



CSR Report 2015

Contents

About Tivoli's CSR report	3
Shutdowns	8
Training.....	10
Evaluation	12
Satisfaction	14
Quality	16
Low-fat meals	18
Organic products	20
Godadgang.dk.....	22
Sickness absence	24
Safety	26
Job satisfaction.....	28
Discrimination	29
Equal opportunities	31
Diversity	33
Employee benefits	34
Neighbour complaints	35
Cultural traditions.....	36
Maintenance.....	38
Traffic.....	39
Electricity consumption.....	41
Waste	43
Recycling	45
Charity	47

About Tivoli's CSR report

CSR 2015 is a corporate social responsibility report in accordance with section 99a of the Danish Financial Statements Act.

This is Tivoli's seventh report on Corporate Social Responsibility, and in general it follows the same format as in previous years.

For Tivoli, it is important that the CSR work is anchored in the organisation and business, and that the associated report is simple and easy to understand.

Organisation of CSR work

CSR work within Tivoli is decentralised 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.

The CSR report is completed by the Communications Department in conjunction with Business Intelligence, with two employees being in charge of data collection and the dissemination of the results.

To ensure that CSR work is anchored throughout the organisation across all departments, a steering committee has been established consisting of the CFO, an employee from Business Intelligence, the person responsible for the environment and working environment, and an employee from Brand & Communications.

The CSR year in review

In by far the majority of the areas that Tivoli includes under CSR, improvement initiatives have achieved positive results.

Tivoli's visitors once again gave top ratings for the quality and service provided by the Gardens. This was evident in the satisfaction and recommendation scores in the exit analyses among visitors leaving the Gardens as well as in the reports from Tivoli's mystery shoppers and in the number of written complaints. The uptime of Tivoli's running rides also revealed an improvement on what was already a good result.

The Safety Organisation at Tivoli has a good grasp of the working environment. Paradoxically enough, the clearer focus on the working environment resulted in more reports of occupational accidents, as even the slightest injuries are now reported. However, the number of days of absence associated with occupational accidents declined, which indicates a positive trend. The preventive efforts in the area therefore remain in full force.

The average sickness absence level among Tivoli's employees increased slightly, and a range of initiatives have already been launched to reduce sickness absence to the desired level.

In 2015, saving energy remained in focus. 59% of the reduction in electricity consumption that was the target set in Tivoli's and DONG Energy's climate partnership was achieved. In addition to changing from traditional filament bulbs to LED, almost 32,000 bulbs have now been replaced, and a major effort has also been made concerning Tivoli's ventilation system.

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 to Tivoli's visitors and employees, as well as to the environment and our cultural heritage.

Tivoli's three-tier CSR policy relates to: Our visitors – Our employees – Our surroundings.

Our visitors

Visitors' service

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. It 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 amusements is checked by both trained employees and external consultants. Tivoli has its own emergency response department (focusing on fire prevention) as well as 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.

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 low-fat meals.

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 establishing lifting

platforms, ramps, etc. When designing new buildings and rides, every effort is made to integrate good accessibility from the outset.

Tivoli has joined the Accessibility Label Scheme of the Danish Accessibility Association at godadgang.dk. We have also introduced an arrangement whereby disabled visitors are allowed to bring their own assistant.

Our employees

Occupational health and safety

Tivoli is committed to ensuring a healthy working environment, both physically and mentally. The safety of our visitors and employees takes top priority.

The geographical context and the age of the building stock constitute constant challenges in terms of the physical working environment, 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 annual employee satisfaction survey.

Diversity

Tivoli is committed to being an inclusive and non-discriminatory workplace. The composition of employees at 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 lopsided, 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 by means such as flexitime 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.

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 oversees various offers to employees of a preventive and therapeutic nature.

Our surroundings

Our neighbours

Tivoli is committed to treating our neighbours with consideration and respect.

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.

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 environment

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

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.

Supplier relations

Tivoli wishes to encourage responsible conduct by 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, including the Tivoli Code of Conduct.

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.

Shutdowns



BENCHMARK

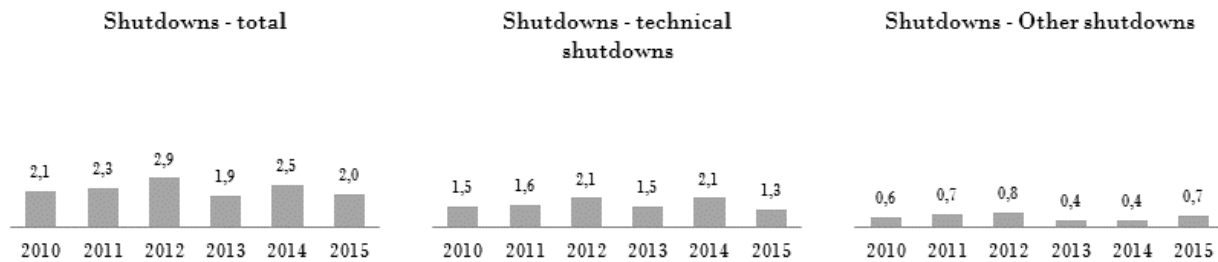
Visitors: Visitor service, quality.

SHUTDOWNS

A shutdown is the time a ride is out of service during its opening hours. Shutdowns are divided into two categories, where '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 goal of keeping shutdowns at a lower level in 2015 than in 2014 and preferably also than in 2013 was met, although we were sometimes hit by bad weather, particularly rainfall and strong winds.

The technical downtime was significantly reduced, due e.g. to a major renovation of the Monsoon, our focus on recurring outages on individual rides and not least a joint effort from all technical departments to keep the rides running safely and efficiently.

Despite the heavy rainfall during Halloween and Christmas in Tivoli, the high uptime was maintained.

The target for 2016 is to keep downtime on the rides to below 2.0% of the total operating time.

Training



BENCHMARK

Visitors: Visitor service, skills development.

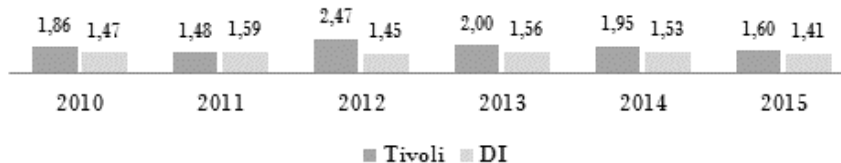
TRAINING

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 spent on training in DKK per hour worked



It is Tivoli's goal that at all times, employees should possess the competencies to perform their work, and competence development is a focal aspect for follow-up on the annual employee satisfaction survey. All training activities are prioritised, as they must create value for employees and thereby also for visitors and the company. Tivoli has therefore developed various in-house training schemes, including management training, a management academy and various IT courses.

