tivoli is 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.



4.7 Sickness absence

Topic

Employees, including occupational health and safety and sickness absence.

Benchmark 7 – 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 DA.

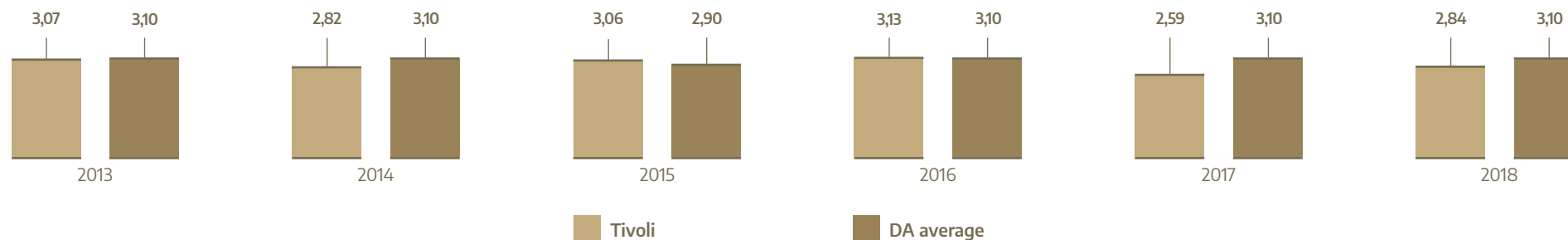
The Danish Employers Association’s (DA) calculation of sickness absence as a percentage is 3.1% for 2017 (the figure for 2018 will be published in mid-2019). Tivoli’s sickness absence rate for 2018 is 2.84%, which is below the most recent DA average.

In 2017, Tivoli moved from focusing on prevention of and follow-up on sickness absence to focusing more on dialogue and less on formalities, and we continued with this in 2018. Tivoli’s ambitious goal for sickness absence in 2018 was 2.6%, and Tivoli is 0.24% above this goal.

In 2019, we continue to put more effort into preventing and following up on sickness absence. The 2018 goal of keeping sickness absence below 2.6% is retained, and we will invest further in dialogue and follow-up with employees as well as in the mental and physical work environment.

Average number of sick days

As a percentage of possible working days this year



4.8 Occupational accidents

Topic

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

Benchmark 8

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 involving and not involving absence.

The 2018 goal was still to continue to focus on reducing the number of occupational accidents. All managers and vice presidents were thus involved in creating action plans for their respective areas. These action plans were worked on in every department in 2018. Examples from action plans include knowledge-sharing regarding all incidents at morning briefings, and for department meetings in the relevant departments to always start with safety or improvement of physical conditions, e.g. skid-proof floors, at the top of the agenda.

Occupational health and safety has also been placed on the agenda in many different forums, which helps to raise awareness and visibility regarding the need to work actively and continuously to prevent occupational accidents and on occupational health and safety in general. Another goal for 2018 was to achieve an LTIF (Lost Time Injury Frequency – number of accidents involving absence per million hours worked) of 17. In 2018, this number was 23.9, somewhat above the established goal, but still lower than in 2017, with 4.6 fewer accidents involving absence per million hours worked.

The number of occupational accidents fell from 86 in 2017 to 64 in 2018, i.e. there was a fall of around 25% in the overall number of incidents. Although the LTIF goal was not reached, the reduction in the total number of occupational accidents is still positive. This positive development is due to fewer occupational accidents which did not involve absence.

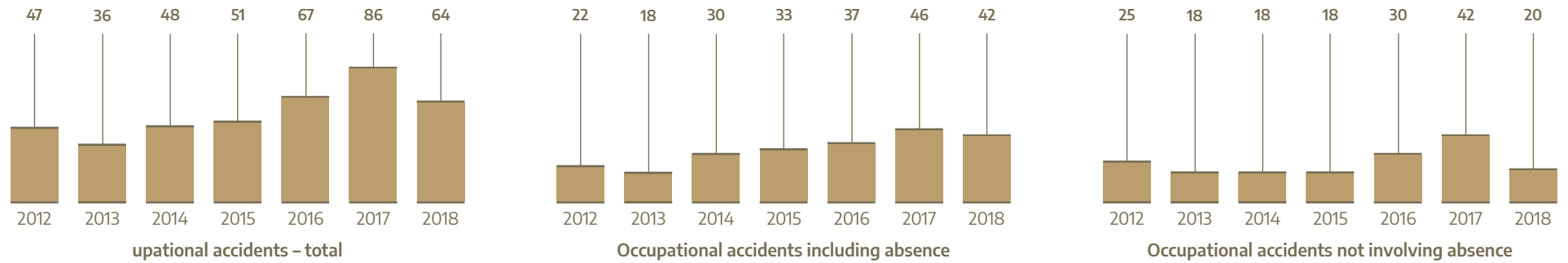
There was a slight fall in the number of days of absence in 2018 compared with 2017, and there were two fewer injuries relative to 2017 in terms of serious accidents involving absence of more than five weeks. There was only one such serious incident in 2018.

