



CSR Report 2016

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

Contents

About Tivoli's CSR report	3
The Tivoli business model	3
Organisation of CSR work	3
Reader guide	4
CSR policy	5
1 Our visitors	5
2 Our employees	5
3 Our surroundings	6
Risks.....	8
1.1.1 Shutdowns.....	9
1.1.2 Training	10
1.1.3 Evaluation	12
1.1.4 Satisfaction	14
1.1.5 Quality.....	16
1.2.1 Animal welfare	17
1.2.2 Organic products.....	19
1.3.1 Godadgang.dk.....	21
2.1. Absence due to illness.....	23
2.1.2 Safety	25
2.1.3 Job satisfaction	27
2.2.1 Equal opportunities	29
2.2.2 Diversity	31
2.3.1 Employee benefits.....	33
3.1.1 Complaints from our neighbours	34
3.2.1 Cultural traditions.....	36
3.2.2 Maintenance	38
3.3.1 Electricity consumption.....	39
3.3.2 Waste	41
3.3.3 Recycling.....	43
3.4.1 Charity	44
3.5 Responsible gaming	45
3.6 Supplier relations	45
3.7 Corruption	45

About Tivoli's CSR report

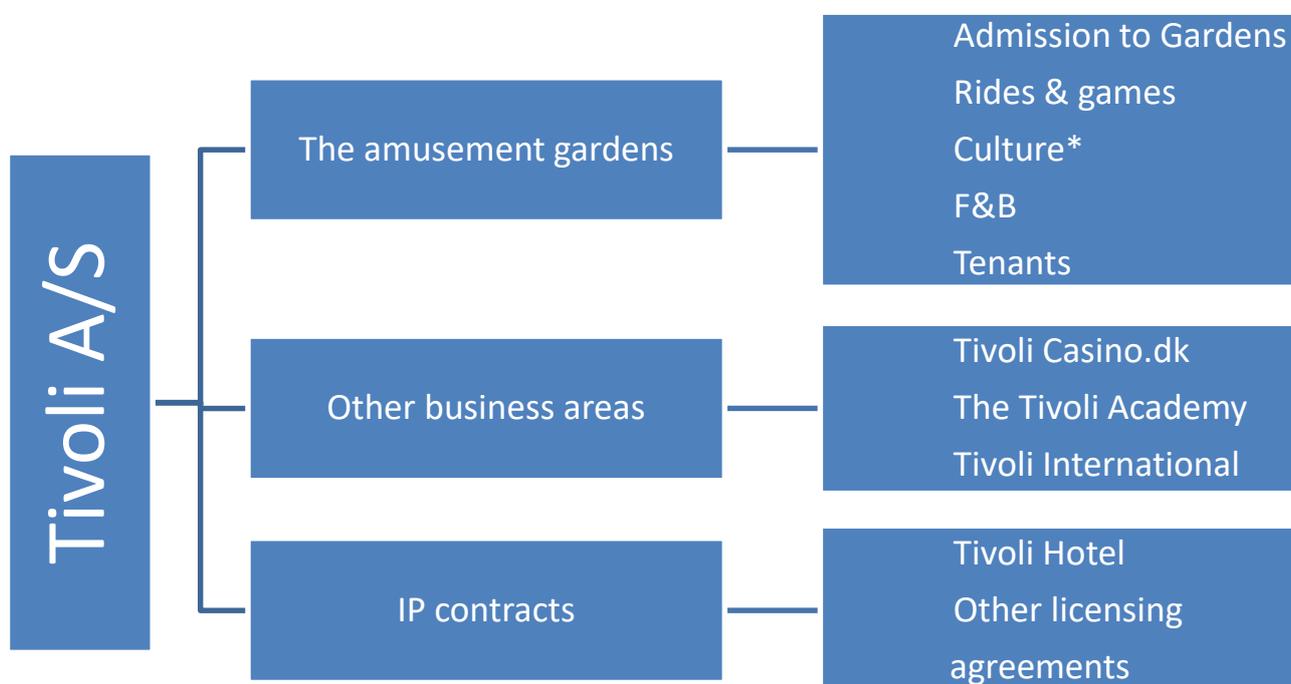
CSR 2016 is a corporate social responsibility report in accordance with section 99a of the Danish Financial Statements Act.

This is Tivoli's eighth report on Corporate Social Responsibility, and in general it follows the same format as in previous years. However, certain changes to the report are explained below.

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

The Tivoli business model

Tivoli's income derives from several sources:



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 was prepared by Brand & Communications in collaboration with Business Intelligence.

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.

Reader guide

As a result of changes in requirements for CSR reporting (cf. section 99a of the Danish Financial Statements Act), several changes have been made in the CSR report for 2016.

The report now includes a description of the Tivoli business model and an assessment of risk. This introductory reader guide also outlines Tivoli's position on the mandatory topics of human rights, climate and the environment, social conditions and anti-corruption:

These points in the CSR report are relevant to:

Human rights: all points under 2 Employees

Climate and the environment: 3.3.1, 3.3.2 and 3.3.3

Social conditions: all points under 2 Employees, 3.4.1

Anti-corruption: 3.5, 3.6 and 3.7

Various changes were also made to the benchmarks. This is partly the result of different practices and measurement methods, and partly due to a desire for more modern benchmarks.

Employees

The annual employee survey was rethought in 2016, partly in order to link employee and visitor satisfaction more closely and because of the need for feedback from younger employees. Tivoli has carried out an annual employee satisfaction survey for many years. The survey frequency has now been increased and the number of questions reduced. Given the more frequent surveys, the responses are current and relevant when departments are following up on results and working on ongoing improvements.

Visitors

Tivoli has previously reported on visitors' health and wellness – in other words, the options for making healthy food choices – using the amount of low-fat chips and organic hot dogs sold. This has presented certain challenges, since organic chips are not available in a low-fat version, meaning that visitors are forced to choose one healthy option over the other. We will still focus on visitors' options for making healthy food choices, but have decided to change our reporting practice and will in future report on animal welfare. This area is increasingly important to consumers.

Organic food will remain a focus area. In future the KPI will be organic bread versus conventional bread, since this figure has greater reach across Tivoli's food outlets.

Our surroundings

As part of its environmental work, Tivoli has aimed to reduce traffic in the Gardens for many years. A few years ago we began to focus on consumption of biofuel instead. However, biofuel has turned out to be unsuitable for use in Tivoli, since maintenance of the engines took up too much time. Tivoli thus no longer uses biofuel, and this benchmark has been omitted.

It is still not regarded as necessary to introduce quantified KPIs in regard to corruption and supplier conditions. Corruption in Denmark is the lowest in the world, and Tivoli does not tolerate corruption. In regard to supplier conditions, we are continuing to apply the code of conduct, which obliges Tivoli suppliers to comply with certain rules.

Following a debate regarding online casinos, including TivoliCasino.dk, Tivoli wishes to introduce responsible gaming to the CSR policy, in order to emphasise that it is of utmost importance that Tivoli's online casino is operated at a high ethical standard. No quantified KPI has been set for this benchmark; instead matters, in which questions have been asked of TivoliCasino.dk regarding responsible gaming during the year, will be reported on.

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.

1 Our visitors

1.1. Visitor 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. This entails treating all visitors with respect and without prejudice, thereby creating the best possible conditions for a good experience.

Safety and security are important criteria for a good experience. The safety of the rides is checked by both trained employees and external consultants. Tivoli has its own emergency response department focusing on fire prevention, a trained fire officer 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.

1.2 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 ethical meat.

1.3 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 is a member of 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.

2 Our employees

2.1 Occupational health and safety

Tivoli is committed to ensuring physical and mental health and safety. The safety of our visitors and employees takes top priority.

The geographical context and the age of the building stock pose 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 four employee satisfaction surveys each year.

2.2 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 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 to the individual by means such as trial jobs and 'section 56 jobs' (employees at increased risk of absence due to chronic illness).

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

2.3 Health and well-being

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

3 Our surroundings

3.1 Our neighbours

Tivoli is committed to acting considerately and respectfully to our neighbours.

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

3.2 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.

3.3 The environment

Tivoli is committed to limiting our negative environmental impact as much as possible and to making a positive contribution wherever feasible. Environmental management is applied consistently throughout Tivoli, and through

environment and climate partnerships we constantly seek opportunities for improvement in areas such as energy, waste and chemicals. The CSR report shows the development in key areas.

3.4 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.

3.5 Responsible gaming

TivoliCasino.dk and the Tivoli arcades were set up for the purpose of entertainment and as a way for Tivoli visitors to pass time. Tivoli wishes to promote responsible gaming 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 gaming expenditure.

