

# ENVIRONMENTAL & SUSTAINABILITY REPORT 2019



*Inspiring places and performance*  
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## INTRODUCTION FROM PHIL ORAM REGIONAL DIRECTOR

After nearly 10 years at the forefront of developing and building sustainable workplace services, it is fantastic to see reuse and refurbishment becoming mainstream options in the workplace. We have been kept busy with the near doubling of output of remanufactured and refurbished furniture from the Renew Centre in the last 12 months.

We remain ambitious for the growth of our IT repair, refurbishment and resale activities. Our Renew IT team continue to grow, our operational area is expanding and our online channel, [www.itresale.co.uk](http://www.itresale.co.uk), is live to help drive the demand in high-quality redundant assets. We have also donated IT assets this year, supporting those most in need with IT equipment that can really make a difference to their lives.

As a service provider to a range of high-calibre, professional clients, our environmental performance is increasingly important to our clients, especially those who are setting carbon reduction targets. Since the acquisition of Premier Workplace Services, we have been working throughout 2019 to integrate our environmental reporting, our policies and procedures and our accredited management systems.

This is to ensure that we learn from the strengths of both organisations and lead Crown Workspace to having the strongest internal practices and procedures as well as supporting our clients with theirs.

Corporate and social awareness of climate change has never been higher and is increasingly becoming a key area of focus for our clients. Whilst I am proud of the achievements set out in this report, I remain ambitious for further improvement.

In 2020 we will be investing in expanding our interiors refurbishment service offering, with a key focus on minimising the environmental footprint of refurbishment through specifying more sustainable products, reuse and refurbishment and responsible recycling.

We remain dedicated to progressing and deepening our own sustainability journey, and this is guided by our membership of Business in the Community (BITC). Crown Workspace engages fully with the BITC Sustainable Business Tracker and the commitment to these principles underpins our investment and growth plans for the new decade.



## GROWING OUR REMANUFACTURING, REFURBISHMENT AND REPAIR SERVICES AT THE RENEW CENTRE

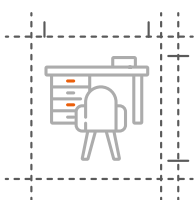
With a growing interest in more sustainable and cost-effective solutions, there has been an increase in demand by our Office Resale clients and customers for quality refurbished items of office furniture, or bespoke remanufactured items to suit the sustainable changing workspace.

In 2019, Crown remanufactured or refurbished 13,272 items of furniture in the Renew Centre, including 4438 desks and 8191 office chairs, resulting in savings of 863 tonnes of CO<sub>2</sub> (e) as compared to disposing of redundant furniture and buying new. This significant increase from the previous year is due to a combination of factors, including:

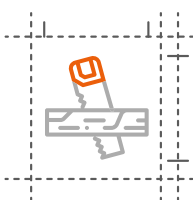
a particularly large remanufacturing project for a key client in 2019; significant investment in our resale channels which has significantly increased demand for remanufactured items; and a change in the methodology to collate information in 2019.

Crown Workspace continues to invest heavily in the Renew Centre, our state-of-the-art remanufacturing and refurbishment facility. We use CabinetVision software, which reduces waste by eliminating the need for prototypes and optimising cutting patterns. In 2019, 158 bespoke items were designed using CabinetVision, saving 70 sheets of MFC and 4 tonnes of CO<sub>2</sub>.

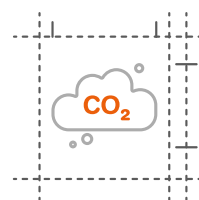
### KEY STATS FROM THE RENEW CENTRE:



13,272 items of remanufactured furniture



70 sheets of MFC saved



863 tonnes of CO<sub>2</sub>(e) saved

## RENEW CENTRE OVERVIEW

	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019	2019
<b>Total items refurbished/ remanufactured</b>	3,057	10,496	9,788	7,750	13,272
<b>Total tonnage diverted from landfill by remanufacturing</b>	104	302	267	218	293
<b>Total carbon savings (CO<sub>2</sub>e)</b>	178	647	606	474	863

## INCREASING CAPACITY FOR IT REFURBISHMENT AT RENEW IT

Since we launched our secure IT refurbishment, resale and recycling services with Renew IT in 2017, we have continued to invest and grow as clients have become increasingly focused on more sustainable options for redundant IT. This approach led to significant investment in 2019, and a doubling in both revenue and throughput from 2018. There has been an emphasis on marketing this service to new and existing clients, whilst at the same time investing heavily in resale channels to increase sales of refurbished IT equipment.

