

# ENVIRONMENTAL & SUSTAINABILITY REPORT 2020



*Inspiring places and performance*  
Crown Workspace [workspace.com](https://www.workspace.com)



## INTRODUCTION FROM PHIL ORAM REGIONAL DIRECTOR

Without a doubt 2020 represented the most challenging of years for us all. With organisations facing the difficulties of trying to operate against the backdrop of a global pandemic, we had to focus not only on how we could protect our staff and look after their physical and mental wellbeing, but also how we could play our role in safely supporting our clients to deliver a safe and effective workplace across a much more diverse range of spaces. We also wanted to continue to do this sustainably, as we know that in addition to the impacts of Covid-19, climate change remains a constant threat.

From supporting thousands of home workers with refurbished office furniture (saving over 1,000 tonnes of carbon and significant financial savings), through to supporting the set up of safe testing and vaccination centres, by creating a new range of covid-secure furniture options and return to workspace services, and by donating redundant office furniture to those most in need, our teams have worked tirelessly through the year to deliver sustainable workplace change.

You will find figures within this report that show that not only have we refurbished and remanufactured more office furniture than any other year, but we also managed significant levels of furniture donation through The Giving

Back Project. In addition, we developed a secure initiative to support getting IT and laptops to charities and schools safely and efficiently.

For 2021, we remain positive and focused on our sustainability journey, starting with the introduction of a new role of Sustainability Coordinator to further focus on our donation initiative and supporting clients with sustainable services. There is a national call for organisations to Build Back Better and we remain committed to this agenda, supporting organisations that want to reduce the environmental impacts of their workspace, and playing our role in increasing the wellbeing of teams through the design of healthier workspaces and supporting our communities through proactive engagement that delivers tangible social value.

We recognise that longer term planning is needed to help reduce our and our clients' carbon impacts and we remain committed to a consistent programme of sustainable innovation and development. We want to help all our clients achieve their sustainability goals, even in challenging times of change.



## THE RENEW CENTRE – FURNITURE REMANUFACTURING, REFURBISHMENT AND REPAIR

Crown Workspace’s award-winning Renew Centre is the UK’s leading office furniture remanufacturing, refurbishing and repair centre, which employs a growing skilled team dedicated to sustainably extending the life of furniture. Despite the far-reaching effects and business continuity issues caused by the Covid-19 pandemic, the Renew Centre has had its highest throughput yet, whilst operating in a Covid secure environment.

This success is mainly due to an increased demand for sustainable refurbished furniture to support home working, leading in particular to a significant increase in the number of office chairs purchased. To accommodate this change in working practice,

Crown Workspace has been delivering to home addresses throughout 2020. There were also some large relocation projects in the early part of 2020 and some major workplace refurbishment requiring sustainable furniture solutions.

In 2020, Crown Workspace remanufactured or refurbished over 15,000 items of furniture, an increase of almost 15% from the previous year. Desks and office chairs dominated, with a total of 3,579 desks and 11,071 office chairs remanufactured or refurbished. A smaller number of sofas, meeting tables and cabinets is also included in the reported figures. Overall, this has resulted in carbon savings of 1,013 tonnes of CO<sub>2</sub>e compared to buying new.

### RENEW CENTRE OVERVIEW

	2015 - 16	2016 - 17	2017 - 18	2018 - 19	2019*	2020
<b>Total items remanufactured</b>	3,057	10,496	9,788	7,750	13,272	15,394
<b>Weight remanufactured (tonnes)</b>	104	302	267	218	293	297
<b>Carbon savings (tonnes of CO<sub>2</sub>e) (Compared to purchasing new)</b>	178	647	606	474	863	1,013

\* In 2019 reporting switched to calendar years to align with Crown Group reporting. Previously reporting was in financial years.



