

CASE STUDY

"Scottish Water are delighted to welcome Tivoli into our Supply Chain. We have every confidence in the team's ability to deliver the service to the highest standard over the years ahead."

Peter Farrer
Chief Operating Officer, Scottish Water



Scottish Water

[tivoliservices.com](https://www.tivoliservices.com)



**Scottish
Water**
Trusted to serve Scotland



BACKGROUND

Scottish Water is a publicly owned business responsible for providing water and waste water services to household customers and wholesale Licensed Providers across Scotland.

Since April 2019 Tivoli has been completing their ground maintenance activities such as grass cutting, shrub clearance, weed control, hedge-cutting, tree maintenance, fencing and path maintenance for approximately 3,000 sites throughout the whole of Scotland.

The schedule is based on a cyclical cutting programme. All sites with the same number of cuts receive their first cut within an initial time window, with the second round of cuts commencing immediately when first round of cuts is completed – this pattern is then continued for each annual season.

SERVICE

Several site locations on the contract are particularly remote. However due to our substantial presence throughout Scotland we can reach all site locations in under 1 hour, operating from our local, strategically placed main depots and satellite depots.

As a contingency to experiencing an unlikely shortfall of manpower, we also have an existing resource pool of mobile teams of approx 315 staff currently working across Scotland servicing contracts including defence establishments, local authorities, housing sector, education and corporate clients who during periods of staff absence, additional works or adverse weather support the existing teams.

All SW sites have been categorised into a category of either Low or High risk. High Risk sites require the Scottish Water External Contractors Access Certificate Policy to be followed. Tivoli is responsible for ensuring that they can access a site by liaising with the local Operations contact prior to scheduling a visit to that site.

Tivoli were also recently awarded the scheduled winter maintenance services at over 30 key sites for the 2020-2021 winter season.

SAFETY & INNOVATION

The Scottish Water site portfolio presents a unique hazard set which is beyond any found in the normal Grounds Maintenance environment. Many of the locations pose potentially dangerous risks, with slow-moving machinery, water borne bacteria, steep banks, and drop-off points, as well as a high presence of sub-contractors and HGV movements.

To address this, Tivoli worked with Scottish Water to produce a bespoke Health & Safety training video released in 2020. Featuring both Tivoli and Scottish Water staff, the development of the video was a fully collaborative process in which the teams from both organisations looked at various H&S and operational issues, and collectively established appropriate solutions and guidance. The video was rolled out to all Tivoli and Scottish water staff, and has strengthened the relationship with newfound knowledge and respect of the hazards facing employees on the sites.