The 2019 goal for occupational accidents is to continue working on reducing the number of occupational accidents. Tivoli aims to reduce the LTIF by 10% annually over the next five years, which will put LTIF at 21.5 by 2019. We will continue to work with the action plans in 2019.

In regard to the mental work environment, in 2019 Tivoli will participate in a development project to develop a managerial tool for avoiding stress.



Number of occupational accidents involving and not involving absence.



4.9 Well-being

Topic

Employees, including occupational health and well-being.

Benchmark 9 – Well-being

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

Calculation

The percentage of Tivoli employees who replied 'almost always true' and 'often true' to the statement 'Tivoli is a good place to work overall'.

Tivoli measures employee satisfaction twice per year. Departments always have the option of requesting an additional survey to supplement the two annual surveys. This allows Tivoli to track employee satisfaction during the course of the year and work with specific departments where appropriate.

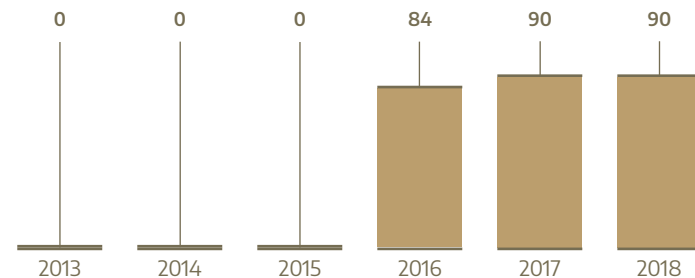
Surveys have eight fixed statements, a comments field and one themed statement. In 2018, the themed statement was, 'I don't feel too stressed as a result of my working life'. 29% of employees said that they feel too stressed, while 71% of employees said they do not feel too stressed. In 2018, we therefore focused particularly on working with stress and internal social tone, resulting in things like morning meetings and workshops on stress prevention. All Tivoli employees also now have access to a comprehensive e-learning module on stress prevention. Tivoli carries out team development seminars in departments at their request, with the aim of strengthening communication and cooperation and optimising the use of resources within the team.

In the final survey of the year, 90% of Tivoli employees stated that 'Tivoli is a good place to work overall', hence fulfilling Tivoli's goal.

The average eNPS for 2018 was 49, which is highly satisfactory. eNPS is measured on a scale of 0-10. The results scale reflects the responses as a percentage, meaning that it runs from -100 to 100. The question is a counterpart to our NPS visitor survey, and is about the extent to which employees would recommend their workplace to others.

In 2019, our goal is to continue focusing on stress and internal social tone. Tivoli also maintains its goal of 90% affirmative answers to the statement that 'Tivoli is a good place to work overall'.

Well-being



4.10 Diversity

Topic

Employees, including diversity.

Benchmark 10

The under-represented gender

Tivoli views it as a strength to have both genders well represented at management level, and feels that this adds value to the business and its 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 Board of Directors, including one woman. The target was therefore met.

The Executive Board

As of 31 December 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 six Vice Presidents in 2018, of whom three were women, meaning that the target was met throughout this period.

Section 99b of the Financial Statements Act

In 2018, 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/aktionerinformation>



4.11 Neighbour complaints

Topic

Surroundings, including neighbours.

Benchmark 11 – Neighbour complaints

Written complaints from residents of the streets surrounding Tivoli.

Calculation

Number of complaints about noise from Tivoli.