## RENEW IT – IT RECONDITIONING

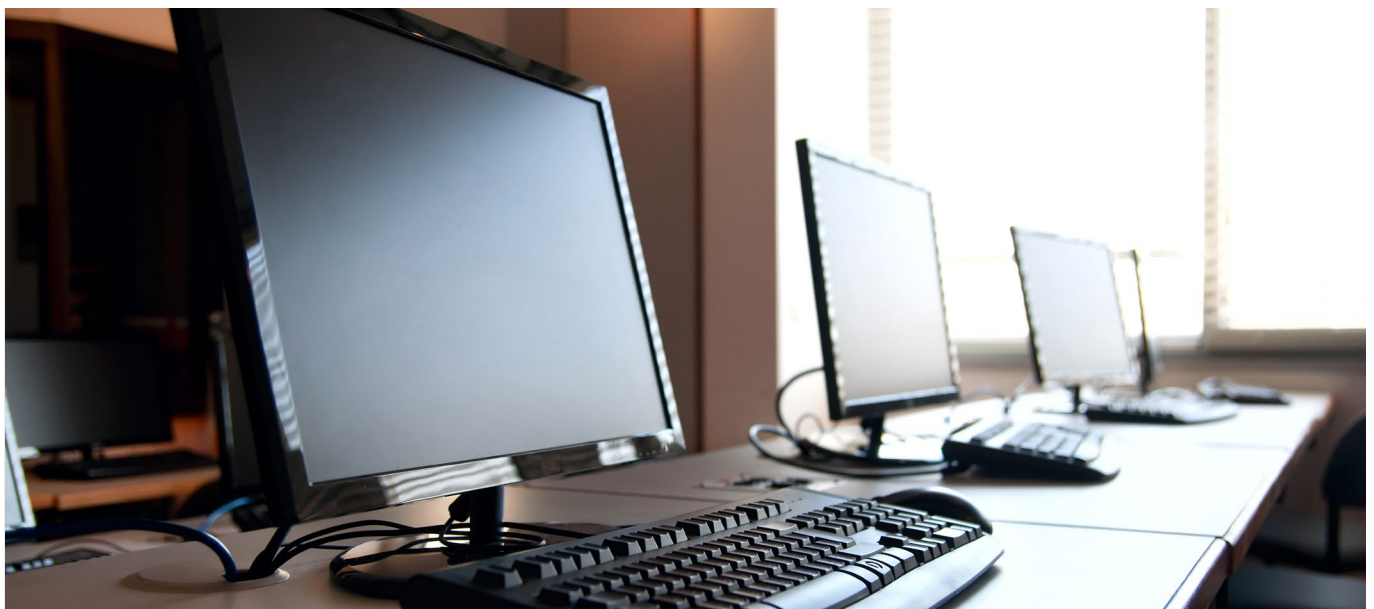
Renew IT maximises the financial, environmental and social value of IT assets, reconditioning redundant IT equipment to keep it in use for longer. This service was launched in 2017 and has grown significantly as clients have become increasingly focused on more sustainable options for unwanted IT. Following significant investment in 2019, throughput doubled in the space of a year. Workshop capacity was increased further in 2020, improving both workflow and productivity.

In previous years only certain items of IT (laptops, monitors and PCs) were used for calculating carbon savings. However robust metrics are now available for the embodied carbon in most other items of IT equipment and they are now included in the total figures. These calculations have been retrospectively applied to previous years in the table below.

### RENEW IT OVERVIEW

	2018 - 2019	2019	2020
<b>Total items reconditioned*</b>	5,932	10,372	10,630
<b>Weight reconditioned (tonnes)</b>	75	121	110
<b>Total carbon savings (tonnes of CO<sub>2</sub>e) (Compared to purchasing new)</b>	1,090	1,168	1,568

\* Previously we reported 9,114 items in 2019 and 4,128 items in 2018. These were the total figures that carbon savings were available for at the time. These figures have been revised to include the total throughput, with associated carbon savings calculated for previous years.



# THE GIVING BACK PROJECT – FURNITURE DONATION

Crown Workspace continues to build upon the strong infrastructure for charitable donations through our Giving Back Project that 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. Descriptions and photos of the furniture available for donation are uploaded onto our database and our charity partners can select the items that they would like, which are delivered at no cost to the charity.

Since 2011, we have helped clients to donate almost 25,000 items of unwanted furniture to more than 100 charity partners, with nearly 4,000 items donated in 2020 despite the significant impact of Covid 19 on the viability of donating assets. In 2020 we helped our charity partners save nearly £250,000 and reduce their carbon footprint by a combined 255 tonnes of CO<sub>2</sub>e (as opposed to purchasing new) via Giving Back Project donations.