The decline in the amount paid for training per working hour performed related partly to the solid teaching experience of the staff of the HR Department, as this reduced the need for external resources. As far as possible, we prioritise using in-house trainers to ensure that the training is work-related, relevant and takes into account the special challenges faced by the participants every day.

The goal for 2016 is to maintain a high level of competence development while increasing employees' knowledge of the training opportunities Tivoli offers.

Evaluation



BENCHMARK

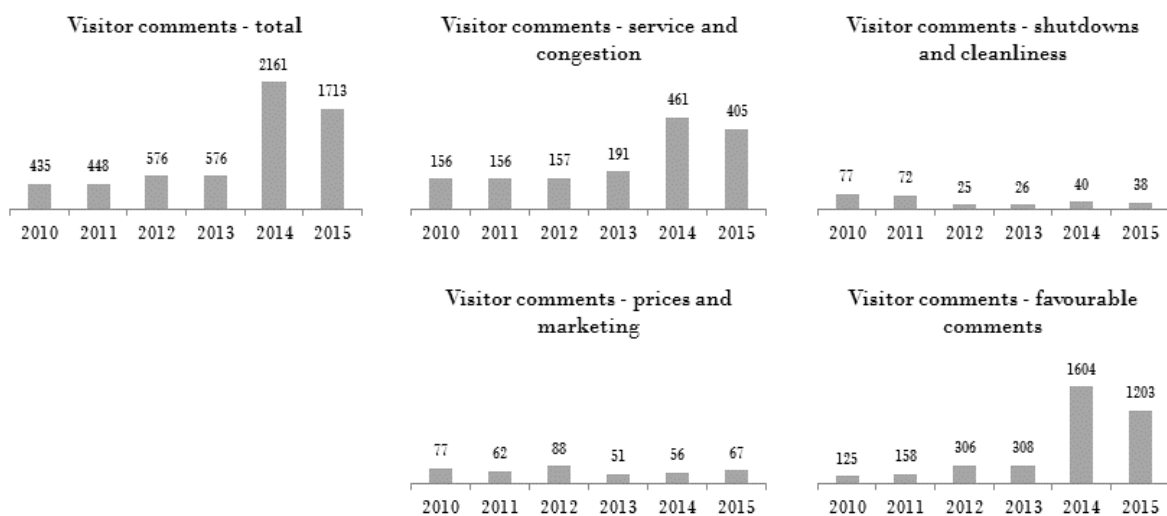
Visitors: Visitor service, evaluation.

EVALUATION

All favourable or unfavourable comments submitted to Tivoli in writing are recorded in a special case management system, from which these data have been retrieved. They are categorised according to subject by those employees who handle written comments.

CALCULATION

Number of favourable and unfavourable comments submitted to Tivoli divided into selected subjects.



Since 2014, the statistics for visitor comments have also included the statistics for Nimb, which is owned and run by Tivoli. At Nimb, all visitors are encouraged to score their visit, which generates a significantly higher number of written comments. Compared with 2014, however, the number of written comments declined considerably in 2015, mainly in relation to favourable comments, unfortunately. The decline in favourable comments was not echoed by an increasing number of complaints, however, since the number of complaints dropped from 557 in 2014 to 510 in 2015.

Complaints about personal service or congestion in the Gardens were associated particularly with large concert evenings such as the Snoop Dogg concert in July 2015.

Most of the complaints concerning shutdowns and cleanliness related to rides that were not in operation. Only five complaints mentioned a lack of cleanliness compared with 22 in 2014.

Complaints about prices and marketing related particularly to the beginning of the summer season and concerned the website, which had been given a new design. Apparently visitors simply had to become familiar with the new design since the complaints stopped during the season.

Satisfaction



BENCHMARK

Visitors: Visitor service, satisfaction.

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?'

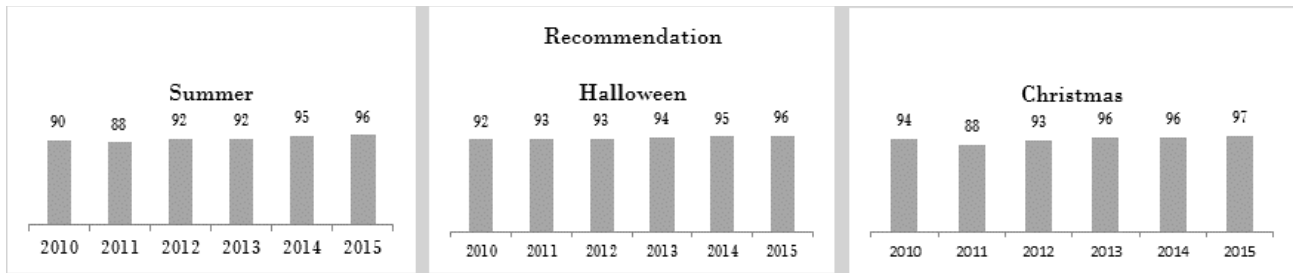
'Recommendation' shows the proportion of visitors who answered 'Will definitely recommend' and 'Will probably recommend' Tivoli to others. The surveys are carried out by an external company.

CALCULATION

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

Maintaining high, international quality and service standards is part of Tivoli's strategy. As an expression of whether Tivoli's visitors feel this is actually the case, two points were selected from Tivoli's exit survey: satisfaction with the visit and the proportion of recommendations.





Maintaining high, international quality and service standards is part of Tivoli's strategy. As an expression of whether Tivoli's visitors feel this is actually the case, two points were selected from Tivoli's recurring exit survey: satisfaction with the visit, and the proportion of recommendations.

Satisfaction and the proportion of recommendations increased across all seasons to the highest levels during the period in which the analysis has been carried out. We also managed to increase the proportion of visitors in the categories "Very satisfactory" and "Will definitely recommend" in all three seasons.

For the summer season of 2015, the proportion of visitors in the category "Will definitely recommend" rose to 64% compared with 60% in the summer season of 2014. The same positive development was apparent in the proportion of visitors who classed their visit as "Very satisfactory", which rose by a total of 19 percentage points to 59%.

The same positive trend was evident for Halloween and Christmas in Tivoli, when the proportion of visitors who moved from the category "Satisfactory" to "Very satisfactory" also rose by 19 percentage points.

Another measurement, the Net Promoter Score (NPS), defines visitors as "promoters". i.e. visitors who can be expected to talk positively about Tivoli – or "detractors", who may talk negatively about Tivoli.