For simplicity and transparency, only figures in relation to laptops, monitors and PCs are included here, with an industry default weight used for each and industry standard carbon conversion factors used. Servers, phones, hard drives and printers are currently not included in any of the figures we report, although there is clearly a carbon benefit to refurbishing these too. Note that as Renew IT is a relatively new division, figures are not available prior to 2018/19.

## RENEW IT OVERVIEW

	2018 - 2019	2019
<b>Total IT items remanufactured</b>	4,128	9,114
<b>Total carbon savings (CO<sub>2</sub>e)</b>	9.03	19.38

A further increase in throughput is expected in 2020 as the capacity of the workshop is increased, which will significantly improve the workflow and productivity. We will also seek to build our metrics of capturing the carbon savings achieved through our approach across various media.



## SUPPORTING CHARITIES, SCHOOLS AND COMMUNITY GROUPS THROUGH THE GIVING BACK PROJECT

Crown Workspace is proud to have built upon the strong infrastructure for charitable donations developed by Premier. Our Giving Back Project maximises the opportunity for clients to add social value during relocations, clearances and ongoing moves and changes. It enables our clients to donate furniture via Crown Workspace's large database of charities, schools and community initiatives. Our database uploads descriptions and images of furniture that is available for donation and our charity partners can pick the pieces that they want, which are delivered to the charity at no cost.

Since 2011, we have helped clients to donate over 20,000 items of unwanted furniture to more than 100 charity partners. In 2019, we have continued to donate as many items as possible and using our fully auditable and transparent 'carbon reporting procedure' – where we have used carbon savings figures provided by WRAP – we calculate the carbon savings from direct reuse (donation) of these items. Not only does this service keep clients' assets in the value chain for longer, it reduced our clients' Scope 3 emissions and provides a free and valued service to over 100 charities. In 2019 we have helped our clients save over 27 tonnes of CO<sub>2</sub>(e) emissions through Giving Back Project donations.



# CROWN WORKSPACE'S CARBON FOOTPRINT

## 'CROWN WORKSPACE'S SCOPE 1 AND 2 CARBON FOOTPRINT

	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019	2019
<b>Scope 1 (Vehicle fleet)</b>	419	388	388 <sup>1</sup>	605 <sup>2</sup>	700
<b>Scope 2 (Electricity)</b>	125	224	165	102	70
<b>Total (Tonnes CO<sub>2</sub>e)</b>	544	622	553	708	770

<sup>1</sup> In 2017/18 Crown Workspace obtained an incomplete dataset due to problems with vehicle trackers. As a result the carbon footprint from 2016/17 is presented here.

<sup>2</sup> In 2018/19 Crown Workspace used a different methodology to calculate the carbon footprint of vehicles, based on diesel use (previously mileage was used). The apparent increase in 2018/19 is due in part to this change in methodology.

Please note that we have changed the reporting period to align with the wider reporting of the Crown Group. As such the first quarter of 2019 was also included in the report for 2018/2019 where our reporting period was aligned to the financial year.

### VEHICLE FLEET

Crown Workspace's fleet of approximately 60 vehicles – ranging from small tail-lift trucks to artic lorries – is responsible for our Scope 1 emissions. Mileage is dependent on the type and number of jobs that we carry out, and the locations of our client sites. Crown's Scope 1 footprint increased by 13.5% in 2019, and this increase is largely due to an expansion of our

regional operations, with more moves and changes in Scotland, Wales and the north of England. As we remain committed to minimising the negative impacts of our operations, Crown is working to rationalise this further through the identification of suitable regional depots and / or high-quality regional contractors.

