



Tivoli Group Ltd - Update

Arun District Council - Overview Select Committee Meeting March 2021

Who Are We?



30 years of grounds
maintenance experience,
serving the public &
private sector



1,400 colleagues
working with over
650 clients
UK wide



National Footprint,
with a focus of local
people working in local
communities

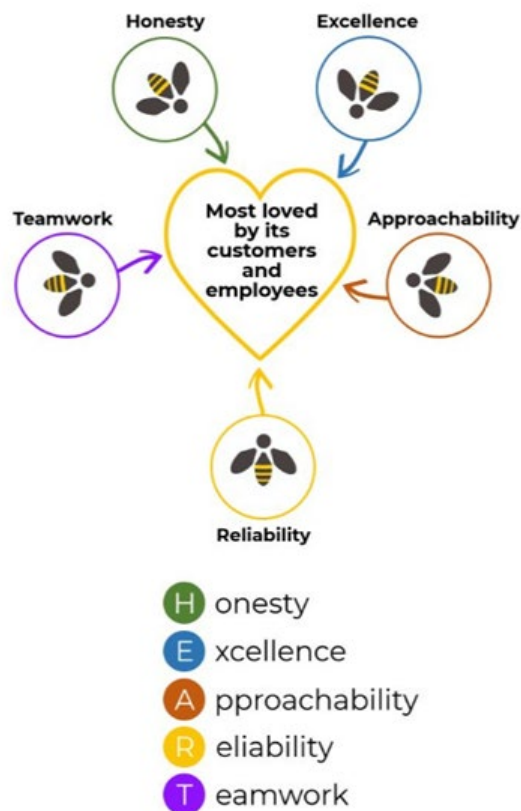


tivoli

Tivoli
came into existence in
June 2018



Our Values



Every day at Tivoli, we try and encourage our staff to live and breathe our core values that sit at the very heart of our culture – they define who we are and what we believe in.

We strive to put HEART into the communities we work with, by taking care of the environment and making a positive contribution to society as both a highly valued service provider and the employer of choice – by staff and by customers.

HONESTY

We behave with the highest levels of integrity and transparency, always.

EXCELLENCE

We exceed client and employee expectations at every opportunity.

APPROACHABILITY

We are easy to communicate with, creating a culture where trust, confidence and ideas can flow.

RELIABILITY

We always provide a dependable service, holding ourselves accountable for results.

TEAMWORK

We build positive and motivated teams with family spirit, that are empowered, diverse and inclusive.

COVID-19 – challenges/lessons



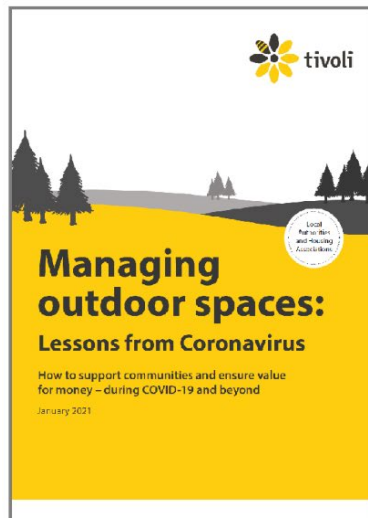
The COVID-19 pandemic has presented unique and unprecedented challenges over the last 12 months. We've worked closely with our clients to ensure we adapt and adjust our services to support wherever we can.

White paper – launched January 2021

- reflects on the COVID-19 pandemic so far & challenges/lessons Tivoli has faced/learnt
- Shares our learnings and some of the steps we & our clients have taken with grounds maintenance

A number of the actions featured in the guide were put forward by the team on the Arun DC contract.

Feedback to-date has been extremely positive - we're planning to produce more of this type of content to assist our clients and the industry, and share best practice.



COVID-19 – safety & communication



Critical Employee Safety & Communication

The first few weeks of the pandemic were so confusing and worrying for all, in particular our front line staff.

Our approach to ensure everyone was informed, listened to, and kept safe so that we could maintain critical services included:



Daily business update guidance & team briefings



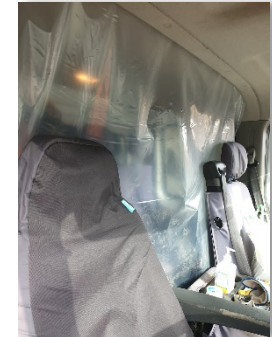
Out-of-hours social group support



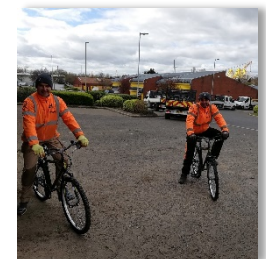
Hygiene supply stockpiles



Extra PPE – face coverings & 2m high-vis messaging



Vehicle safety measures & alternative transport



COVID-19 – ongoing support



The health and wellbeing of our employees and safeguarding our clients are key priorities at Tivoli, and this has been at the forefront of our minds over the last 12 months.

We already had a number of platforms and initiatives in place to support our employees throughout their career and in retirement, as well as a number of safeguarding policies. However we recognise that everyone needs some extra support during these difficult times, so we've introduced:

- **Westfield Health 24-hr helpline** - As part of Tivoli's partnership with Westfield Health our employees have access to Westfield's Health's 24 hour advice and information line. The service gives guidance on medical, legal or domestic issues.
- We are a proud partner with **Perennial**, a charity that supports those working in or retired from the horticultural sector, providing support in times of hardship, counselling, financial advice, mental health awareness and support, childcare advice etc.
- As part of Tivoli's partnership with Perennial our employees have access to an online health and wellbeing platform called **Together All**. It provides different types of support in the form of online forums, self-help courses and useful articles on a range of topics.
- **Occupational health support** is available to all
- Increased **business updates** have been circulated focussing on wellbeing, work/life balance, seasonal guides, support resources available etc



COVID-19 – local feedback



"I just wanted to write and thank all of the local Tivoli team for your considerable efforts in maintaining service levels at this challenging time. We fully acknowledge the sacrifices made by you and your staff and the difficulties you all face. You achieve an excellent standard of maintenance and our parks and open spaces are truly inspiring.