## GIVING BACK PROJECT OVERVIEW

	2015 - 16	2016 - 17	2017 - 18	2018 - 19	2019	2020
<b>Total items donated</b>	3,604	1,671	955	1,516	449	3,826
<b>Weight donated (tonnes)</b>	83	38	25	30	6.5	85.2
<b>Carbon savings (tonnes of CO<sub>2</sub>e) (Compared to purchasing new)</b>	251	126	80	104	27	255



# CASE STUDIES

## JLL – Sustainable clearance focused on Giving Back

Following JLL's relocation of their Manchester operations there was a requirement for a sustainable clearance of their site with a focus on achieving the most sustainable outcomes that delivered maximum social value. Crown Workspace were selected to partner with JLL to carry out a sustainable clearance prioritising the principles of circular economy and the waste hierarchy. JLL approached Crown Workspace because of their strong and clear narrative around maximising the value of the resources and delivering the best economic, environmental and social outcome from the project. In addition to the extensive amount of items that were identified to be refurbished and resold to help reduce costs, the Giving Back Project worked with Business to Schools to maximise the items that could be donated – despite the operational challenges presented by Covid-19.

- In total, over 500 items were delivered and donated from the JLL site
- This achieved 45 tonnes of CO<sub>2</sub>e savings
- 15 tonnes diverted from landfill

---

“We are overjoyed by the generosity of JLL and Crown Workspace! These amazing companies are helping to make education better for all. They are donating amazing high-quality resources through Business to Schools and supporting the high-quality teaching that happens at our school.”

*Steining Grammar School*

“Crown Workspace helped JLL deliver outstanding sustainable outcomes. Their deep understanding of resource value, combined with professional levels of service resulted in positive economic, environmental and social value stories that assist JLL in its aspirations to advocate for the transition to a truly circular economy.”

*Stuart Cochrane*

*Workplace Sustainability Manager, JLL*

---

## YMCA – Reinforcing our long-standing relationship

As our final Giving Back Project donation of 2020, we were delighted to strengthen our long-standing relationship with City YMCA by helping to furnish their new Tarling Road Community Hub in North London in time for Christmas.

City YMCA provides accommodation and arranges interventions for young people made homeless, with the aim of giving them a stronger start in life. City YMCA approached Crown Workspace with a request for 43 items including tables, chairs and storage units. We were thrilled to provide all of these, valued at over £4,000.

For over ten years, City YMCA has been a valued charity partner to Crown Workspace, where there has been continuous donation and fundraising

initiatives. The redundant items were all refurbished at our Renew Centre, and by facilitating the reuse of this furniture over buying new, 3.46 tonnes of CO<sub>2</sub>e emissions were prevented.

---

“Crown Workspace’s continued support for City YMCA has really helped to create usable spaces, which are already being used by the residents. The quality of the donated items is really good as well.”

*Chris East, Appeal Director, YMCA*

---





# CARBON FOOTPRINT

Crown Workspace has been disclosing our Scope 1 and Scope 2 carbon footprint via the CDP platform since 2015. Our vehicle fleet is responsible for our Scope 1 emissions, and purchased electricity use in our offices, Renew Centre, workshops and warehousing comprise our Scope 2 emissions.

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

	2015 - 16	2016 - 17	2017 - 18	2018 - 19	2019	2020
<b>Scope 1 - Vehicle fleet (tonnes CO<sub>2</sub>e)</b>	419	388	388 <sup>1</sup>	605 <sup>2</sup>	700	469
<b>Scope 2 - Electricity (tonnes CO<sub>2</sub>e)</b>	125	224	165	102	80	73
<b>Total (tonnes CO<sub>2</sub>e)</b>	544	622	553	708	770	542

<sup>1</sup> In 2017/18, Premier 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, Premier 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.

### VEHICLE FLEET

Crown Workspace's fleet of approximately 60 vehicles - ranging from small vans and 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 clients' sites.