Between these two extremes is a "passive" (neutral) group of visitors who are not expected to say anything either for or against Tivoli. Promoters are visitors who rate our service as 9 or 10 on a scale of 0 – 10. For Tivoli employees, the "10/10 experience" has become a day-to-day yardstick for the standard of service.

The Net Promoter Score for the overall Tivoli experience has been rising steadily, and was 77% for the year 2015, compared with 72% in 2014.

Tivoli aims to maintain these high levels of satisfaction.

Quality



BENCHMARK

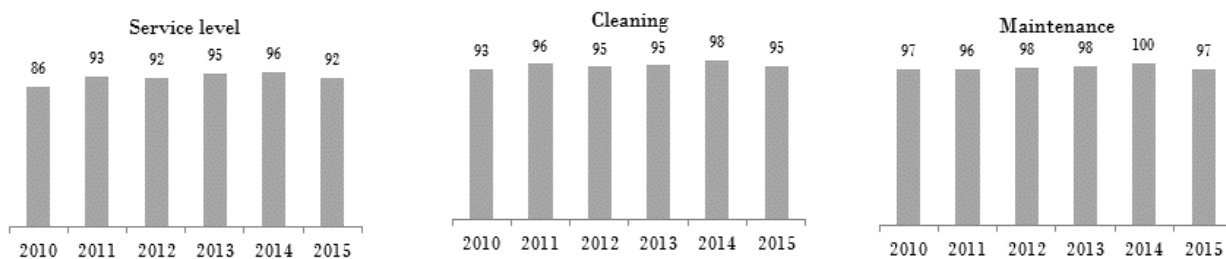
Visitors: Visitor service, quality.

QUALITY

Evaluation of service level, cleaning and maintenance. 'Service level' is defined as the personal service provided by Tivoli staff in all areas. 'Cleaning' is defined as the perceived standard of cleaning, e.g. of lavatories and food outlets. 'Maintenance' is defined as the perceived standard of footpaths and Garden installations.

CALCULATION

Average evaluation for the year as a whole. The maximum possible score is 100. The evaluation is performed by an external company via mystery shopping.



Tivoli's quality control in the form of mystery shoppers was changed in 2015. This was because often the mystery shoppers gave Tivoli results that were - or were close to - the top score of 100. Naturally, this is positive, but it is difficult to improve on service if you cannot measure the results of your initiatives. The bar was therefore raised in 2015 to make it harder to achieve the top score.

In the light of this, it makes sense that the results are worse than in 2014, and the results from 2015 are judged to be satisfactory. Our goal to achieve a score of 95% or higher is unchanged. A range of activities have therefore been planned during the first quarter of 2016 to prioritise our visitor-centric focus and

service among Tivoli employees. Ongoing initiatives implemented by Tivoli include CEM, Customer Experience Management, and the simple rules for personal responsibility for good service.

Ensuring continuing high quality requires both a focus on the work functions of individual employees, and a joint responsibility for the Gardens' image and visitor experience. For precisely this reason, many of the forthcoming activities deal with multi-disciplinary aspects, authority and latitude, and service recovery, which means transforming a bad experience into a positive experience.

Low-fat meals



BENCHMARK

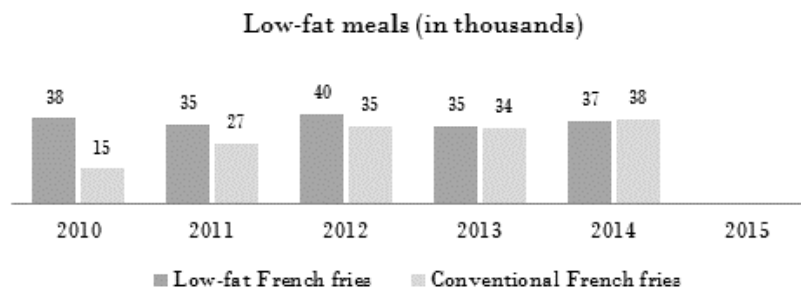
Visitors: Health and well-being, low-fat meals.

LOW-FAT MEALS

Availability of low-fat products. Low-fat French fries contain a maximum of 7% fat after frying because of the way they are cooked.

CALCULATION

Number of kilograms of conventional vs. low-fat French fries sold.



The number of conventional French fries sold in 2012 was corrected following an audit of the sales figures.

In 2015, Burger House chose to focus more on classic culinary experiences and replaced its low-fat French fries with conventional chips, which explains the fall in low-fat French fries from 2014 to 2015.

We strive to cater for as many visitors as possible, and as we have experienced increasing demand for organic products in general, we have chosen to add organic French fries our range so that we offer low-fat, conventional and organic French fries. In 2015, sales of organic French fries totalled 19,290 kg. The total sales of low-fat and organic French fries, respectively, totalled 38,468 kg, which is an increase compared with the purely low-fat French fries in 2014. Meanwhile, we saw a slight decline in conventional French fries

with total sales of DKK 34,251 in 2015. From this we can deduce that visitor demand for alternatives to the conventional French fries is rising.

Our focus for 2016 is to continue raising the quality and offering a selection that satisfies all kinds of visitors.

Organic products



BENCHMARK

Visitors: Health and well-being, organic products.

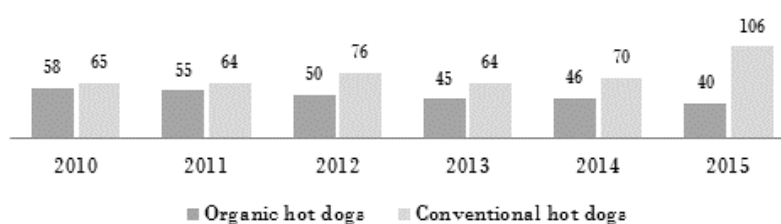
ORGANIC PRODUCTS

Organic hot dogs are made of 100% organic ingredients.

CALCULATION

Number of organic versus conventional hot dogs sold.

Organic vs. conventional hot dogs (in thousands)



We maintained sales of organic hotdogs in 2015, and sales of organic sausages sold individually increased at Hot Dog Corner and Crows' Castle. Sales of conventional hotdogs were higher in 2015 than in 2014. The following factors could explain the increased sales: The high number of visitors to the Gardens as well as the large concerts have positively affected sales of conventional hotdogs. On the busiest days, the restaurants have been full to maximum capacity, which has encouraged more visitors to find fast food, and conventional hotdogs, in particular, as a fast alternative.