3.6 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 working environment policy
- The supplier's policy regarding ethical issues relating to child labour, minimum wage, social involvement in the community, human rights, etc.

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

Please also refer to Tivoli's purchasing policy, including the Tivoli Code of Conduct.

3.7 Corruption

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

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

Risks

1 Our visitors

1.1.1 Safety

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

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

1.1.5 Quality

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

2 Our employees

2.1.2 Occupational health and safety

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.

3 Our surroundings

3.1.1 Our neighbours

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

3.2 Cultural-historical awareness

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 this is an intangible concept. Development and renewal will therefore typically attract public debate, and Tivoli views this as both positive and natural.

3.3 The environment

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.

1.1.1 Shutdowns



BENCHMARK

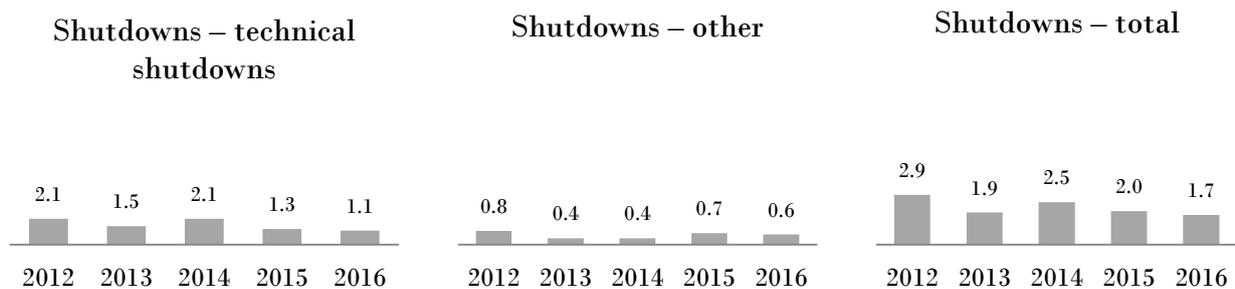
Visitors: Visitor service, quality.

SHUTDOWNS

A shutdown is the time a ride is out of service during its opening hours. Shutdowns are divided into two categories. '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 to a lower level than in 2015, and preferably also than in 2013, was once again met this year. 'Other shutdowns' comprises around a third of all shutdowns, primarily due to bad weather, particularly rain and strong winds.

Technical downtime was once again significantly reduced, due to a focus on preventive maintenance, 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.

'Technical shutdowns' also includes down time for running in the new three-in-one Fatamorgana/MiniMorgana ride, a process which traditionally always causes a few problems.

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

1.1.2 Training



BENCHMARK

Visitors: Visitor service, skills development.

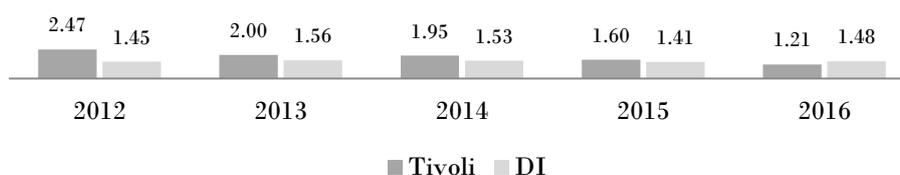
TRAINING

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 paid for training in DKK per working hour performed



For the first time in many years, Tivoli is below average for the Danish Employer's Association, according to the Confederation of Danish Industry's (DI's) website. Tivoli's goal is for employees to feel that they have the appropriate skills to perform their work at all times. All training activities are prioritised in regard to the value they create for both the employee and the organisation. Tivoli has therefore developed various in-house training schemes, including a management academy and a works management academy.

The fall in the amount paid for training in DKK per hour worked is partly due to the fact that, where possible, priority was given to the use of in-house trainers to ensure that the training was relevant and adapted to the participants' day-to-day work. We are also working on developing attractive internship and trainee programmes for students and newly qualified individuals in a range of areas. Among other things, work placements were created for students and apprentices in two new disciplines in 2016, meaning that Tivoli now offers thirteen different professions and currently has between 30 and 40 trainees.

The goal for 2017 is to maintain a high level of competence development while increasing employees' knowledge of the training opportunities Tivoli offers.



1.1.3 Evaluation



BENCHMARK

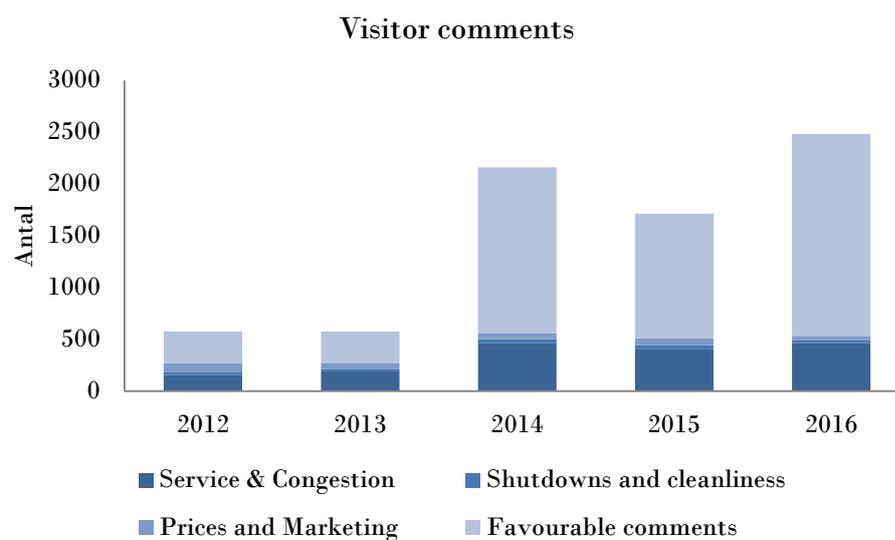
Visitors: Visitor service, evaluation.

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 broken down into selected subjects.



Service and congestion:

Visitors to Nimb book a table via the Dinner Booking system, which automatically sends out a questionnaire afterward so that visitors can evaluate their visit. Between 1 and 5 stars are allocated in the questionnaire for service, quality and

price. Obviously this results in a certain amount of feedback in which visitors raise matters that they would not have submitted as an actual complaint. Nimb received 290 complaint-like communications. In the previous year this number was 244 communications. However, it is worth noting that the proportion of criticism versus praise for Nimb in the category of service and congestion is moving in a positive direction. In 2016 the ratio was 84% praise and 16% criticism, whereas in 2015 it was 79% praise and 21% criticism. All complaints are followed up individually with the aim of reducing the number of complaints.

In the Tivoli section, the number of communications regarding inadequate service or congestion was 174. This is slightly higher than in 2015, due to large crowds flocking to Christmas in Tivoli in December. After the first Saturday in December 2016, 48 communications regarding congestion were received. By calling on additional employees to work the following Saturdays, we were able to improve the flow of visitors, and succeeded in welcoming more people to the Gardens while reducing the number of complaints to just eight in total on the following Saturdays.

Shutdowns and cleaning:

14 complaints regarding shutdowns is a marked improvement on 2015, where there were 33 complaints regarding shutdowns. There were 13 complaints regarding cleanliness in the Gardens in 2016, compared with 5 complaints in 2015. This corresponds to the results for Mystery Shopping; please see that section for a more detailed description.

Prices and marketing:

43 communications in total regarding prices and marketing is a substantial drop compared with 2015. Problems navigating the Tivoli website are a frequent cause for communication, but the number of complaints fell gradually as visitors grew accustomed to the site. Tivoli's concert programme also gained a new layout, which some visitors did not care for.

Praise:

We are pleased to note that the amount of praise increased substantially thanks to Nimb. The automated e-mail from Dinner Booking also played a role here. The number of e-mails containing praise for Nimb was 1,821 in 2016, which is substantially higher than in 2015, when 1,051 e-mails containing praise were received. 127 e-mails contained praise for Tivoli – fewer than in 2015, when we received 152 e-mails containing praise.

Looking solely at complaints regarding Tivoli (i.e. excluding the many communications via Dinner Booking), the number of complaints rose from 510 in 2015 to 534 in 2016. However, compared with the total number of visitors to Tivoli – 4.6 million visitors in 2016 – the number of complaints is still extremely low.

Obviously, our goal is to receive as few complaints as possible, and action is taken whenever a complaint is rooted in a structural problem. We also continue to work on resolving visitors' problems as they arise, so that there is simply no reason for making a complaint.

1.1.4 Satisfaction



BENCHMARK

Visitors: Visitor service, satisfaction.