### ELECTRICITY

Scope 2 emissions are from electricity consumption at our 3 sites in and around London. We have been actively seeking to reduce these where possible and introduce more efficient systems and equipment. Our Scope 2 emissions have decreased by 25% on 2018/19 levels and 50% on 217/18 levels. This

is largely due to the investment we have made in energy efficiency measures which have been implemented over the past 3 years, including the installation of LED lights across our two main sites (units 1-2 and units 3-4 Ardra Road), and a compressor reconfiguration project in 2018.

# SUSTAINABLE BUSINESS GROWTH



## OFFICE RESALE

Office Resale is our retail channel for quality used refurbished and remanufactured office furniture. It offers an affordable way to purchase high quality, second-hand office furniture with stock from leading brands, and helps us drive change in the perception of “used” furniture in the workplace. In 2019, we invested

significantly in a new web platform to improve accessibility and reachability of the website, which has seen a significant growth of this business. Items available through the site can be remanufactured to suit company branding and interior design requirements.

## COMPLETING THE FURNITURE LOOP

In line with our circular approach to our business, we provide services that help our clients to reduce their Scope 3 emissions and keep redundant assets in the value chain for longer. We encourage our clients not just to buy furniture and IT assets from us, but also

to allow us to buy them back so they are able to be reused again. We are proactively developing our ‘furniture as a service’ as an additional offering for those with short term needs who do not want to compromise on quality or sustainability.





## KNOWLEDGE SHARING

As knowledge leaders in sustainable workplace change, we see it as our role to drive industry awareness, share best practice, high light case studies where great achievements have been made, and help raise awareness of sustainability in workplace change. During 2019 we were involved in the following initiatives:

### **BITC Circular Economy Taskforce**

Crown Workspace is proud to have been a member of Business in the Community (BiTC) for a number of years. Their commitment and drive for more responsible business is aligned with our own values. In 2019, we joined the BiTC Circular Economy Taskforce, and contributed to producing the Circular Office Guide. Crown Workspace is active in many areas with BiTC and has provided speakers and panellists for various events and webinars.

### **Waste to Wealth**

Crown has actively supported a number of Waste to Wealth events, notably Crown's Head of Sustainable Development spoke at events in Leeds and Manchester in 2019.

### **IWFM Sustainability Special Interest Group**

Crown Workspace has been a member of the IWFM and had our Head of Sustainable Development, Ann Beavis, as a representative on the Sustainability Special Interest Group for a number of years. In particular this has been involved in supporting their work with the Social Value Portal in developing the Facilities Management plugin.





### **BSI Remanufacturing Standards Committee**

Crown Workspace sit on this committee, working with towards industry standards in furniture re-manufacturing.

### **Futuresource Excel**

Crown Workspace were delighted to be invited to this event and share our story on how social value can be delivered as part of the circular economy.

### **Circular London Week**

Crown hosted a number of events as part of the London Waste and Recycling Board's Circular London Week 2019. This included host tours of the facility for interested parties from across the globe, students, designers and those seeking to learn more about the circular economy in practice.

### **Workplace X Conference**

Crown Workspace was proud to sponsor the Workplace X Conference, which took place in October 2019 at Twickenham Stadium. This was a full day of thought-leadership workshops, strategic business meetings and networking sessions to provide attendees with a platform to develop important business relationships, gain knowledge and solve their latest business challenges.

**Crown Workspace** is dedicated to consistently supporting clients workplace needs as they change and grow. We have been moving people and businesses for over 50 years and understand that no two projects are the same. Our objective is to provide clients with hassle free and sustainable workplace change projects.

We tailor our services to each unique project, be it corporate or specialist, with sustainability at the core of everything we do. Our services and expertise span across commercial and specialist relocations, moves and changes, IT services, furniture, interiors and storage.

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