In connection with organic products, it is worth noticing that Fish 'n' Chips has been awarded Det Økologiske Spisemærke (organic cuisine label) in bronze. When 30-60 per cent of a business's procurement of food and beverage goods are organic, an eatery is eligible for the bronze organic cuisine label. Tivoli also

collaborates closely with supplier Faber Brød to develop deliveries for both fast food outlets and restaurants. Faber Brød supplies exclusively organic products, and was responsible for most of the Gardens' bread deliveries in 2015.

Our goal for 2016 is generally to increase accessibility to organic products in the Gardens. We are in dialogue with several new suppliers who are all renowned for having primarily high-quality organic products. Specifically, we have begun collaborating with a new ice-cream supplier, and we are working with suppliers of organic dairy and meat products, etc.

Godadgang.dk



BENCHMARK

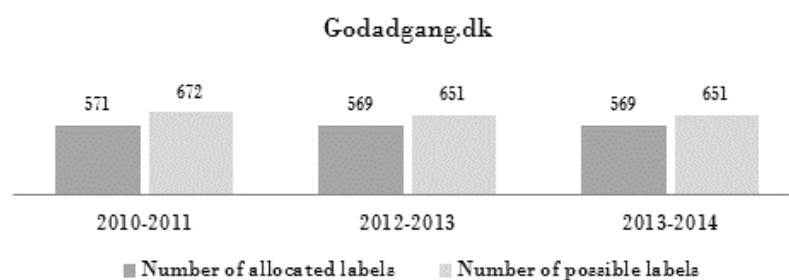
Visitors: Accessibility, Godadgang.dk.

GODADGANG.DK

Tivoli is a member of the Danish Accessibility Association, which manages the Accessibility Label scheme. The Accessibility Label scheme is a quality label scheme comprising seven disability categories with individual accessibility needs.

CALCULATION

Number of allocated versus potential labels.



The next accessibility rating by godadgang.dk will take place in spring 2016. The last rating is from 2012.

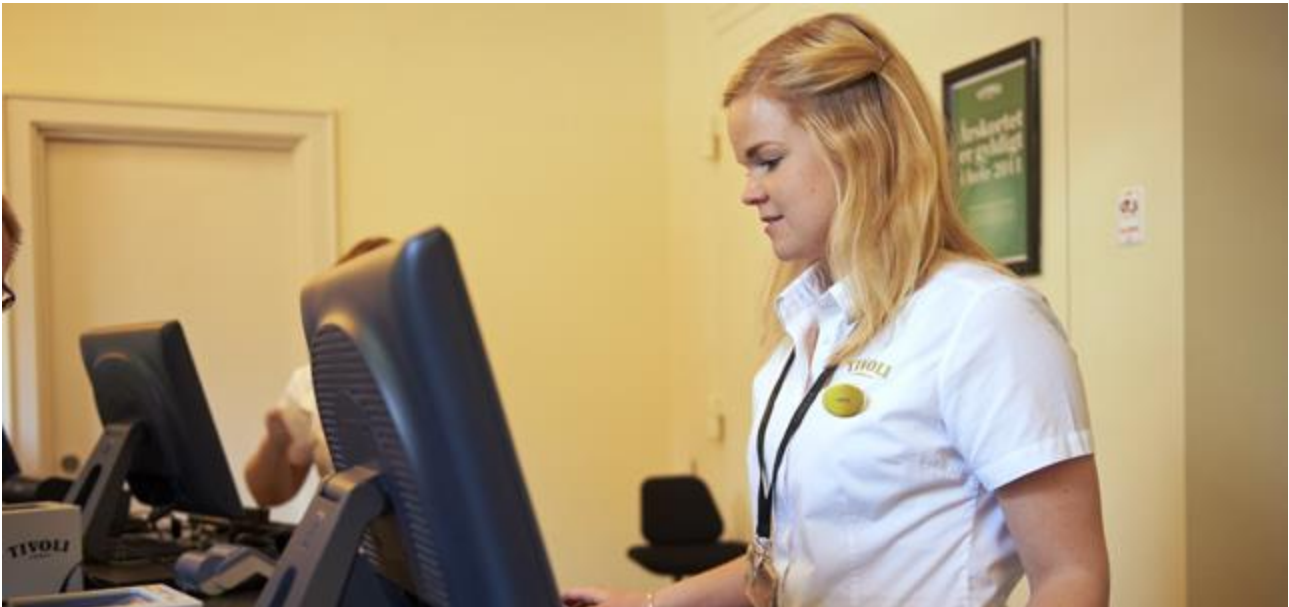
Tivoli constantly strives to optimise conditions for visitors with functional impairments.

In 2015, it became possible to reach the Box Office without difficulty to buy tickets to concerts, shows etc. by entering via Tivoli. Other projects involved the Tivoli Gift Shop, which altered its surfacing to improve access. Where possible, ramps were installed at the stalls erected for Halloween and Christmas. Work is underway to generally lower the floors in all the stalls.

Tivoli's restaurants offered cuisine for visitors with food intolerances. Dishes have been designed that cater for the 13 most common types of food allergy.

Signs in Tivoli are easier to read with a considerably larger and more visible typeface. Work is under way to make signs even clearer by updating the pictograms.

Sickness absence



BENCHMARK

Employees: Occupational health and safety, sickness absence.

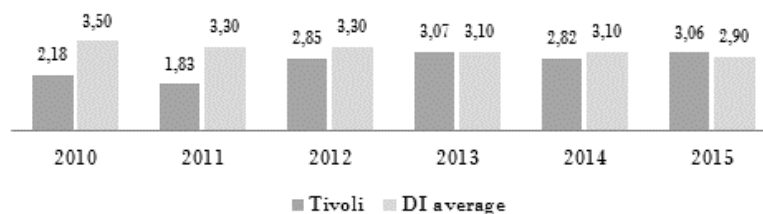
SICKNESS ABSENCE

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).

Number of sick days, on average (as percentage of potential annual working hours).



For the first time in years, Tivoli's sickness absence was above average for the Danish Employer's Association, ascertained on the Confederation of Danish Industry's (DI's) website. Tivoli's goal to reduce sickness absence to no more than 2.8% in 2015 was not met.

In the last half of 2015, the number of long-term sickness absences increased, as Tivoli employs more staff with increased risk of absence due to long-term or chronic illness (section 56 contracts).

This higher sickness absence means that in 2016 we will focus more on preventing and following up on sickness absence with a view to reducing sickness absence.