SATISFACTION

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

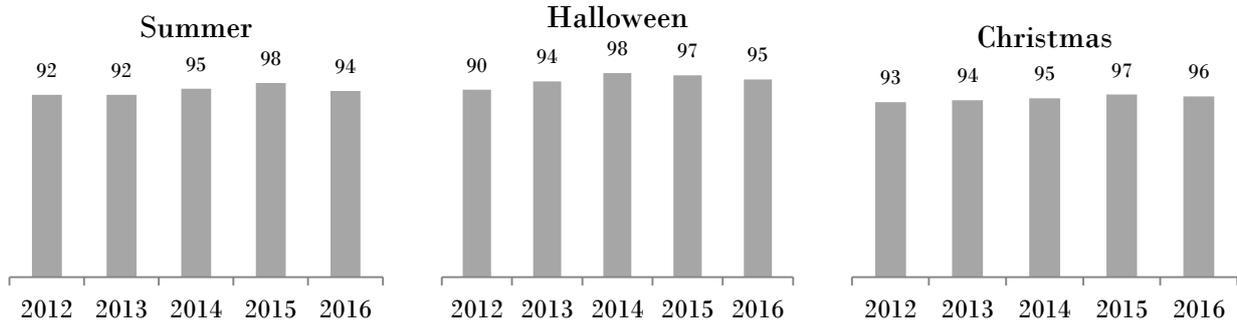
Visitor satisfaction is measured using the responses to a survey in which the 'Satisfaction with your visit' category shows the percentage of visitors who answered 'satisfactory' or 'very satisfactory' to the question: 'What is your overall evaluation of your visit to Tivoli?' "

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

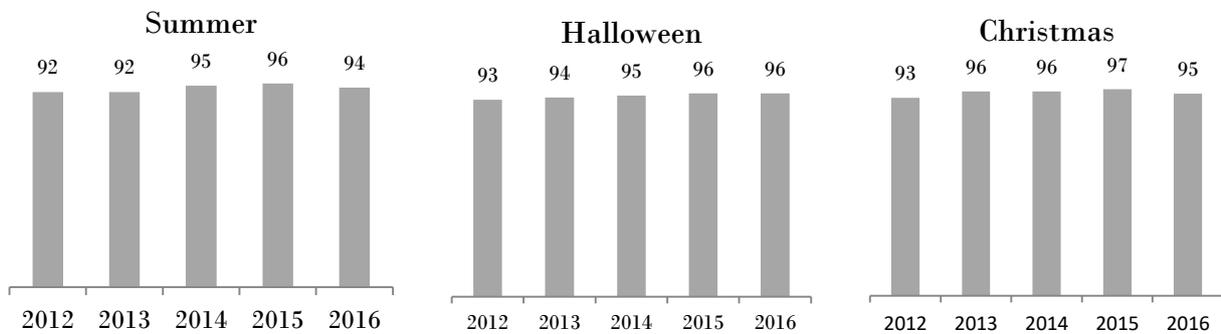
CALCULATION

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

Satisfaction with the visit



Recommendation



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.

In 2016 we succeeded in maintaining high standards for both satisfaction and recommendations across all seasons. Thanks to these high levels, in our work on visitor satisfaction and recommendations we are focusing particularly on increasing the proportion of responses in the 'Very satisfactory' and 'Would definitely recommend' categories. This strategy succeeded during Christmas in Tivoli, when a full 65% of visitors said they 'Would definitely recommend' Tivoli to family and friends, a significant increase of eight percentage points from the previous year.

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 was 76 for the year 2016, compared with 77 in 2015.

The goal for 2017 is to maintain these high standards for satisfaction and recommendations.

1.1.5 Quality



BENCHMARK

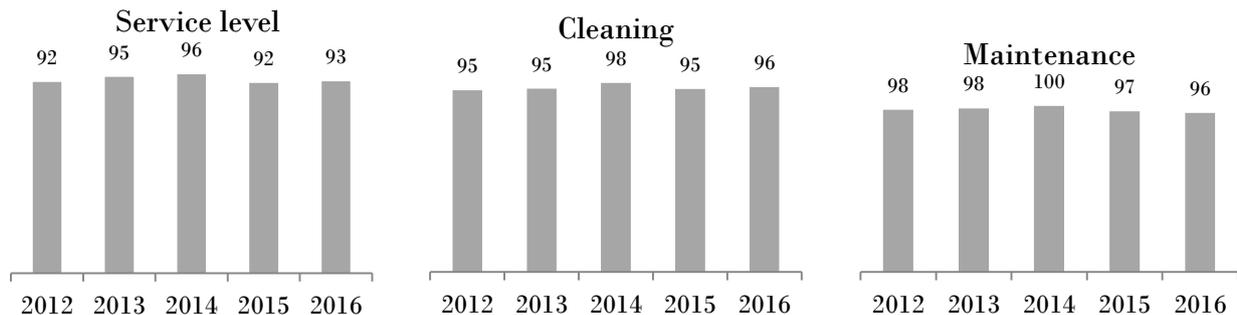
Visitors: Visitor service, quality.

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 whole year. The maximum possible score is 100. The evaluation is performed by an external company via mystery shopping.



Compared with 2015, the evaluation of quality is almost unchanged. Despite not quite achieving our goal, the numbers show that quality is high in all three areas and throughout all three seasons. Halloween and Christmas in Tivoli, in particular, present challenges relating to cleaning and maintenance due to the concentration of visitors on certain days.

Among other things, we are working to improve processes for emptying waste bins and cup machines, which will hopefully realise our objective of attaining an evaluation of 95 or above.

Please note that Tivoli's mystery shopper quality control system 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. This is obviously 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.

1.2.1 Animal welfare



BENCHMARK

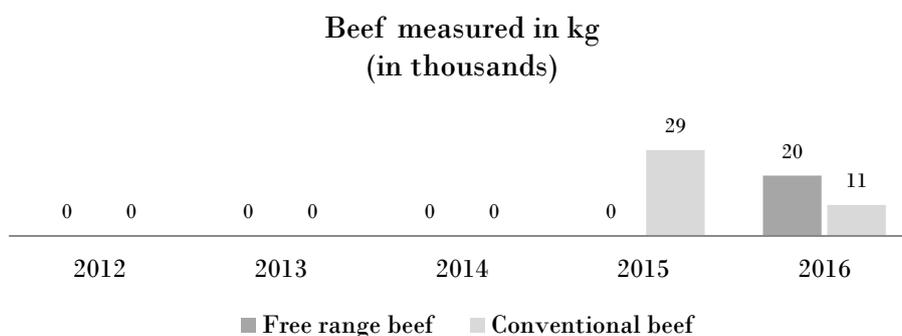
Visitors: Health and well-being, animal welfare.

ETHICAL MEAT

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

CALCULATION

The number of kilograms of ethical meat purchased compared with conventional meat.

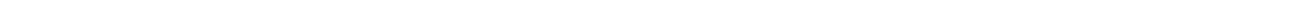


People have become increasingly conscious of animal welfare in recent years, and this topic has also been on Tivoli's mind. The goal relating to low-fat meals has therefore been replaced with one for animal welfare. This does not mean that we do not prioritise the importance of giving Tivoli visitors the option to make healthy choices when eating in Tivoli; it is, rather, a reflection of the fact that consumers are increasingly interested in the origins of their food.

In 2016 our focus in terms of animal welfare was on ethical beef. Tivoli's burgers now contain ethical beef in four out of six sales outlets. This is supplied by Nordjysk Naturkød. Their cows are grazed on grass a minimum of 120 days per year. In winter, the animals also graze outside and have access to shelter and large outdoor areas. No forms of fertilisers or pesticides may be used on the animals' natural grazing areas. The animals live freely and get plenty of exercise, and they are taken to a local slaughterhouse.

In 2015 none of Tivoli's products contained ethical beef. In 2016 ethical beef comprises around two thirds of the overall consumption of beef. This is a significant, noteworthy increase, and the ratio corresponds to our expectations for the coming year. It is unlikely that conventional meat will be phased out completely, as there is still demand for it from visitors, mainly due to the difference in price between ethical meat and conventional meat.

As we move forward, we will continue to select producers who emphasise high quality, good flavour, animal welfare and sustainable production. In 2017, Tivoli Food & Beverage businesses will introduce ethical pork. Our goal is for ethical pork to comprise 25% of all sales.



