

SUSTAINABILITY REPORT

Jan to Dec 2021

Inspiring places and performance
crownworkspace.com



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INTRODUCTION

FROM PHIL ORAM, REGIONAL DIRECTOR



Despite being an incredibly challenging year for our business, 2021 was a pivotal year for sustainability at Crown Workspace, with a great deal of focus and investment made to build on our existing strengths in this area.

Key team members from across Crown UK & Ireland oversaw a Responsible Business Plan aimed at establishing the foundations for carbon reduction planning, assessing our impacts and initiatives against the UN Sustainability Goals, and engaging and educating our wider team around the broader sustainability agenda.

The outputs from this work will be evident in this report and will form the foundations of our future planning. I am particularly happy that we have put in place a concrete carbon reduction plan that outlines our pathway to net zero aligned to the Paris commitments.

Our membership of Business in the Community and our position on their Circular Economy Taskforce has played a very important role in our developing sustainability strategy in recent years. We pulled together a cross-functional team to complete their progressive 'Responsible Business Tracker' – this involved a deep level review of all areas of responsible business operations from climate action to health and wellbeing, and from equality, diversity and inclusion through to biodiversity. We now have a fantastic base from which to build a longer-term strategy and achieve greater positive impact through our work.

Following the recruitment of a newly created post of Sustainability Coordinator, we have been able to grow our Giving Back Project, focusing on supporting our clients in diverting assets back into reuse via charities and schools. We recognise how social value is increasingly important for many clients, and this role allows us to strengthen our wider community links and ensure we are focusing the right resources in the right places as well as strengthening the reporting we can provide to clients.

We invested significantly in expanding our Renew IT facility. As you will see from the figures provided, this has enabled us to extend the life of a significantly increased amount of tech equipment. Our Renew Centre has also saved over 1,125 tonnes of CO₂e through the remanufacturing and refurbishment of office furniture through the year.

We aspire to be the leading provider of sustainable workplace change services and our plans for 2022 reflect this. From investing in a new refurbishment facility in the Midlands through to setting core corporate objectives around the sustainability agenda, we know there is a lot to achieve for our staff, our communities and our planet. We will remain proactive in this area, collaborating with those who want the same.

A handwritten signature in black ink that reads "P. Oram". The signature is fluid and cursive.

Phil Oram

RESPONSIBLE BUSINESS STRATEGY

At Crown Workspace we encapsulate our strategic approach to managing our environmental, social and governance impacts (ESG) as 'responsible business'. This approach is reinforced by our membership of Business in the Community (BITC), the long-established business-led membership organisation dedicated to responsible business.

BITC works with members to continually improve their responsible business practices, leveraging the collective impact for the benefit of communities. Crown Workspace are a proactive member of BITC and in 2021 we undertook

their Responsible Business Tracker® to assess our performance as a responsible business. We tracked progress against BITC's Responsible Business Map, which was built on the UN's Global Goals or Sustainable Development Goals (SDGs).

This process saw our business activities thoroughly reviewed and evidenced before being benchmarked against sector peers and the overall cohort. We received a detailed report that outlined areas of best practice and areas for improvement.



BITC feedback on our Responsible Business Tracker audit

We are delighted to have scored above cohort average in relation to healthy business, healthy environment and healthy communities but have taken on board the structured guidance on how to improve in all areas, in aspects from evaluation to disclosure. We are particularly happy to be identified as a case for best practice in terms of our purpose, our approach to the circular economy and digital transformation. We will be strengthening our approach to developing a deeper understanding of and relationship with our supply chain and this dovetails into the work we are doing on Scope 3 emissions. We have an extensively detailed report and have been working closely with BITC on longer term responsible business strategy.

We will be applying the findings from the report and are working closely with BITC on our responsible business development.