Safety



BENCHMARK

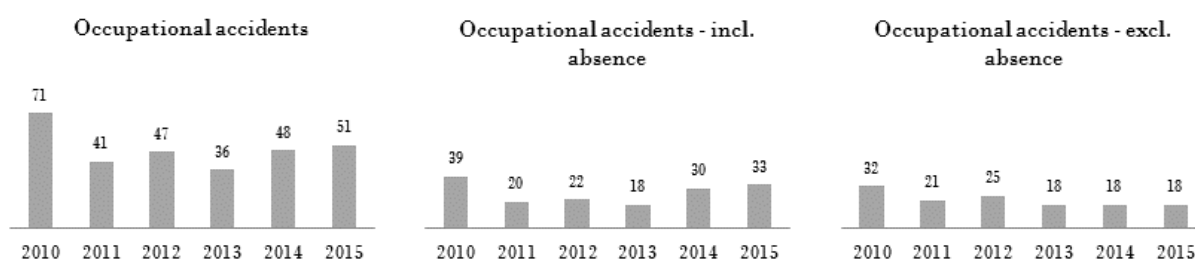
Employees: Occupational health and safety, safety.

SAFETY

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 rose by 6% from 48 in 2014 to 51 in 2015. It is positive that in 2015, an accident involving absence resulted in an average of 9.5 days of absence compared with 10.7 in 2014. For comparison, DI's average for an accident with absence was 14.1 days (2014). In total, 15 of the 33 accidents involved absence of between 1 and 3 days.

The accident frequency was the same as in 2014, i.e. 20.4. For comparison, DI's average for all industries was 12.9 (2014).

In 2015, the number of so-called serious accidents was halved compared with 2014 – from six to three. Only one accident involved more than five weeks of absence. Two of the accidents involved minor fractures in a

finger and foot, respectively, and the third was caused by an overstrained knee, which was followed by long-term absence.

As in earlier years, the types of accidents were classed mainly as soft tissue injuries, knocks and strains/sprains.

A look at the work functions where the injuries occurred reveals a drop in the group that includes minders and service staff, though there was a dramatic increase in accidents reported at Nimb. Both outcomes are deemed to be the result of sustained work to increase employees' understanding of health and safety. Whereas preventive initiatives helped to reduce the number of accidents in some places, elsewhere the focus was on remembering to report injuries that were previously not always reported.

The increasing activity in connection with construction work at Christmas and Halloween had no impact on the trend in the number of accidents. Only one accident related to this activity. The low number of accidents during the construction work was linked to the care employees took of themselves during this project.

The goal to reduce the number of accidents in 2015 to below the level for 2013 (i.e. 36) was not met. Although any accident is one too many, there are positive indications as fewer serious accidents occurred, and the number of sickness absence days dropped.

Based on the type of accidents in 2015, we can see that preventive initiatives during the year were effective in many areas. This work will continue to focus on waste management procedures and wet floors and stairs, for example, as well as on ergonomics and heavy lifting.

Job satisfaction



BENCHMARK

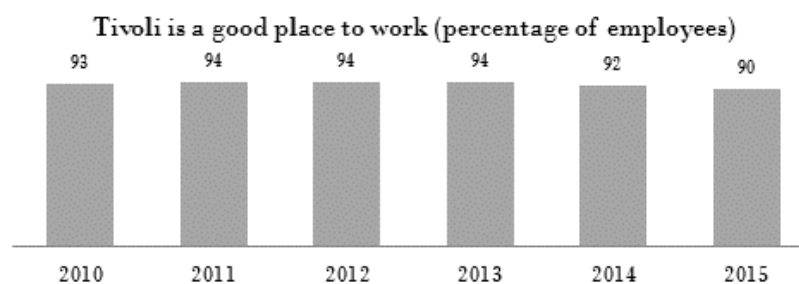
Employees: Occupational health and safety, job satisfaction

JOB SATISFACTION

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

CALCULATION

Percentage of all employees who replied 'almost always true' and 'often true' to the question: 'All things considered, I feel that Tivoli is a very good place to work' in the annual employee satisfaction survey.



Every year, in collaboration with Great Place to Work, Tivoli conducts a satisfaction survey in which all employees at the company answer questions that document whether Tivoli is a great place to work. Despite a slight decline in satisfaction compared with 2014, the level of satisfaction among employees remained high. The decline in satisfaction from 92 to 90 per cent reflect the running-in of three major new F&B businesses. Such a process often involves tight deadlines, new processes and challenges that can negatively affect employees' working life.

The measurement for 2016 is to maintain high well-being and satisfaction among Tivoli's employees.

Discrimination



BENCHMARK

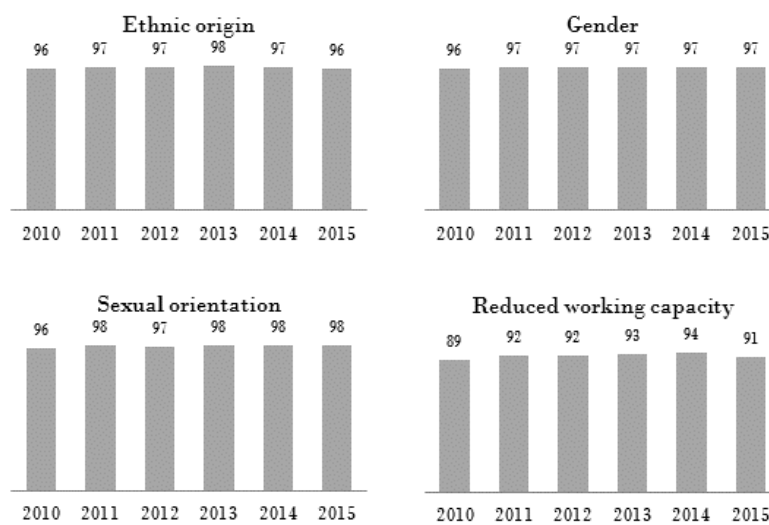
Employees: Diversity, discrimination.

DISCRIMINATION

Employees' perception of equal treatment.

CALCULATION

Percentage of all employees who replied 'almost always true' and 'often true' to the question in the annual employee satisfaction survey of whether Tivoli employees are treated fairly irrespective of gender, ethnic origin, sexual orientation and reduced working capacity.



Tivoli has a goal that its staff composition should reflect society. In this way, we have the best basis for meeting visitors and giving them an enchanting experience.

Tivoli is an inclusive company. The annual employee satisfaction survey contains four questions that

enable employees to document their perception of whether discrimination exists.

Tivoli's goal will always be to reach 100% in responses to these questions, and we are close to that.

