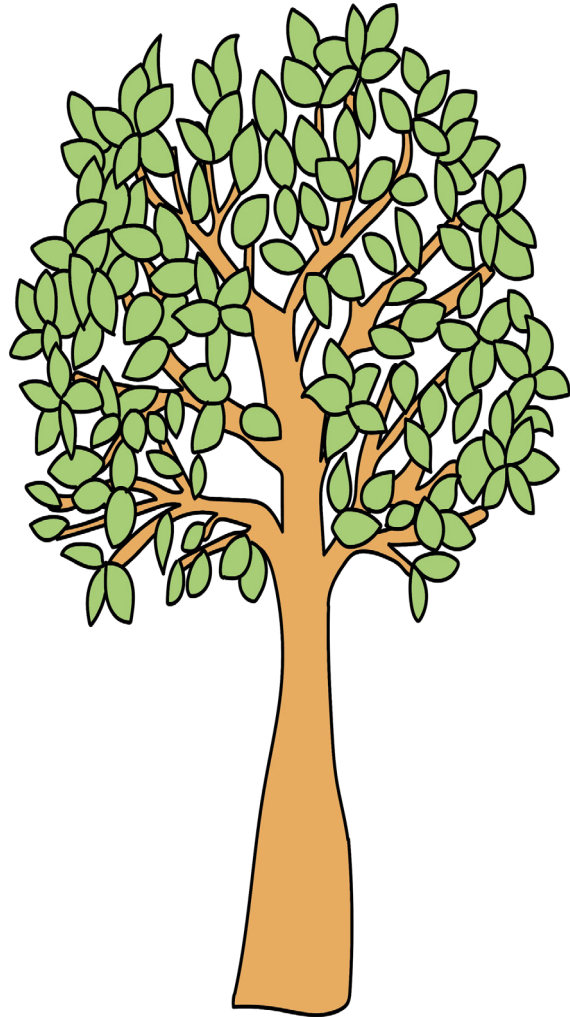




Sustainability Annual Report 2023/2024





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Introduction

Welcome to Tivoli's Sustainability Annual Report 2023/24. This is our first Sustainability Report - a milestone that reflects our deep commitment to integrating sustainability into every aspect of our business.

Over the past year, we have developed our sustainability approach based on 4 key themes: Community, Technology, People and Environment, each with 2 areas of action. These 8 core pillars of sustainability align seamlessly with our company values, our mission, and the United Nations Sustainable Development Goals (SDGs), and they guide our efforts to create lasting positive impacts on the environment, our communities, and the industry as a whole.

This report provides an overview of sustainability initiatives across the business from 1st April 2023 to 31st March 2024, many working in partnership with our customers, and the progress we have made across the 8 pillars.

As we continue to grow, our dedication to sustainable practices remains at the heart of everything we do, ensuring that we contribute meaningfully to a more sustainable future for all.

N. Keach

Nicola Keach, Chief Executive Officer





Tivoli is a leading UK independent grounds maintenance provider with a passion for self-delivering beautifully managed spaces, improving the environment, and managing all forms of growth on behalf of our clients.

Our leading status derives from more than 30 years of experience serving both the public and private sectors, and our multi-award winning, specialist, high-quality service provision across the whole of the UK.

Our Mission

To be a trusted partner by delivering **progressive, innovative** and **net zero sustainable solutions**



Grounds Maintenance



Landscape Construction



Arboriculture



Winter Maintenance



Interior Plants & Floristry

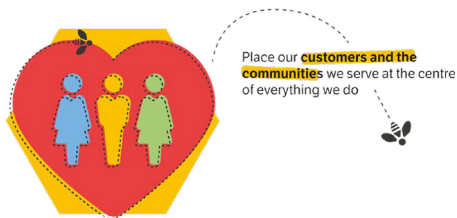


More than 80 depots and offices nationwide enabling the provision of locally based services at all levels.



Our Sustainability Story so far...

Over the past year, we have developed our sustainability approach based on 4 key themes: Community, Technology, People and Environment, each with 2 areas of action. These 8 core pillars of sustainability (shown below) align seamlessly with our company values, our mission, and the United Nations Sustainable Development Goals (SDGs) as detailed in the following pages of this report. These 8 pillars guide our efforts to create lasting positive impacts on the environment, our communities, and the industry as a whole. Within this report, you will be able to read everything we have achieved under these 8 pillars during the period of 1st April 2023 - 31st March 2024, as well as our aims and ambitions going forward (page 18).