The Prince's Responsible Business Network



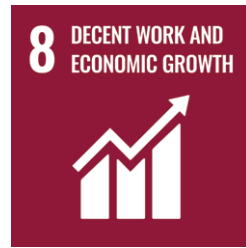
Responsible Business Tracker® 2021

MARKING OUR COMMITMENT TO IMPROVEMENT



Contributing to the UN Sustainable Development Goals (SDGs)

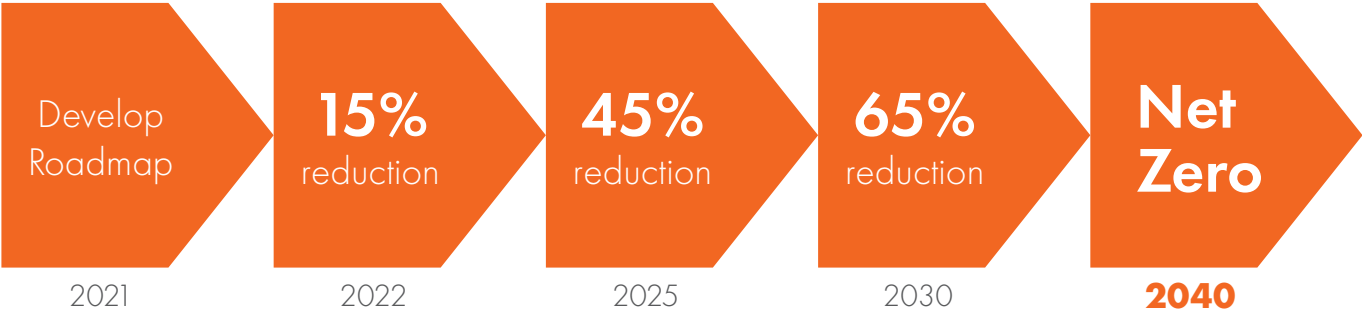
Completing the BITC evaluation reconfirmed the five core UN SDGs on which we are most proactively focused. We believe these are the goals on which we can have the highest impact, that most highly affect our business, and that are most important to our stakeholders. We will be further analysing our impacts before fully committing to alignment with these five goals under our Responsible Business Strategy. We recognise that in delivering against these goals, we are contributing to many other SDGs.



NET ZERO CARBON

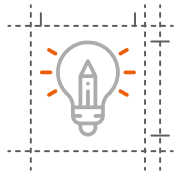
Crown Workspace have been reporting transparently on our Scope 1 & 2 emissions in this annual report and on the CDP platform for a number of years, in line with this, we have been focused on efficiency measures for many years. However, we recognised that a more robust and ambitious strategy was required for reducing our direct impacts and also to extend this to include our Scope 3 (indirect) emissions.

Our Carbon Reduction Plan and our working group are focused on achieving this. Our strategy and approach span all the Crown UK & Ireland brands, building a comprehensive and cohesive approach to our activities, pulling on the best resources and knowledge across our wider team. Following an extensive audit of all of our data and operations, we have set an ambitious net zero target for our Scope 1 and 2 emissions. We aim to achieve this by 2040 at the latest (relative to a 2019 baseline) with interim goals of a 45% reduction by 2025, and 65% reduction by 2030.

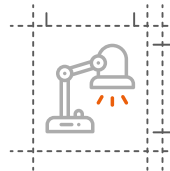


Addressing our Scope 1 and 2 emissions

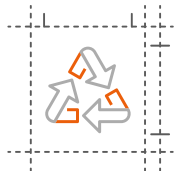
We are focused initially on reducing the carbon emissions of our operations in three key areas:



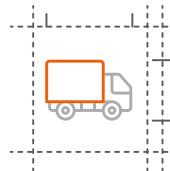
We have engaged, and will continue to engage, with staff in sites where we identified behaviour change as being key to reducing electricity use.



All lighting has been converted to LED for Crown Workspace. Across other brands we are continuing with LED replacement and removal of unnecessary lighting. Motion sensors / light sensors are being fitted where appropriate.