1.2.2 Organic products

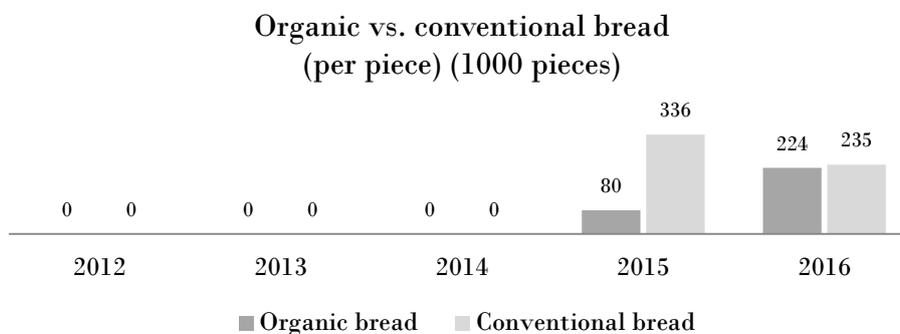


BENCHMARK

Visitors: Health and well-being, organic products.

ORGANIC PRODUCTS

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



Tivoli strives to provide high-quality products and believes that raw materials produced with consideration for the environment and sustainability offer better overall quality. As of 2016 we are reporting on all organic bread sold rather than organic hot dogs, since this number is more relevant to all Tivoli Food & Beverage businesses than the organic hot dogs, which are only sold by one business. Tivoli works with Faber Brød to develop organic French hot dog buns, burger buns and sandwich bread, among other things.

Sales of organic and conventional bread were almost equal in 2016. This is a noticeable improvement on 2015, when organic bread represented around 25% of overall sales.

In 2016 Tivoli also initiated a partnership with Hansens Flødeis. Hansens Flødeis is a local ice cream producer making ice cream the old-fashioned way, using organic milk from local producers and carefully selected ingredients. We also opened negotiations with Aarstiderne regarding future delivery to Nimb.

Fish 'n' Chips achieved a silver label in the Danish Organic Food Label Scheme. This means that 60–90% of the food and drink items purchased by the business are organic. We have also sourced more local, high-quality organic products for

the Hot Dog Corner, which we expect will be awarded the bronze label in 2017, i.e. 30–60% of food and drink items within the business are organic.

In future we will work on expanding our range of organic products.



1.3.1 Godadgang.dk



BENCHMARK

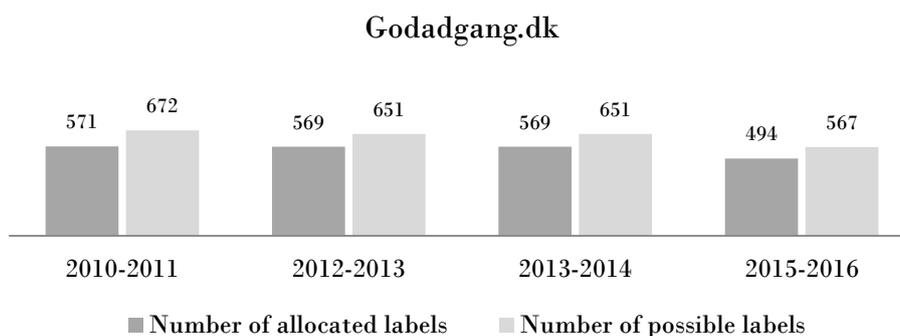
Visitors: Accessibility, Godadgang.dk.

GODADGANG.DK

Tivoli is a member of the Danish Accessibility Association ('Tilgængelighed for Alle') which manages the Accessibility Label Scheme. The Accessibility Label Scheme is a quality label scheme comprising seven disability categories, each with individual accessibility needs.

CALCULATION

Number of allocated versus possible labels.



In spring 2016, Tivoli's shops, eateries and entrances were reviewed and updated on the Godadgang.dk website, with both old and new initiatives being accessible during the 2016 season.

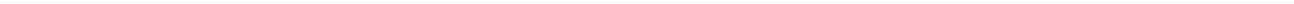
The most significant revisions and changes were made to Price's Diner, Illums Bolighus, Fru Nimb, the Biergarten, Påfuglen, Grøften, kiosks and ice cream sellers – and, as outlined in last year's report, the Tivoli Box Office.

In 2016 we were awarded 494 labels out of a possible 567, with a total of 81 locations being listed.

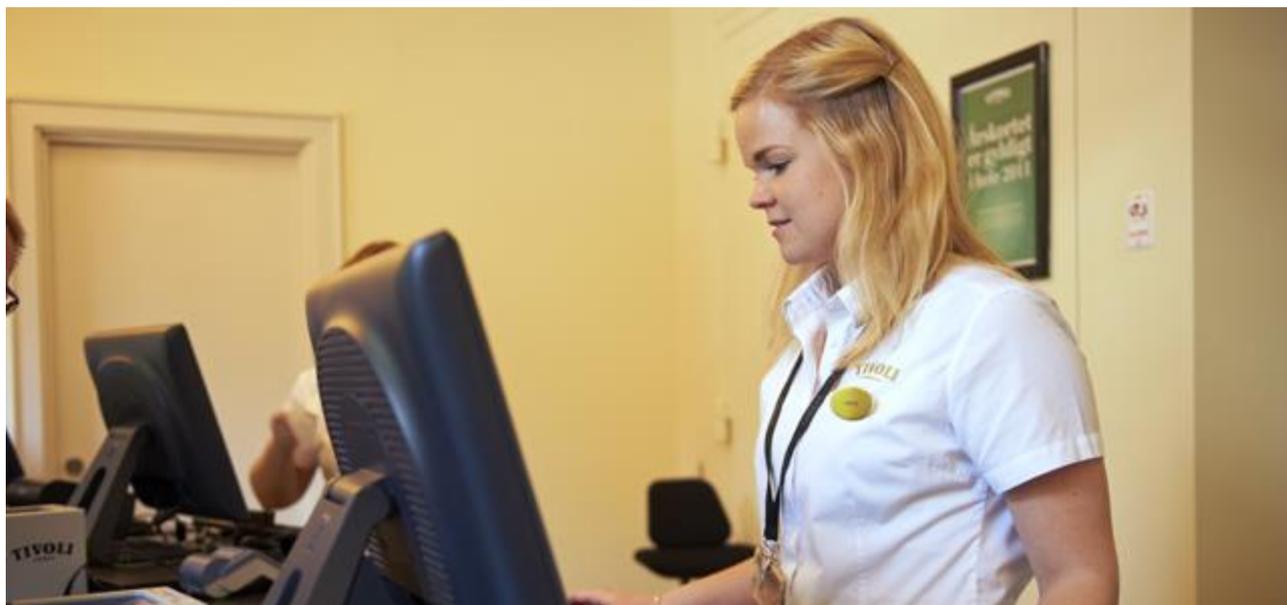
The difference between potential and awarded labels was thus 73, compared with 82 in 2013 – 2014.

At the end of 2016, Tivoli chose to focus its efforts on improving and maintaining a high level of service for visitors with functional impairments within Tivoli, and thus is no longer part of the Danish Accessibility Association. Tivoli had been a member of the scheme since March 2006.

Tivoli recommends that visitors with functional impairments plan their visit with the help of Tivoli's website.



2.1. Absence due to illness



BENCHMARK

Employees: Occupational health and safety, sickness absence.

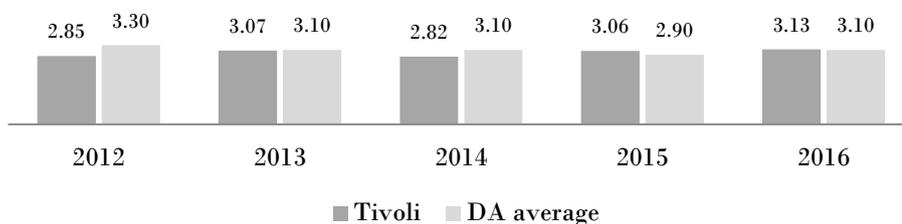
SICKNESS ABSENCE

Employee absence as a result of illness.

CALCULATION

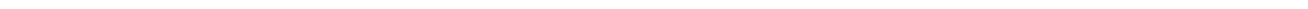
Average number of sick days for Tivoli employees compared with the national average as measured by the Confederation of Danish Industry (DI).

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



The sickness absence percentage for 2016 was 3.13%, which is in line with the Danish Employer's Association (DA) average of 3.1%. Tivoli's goal of reducing sickness absence to no more than 2.70% in 2016 was not met. In the first three months of the year sickness absence increased substantially.

In 2017 we are continuing to put more effort into preventing and following up on sickness absence with a view to reducing it still further. The goal for 2017 is 2.90%.