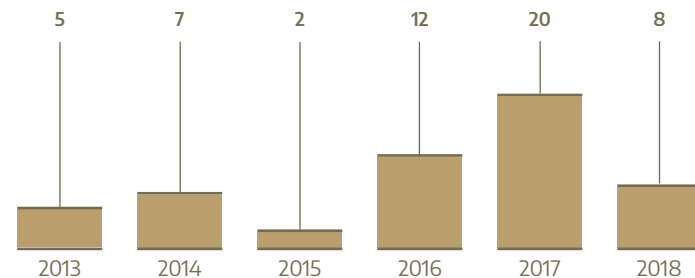
There were a total of eight complains from Tivoli's neighbours regarding noise in 2018, compared with 20 in 2017. Four of these indicated that Tivoli set off fireworks too late on a Sunday evening – on the closing day of Tivoli's summer season. Two of the complaints were about fireworks being set off late on a Saturday evening. In addition to these, there was one complaint about the number of fireworks evenings in general, and one complaint regarding noise from Friday Rock.

Tivoli is satisfied with the fall in the number of complaints, including the fact that there was only one complaint about noise from Friday Rock, despite the fact that there were more concerts with higher sound levels than in previous years.

Tivoli is participating in the MONICA project, which is running in various EU countries. The purpose of the project is to improve the way large outdoor events are held through the use of new technology and the IoT (Internet of Things). In August 2018, several solutions were tested in connection with Friday Rock. A queue management system was tested at the Main Entrance, while crowd safety solutions, quiet zones and regulation of concert noise were tested at the Open Air Stage. The latter two tests involved combating low-frequency concert noise by transmitting sound waves at different frequencies in the opposite direction, thus reducing concert noise in certain places, whether in a treatment zone inside the concert area or in the city outside the venue. The test has not yet been concluded.

The goal for 2019 is to keep the number of neighbour complaints at a low level.

Number of neighbour complaints



4.12 Cultural traditions

Topic

Surroundings, including cultural-historical awareness and cultural traditions.

Benchmark 12 – Cultural traditions

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

Calculation

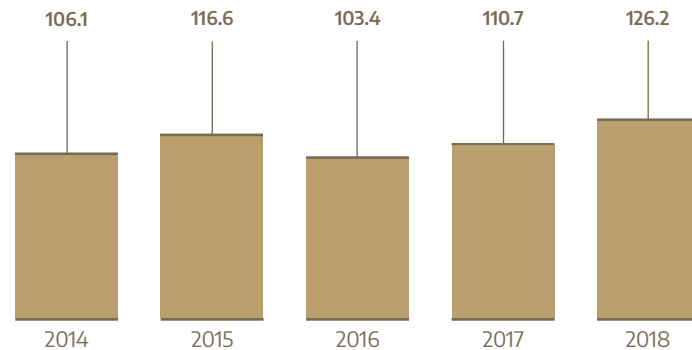
Ssegment reporting for the area of 'Culture' according to Tivoli's annual report. The amounts (see below) represent the amounts spent on cultural events in the Gardens (minus revenues for these).

There were a huge number of cultural activities in 2018 due to Tivoli's 175th anniversary, including a large anniversary parade and an ambitious programme for Friday Rock, Little Friday and the other music in the Gardens.

The Halls were full of activity, including 'Rytteriet in Tivoli', the summer show 'Mor og far sidder i Grøften' (mum and dad sitting in the Ditch), guest performances from the New York City Ballet and the return of our Christmas ballet, The Nutcracker. Record sales of 400,000 tickets to performances in the Halls created a successful revenue, meaning that the overall cultural accounts have less of a deficit compared with the previous year. In other words, we spent more money on culture, but also earned more on ticket sales, while the daily programme of culture and entertainment that is free for Tivoli visitors was at a higher level due to our special anniversary.

Our goal is for Tivoli to continue to have high levels of activity and quality for culture in Tivoli, including both free and ticketed events.

Cultural traditions (DKK million)



4.13 Maintenance

Topic

Surroundings, including cultural-historical awareness, buildings and gardens.

Benchmark 13 – Maintenance

Tivoli's cultural-historical awareness is reflected by reporting on expenditure on maintenance of the historical site.