You are, in a very real sense, part of the front line public services, and especially valued in these times. The tireless work of you and your teams to ensure our parks and open spaces are maintained and available to support the health, wellbeing and spirits of our residents is hugely appreciated by all at Arun District Council. Please do pass on our sincere appreciation to all of your staff involved in the Arun contract.

Once again thank you from all of us and we wish you and all of your families well."

"I would like to take this opportunity to thank you all for your kindness and generosity during this time of crisis. Thanks to your kind donation of compost/topsoil, we can continue to support people in Recovery in the Arun District from substance misuse and associated mental health issues.

We appreciate your community involvement and your efforts to maintain stability of services. The Compost/topsoil will be used as part of an outreach service we are developing, to enable our service users to isolate themselves constructively by developing their own indoor/outdoor garden space.

On behalf of the directors, volunteers and clientele, A VERY BIG THANK YOU TIVOLI!!"

"Pam who is one of the old friends of Marine Park Gardens spoke to me earlier and wanted me to know what a great job the two staff in MPG were doing. She said the park has never been better and they work really hard. I believe she has spoken directly to them but please also pass this on from our side – it's always nice when a MOP takes the time to praise the Tivoli workforce.

Pam and a number of others who overlook the gardens are obviously keen observers of the staff working in there - so full credit to them."

COVID-19 – local feedback



"In this day and age when it is seemingly easier to moan than praise, can I just say a very big thank you to you and all your staff at Tivoli who have done such a magnificent job clearing our garden waste from the churchyard.

Because of the lockdown and subsequent effect of COVID19, together with the not so normal 'new normal', our pile had seriously mushroomed. The lads have been splendid clearing all the loads in a cheery, efficient way (my guess was way out!), yet still maintaining access on the footpath and coping with the awkward way the pile had degenerated.

Thanks again!"

"We would like to congratulate your staff, Dave O'Hare, Gary and Carl who have given us fantastic customer service over the years and still continues today – they have never let us down!

We receive lots of very positive feedback from the public regarding the look of our flowerbeds and other amenity areas, which is a reflection of how dedicated your team is. They work as if these areas were their own and they take so much pride in what they do.

"I just wanted to send a quick email to pass on some positive feedback in relation to Chalcraft Lane Cemetery.

The son of somebody interred in the cemetery rang me to obtain a map after visiting yesterday having been unable to locate his Father's grave (no memorial headstone). He requested a map which I have forwarded, but he told me that it is one of the nicest places he has visited and it was very peaceful and serene.

I think it's good to share nice feedback when we can, so well done to all!!!"

"I have just seen the Village Green after its first cut under the new arrangements. It looks really good. I don't think I can remember it looking so good.

If it carries on like that we will be very happy. Just such a shame that it can't be used to its fullest at the moment due to social distancing but the time will come again when the children can play at will again.

Thank you."

Biodiversity & Conservation



With the challenges that COVID-19 has presented over the last 12 months, we are conscious that our sustainability and biodiversity plans have not had the focus they deserve.

Now that we have a Roadmap out of lockdown and COVID-19 restrictions, we plan to bring our initiatives back into priority focus in 2021 wherever we can.

We have also seen a shift in global awareness and appreciation of green space since the start of the pandemic, and we are hoping that this new-found attention will drive further plans that we can be involved with from additional community groups.

We are committed to partnering with Arun District Council on their Tree Planting Strategy and any other local plans for Carbon offsetting.



Key initiative to be carbon neutral



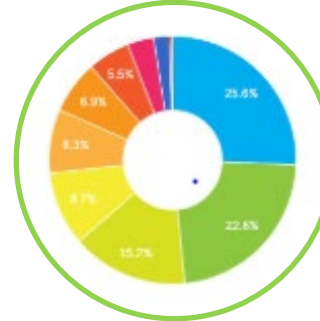
Company Cars

- EV trial commenced 2020
- EV only option
- Option to Trade up & down
- Maximise PICG incentives
- Support installation of home charge points



Commercials

- EV only < 50 miles per day for standard vans
- Depot based EV charging
- JV with key clients to achieve CSR targets
- 'Eco Driver' award scheme



Data Analysis

- Base vehicles at depot
- Maximum commute distance within policy
- Payload – review equipment
- Regional League tables
- Costs attached to P&L



Carbon Footprint

- Offset fuel consumption
- Set specific % CO2 reduction targets for next 5 years
- Engagement in Manufacturer / Leasco schemes

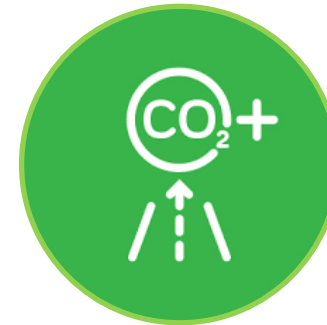


Key initiative to be carbon neutral



Battery Operated Equipment

- Various client trials underway
- Investigating cost, quality, sustainability & time management factors
- Identifying impact & fit for purpose



Carbon Positive

- Tree planting schemes
- Interior planting
- We are committed to partnering with Arun District Council on their Tree Planting Strategy





tivoli

www.tivoliservices.com