2.1.2 Safety



BENCHMARK

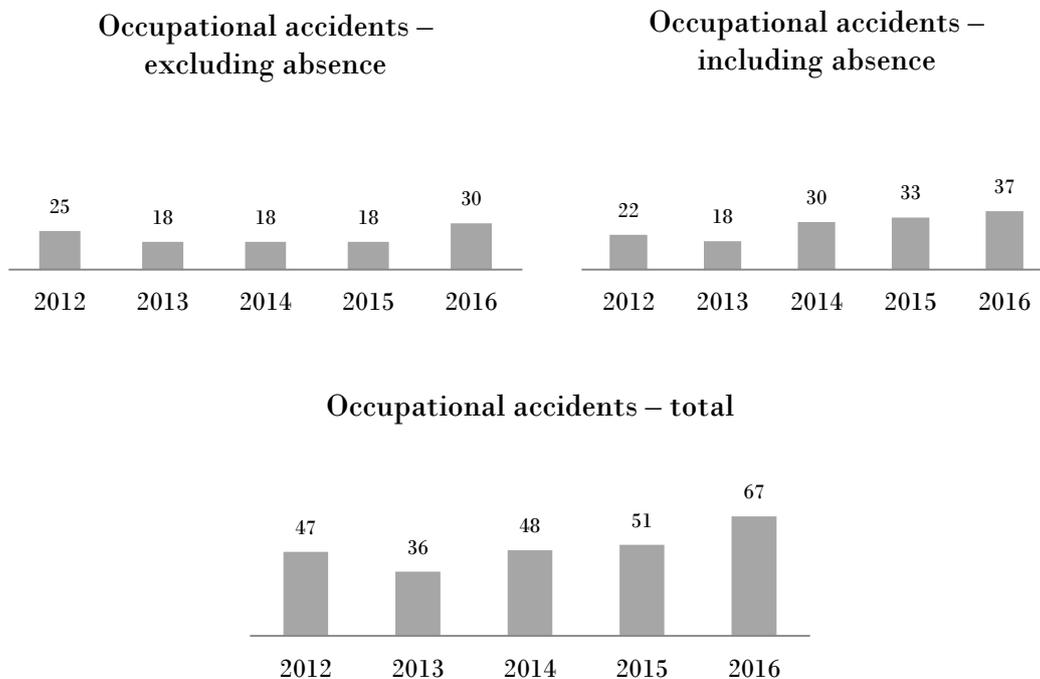
Employees: Occupational health and safety, safety.

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 or excluding absence.



The goal for the number of occupational accidents in 2016 was 36, and was not met, as there were 67 incidents. This is an increase of 33% compared with 2015, when there were 51 incidents. 37 of the accidents involved absence, four more than in 2015, which is the largest number of accidents involving absence since 2010.

An accident involving absence in 2016 resulted in an average of 6.4 days of absence, compared with 9.5 days in 2015. This is significantly lower than the DI average for an accident involving absence, which was 12.6 days in 2015. Around 80% of incidents involving absence within Tivoli resulted in an absence of between one and three days (24 out of 37). We are now working on eliminating some of these absentee days by thinking about alternative tasks. In many cases, it is good for both the employee and the employer for the employee to come to work rather than sitting around passively at home.

The accident frequency rate in 2016 was 24.7, substantially higher than the DI's average for all industries, which was 13.2 in 2015.

Three occupational accidents in 2016 resulted in over five weeks of absence, thus placing them in the 'serious accidents' category. This is similar to the 2015 level.

The types of accidents that occurred in 2016 were mainly knocks, sprains and injuries relating to trips and falls.

Tivoli has worked strategically to log all incidents for many years. In 2016 this work was intensified, and it became possible to identify incidents that had not previously been reported via a variety of logs.

This active work on logging all incidents gives Tivoli an idea of where and how incidents arise, and the types of injuries that occur. We are applying this knowledge and working proactively with all incidents in order to initiate preventive action. Since logging incidents is an important tool in accident prevention, we are working on highlighting the fact that even minor incidents such as, for example, scalding oneself on boiling water, should also be logged.

Logging incidents gives Tivoli an idea of how and where incidents arise, and the types of injuries that occur. Obtaining a true picture of incidents enables us to work proactively on preventing occupational accidents. We are therefore working more on proactively tracking down issues that may be occupational health and safety incidents. Not all employees are conscious that little things like scalding your finger while making yourself a cup of coffee at work also need to be logged. We are identifying these incidents now with the help of a variety of logs, which may have an impact on the increased number of incidents logged.

Despite the differing level of activity during the building phases for Halloween and Christmas in Tivoli, these are not the phases in which we have a large number of incidents. One possible explanation for this is that employees are more aware of their own safety during these phases, and of the fact that their work differs from that done while the Gardens are open. It is possible to work with this awareness regarding personal safety and apply it during the open seasons as well.

In 2017 Tivoli wishes to work even more proactively on preventing incidents, and so managers within Tivoli are being engaged and involved in taking ownership of incident follow-up and health and safety issues.

As of 2017, Tivoli will report on goals for the work environment in a new way. Instead of measuring the number of incidents, we will measure the number of incidents involving absence per million hours worked, also known as the lost time injury frequency or LTIF. This encourages staff to work with the number of injuries resulting in absence throughout the year.

2.1.3 Job satisfaction



BENCHMARK

Employees: Occupational health and safety, job satisfaction.

JOB SATISFACTION

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

CALCULATION

Average percentage of all employees who replied 'almost always true' and 'often true' to the questions in the job satisfaction surveys carried out in 2016.

Job satisfaction



The annual employee survey was rethought in 2016, partly in order to link employee and visitor satisfaction more closely and because of the need for feedback from younger employees. Tivoli has carried out an annual employee satisfaction survey for many years. The survey frequency has now been increased and the number of questions reduced. Given the more frequent surveys, the responses are extremely relevant when departments are following up on results and working on ongoing improvements.

Tivoli has also introduced eNPS (employee NPS) as a counterpart to NPS (Net Promoter Score). This means that employees answer on a scale of 0–10 regarding the extent to which they would recommend their workplace to others, just as visitors have for several years indicated the extent to which they would recommend Tivoli to others (NPS). The themes for the other employee satisfaction survey questions cover the level of information, cooperation between colleagues, the atmosphere in the workplace and orderliness.

The average satisfaction rate in Tivoli is around 84, which is high. The goal for 2017 is to raise overall satisfaction to 90%.

The average eNPS in Tivoli during the first three measurements was 53, which is particularly high. The goal for 2017 is to raise eNPS to 55 on a scale of -100 to 100.

Diversity in Tivoli

Integration

In 2016 Tivoli's employees in offices and in the Gardens were strongly committed to helping refugees and immigrants integrate into the Danish labour market. In partnership with Frederiksberg Municipality, Tivoli received 16 refugees, who spent part of their time working in Tivoli and the rest on language studies. The idea is that it is easier to learn Danish when you combine learning with spending time with Danish-speaking colleagues, because you make active use of the language and develop a language practice. At the same time, the language trainees learn about culture and norms in a Danish workplace. Each language trainee was also allocated a mentor within Tivoli, who could provide advice and guidance on finding their footing as a new arrival in Danish society.

Tivoli's next integration project is to create places for the new two-year basic integration course (IGU), which is rather like an apprenticeship. Under the direction of the Association New Dane, Tivoli has also participated in a mentoring scheme for highly educated new Danes who are having difficulty breaking into the labour market.

An inclusive labour market

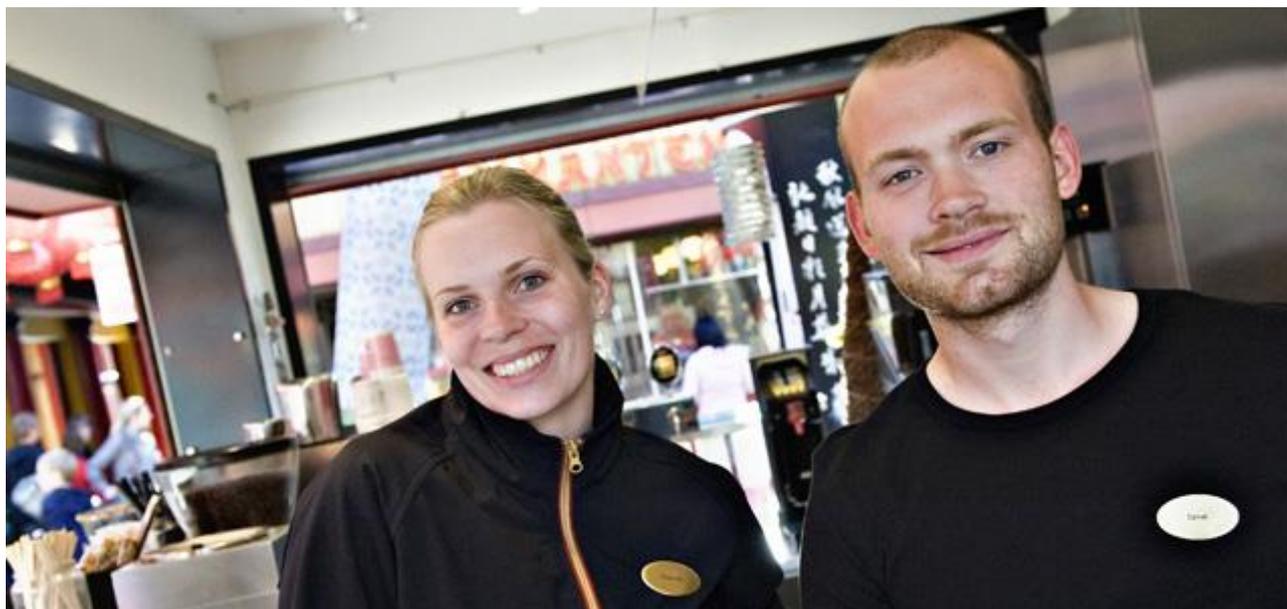
Tivoli is actively participating in a variety of projects to support people with special needs or requirements in joining the labour market.