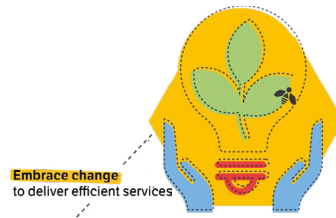
Community

1. Local Economies & Communities

Make a positive impact in the communities where we live and operate.

2. Charity

Support and contribute towards charitable endeavours.



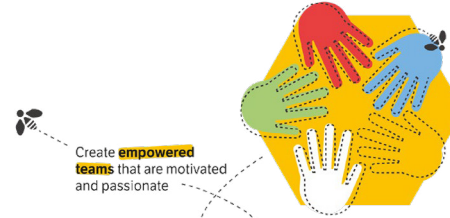
Technology

3. Carbon & Net Zero

Become a net zero business, for our scope 1 and 2 emissions, by 2030.

4. Innovation

Continuously improve and innovate our equipment and processes to reduce our carbon impact.



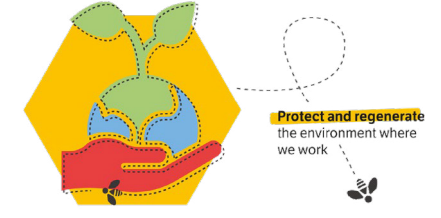
People

5. Employee Skills & Empowerment

Support and advocate our staff to thrive in their everyday.

6. Health & Safety

Strive to protect the health and safety of our workforce, our customers, and their end users.



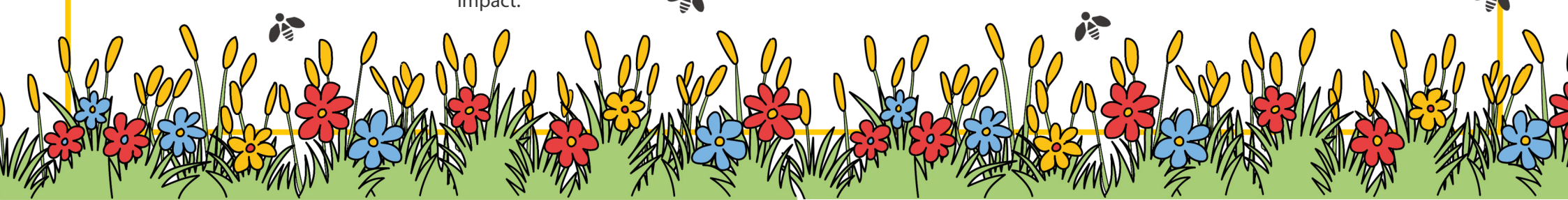
Environment

7. Biodiversity

Reduce any negative environmental impact on society but also reinvest in it.

8. Waste Management

Implement waste best practice to control and limit our waste streams.



Community

Local Economies & Communities

Goal: Make a positive impact in the communities where we live and operate.



More than **400** volunteering hours completed by Tivoli employees, equating to **c.£14,000** investment in the community



During 2023/2024, Tivoli has:

- **Opened a new operational depot on Boldon Business Park (North Region).** The depot widens our opportunities for local employment; the facility will be utilised as an operational depot for our local grounds maintenance team.
- **Collaborated with South Tyneside Council and Route2Work Special Educational Needs (SEN) College.** The local initiative aims to give young people with SEN the chance to gain hands-on work experience undertaking grounds maintenance jobs across the Borough.
- **Helped create a new horticultural garden for the residents of homeless charity New Hope in Watford, Hertfordshire.** In collaboration with Vinci Facilities, we helped create a space where people can feel safe in nature to process their traumas and work towards rebuilding their lives.
- **Hosted a Recruitment Open Day at Wallingford Town Hall.** The open day gave us the chance to showcase all the opportunities available at Tivoli, for individuals to develop their skills and qualifications in the local area.



- **Supported the development of Ashdown Vale Allotments in Barnham, West Sussex.** Our team took on the task of clearing the area of weeds and rotavating the site, giving the allotment association a blank canvas to work with.

- **Collaborated with Muir Group Housing Association staff and residents.** The group planted hundreds of bulbs around green spaces on the Glebe Green estate in Winsford, as part of a springtime mental health challenge.