Calculation

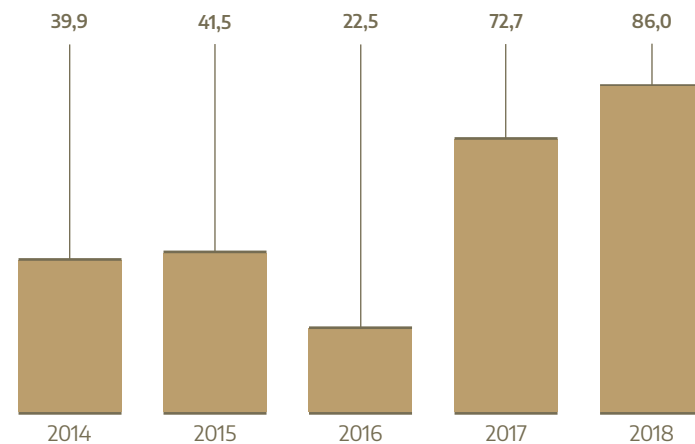
Tivoli's cultural-historical awareness is reflected by reporting on expenditure on maintenance of the historical site. Maintenance is reported at an overall level, with both maintenance costs and new investment in the Gardens included.

The 2018 anniversary year involved higher costs for maintenance of the historical site that makes up Tivoli. This means that our 2018 goal of maintaining a high standard of maintenance and development of Tivoli was met.

The Tik Tak ride, which won an award for its design, was one of the year's biggest investments. Another important contributor to the beautification of the Gardens was the Anniversary Garden between Mazzoli's and the Peacock, which provided additional covered eating areas and a birch wood. As always, money was also spent both inside and out on general maintenance and ongoing improvements to Tivoli's many historical buildings.

Our goal remains to maintain a high standard of maintenance and development of Tivoli.

Maintenance (DKK million)



4.14 Electricity consumption

Topic

Surroundings, including the environment.

Benchmark 14 – 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.

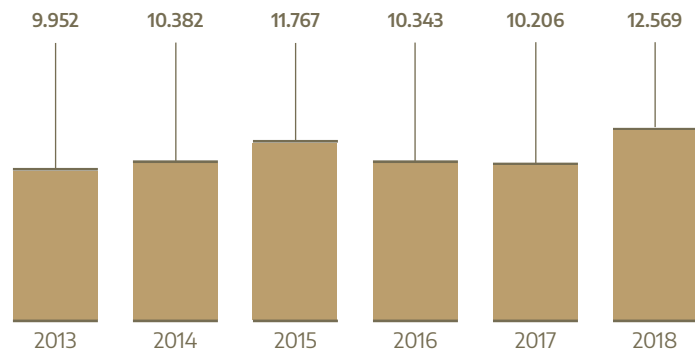
The goal for 2018 was again to work on switching from filament bulbs to LED bulbs, as this has a positive effect on electricity consumption. Tivoli also worked continuously on identifying new projects that could provide further electricity savings.

Due to the increased level of activity in 2018, including Winter in Tivoli and Tivoli Corner, overall electricity consumption rose in 2018. Tivoli Corner contains 21 hotel rooms, restaurants and retailers operating year-round.

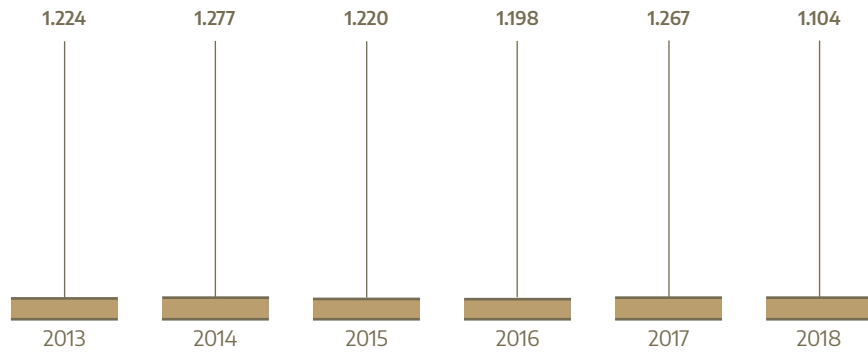
The replacement of filament bulbs with LEDs continued in 2018 both with tenants and in Tivoli itself. 7,012 LED lights were installed in 2018. This switch alone provides savings of 189,008 kWh in comparison to continuing to operate with filament bulbs. In 2018, we also entered into a new agreement with Ørsted, who supplies Tivoli with green power, in order to continue reducing Tivoli's energy consumption.

The goal for the period up until 2022, and thus for 2019, is to reduce energy consumption by 25% compared with the overall energy consumption in 2013, and to cover our entire consumption via certified renewable energy from Avedøre wind turbines at Avedøre Holme, and to constantly seek out opportunities for energy-reducing measures to support Tivoli's green profile.