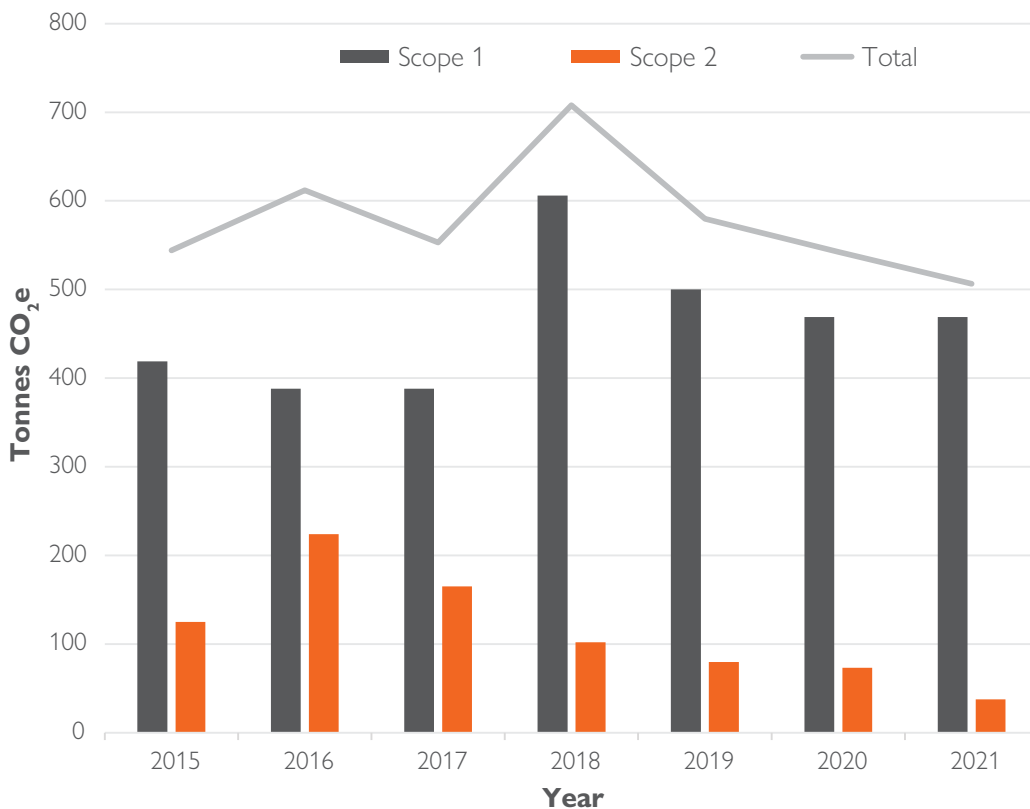


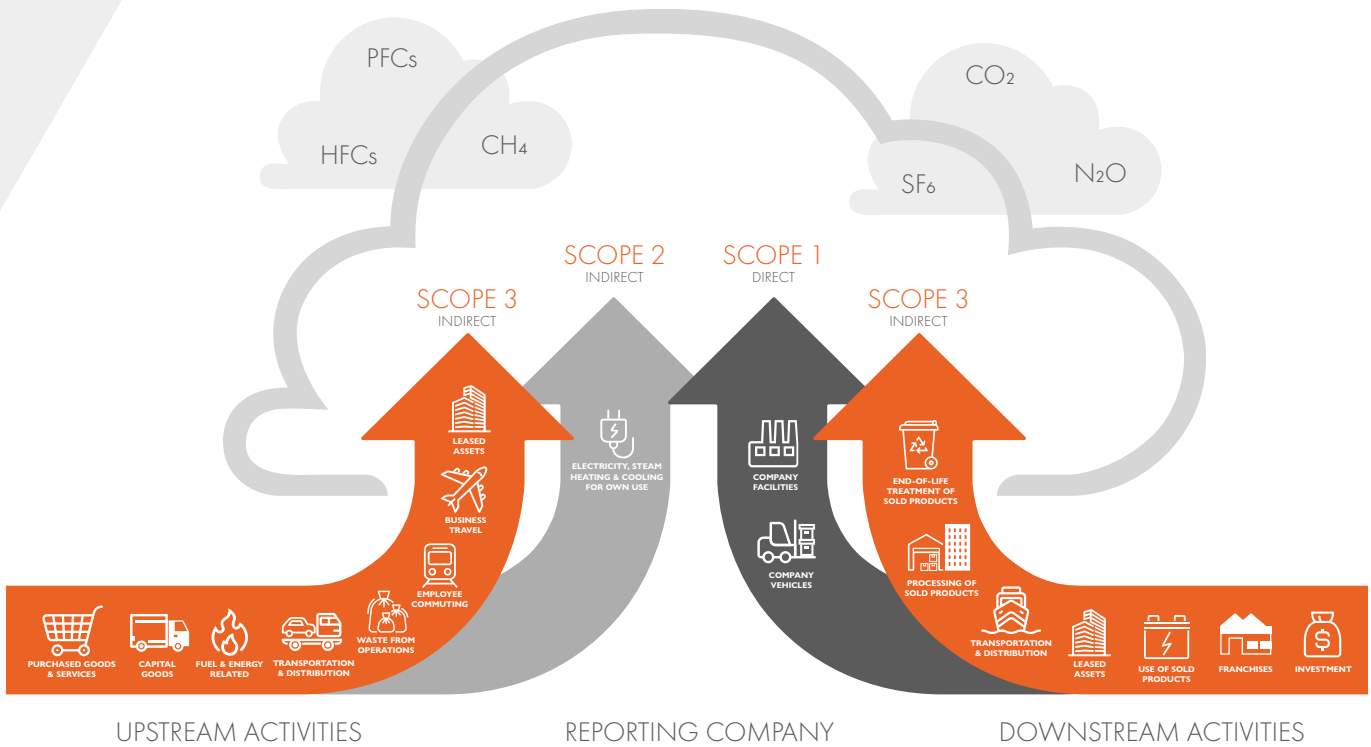
All electricity for Crown Workspace is now 100% renewable. All Crown brands are transitioning to renewable energy contracts with leading British renewable energy provider, Good Energy, when current contracts expire.



We are already exploring alternative vehicle technologies and infrastructure, and ordered eight electric vans in 2021. We will look to make further changes to our fleet in the longer term in line with the Government's Transport Decarbonisation Plan.

Crown Workspace's Scope 1 & 2 carbon footprint





Scope 3 (indirect) emissions

Whilst we are proud of the progress we have made in 2021, and are delighted to have announced a Net Zero target for our Scope 1 and 2 emissions, we acknowledge that along with most companies, our Scope 3 emissions may be our biggest area of impact. We will continue to collate data on our indirect emissions through our supply chains in 2022 with a view to making an equally robust and ambitious Scope 3 emissions target in line with the Paris Agreement. We have already screened our Scope 3 emissions so that we can focus on the most material areas in 2022.

We will be transparent in our progress and will build on our existing communications to provide our clients with full details of our plans.



It's great to see more businesses walking the walk on reducing their climate impacts. Crown have a clear plan to reduce its emissions and Good Energy is on hand to support them on their sustainability journey. Their actions set a clear example for other businesses to follow.

Nigel Pocklington, CEO, Good Energy



RENEW CENTRE – FURNITURE REFURBISHING, REMANUFACTURING & REPAIR

Renew Centre overview

	2015-16	2016-17	2017-18	2018-19	2019	2020	2021
Total items remanufactured or refurbished	3,057	10,496	9,788	7,750	13,272	15,394	19,530*
Total CO ₂ e saved (tonnes)	178	647	606	474	863	1,013	1,125
Total weight diverted into reuse (tonnes)	104	302	267	218	293	297	408

*Notes: figures of 2021 now include miscellaneous items e.g. workspace accessories and equipment. These items account for 1,227 of the total, but they are not included within the CO₂e and weight totals as reliable figures for these item types are not yet available.