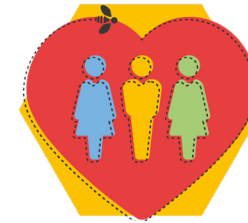
- **Supported Amey and their e50K social enterprise initiative.** Our team joined Amey volunteers, volunteers from other contractors, and the SFA community to support Amey's social enterprise e50K. Together, the group packed 2,789 'Move You In' boxes filled with sustainable products for Service families.

- **Donated apple trees to Carrbridge Community Orchard.** These trees signified the transition of the pupils at the local primary school at Carrbridge in the next steps of their education, and turn what was a neglected site into a much-loved community area as part of their Community Climate Action Plan.

Home Group Improvement Works in Dundee

Our client Home Group had an idea to improve the corner area of a car park in Scott Street, Dundee which was a deadend space that was not of benefit to anyone.

Working with their local suppliers, the area has undergone an amazing transformation, with all of the plants provided by Tivoli and planted by the team, along with other volunteers.



Place our **customers and the communities** we serve at the centre of everything we do



Love Where You Live Awards

We're proud sponsors of Wakefield District Housing's annual Love Where You Live Awards. The awards recognise individuals and groups who have made a positive difference in their communities. Residents can nominate a neighbour, a friend or a group for an award in a variety of categories to reward them for their kindness, generosity and commitment to helping others.

The Love Where You Live Awards honours the hard work individuals and groups put in to making the Wakefield district a better place for everyone, and the annual awards ceremony celebrates inspirational people who are determined to support their communities.

Community

Charity

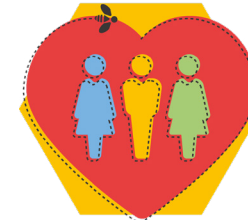
Goal: Support and contribute towards charitable endeavours.



During 2023/2024, Tivoli has:

- **Supported Boomerang Community Centre in partnership with the Home Group.** Our donation aids the fantastic initiatives the centre offers to the local community including a food larder, access to a community nurse, toddler group, café and much more.
- **Contributed towards employee fundraising.** We have made contributions to a variety of national and local charities throughout the year including Great Ormond Street Hospital, Macmillan Cancer Support and Alexander Devine Children's Hospice, to support our employees' own fundraising activity.
- **Supported client charities.** We are also proud to support our clients' charity fundraising appeals, with donations made throughout the year to charities including the Royal British Legion, Windsor Lions and Thames Hospice and Smile for Miley.
- **Collected donations within our employee survey.** As part of our last annual employee survey, we committed to making a donation to a chosen charity for each survey completed.

At least **£2,500** donated to charity during 2023/24



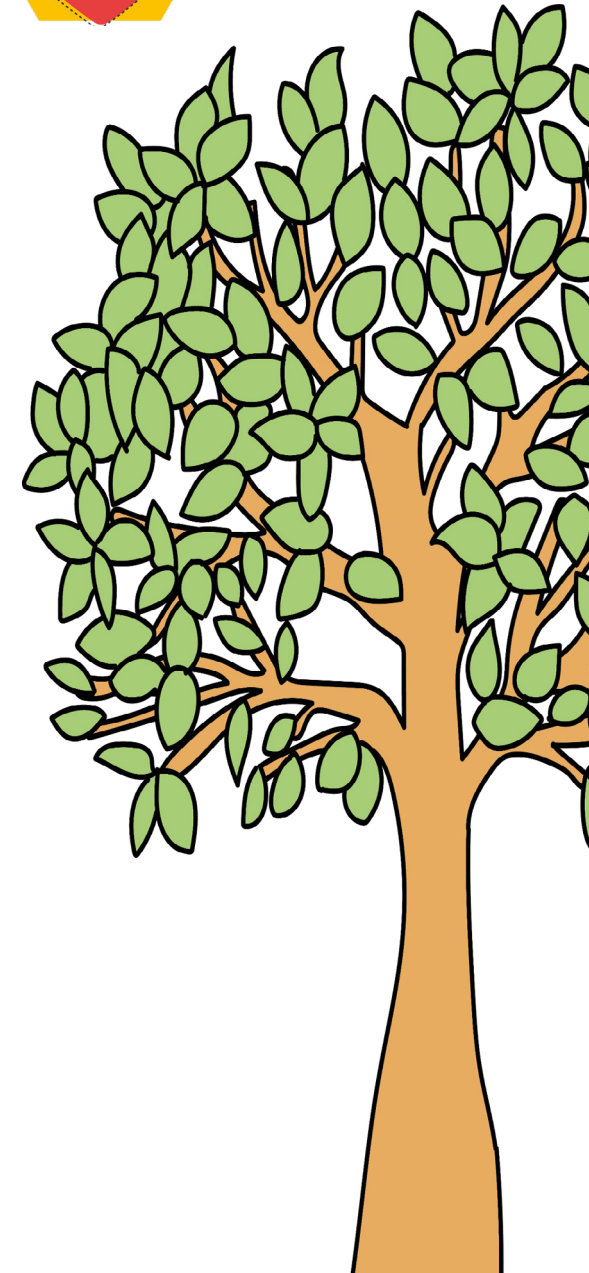
Place our **customers and the communities** we serve at the centre of everything we do