In partnership with the City of Copenhagen, Tivoli's operational departments have hosted job training for people with long-term unemployment issues. Several of these people were subsequently employed in Tivoli, while others are ready for future progress.

Together with Business House Copenhagen, Tivoli is qualifying unemployed people for the Tivoli recruitment programme ahead of the summer season, with the aim of employing them in positions such as service roles.

In 2016 the Gardening Department participated in a project called VET-JOB with veterans from the Danish Armed Forces. VET-JOB is an employment preparation service aimed at helping veterans with mental health issues (PTSD, depression, anxiety and so on) who have been excluded from the labour market. VET-JOB is financed by the Danish Agency for Labour Market and Recruitment (STAR). VET-JOB consists of six months of trainee work with the Tivoli gardening team twice a week for four hours, and is supplemented with fitness, massage and other activities. The goal of VET-JOB is to help veterans move away from passive support and into active employment.

2.2.1 Equal opportunities



BENCHMARK

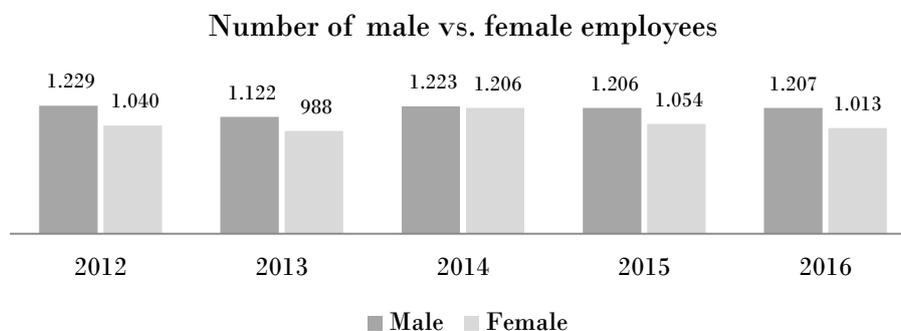
Employees: Diversity, equal opportunities.

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 distribution between men and women was relatively even in 2016. As in previous years, Tivoli has a slightly larger proportion of male employees.

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 company's business and development. There are equal opportunities for men and women in Tivoli, and we strive for this equality to be reflected in a balance between the number of men and women at all levels of management.

In 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 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 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 2017, there are two members of the Board of Directors, both of whom are men. The target is therefore not met at present. Between 1 January 2016 and 30 September 2016 the Board of Directors consisted of three members, one of whom was a woman. The target was therefore met previously.

Vice Presidents

The management comprised four Vice Presidents in 2016, one of whom was a woman, meaning that the target was met throughout this period.

2.2.2 Diversity



BENCHMARK

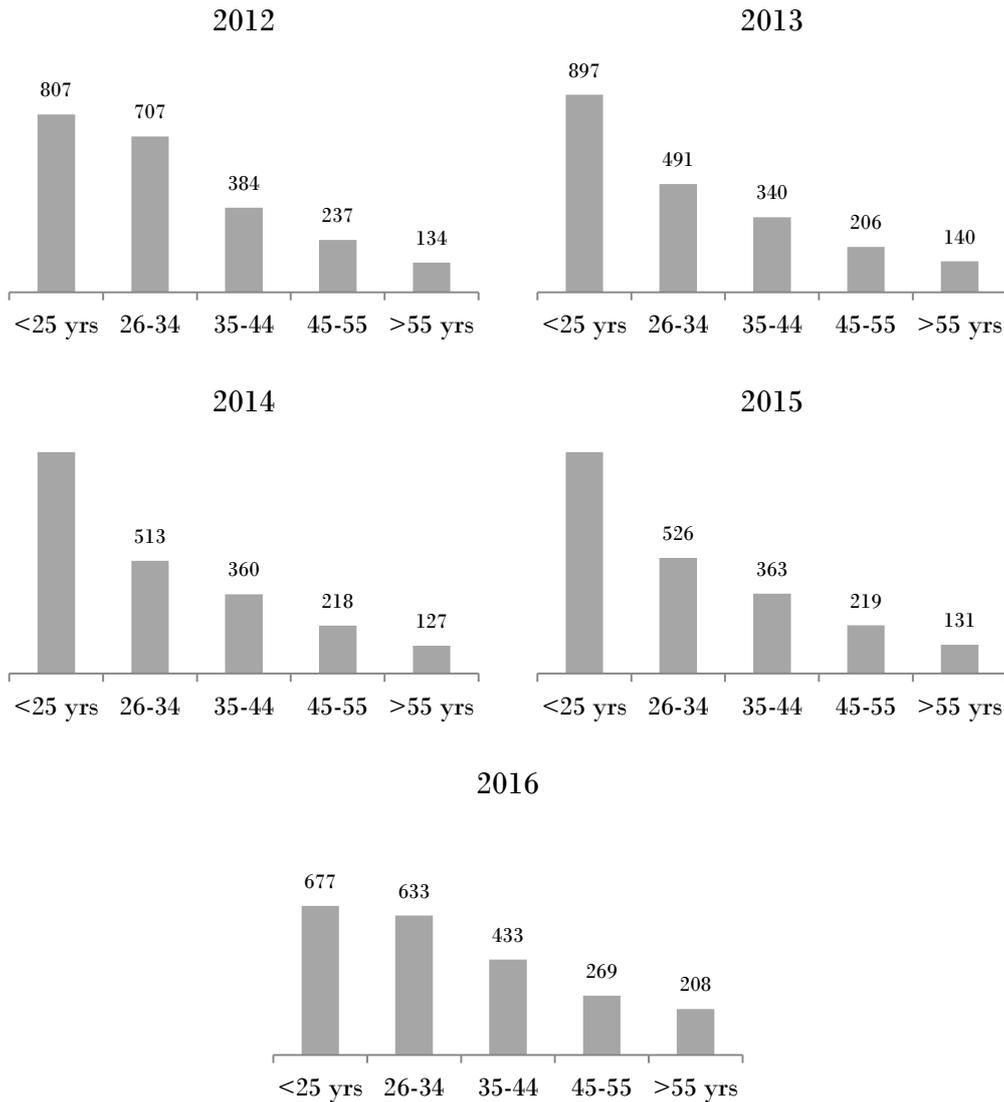
Employees: Diversity, age diversity.

DIVERSITY

Age composition of Tivoli employees.

CALCULATION

The census includes full-time, part-time and seasonal employees. 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. Many jobs in Tivoli are seasonal and unskilled, attributes that typically appeal to young people and students. The group of employees aged under 35 is therefore quite large. It is worth noting that the average age rose noticeably in 2016.

Tivoli's employees must reflect the many different people who visit the Gardens, and we are therefore keen to maintain a broad age distribution.

2.3.1 Employee benefits



BENCHMARK

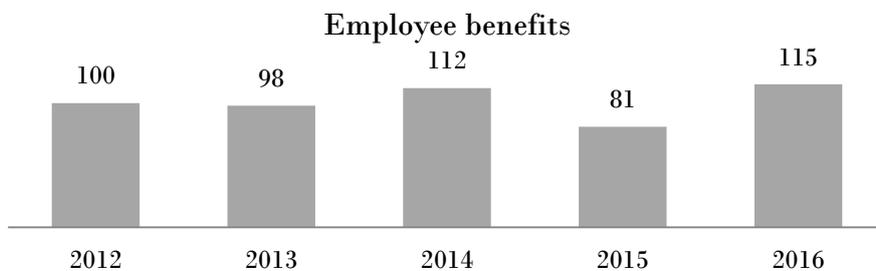
Employees: Health and well-being, employee benefits.

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.