Crown Workspace's award-winning Renew Centre is the UK's leading office furniture remanufacturing, refurbishing and repair facility. 2021 marked 10 years since Crown Workspace's refurbishment and remanufacturing operations began. The Renew Centre has since been fuelled by ever increasing demand for more sustainable furniture solutions, supported by continual investment in highly skilled personnel and technology.

As the Covid-19 pandemic continued this year, business continuity issues persisted. Once again the facility had its highest throughput yet, with an increase of around 25% from the previous year. This success can be attributed to changing workplace needs as many moved to a more flexible way of working, refurbishing their offices to down-size and re-inspire, as home-working employees return to the office. We have also invested significantly in digital sales to encourage a wider audience to consider refurbished over new furniture.

In 2021, Crown Workspace remanufactured or refurbished over 19,000 items of furniture and equipment. As with previous years, desks and chairs dominated this figure, accounting for 14,279 of the total.



HermanMiller
Authorised Refurbishment Partner

Authorised HM refurbishment partner

In March, we officially became an Authorised Refurbishment Partner for the iconic Herman Miller brand. This gives our clients additional confidence that Herman Miller products are refurbished to the highest standards, with genuine spare parts, and guarantees the performance, safety and environmental standards of the Herman Miller furniture we sell. Full details on benefits of this partnership can be found [here](#).



RENEW IT – IT RECONDITIONING



Renew IT overview

	2018-19	2019	2020	2021
Total items reconditioned	5,932	10,372	10,630	27,220*
Total CO ₂ e saved (tonnes)	1,090	1,168	1,568	1,529
Total weight diverted into reuse (tonnes)	75	121	110	173

*Notes: figures of 2021 now include miscellaneous items e.g. workspace accessories and equipment. These items account for 1,227 of the total, but they are not included within the CO₂e and weight totals as reliable figures for these item types are not yet available.

Renew IT is focused on maximising the financial, environmental and social value of IT assets, reconditioning redundant IT and AV equipment to extend their lifespan. Since launching this service in 2017, Renew IT has continued to grow as clients increasingly require more sustainable options for unwanted IT.

In 2020, we increased workshop capacity, improving workflow and productivity. A target was set for processing 15,000 assets in 2021, which was exceeded by more than 80% with over 27,000 assets reconditioned.

In recognition of these achievements over just three years of operations, Renew IT was shortlisted in the National Recycling Awards under the Circular Economy for WEEE.



GIVING BACK PROJECT – FURNITURE & EQUIPMENT DONATIONS

Our hugely successful donation initiative ensures that items that continue to have social value remain in use as long as possible, helping those in need and supporting local communities. It enables the charities, schools and social enterprises that we help to focus their resources on frontline services, whilst also avoiding creation of additional administration for clients that want to see their redundant items remain in use.

During 2021, we have continued to face significant challenges as a result of Covid-19 with many charities and schools closed or unable to accept items. Despite these difficult conditions, our Sustainability Coordinator has been focused on building our network of charity partners and developing plans for increased donations in 2022.



Working with over
165 charities
in 2021



Giving Back Project overview

	2015-16	2016-17	2017-18	2018-19	2019	2020	2021
Total items donated	3,604	1,671	955	1,516	449	3,826	4,247*
Total CO ₂ e saved (tonnes)	251	126	80	104	27	255	183
Total weight diverted into reuse (tonnes)	83	38	25	30	6.5	85.2	84.9

*Notes: figures of 2021 now include miscellaneous items e.g. workspace accessories and equipment. These items account for 1,227 of the total, but they are not included within the CO₂e and weight totals as reliable figures for these item types are not yet available.