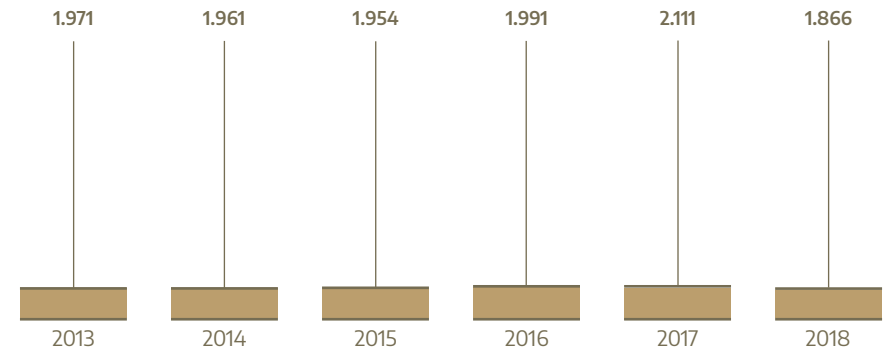
Electricity consumption – in total (thousand kWh/year)



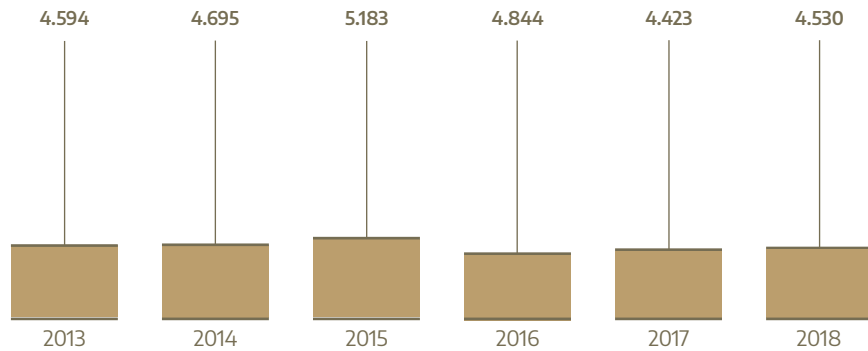
Electricity consumption
 – Lighting in the Gardens (thousand kWh/year)



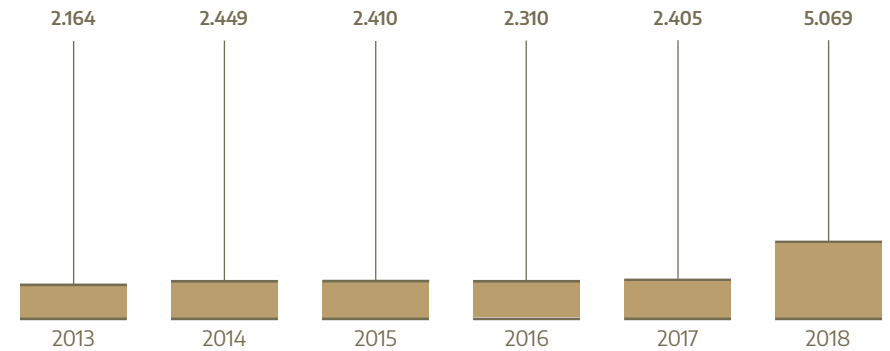
Electricity consumption
 – Rides (thousand kWh/year)



Electricity consumption
 – Restaurants (thousand kWh/year)



Electricity consumption
 – Other (thousand kWh/year)



4.15 Waste and reusable cups

Topic

Surroundings, including the environment.

Benchmark 15 – Waste and the use of reusable cups

The calculation 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 is the average number of times reusable cups are reused.

Tivoli is committed to acting responsibly in regard to the amount of waste that is produced, and particularly in regard to ensuring that waste sorting operates as well as possible. Since 2017, plastic waste has been further sorted into types, e.g. soft and hard plastic, and this work continued in 2018. 5.2 tonnes of plastic were sorted in 2018.