Helping people
in horticulture
Perennial

Proud partners of Perennial

Tivoli is a proud Perennial Platinum Partner. Perennial is a charity specifically for supporting people working in or retired from horticulture, so they truly understand the industry we work in. They can support individuals in many different ways including mental health support, debt advice and managing money, and they also have a Physiotherapy guidance service and a Health & Wellbeing app.



People

Health & Safety

Goal: Strive to protect the health and safety of our workforce, our customers, and their end users.



During 2023/2024, Tivoli has:

- **Implemented a 3 year Health and Safety strategy to change and enhance the safety behaviour and culture of the business.** Four key themes embody the strategy, these being Safe People, Safe Process, Safe Place and Safe Planet.
- **Been awarded the 2024 RoSPA President's Award.** For the fifth year running, The Royal Society for the Prevention of Accidents (RoSPA) has awarded Tivoli Group Ltd a President's award. This follows 14 consecutive Golds in the internationally renowned Health and Safety Awards, with the prestigious accolade recognising the outstanding work and continual improvements being made at Tivoli across all aspects of health, safety and wellbeing.
- **Reviewed Hand Arm Vibration Syndrome (HAVS) Management Training.** Delivered to Team Leaders and Managers during autumn/winter, the training provided a good insight into what tools we are using and helped us identify where we need to concentrate our efforts to reduce exposure to vibration.
- **Successfully recertified in ISO9001, ISO45001 (Health and Safety) and ISO14001.**



Won **14th** consecutive gold in the Royal Society for the Prevention of Accidents (RoSPA) Awards

Create **empowered teams** that are motivated and passionate



'Safety Stand Down Days' for our operational employees across the UK

Over 2-weeks in March, these important stand down days focus on embedding key safety messages and explore how we can do things differently to make improvements each season.

The focus for 2024 was 'It's OK to stop', highlighting the importance of stopping to put safety first if something doesn't feel right.

People

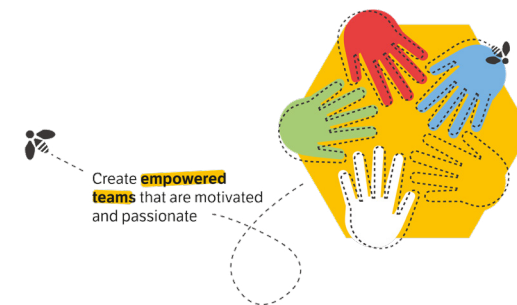
Employee Skills & Empowerment

Goal: Support and advocate our staff to thrive in their everyday.



During 2023/2024, Tivoli has:

- **Introduced the London Living Wage as part of our London Borough of Bexley contract (supported by the client).** Over the last 12 months we have seen reduced staff turnover as well as improved qualitative employee feedback around feeling valued and employee recognition.
- **Seen a year-on-year increase in the number of females employed** within the business, which has increased our female percentage split to 7% for the 2023/24 period.
- **Celebrated Team Leader Charlie Chamberlain winning one of this year's Pro Landscaper 30 Under 30: Next Generation awards** - a testament to his hard work & career dedication so far.
- **Participated in the Tree Cutting Engagement Day hosted by Scottish and Southern Electricity Networks.** Our North Region team were provided the opportunity to see some demonstrations of new machinery, learn new skills as well as engage with others in the industry.
- **Continued to support the Armed Forces.** We signed the Armed Forces Covenant in 2020 and in 2021, we were awarded the Silver Armed Forces Employer Recognition Award – our covenant pledge can be [found online](#).