Crown Workspace's Scope 1 footprint decreased significantly in 2020 in comparison to previous years, due primarily to the impact of the Covid

pandemic. However, our emissions in 2019 had increased, 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 Workspace 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 three sites in and around London. We have been actively seeking to reduce these where possible and introduce more efficient systems and equipment. Over the past three years we have replaced all lighting at our Ardra Road sites with LEDs. This project was completed in 2020 and, coupled with a compressor reconfiguration project in 2018, has

led to a year-on-year decrease in our electricity usage. However, as the Renew Centre and Renew IT were both operating at full capacity throughout the Covid pandemic (and indeed both had their highest throughput yet – see relevant sections earlier in this report) there was not a significant reduction in electricity usage due to Covid.



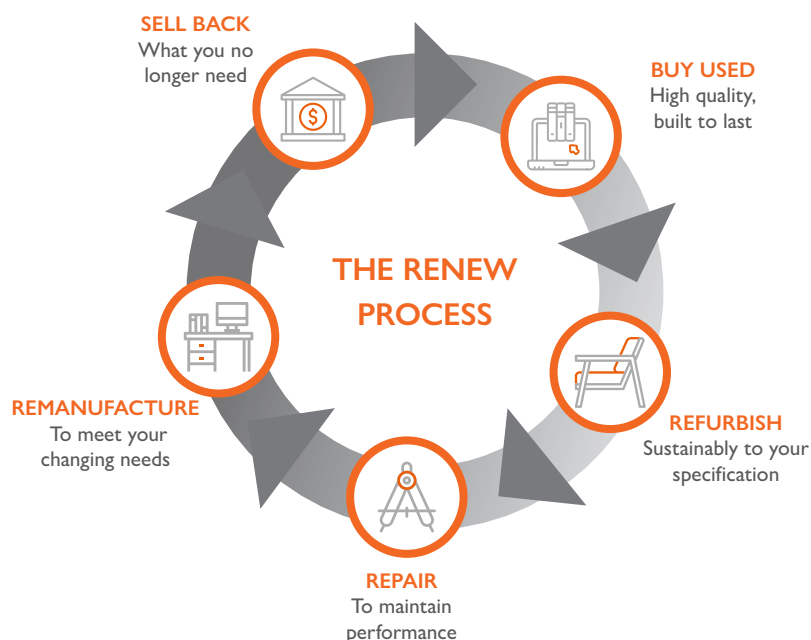
# SUSTAINABLE DEVELOPMENT AT CROWN WORKSPACE



## COMPLETING THE FURNITURE LOOP

In line with our circular approach to our business, providing 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, highlight case studies where great achievements have been made and help raise awareness of sustainability in workplace change.

In 2020, knowledge sharing moved online, with all live events and conferences being cancelled due to Covid-19. Despite this Crown Workspace still managed to participate in a number of high-profile events and continue to raise awareness of circular economy and sustainable practices in the workplace.

### **Whitepaper: Revolution versus Evolution**

Crown Workspace put together a white paper focused on adoption of circular economy principles in the workplace. This practical guide was targeted specifically at those seeking realtime solutions to reduce their carbon as well as guidance on longer term sustainable planning. It can be downloaded [here](#).

### **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. Crown Workspace is active in many areas with BiTC and has provided speakers and panellists for various events and webinars including their 'Waste to Wealth' webinar focused on social value from better environmental practices.





### **BSI Remanufacturing Standards Committee**

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

### **Climate Change and the Workplace**

Our Head of Sustainable Development spoke at this leading Workplace Trends event alongside other knowledge leaders in the workplace design and delivery space. This event was focused on how workplaces can start to focus on net zero targets.

### **Circular London Week**

Crown Workspace hosted our own webinar “How to bring circularity to a sustainable workplace” as part of the London Waste and Recycling Board’s Circular London Week 2020. With a panel of experienced guest speakers, we explored topics including the types of circular models that would suit your business and what challenges can be faced and how to overcome them.

### **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 involved supporting with the Social Value Portal in developing the Facilities Management plugin launched in 2020.

### **Other activities**

Crown Workspace were also asked to speak on circular economy and sustainability in the workplace for Cardiff Business School, Vastari – Sustainability in Fine Art event and a European wide event on sustainable furniture.



**Crown Workspace** are 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.

*Inspiring places and performance* | **crownworkspace.com**

## Discover Crown

*A complete range of services  
to help you and your business*

**crownworldwide.com**

- World Mobility
- Relocations
- Records Management
- Fine Art
- Logistics
- Workspace