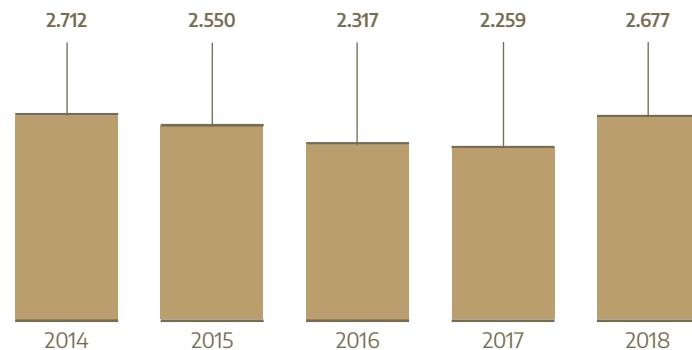
There is a rise in almost all waste fractions in 2018 compared with 2017. This is due in part to the opening of Tivoli Corner, a long summer season, and the new Winter in Tivoli season.

One new measure in Tivoli Corner is a bio food disposal unit, which enables food waste to be incinerated and turned into energy. In 2018, 101.7 tonnes of food waste from Tivoli Corner was recycled. Work was done in 2018 to raise awareness about waste sorting among tenants of the Tivoli Food Hall. The goal for 2018 was thus met to a certain extent. A further goal for 2018 centred on waste sorting in the visitor area of the Tivoli Food Hall, but this was not met. Our goal for 2019 is therefore to introduce a waste sorting system at this site.

In 2018, a new product was introduced to collect spilled oil and chemicals. This is a natural product from Canada, and is made from peat, which can absorb oil and chemicals, so that they are encapsulated in the peat, which can then be disposed of as non-hazardous waste. This enables Tivoli to reduce its environmental impact.

Better data for Tivoli Corner in 2019 will enable us to optimise the waste sorting system. We will also focus on environmental measures throughout Tivoli in regard to both chemicals and consumer goods.

Waste – Total (tonnes)



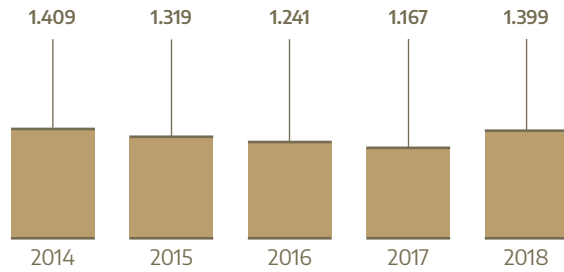
Reusable cups

The goal for 2018 was to keep the trippage in line with 2017. There was a small decline in trippage from 4.88 in 2017 to 4.45 in 2018. This means that in 2018, visitors returned fewer cups to the recycling machines than in 2017, primarily because the souvenir effect has risen to 22%. This is partly because Tivoli produced an anniversary cup bearing the '175 years' logo, which was a great hit with visitors.

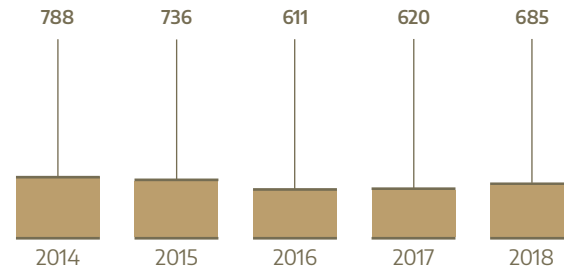
In 2019, we will continue to collect as many reusable cups as possible before they are disposed of as waste. We also work continuously to inform visitors about the scheme via signs and verbal communication in the businesses where drinking cups are purchased.

The cup washing facility will be kept continuously up-to-date, so that consumption of water, electricity and so on is kept to a reasonable level.

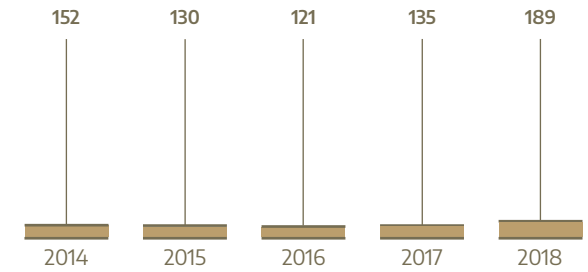
Waste – Daily waste collection (tonnes)



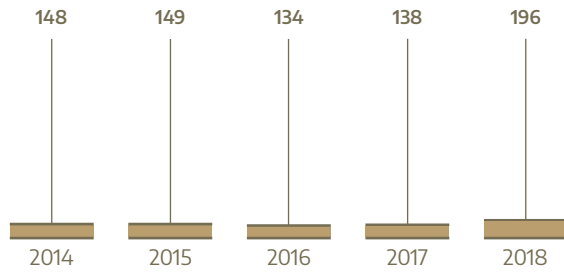
Waste – Food (tonnes)