4 apprentices completed their apprenticeships in 23/24

Over the past three years, the cumulative amount of completed apprenticeships totals 28. We currently have a strong cohort of apprentices undertaking apprenticeships across the UK, working alongside our experienced operatives who provide valuable, hand-on grounds maintenance work experience, as well as technical skills such as greenkeeping.



Technology

Carbon & Net Zero

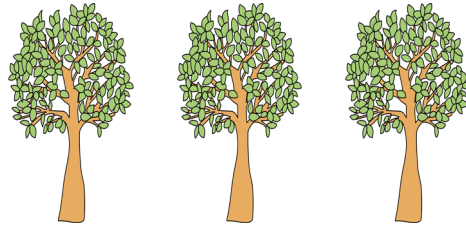
Goal: Become a net zero business, for our scope 1 and 2 emissions, by 2030.



Our Carbon Reduction Plan

The Carbon Reduction Plan is our policy plan which is a statement of the intent of the executive team in our commitment to achieving Net Zero emissions by 2030. It includes initiatives to achieve our goal, including the implementation of more electric handheld machinery (over petrol or diesel), electric vehicles where possible as well as fuel control measures, amongst others.

You can find our full Carbon Reduction Plan (February 2024) [on our website](#).



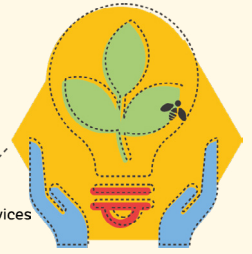
Reduced Scope 1 emissions by

c.900 tCO₂e

in 2 years



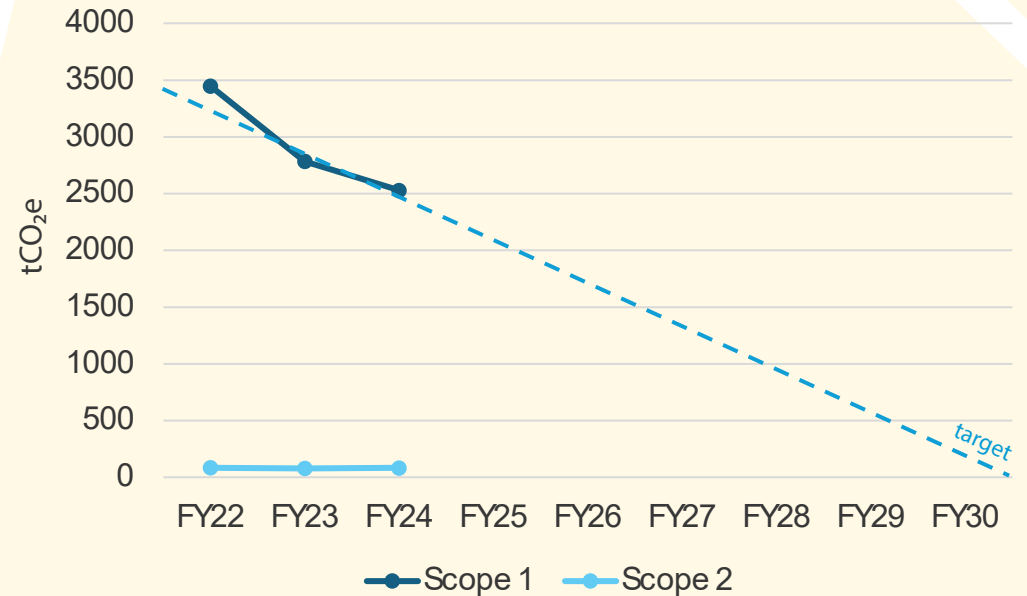
Embrace change to deliver efficient services



During 2023/2024, Tivoli has:

- **Seen a 9% reduction in our combined total of scope 1 and 2 emissions (tCO₂e) on the financial year 2022/2023.** As detailed in our Carbon Reduction Plan, we project that carbon emissions will decrease over the next five years by 50% on our baseline by 2027 – current calculations reveal we are on track.
- **Began mapping out our Scope 3 emissions for the appropriate categories.** We are working on the collection and collation of the data sources necessary and hope to report our emissions calculations in a future Sustainability Report.