Equal opportunities



BENCHMARK

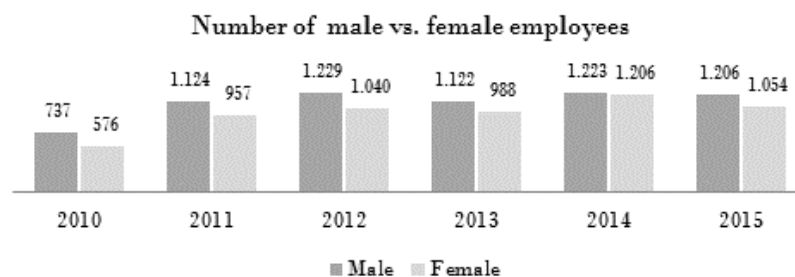
Employees: Diversity, equal opportunities.

EQUAL OPPORTUNITIES

Gender distribution among Tivoli employees.

CALCULATION

Number of male versus female employees. The census includes full-time, part-time and seasonal staff.



The ratio of men to women remained relatively even but we can see that we employed more men than women compared with 2014. The total number of staff employed dropped in 2015, and the largest drop was among women.

In 2015, girls were invited to join the Tivoli Youth Guard for the first time, making it an equal opportunities organisation.

The under-represented gender

Tivoli views it as a strength to also 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 at 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 2013, Tivoli produced a policy for the under-represented gender in order to ensure a balance in the number of men and women at all levels of management. The aim is for neither men nor women to have less than 33% representation in 2017 at the highest level of management, i.e. the Executive Board, the Board of Directors and the senior management.

The number of men versus 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 an Executive Board 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.

Executive Board

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

Board of Directors

As of 1 January 2015, the Board of Directors was expanded to three members. The Board of Directors consists of two men and one woman. The target was therefore met.

Senior Management

In 2015, the Senior Management was composed of four vice presidents, three of whom are men and one is a woman. The target was therefore met.

Diversity



BENCHMARK

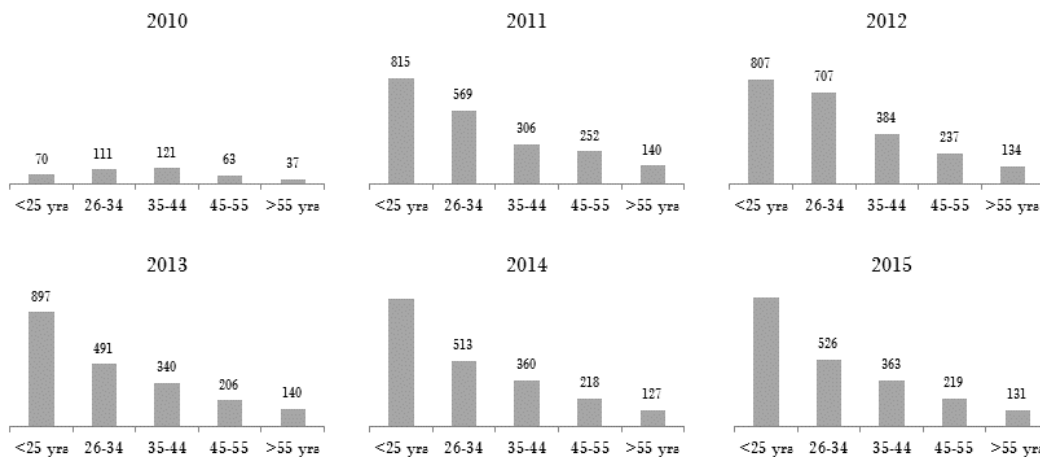
Employees: Diversity, age composition.

DIVERSITY

Age composition of Tivoli employees.

CALCULATION

The census includes full-time, part-time and seasonal staff. Pre-2011 figures cover full-time employees only.



Tivoli is committed to diversity in its staff, which also applies to a good distribution of age. The distribution of age among the staff is good considering that many jobs are seasonal and unskilled, which typically appeal to young people and students. The group of employees under 25 years is therefore quite large.

Tivoli's staff must reflect the many different visitors visiting the Gardens, and we are therefore keen to maintain a broad age distribution.

Employee benefits



BENCHMARK

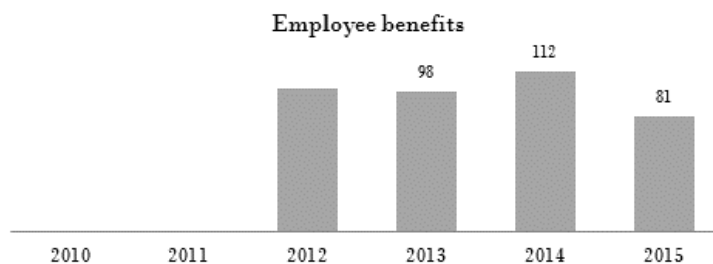
Employees: Health and well-being, employee benefits.

EMPLOYEE BENEFITS

Activities relating to employee opportunities to lead a healthy lifestyle, such as expenditure for continued participation in the DHL Relay Race, a football tournament, health checks, flu vaccinations, and so on.

CALCULATION

Index figures indicating expenditure for employee benefits focusing on health and well-being.



In 2015, a sports day and the DHL relay race were held but not a 'health day' for Tivoli's employees. Expenditure on employee benefits focusing on health and well-being was therefore at an index of 81. This does not imply less of a focus on employee health, however. For instance, employees who would like a health check can make an appointment with a Tivoli nurse.

Tivoli's daily health initiatives include a fruit scheme, free or low-cost health insurance and healthy canteen cuisine, such as a large salad buffet.

The goal for 2016 is to remain focused on employee health and well-being at the same level as in 2015.

Neighbour complaints



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Our surroundings: Our neighbours, complaints from our neighbours.

NEIGHBOUR COMPLAINTS

Written complaints from residents of the streets surrounding Tivoli.

CALCULATION

Number of complaints from our neighbours.



Only two complaints were received from Tivoli's neighbours concerning noise from the Gardens. Considering the increased number of visitors in 2015, this is extremely satisfactory. The two complaints concerned a concert on the Open Air Stage on a Sunday evening.

It is our ambition to maintain a good dialogue with our neighbours to keep the number of complaints to a minimum.

Cultural traditions



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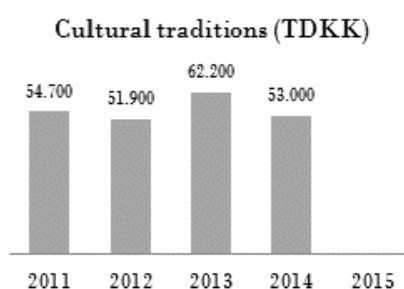
Our surroundings: Cultural-historical awareness, cultural traditions.