A Health Week was held in 2016 for Tivoli's employees. During this week, employees had an opportunity to learn dancing, learn about ergonomics, do yoga, explore health-related experiments and participate in the DHL Relay Race. Healthy options were also available in several restaurants. As well as Health Week, there was a football tournament covering the whole of Tivoli. Expenditure on employee benefits focusing on health and well-being was at an index of 115. We are continuing to focus on employee well-being in future, and Health Week will take place for all employees once again in 2017.

Tivoli's day-to-day health initiatives include a fruit scheme, free or low-cost health insurance and healthy canteen cuisine.

The goal for 2017 is to remain focused on employee health and well-being at the same level as in 2016.

3.1.1 Complaints from our neighbours



BENCHMARK

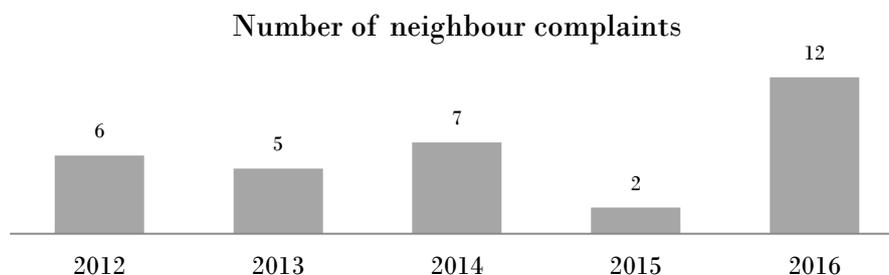
Our surroundings: Our neighbours, complaints from our neighbours.

COMPLAINTS FROM OUR NEIGHBOURS

Written complaints from residents of the streets surrounding Tivoli.

CALCULATION

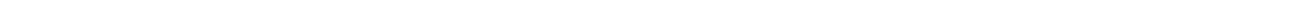
Number of complaints from our neighbours.



The number of complaints from Tivoli's neighbours regarding noise is slightly higher than in previous years. In connection with the opening of the new ride, Fatamorgana, which is situated in a corner of the Gardens opposite Glyptoteket, there were two communications from neighbours who felt that the noise (visitors shrieking) was worse with the new ride. Two communications were from neighbours who were disturbed by the noise from fireworks. Three communications were from neighbours who were disturbed by the building work on Tivoli Corner. Pile-driving, in which metal poles are drilled into the ground, was a particular annoyance for our neighbours. Construction noise from Tivoli Corner was restricted to working hours. Two communications were received from neighbours who were disturbed by Friday Rock. Two complaints regarding Friday Rock is satisfactory, given that some concerts during the 2016 summer season had a higher volume permit. Similarly, three complaints regarding construction noise is acceptable given the extent of the construction works.

At the end of June 2016, the Danish Environmental Board of Appeal (NMK) decided that the authorities should have performed an Environmental Impact Assessment (VVM-screening) in 2015, when Tivoli's environmental permit was changed and permission was given to play ten concerts at 65 decibels (compared with the usual 60 decibels). A week later, the permit was therefore annulled completely by NMK. Not only did this put Tivoli in a difficult position in terms

of the contracts that had been signed for the season, it also threatens the entire Friday Rock concept, which must otherwise be termed a huge success, attracting 400,000 – 500,000 visitors annually over twenty years.



3.2.1 Cultural traditions



BENCHMARK

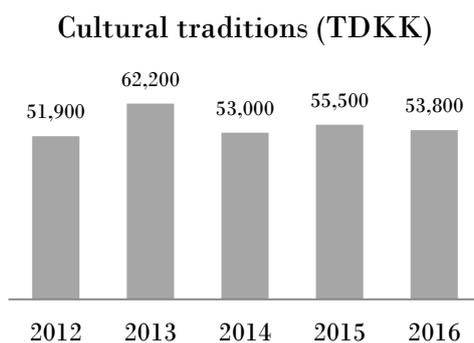
Our surroundings: Cultural-historical awareness, cultural traditions.

CULTURAL TRADITIONS

The Tivoli concept includes offering our visitors a broad programme of culture and entertainment, such as pantomime, the Tivoli Youth Guard, Music Week and Friday Rock.

CALCULATION

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

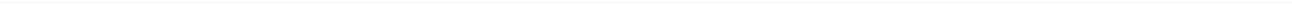


The chart shows the overall result for the Entertainment area (please note that the result is negative). Revenue-generating activities are therefore included. Administrative and production-related costs for the Culture area are also included.

In 2016 the overall profit/loss for the Culture area (formerly known as the Entertainment area) was DKK -53.8 million. This result consists of revenues of DKK 49.4 million and costs of DKK 103.2 million. One example worth noting is the free concerts during Music Week (Friday Rock, Saturday Dance and so on), which offered 276 hours of free music in 2016, compared with 156 hours in 2015. These numbers fluctuate a fair amount from one year to the next, since both the number of and financing of theatrical productions, paid concerts and so on may differ substantially.

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 in Tivoli in 2017.



3.2.2 Maintenance



BENCHMARK

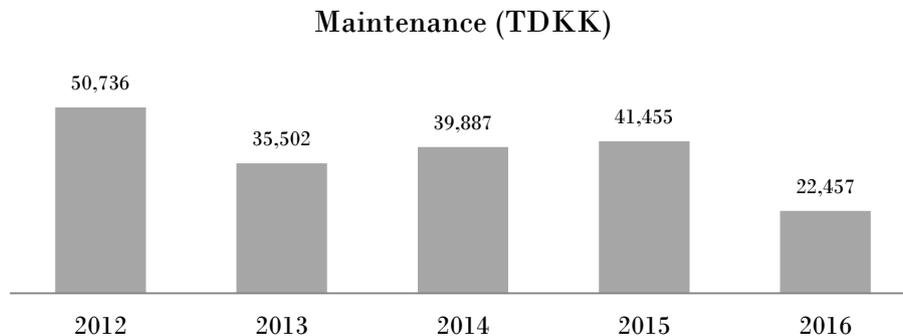
Our surroundings: Cultural-historical awareness, buildings and gardens.

MAINTENANCE

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

CALCULATION

Costs for maintenance of buildings, garden installations and paths.



In 2016 there was a substantial drop in costs for maintenance of the historical infrastructure. This is not because the priority has been downgraded; in fact, we have made huge investments in the new three-in-one Fatamorgana ride and the area surrounding it. However, investments in rides are not included in the CSR report's definition of maintenance. They could in fact be relevant for inclusion, since the development of Tivoli's portfolio of rides is just as important in cultural-historical terms as the maintenance of cultural traditions is. The year's biggest individual items were the sourcing of external craftspeople, general maintenance and the purchase of flowers and plants.

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

3.3.1 Electricity consumption



BENCHMARK

Our surroundings: The environment, electricity.

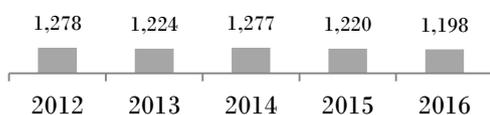
ELECTRICITY CONSUMPTION

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

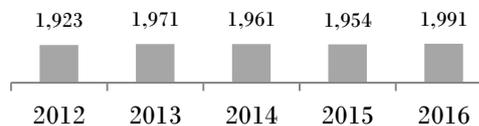
CALCULATION

Annual electricity consumption within Tivoli A/S in megawatts.

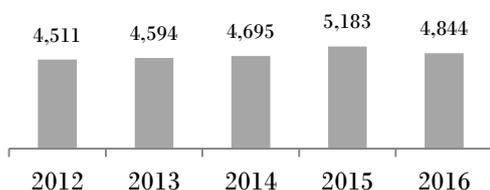
Lighting in the Gardens



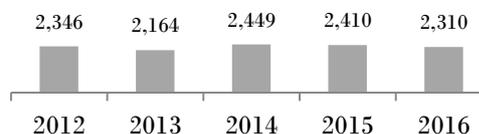
Rides



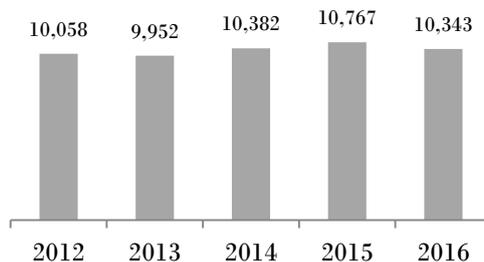
Restaurants



Other



Electricity consumption - total



In 2016 the total electricity consumption fell to 10,343,000 kWh – a fall of 3.6% compared with 2015. This is due to the building of Tivoli Corner, which meant that electricity consumption in the Rock Bar Royal and Jackpot 4 businesses was removed. Spisehuset was taken over by Price's Diner, thus switching from being a Tivoli business to being a tenant.