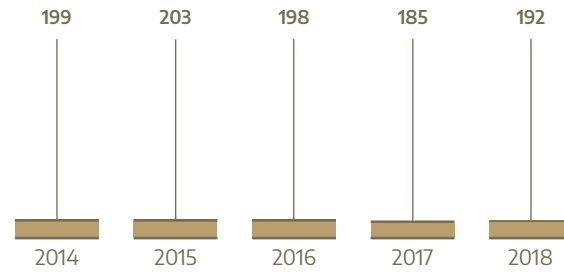
Waste – Bottles (tonnes)



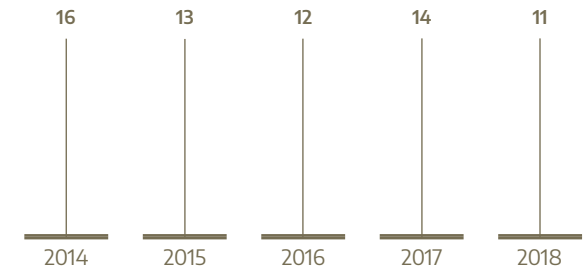
Waste – Paper and cardboard (tonnes)



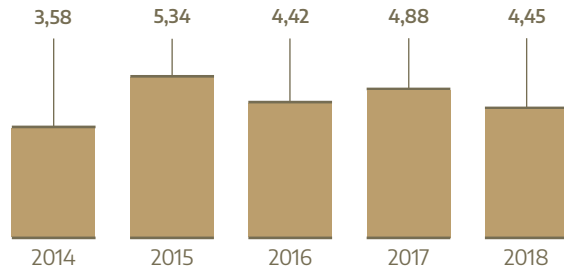
Waste – Compost (tonnes)



Waste – China (tonnes)



Reusable cups – Trippage



4.16 Water consumption

Topic
Surroundings, including the environment.

Benchmark 16 – Water consumption

Calculation
The calculation covers water consumption in Tivoli in general, Tivoli’s cup washing facility, and water consumed by Tivoli’s tenants and lessees in m³.

Tivoli tries to be resource-conscious in regard to water, and this was also the case in 2018. However, in line with the increased level of activity, water consumption also rose. Tivoli Corner resulted in increased water consumption. Added to this is the fact that summer in 2018 set records in terms of length and dryness, which meant additional watering of the Gardens’ flowers and plant pots, since these are a crucial part of the Tivoli experience.

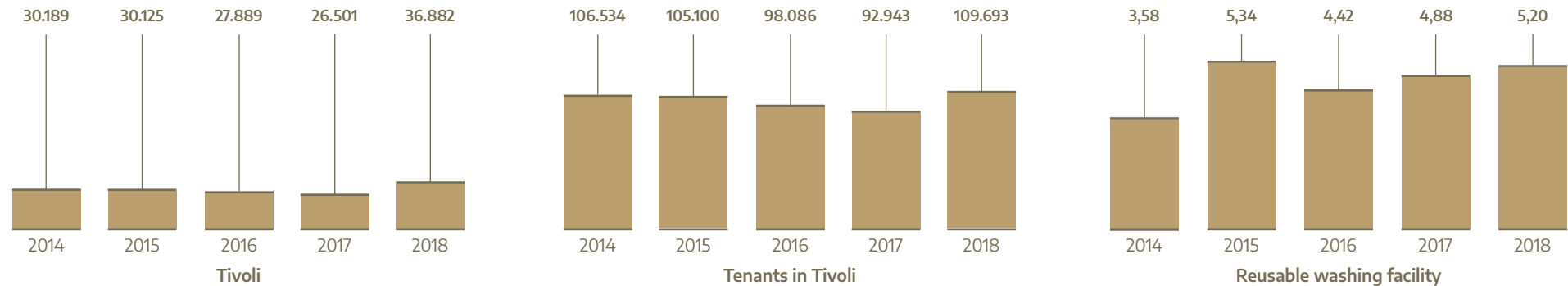
Tivoli’s water consumption primarily relates to food preparation, toilet visits, garden watering, cleaning and fountains. It is difficult to make savings on some of these parameters, such as garden watering, which is weather dependent, and consumption of water in the washing facility, which depends on the number of reusable cups sold.