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 and Friday Rock.

CALCULATION

Segment reporting for the Entertainment area according to Tivoli's annual accounts. NB: the result is a negative number.



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

In 2015, the overall result for the Entertainment area was negative by DKK 55.5 million. This result comprised revenues of DKK 61.1 million and costs of DKK 116.6 million. 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.

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

We will strive to maintain a high level of cultural activities at Tivoli in 2016.

Maintenance



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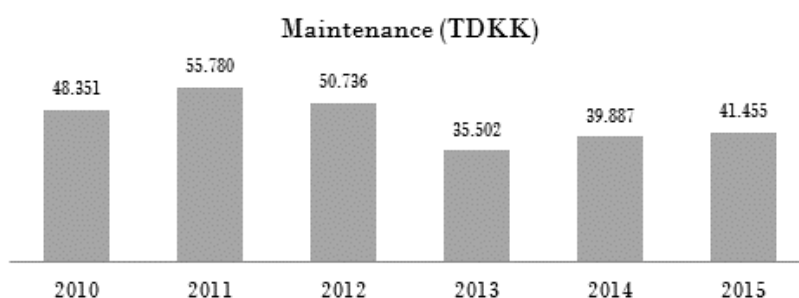
Our surroundings: Cultural-historical awareness, buildings and gardens.

MAINTENANCE

Maintenance costs for buildings, garden installations and paths at Tivoli.

CALCULATION

Costs for maintenance of buildings, garden installations and paths.



The rebuilding of the Spisehuset and Mrs Nimb restaurants, along with the rebuilding of the Tivoli Box Office, accounted for some of the largest posts related to maintenance and caring for Tivoli's historical infrastructure and buildings.

Other large posts comprised materials and work hours linked to ongoing maintenance and procurement of flowers and plants, which in 2015 amounted to more than DKK 4 million.

Our goal is to continue caring for and developing Tivoli in the spirit of Georg Carstensen, Tivoli's founder.

Traffic



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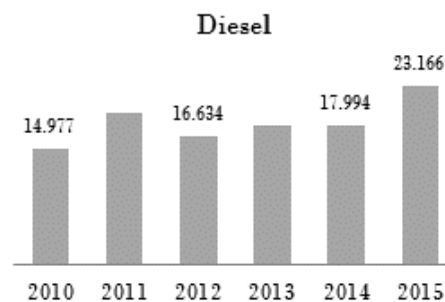
Our surroundings: The environment, traffic.

TRAFFIC

The figure includes internal traffic inside Tivoli using Tivoli's own vehicles.

CALCULATION

Number of litres of diesel versus biodiesel consumed within Tivoli.



In 2015, diesel consumption increased by 29% compared with 2014. This was due to a combination of more opening days, which resulted in more driving in the line of duty, and significantly more activity with diesel-fuelled machines in connection with constructing Halloween and Christmas in Tivoli. Extra lifting platforms and forklift trucks were especially responsible for the increased consumption; truck driving alone rose by more than 40%.

There is currently no means of minimising the diesel consumption, as we have been unable to find alternative fuel for the work vehicles we rely on to keep the Gardens in operation.

However, we are focusing on eliminating work tools fuelled by petrol.

In 2015, electric robotic lawn mowers were introduced to mow the grass by Boblespringvandet (the Water Fountain) and Nimb. The gardeners have purchased more electric machines such as chain saws, leaf blowers and grass trimmers. We will continue this in 2016.

Tivoli has a new supplier of water in cartons. To avoid lengthy transport and thereby greater resource consumption, a Danish supplier has been selected to replace the previous German supplier.

Electricity consumption



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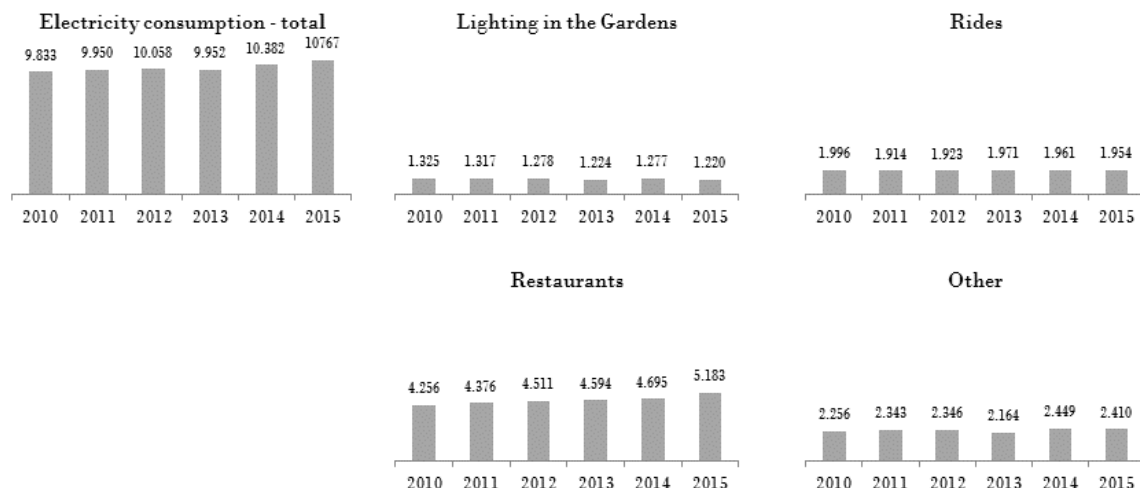
Our surroundings: The environment, electricity.

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.



In 2015, the total electricity consumption rose to 10,767,000 kWh - a 4% rise compared with 2014. This was caused partly by the longer summer season, and partly by the opening of Rock Bar Royal, Spisehuset and Mrs Nimb.

When adjusted to reflect the increased activity level, the total electricity consumption in 2015 dropped by almost 6% compared with 2014.

Lighting is one of the areas where power is being saved. The electricity consumption for lighting fell by 57,000 kWh despite the extended season. This resulted from the change to LED and streamlined timing of when the lights are switched on.

The rides consumed the same amount though there were more visitors. The clearer focus on compressors generated savings.

The three new restaurants resulted in a rise in electricity consumption of 600,000 kWh.

The category "Other" achieved a drop of about 38,000 kWh. The reduction in electricity consumption was caused by the new ventilation system in the Glass Hall Theatre and streamlining of the Concert Hall's large ventilation system.