Carbon Emissions – Scope 1 & 2 (tCO₂e)



Technology

Innovation

Goal: Continuously improve and innovate our equipment and processes to reduce our carbon impact.



During 2023/2024, Tivoli has:

- **Commenced a long-term modernisation programme** of our assets to maximise the quality of our self-delivered services and improve our environmental footprint.
- **Continued to offer our Geographic Information System (GIS) service.** GIS mapping is invaluable for anyone who owns or manages large external spaces. We work principally with our clients to map plots, boundaries and green asset data, so that maintenance requirements can be accurately assessed and quantified.
- **Developed a Machinery and Equipment app.** This has allowed for a better understanding of all the fleet and equipment we currently have, as well as improves knowledge and efficiency for our operations teams.
- **Introduced Icut 3 Votex remote controlled robotic mower** to increase productivity and reduce health and safety concerns in the complex uneven site terrain.



Invested in a brand-new fleet of Först woodchippers

The woodchippers have strengthened our teams capabilities, as our Arboriculture services continue to grow, with woodchip recycled and given to various businesses across the UK.

At least **200** pieces of electric equipment introduced on contracts

Embrace change to deliver efficient services



Introduction of Turf Tank Two Autonomous Line marking machine

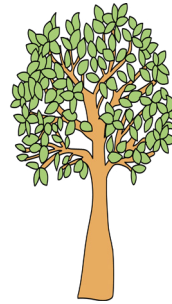
The battery-operated machine has not only provided a cost reduction in the use of paint we use but also a significant reduction in labour time. We have seen a saving of hundreds of hours annually, which has allowed staff to concentrate on additional tasks such as enhancing the quality of the individual sports pitch and the overall facility.

Previously this task took an average of a day and a half per facility, but this has now been reduced to 3 hours.

Environment

Biodiversity

Goal: Reduce any negative environmental impact on society but also reinvest in it.



During 2023/2024, Tivoli has:

- **Supported the 'Standout & Make a Difference' beekeeping initiative at RAF High Wycombe in partnership with VINCI Facilities.** The new hive is now home to a colony of 40,000 bees and is hopefully the first of many across MOD sites.
- **Helped create wildflower meadows across the UK.** We've helped achieve a Coronation wildflower mini meadow in Bassenthwaite, sowed seeds across Royal Military Academy, Sandhurst and given out 900 packets of native wildflower seed mix, which would create 900m² of wildflower meadow.
- **Worked in partnership with Tunbridge Wells Borough Council in its successful Gold Award win for Britain in Bloom 2023.** The prestigious award is the result of the hard work of our teams, the council, friends of groups and volunteers in making sure the town and the parks look their best.
- **Trialled ryegrass seed in replacement of traditional grass seed.** With hotter, drier summers in the UK, traditional green keeping approaches are no longer wholly adequate. To combat this, we are trialling a different type of grass seed; Ryegrass seed, which adapts better to warmer, drier climates, as well as being packed full of nutrients.
- **Worked with Wakefield District Housing to replant 38 birch trees at St Mary's Primary School, Wakefield,** having been donated by Wakefield Council.
- **Pledged support to a unique nature conservation initiative to re-wild land on the Aird na Cille Peninsula in the Western Isles.** The re-wilding project, which commenced in 2012, aims to breathe new life into a virtually tree-free landscape, encourage biodiversity by responsible hands-on custodianship, re-establish a part of the island's ancient natural heritage and create a long-term legacy for future generations to enjoy.



Hotham Park, Bognor Regis



Supported parks and gardens across the UK in winning or retaining their prestigious Green Flag Awards

This is the result of the hard work of our teams, alongside our clients' Greenspace Teams and support from dedicated teams of volunteers and other local contractors.

The Green Flag Award scheme recognises and rewards well managed parks and green spaces, setting the standard for the management of recreational outdoor spaces.

Green Flags will continue to fly across parks and gardens around the UK!

Environment

Waste Management

Goal: Implement waste best practice to control and limit our waste streams.



32% of staff have undertaken training in Waste Management



During 2023/2024, Tivoli has:

• **Delivered waste management training to Tivoli operatives and managers.**

Topics covered include waste segregation labelling, pollutions linked to waste management as well as legislations and permitting. This essential training allows us to ensure our teams having the knowledge to handle waste in the most appropriate way, and ease any environmental damage from waste mismanagement.