When electricity consumption for 2016 is adjusted to take into consideration changes within Tivoli, annual consumption fell by 81,000 kWh. The ongoing fall in annual consumption is due to our active energy partnership with Dong Energy. The goal of this partnership is for electricity consumption in Tivoli to save 10% compared with 2013 figures. We are proud to announce that this goal has been reached, and so for 2018 Tivoli has increased the target to a saving of 20%. Savings have been achieved via investments in energy-saving equipment, including a building management system (Central Tilstandskontrol og Styling in Danish). For example, CO² is measured in the Glass Hall Theatre and the Tivoli Concert Hall so the ventilation systems can adjust the air accordingly, which means that equipment operating time is optimised. Heat optimisation also contributes to the overall energy saving for 2016.

Another factor is the switch from filament bulbs to LED bulbs. 4,620 new LED bulbs were fitted in 2016.

The opening of the Fatamorgana ride produced an increase in electricity consumption for rides. The previous ride on the site did not operate during the preceding year.

Electricity consumption for Tivoli's restaurants fell by 399,000 kWh compared with 2015. This fall is due to the closure of Rock Bar Royal and to Price's Diner taking over Spisehuset.

3.3.2 Waste



BENCHMARK

Our surroundings: The environment, waste.

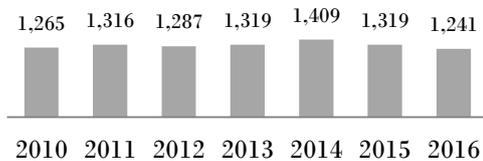
WASTE

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

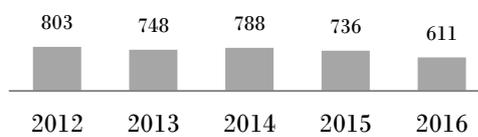
CALCULATION

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.

Daily waste collection



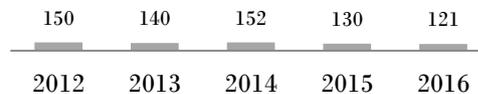
Food waste



China



Bottles

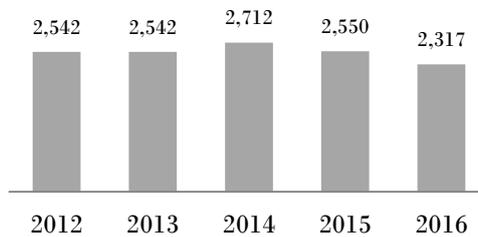


Carton and paper

Compost



Waste – total



The food waste project which started in 2014 continues unabated. This has resulted in a continued reduction in the amount of food waste, which is extremely positive. Food waste fell by 16% from 2015 to 2016. A good example of how we work to reduce food waste is donating surplus food for charitable purposes. After New Year, Tivoli donated 700 kilograms of food to Mændenes Hjem, a local homeless shelter.

Our work on food waste also had an impact on daily waste collection, which fell by 5% compared with 2015.

Tivoli was open on fewer days in 2016, which meant lower visitor numbers, but the overall amount of waste fell substantially more than that, showing an overall fall of 9%. Around 80% of waste is comprised of daily waste and food waste.

The trial involving mini cardboard compressors, which began in 2015, was expanded to cover the rest of the Gardens in 2016 with great success. Tivoli employees can now process cardboard close to their location, resulting in both a clearer workspace and a better working environment.

In 2017 Tivoli will continue to focus on appropriate, optimised management of waste fractions. We are looking at intelligent management of waste fractions so that waste bins and cup machines can use technology to provide information about the amounts in the containers, thus optimising waste management.

3.3.3 Recycling



BENCHMARK

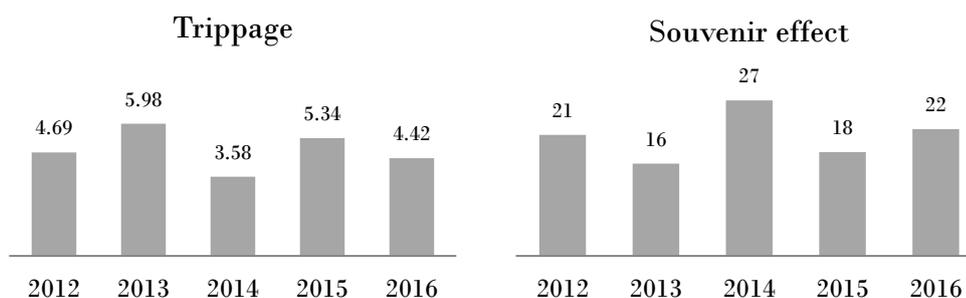
Our surroundings: The environment, recycling.

RECYCLING

The report 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.



Tivoli is pleased with the recyclable cups scheme, which reduces plastic waste in society as a whole.

Trippage fell from 5.34 in 2015 to 4.42 in 2016. This means that the cups were used slightly fewer times than in the previous year. The lower trippage is due to the fact that cups were increasingly taken out of the Gardens by our visitors in 2016. The so-called souvenir effect rose from 18% in 2015 to 22% in 2016.

A total of almost 1.4 million cups were distributed in the Gardens, over 140,000 more than in the previous year. This was due in particular to a very busy Christmas season.

We continue to work on minimising our consumption of resources in regard to washing cups, and this approach was successful in 2016, during which there was a noticeable improvement in both water and electricity consumption. Water consumption fell by 41% per cup, while electricity consumption fell by 28% per cup. The reduction in consumption was due to adjustment to the dishwasher and replacement of the ventilation system in the washroom. Both aspects had a positive effect on consumption.

3.4.1 Charity



BENCHMARK

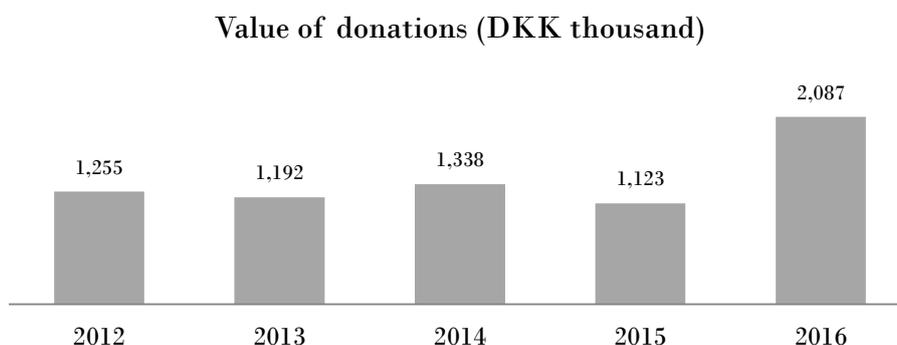
Our surroundings: Charity.

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).



Tivoli does not offer cash donations, but instead puts up tickets, multi-ride tickets, theatre tickets, annual cards for auction in connection with major fundraising campaigns such as the Danmarks Indsamlingen fundraiser and the Rynkeby Race. The main beneficiaries are underprivileged children.

In 2016, Tivoli received a total of 526 applications for sponsorship. 109 of these applications were granted. The number of applications has been rising over the past couple of years. There were 9% more applications in 2016 compared with 2015. In particular, there were more applications for tickets to a visit to Tivoli from refugee centres across the country, and these were typically granted. This increase is reflected in the value of our sponsorships in 2016, which totalled DKK 2,086,955.

The donation of surplus food to the Mændenes Hjem shelter, as outlined elsewhere in this report, is not included in the aforementioned amount.

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.

3.5 Responsible gaming

TivoliCasino.dk's new design gives better visibility to the helplines on the page which gamblers can use if their gambling gets out of control.

In 2016 we also worked to ensure that the affiliate websites with which TivoliCasino.dk works comply with section 4 of the Danish Marketing Practices Act regarding covert advertising.

3.6 Supplier relations

Tivoli's suppliers are presented with a code of conduct that they must comply with, and additional requirements may be applied. Among the many contracts that were signed in 2016, it is worth mentioning special requirements regarding operational health and safety in connection with the purchase of a ride, in which compliance with the EN 13814 standard was incorporated into the contract.

The importance of good CSR was specifically mentioned in connection with a contract for supplying Tivoli Food & Beverage. Finally, in a contract with a supplier who has subcontractors in China, it was specifically mentioned that Tivoli requires compliance with Danish standards, including in regard to Chinese production.

3.7 Corruption

In 2016 it was decided to establish a whistleblower scheme in order for any employee to be able to report circumstances that are in breach of the law or of Tivoli's internal rules, without running the risk of reprisals from colleagues or the management.