Tivoli's efforts to save 10% in annual power consumption by the end of 2016 compared with 2013 are continuing. By the end of 2015, we had reached a 59% reduction in relation to the 1.5 million kWh, which is the goal.

Waste



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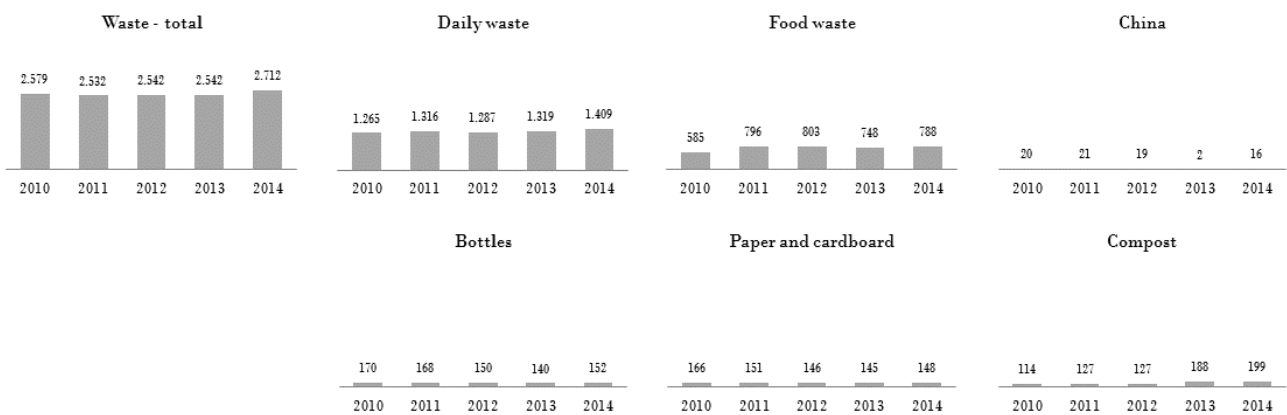
Our surroundings: The environment, waste.

WASTE

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.



Tivoli's major food waste prevention efforts that were initiated in 2014 are now making an impact. This had a knock-on effect on daily waste collection.

Normally, the volume of waste increases proportionally as the number of visitors in the Gardens rises. In 2015, though we welcomed 6% more guests to Tivoli, the total volume of waste fell by 6%.

In total, 80% of the waste comes from daily waste collection and food waste, which individually fell by 6% and 7%, respectively.

Regardless of the declines, the distribution of waste in the various fractions remained the same as in previous years.

After many years of intense waste sorting and management, the major challenges no longer involve correct sorting or understanding this subject. By contrast, the challenges now involve managing the volumes of waste on Tivoli's site, where space for activities for the public is at a premium. Tests in 2015 involving mini cardboard compressors at several locations at Tivoli demonstrated positive results. The plan is therefore to expand the scheme throughout the Gardens in 2016, and generally maintain an ongoing focus on smarter management of waste fractions.

Recycling



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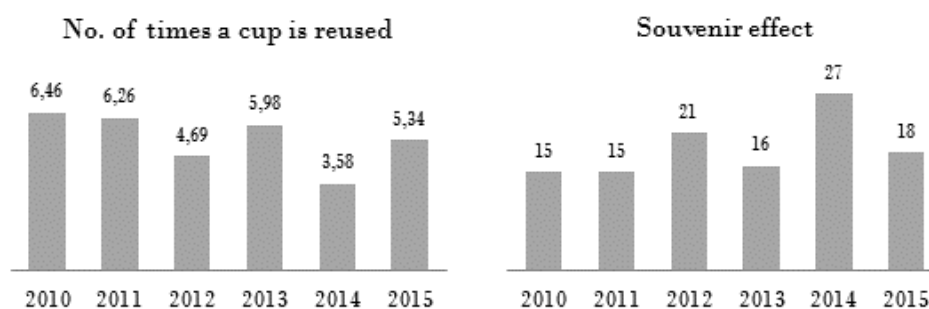
Our surroundings: The environment, recycling.

RECYCLING

The figure includes recyclable cups for all kinds of beverages served within Tivoli which visitors are allowed to take with them into the Gardens.

CALCULATION

Trippage: the average number of times a cup is recycled. Souvenir effect: the percentage of cups that are taken out of the Gardens.



In 2014, the key figures for recyclable cups in Tivoli dropped significantly. In 2015, the scheme was back on track with trippage rising from 3.58 in 2014 to 5.34 in 2015. The cups were being used more than 1.5 times more than in the previous year. The souvenir effect falls when the cups are recycled more. In 2015, 18% of the cups left the system/Gardens compared with 27% in 2014.

In total, over 1.2 million cups were distributed in the Gardens, which is more than 100,000 more cups than in 2014. This resulted from more opening days in Tivoli as well as the use of recyclable cups in connection with some events at Nimb.

In 2015, recyclable jugs were introduced for Friday Rock events. This experiment will continue in 2016.

At the recyclable wash plant, water consumption dropped by 59% per cup after trials with better rinsing procedures. Electricity consumption rose by 24% per wash since new air conditioning was installed in the wash plant. Work is under way to improve the extractor system to reduce the need for air conditioning in 2016, thereby minimising electricity consumption.

Charity



BENCHMARK

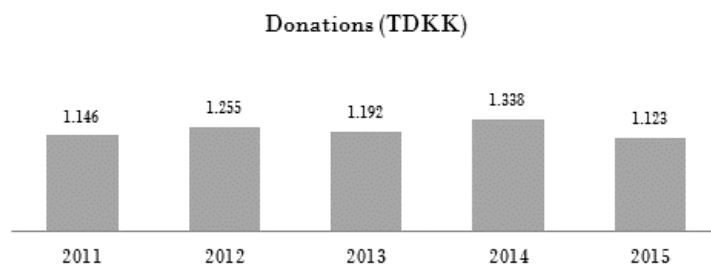
Our surroundings: Charity, charity.

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 2015, Tivoli received a total of 486 applications for ticket donations, etc., which is 14% more than in 2014. 106 applications were accommodated, which is a 20% increase compared with 2014. In 2015, tickets, Multi-ride tickets, Season Passes, entertainment tickets, etc. worth DKK 1,123,290 were donated.

The overall value of the donations was lower in relation to the previous year partly because of the change in pricing of the Festival of Light tickets. Tivoli donated the same number of Festival of Light tickets as in 2015 but the sales price for these tickets was halved, which halved the value of the donations.

Tivoli would like to continue contributing ticket products to underprivileged children. Tivoli is also working on engaging in a number of integration projects for refugees.