Haven House case study

Over three phases, we carried out a charitable project for Haven House Hospice in Woodford whereby we re-covered 31 items of furniture with new, long-lasting, wipe-clean fabrics of their choice in our Renew Centre. For over five years, we have built a strong and valued relationship with the hospice which cares for children and young people with life-limiting and life-threatening conditions. We were delighted to also assist them with their refurbishment of the flat where families stay by refurbishing existing furniture or providing alternatives at no cost.

We estimate that by not having to buy these items new, the hospice saved up to £5,000 as well as ensuring the items were in use for longer and thus avoiding almost a tonne of waste.

They commented, “Your team have made a real difference to the comfort of visiting families and having lovely new furniture makes them feel so supported and cared for.”

The two purple sofas pictured above were among the items we were able to give a new lease of life.

Amwins Global Risks case study

Mid-way through the year, as part of a sustainable clearance project for Amwins Global Risks, we were able to assist eleven schools and charities across London with 317 items of furniture, electricals and equipment.

Among the charities was Friends of the Elderly – specialising in professional care for older people – who were recipients to about half of these items. As well as furniture, we were able to donate 40 litres of hand sanitiser to the charity, which we were told had been a staggering cost to them over the pandemic. They said, “These items will be shared among our care homes and will be gratefully received by our staff and residents who will benefit from their use for many years to come... Your support for the charity during these challenging times is very much appreciated.”

Waverley School, who also benefitted from items in this project commented, “We are always amazed at the quality of the items that you donate to us. Please pass our thanks on to the delivery drivers and staff who all make this possible.”



LEADING BEST PRACTICE

Our growth and success have been marked with recognition in a number of awards this year including:

- **National Recycling Awards** – Shortlisted for our IT resale and refurbishment services
- **Zero Waste Awards** – 4-star award for our zero waste circular services
- **Global Good Awards** – Shortlisted under Circular Economy Award

Knowledge Sharing

As a pioneer in office furniture remanufacturing and IT refurbishment, and circular economy thinking, we recognise our role is not just to innovate but to share our knowledge and help drive the circular agenda much more widely.

We have continued to do this throughout 2021 through a series of webinar and conference speeches, case studies and white papers including:

- NatWest's '**Climate & the built environment**' pre-COP webinar
- "**CE London Week**" – Reuse in the built environment webinar
- "**The FM Show**" – Climate Emergency the FM response
- "**Sustainability – what should be the focus of COP26**" – with IWFM
- "**How to deliver a carbon friendly workplace transition**" – with BITC, JLL & Amey

We continue to share our knowledge and drive the sustainable workplace agenda through our representation on the IWFM Sustainability Special Interest Group and Business in the Community Circular Economy Taskforce.

With physical visits made difficult by Covid-19, we developed a Renew Centre video to provide virtual tours that enabled us to continue to promote the circular economy, and get our message out more widely. The video is available [here](#).

NEXT STEPS

We are proactively working to introduce more sustainable and circular elements across all our services. In particular, we are investing significantly in our interiors and furniture services as we bring these core client offerings under the single management of Ashley Lawrence. We are extending our capability in sustainable interior design, making it easier to engage with reuse on large scale projects, and introducing more sustainable materials into our production capability. We have been building on our existing furniture buy-back and leasing services as a comprehensive 'furniture as a service' offering and will look to roll this out further in 2022.

Working closely with the other Crown brands, we will continue to build a more strategic approach to responsible business across the UK & Ireland, recognising and capturing not only the environmental but the social value delivered

by taking this approach. Crown are committed to helping people, as well as businesses, unlock their potential and believe our caring approach to business starts with our employees. We will be increasingly encompassing, in our responsible business approach, the excellent work within Crown across the health and wellbeing and equality, diversity and inclusion agenda which in 2021 included the launch of Thrive, our holistic health and wellbeing programme, and the setting of D&I goals for every employee.

We remain committed to collaborating with likeminded organisations and supporting our staff and clients in leading more sustainable working practices across the sector. We are setting our aspirations ever higher and look forward to sharing the continuation of our journey with you in 2022.



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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