Tivoli’s toilets are equipped with a water-saving flush mechanism where possible, and all urinals are waterless. Taps for washing hands are sensor-controlled.

Given the increased level of activity and weather-related challenges, water consumption in 2018 is regarded as acceptable and it meets the 2018 goal of being resource-conscious.

Our goal for 2019 is to continue our resource-conscious behaviour.

Water consumption (m³)



4.17 Charity

Topic

Surroundings, including charity.

Benchmark 17 – Charity

Every year, Tivoli donates a number of entry tickets, unlimited ride tickets, room loans, and so on.

Calculation

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

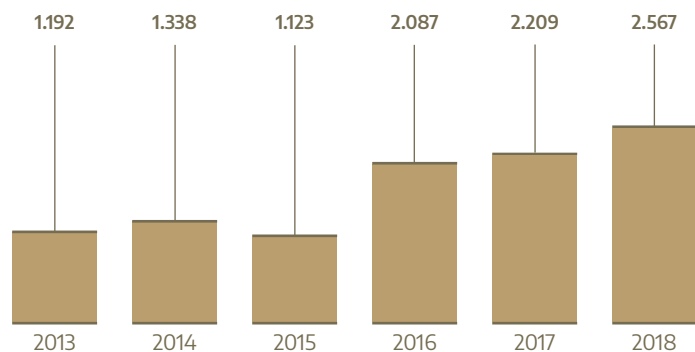
In 2018, Tivoli received a total of 402 applications for support – slightly fewer than the previous year. 85 applications were granted, which is more than in 2017. This is reflected in the value of the donations, which rose by 16% compared with the preceding year.

There were fewer applications from asylum centres (both reception centres and detention centres). Nevertheless, families from the Sjælsmark and Avnstrup detention centres visited Tivoli in 2018. There was also a substantial rise in the number of applications received from women’s shelters, which applied for a trip to Tivoli for a mother and child/children. Mothers with children in shelters and hospitalised children, bereaved children and children from families with a history of drug or alcohol use are also groups that Tivoli supports.

Tivoli’s support mainly takes the form of admission and unlimited ride tickets as well as theatre tickets for children’s performances, so that children growing up in difficult conditions can enjoy a trip to Tivoli. Tivoli also supports major fundraisers, such as Danmarks Indsamling and the Rynkeby Race, with prizes for competitions and raffles.

Our 2018 goal of donating tickets, etc. to charity to a value of DKK 1 million or more was met. Our goal for 2019 is still to donate tickets, etc. to charity to a value of DKK 1 million or more.

Value of donations (DKK thousand)



4.18 Responsible gambling

Tivoli is a professional, responsible provider of online gambling. In 2017, we 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 centres, and contact customer service operators, who are trained in handling inquiries regarding problem gambling. All inquiries and processes regarding responsible gambling are evaluated continuously within TivoliCasino, in order to improve efforts in this area and create a better dialogue with gamblers.

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



4.19 Supplier relations

In 2018, we focused on sustainability in the area of food, including entering into an agreement with Royal Unibrew regarding a complete switch to organic draught beer in Tivoli's own bars. We also entered into an agreement with a coffee supplier regarding switching to organic coffee.

In 2018, Tivoli's purchasing department worked on finding solutions to disposable plates, household paper, etc., which are more sustainable than those that are currently in use. This is a complex analysis involving production, transport and disposal, and work continues into 2019, during which time our goal is to start using our first sustainable disposable solutions.

The purchasing department is now represented in the 'Network for Environmental Procurement' in order to help put pressure on suppliers to focus more on sustainable products and portfolios in general.

A new purchasing policy and code of conduct was implemented in 2019. This includes stricter requirements, particularly for foreign suppliers, regarding documentation of production conditions.



4.20 Corruption

In 2017, Tivoli set up a whistleblower scheme, which enables Tivoli employees to anonymously report illegal or inappropriate 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 inappropriate behaviour or suspected serious violations.

Cases or suspected illegal or inappropriate behaviour or serious violations in all areas can be reported via the whistleblower scheme – for example, illegal financial conduct, illegal or inappropriate 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, Tivoli's 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 only been a few reports to the Tivoli whistleblower scheme, and none of them have given rise to processing. Our goal is for no reported matters in 2019 to be of a nature that require them to be dealt with as whistleblower cases.