• **Recycled our waste oil and batteries via Safety Kleen – an average of 20,000 litres per year.**

• **Recycled and reused arboriculture waste.** Wherever possible, our teams have recycled their tree waste and reused the woodchip for a variety of purposes – flowerbed and border mulch, access and pathway improvements, new flooring for a sensory circle at an SEN school’s outdoor learning space, and even donated it to local zoos for their animal enclosures!

• **Continued to look at streamlining and improving how we handle waste as a business.** We are currently working on the procurement of a new waste supplier (as detailed in our [Carbon Reduction Plan](#)) and look to include more detailed waste reporting in a future Sustainability Report.



Recycling and reusing Green Waste

We’ve worked closely with our clients to recycle and reuse our green waste wherever possible. At depots with the appropriate space, we store all green waste generated by our service activities, engage with a local company to grind and mix the material, and reuse it as compost/topsoil.

This not only limits the amount of green waste that goes to landfill, but ensures the vital nutrients found in the soil is preserved.



Interiors & Floristry

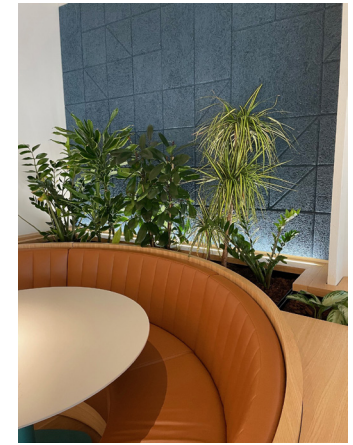
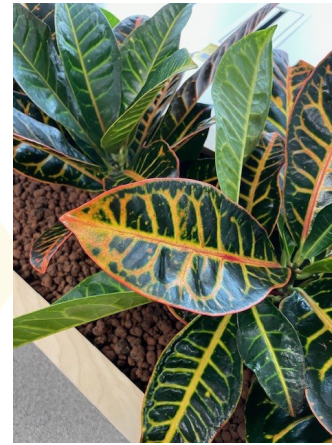
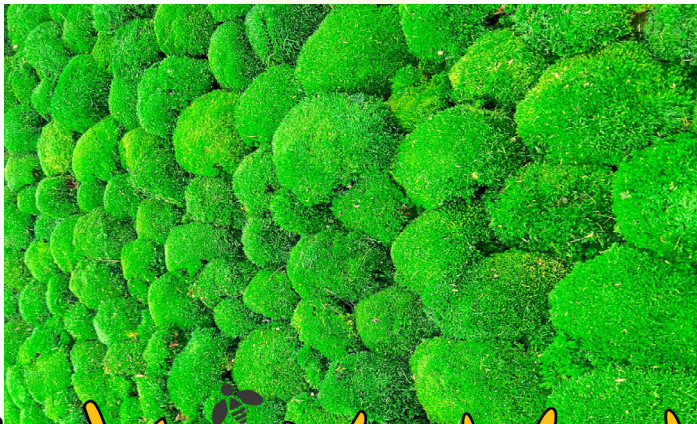
We change the face of our clients' interiors and set them apart using beautiful floral creations and striking plant displays.

Not only this, the many positive effects our installations can have enhances the sustainability of our business, as well as the environments around us too.

Moss Wall Installation

In 2023, we supported Interior Property Solutions Limited with a moss wall installation for their Hill Street fit-out project. Interior living walls like this one can introduce a burst of natural textures to any commercial or corporate environment. They also regulate temperature, improve air quality and increase wellbeing.

You can find out more about our Interiors services [on our website](#).



Biodiversity

• **We don't use any harsh pesticides when tending to our plant installations.** We instead use a naturally occurring organic pesticide which is chemical-free.



• When installing indoor plants, we always consider the location and environment. For example, if a room is dark and doesn't get a lot of light, we would install a darker leaved plant which thrives in the conditions. Considering the location of the plants in offices etc. ensures longevity and encourages healthy growth.

Waste Management

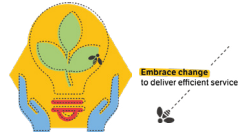
• **We compost as much green waste generated from our installations as possible.** Indoor plants tend to have a very long lifespan when looked after properly. When tending to our installations, we check for any disease and treat; usually, if we find disease, we will cut it away and keep as much of the plant as we can. If we are unable to save a plant, we take it away to be composted.

• **Christmas tree recycling.** Following the festive period, any real Christmas trees we have installed for our corporate clients are recycled and reused as woodchip.



Carbon & Net Zero

• **Indoor plant installations are a great mechanism for increasing Air Quality within buildings as well as absorbing CO₂.** Plants can remove significant amounts of CO₂ from a room, which in turn purifies the air.



Innovation

• **We have a fleet of electric vans** which our Interiors and Floristry teams operate around London and surrounding areas.

• **Artificial intelligence (AI) can be utilised to create smarter green living walls to purify indoor air with the help of nature, automation, and active air circulation.** Sensors monitor the plants' wellbeing and upload all the data to a cloud service. Based on that data, the system ensures that the plants receive the appropriate amounts of water, nutrients, light, and rest. AI also predicts and adjusts its functions depending on the air humidity and outdoor air circumstances.



Award-winning interiors & floristry - a timeline

2022



Awarded Plants@Work Gold Leaf trophy for the design and installation of the interior planting scheme at Nuffield Health's Head Office in Epsom. This marks our 12th Plants@Work award.

2020



Awarded a prestigious National Award from the British Association of Landscape Industries (BALI), for demonstrating professional excellence in interior landscape maintenance at a client's office headquarters in Birmingham.



2020



Awarded Plants@Work Gold Leaf trophy for the design and installation of the interior planting scheme at Samsung KX.

2019



Awarded Plants@Work Silver Leaf trophy for the design and installation of the interior planting scheme at offices in Centenary Square, Birmingham.



Aims & Ambitions

Alongside developing our sustainability approach, we have identified a set of key performance indicators for each pillar. This will enable us to track our progress against our goals. Below we have set out our KPIs for each sustainability pillar, and are exploring supporting initiatives to implement in future, for further impact. We are striving to collect the relevant data for the below and hope to report on our progress in a future sustainability report.

Sustainability Pillar	Goal	KPI
1. Local Economies & Communities	Make a positive impact in the communities where we live and operate	<ul style="list-style-type: none"> - Total amount spent in local supply chain through contracts (£) - No. of local people (FTE) employed on contract (#) - Material donations to local community projects (£) - Volunteering for local community projects (non-environmental) (no. hours)
2. Charity	Support and contribute towards charitable endeavours	<ul style="list-style-type: none"> - Charity monetary donations (£)
3. Carbon & Net Zero	Become a net zero business, for our scope 1 and 2 emissions, by 2030.	<ul style="list-style-type: none"> - Scope 1 & 2 emissions (tCO₂e) - Scope 3 emissions (tCO₂e)
4. Innovation	Continuously improve and innovate our equipment and processes to reduce our carbon impact	<ul style="list-style-type: none"> - Equipment Split: Petrol/Diesel versus Electric (#)
5. Employee Skills & Empowerment	Support and advocate our staff to thrive in their everyday	<ul style="list-style-type: none"> - Gender Split: Male/Female (%) - Internal Promotions (#) - Number of apprentices who have completed their Apprenticeship (#) - Professional Development – % staff who have completed or are amid a CPD course (#) - Staff Training (average training days/sessions per person) - Maintain our inclusion in the Defence Employer Recognition Scheme
6. Health & Safety	Strive to protect the health and safety of our workforce, our customers, and their end users	<ul style="list-style-type: none"> - IOSH and Accident investigation training completed (%) - Achievement of the Royal Society for the Prevention of Accidents (RoSPA) President's Award
7. Biodiversity	Reduce any negative environmental impact on society but also reinvest in it	<ul style="list-style-type: none"> - Volunteering hours dedicated to environmental projects (no. hours) - Wildflowers planted (m²) - Tree planting projects (no. projects)
8. Waste Management	Implement waste best practice to control and limit our waste streams	<ul style="list-style-type: none"> - Staff undertaken training in Waste Management (%) - Total waste: % recycled / % composted / % landfilled (and tCO₂e; incorporated into Scope 3 emissions reporting)

PRO LANDSCAPER'S
30 UNDER 30
THE NEXT GENERATION
IN ASSOCIATION WITH 





Grounds
Maintenance



Landscape
Construction



Arboriculture



Winter
Maintenance



Interior Plants
& Floristry