

# CROWN UK & IRELAND SUSTAINABILITY REPORT 2023

Reporting on the period January to December 2022

# WELCOME

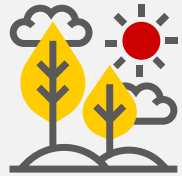
Stephen Hardie, Managing Director UK&I

Welcome to our first UK & Ireland Sustainability Report. In a hugely challenging year for businesses all over the world, we are proud to have expanded our focus, looking not only at financial sustainability but on what makes us a responsible business, taking great strides in improving our environmental and social sustainability.

We have always been a caring organisation, with strong CSR credentials and a clear purpose and values, reflected in how we carry out business. Within some of our brands, we have been delivering sustainable services for many years. But in 2022, we wanted to go further. We believe that we can and need to do more to benefit all those touched by our operations, products and services and to protect our planet for future generations.

Knowing that a responsible business is the right thing for us to be, we have embarked on a journey and are transforming accordingly. Having looked at what our different stakeholders want from us and where we can have the most positive impact, in 2022 we created a vision of what responsible business means to Crown. This led us to identify our sustainability priorities under three core pillars:

## Our climate and environment



## Our people and business



## Our partners and community



This demonstrates and focuses our ambition to become a more responsible business. It shows our willingness to make a positive difference to our employees, clients, wider communities and our environment. In this report, we share how our work in these areas is developing, and set out our aspirations going forward. As you will see, we have made real progress, in particular towards reducing our Scope 1 and 2 emissions.

I'm truly excited to be able to put these pillars at the heart of our decision making and to lead a business that works for our many stakeholders, not just today but long into the future.

We look forward to sharing this journey with you.  
**Stephen Hardie**



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# OUR RESPONSIBLE BUSINESS STRATEGY

Crown UK & Ireland has identified sustainability priorities under three core pillars which now define how we do business, and how we further develop and deliver our services.

We are working to put these pillars at the heart of our decision making and ensure that our business continues to work for our many stakeholders, not just today but long into the future. These pillars are aligned with six UN Sustainable Development Goals to which we contribute most significantly, ensuring we are supporting worldwide efforts to tackle economic, social and environmental challenges.

## GOVERNANCE

### Our climate and environment

Significantly reducing the impact of our operations and services and playing our part in tackling climate change, in-line with our net zero target



- **Net zero**  
Decarbonise Crown UK & Ireland as far as possible against a clear roadmap towards net zero for Scope 1, 2 and 3 emissions
- **Circular economy**  
Develop the circular economy philosophy across all business operations through service innovation
- **Natural resources**  
Minimise consumption of natural resources by reducing usage, maximising reuse, eliminating wastage and sourcing sustainably



## STRATEGY

### Our people and business

Supporting and empowering employees within and beyond the workplace, benefiting those who work for us whilst enabling our business to flourish



- **Health, safety and wellbeing**  
Sustain a healthy, safe workplace and have a positive impact on the overall wellbeing of our employees
- **Equality, diversity and inclusion**  
Foster an inclusive workplace, fair to all employees, that enables us to attract, nurture and grow a diverse workforce
- **Employment and skills**  
Provide training and development, reward and recognition, enabling employees to enhance their skills and reach their potential



## TRANSPARENCY

## COMMUNICATION

### Our partners and community

Collaborating to understand and meet the needs of our wider communities, and have a positive impact on society



- **Giving back**  
Recognise the positive impact we can have, beyond our business operations and empower our employees to give back to our communities
- **Driving the agenda**  
As we continue to innovate and build a responsible business, share our knowledge and experiences with our business network
- **Supporting our communities**  
Create fulfilling jobs and inspiring opportunities, and making wider community needs an integral part of our service



# SUSTAINABILITY GOVERNANCE

We have huge ambition in our drive to be a responsible business and understand that leadership and oversight are key to achieving this. Our transformation is being led by the Responsible Business Team, with representation across key business functions supported by external specialists, and overseen by the Senior Leadership Team. All our UK & Ireland brands are committed to this agenda and the brand heads take responsibility for making these pillars central to decision making across the business and driving brand-specific innovations through their brands.



## TRACKING OUR PROGRESS

We know that measurement of what we deliver and, more importantly, the outcomes we achieve are critical to understanding the success of our approach and whether we truly are a responsible business. As well as tracking accurately through internal mechanisms, we are working with external partners to measure our performance and benchmark that against industry peers and wider cohorts. These specialist organisations also provide valuable feedback and expert guidance which is helping us to continually improve our performance.



## GOLD ECOVADIS RATING IN 2022

We were delighted to be awarded a gold EcoVadis rating in 2022 in our first ever assessment, achieving an overall score of 68% which put us in the **top 2%** in our category (freight transport by road industry). We are using the EcoVadis online corrective action plan to support us in improving our sustainability performance across each of EcoVadis' four areas (environment, labour and human rights, ethics and sustainable procurement) and our three pillars.

# PILLAR ONE: OUR CLIMATE AND ENVIRONMENT



## OUR COMMITMENT:

We will significantly reduce the impact of our operations and services and play our part in tackling climate change, in line with our net zero by 2040 target

### Net zero

Decarbonise Crown UK & Ireland as far as possible against a clear roadmap towards net zero for Scope 1, 2 and 3 emissions

We have a net zero target for Scope 1 and 2 emissions by 2040 relative to a 2019 baseline with interim targets of 45% reduction by 2025 and 65% by 2030. We are reducing our emissions annually in line with these targets.

With our Scope 3 emissions likely to be at least ten times those of our Scope 1 and 2, we are working to develop a target for these in early 2023. We are rolling out carbon training across the organisation to support our plans.

### Circular economy

Develop the circular economy philosophy across all business operations through service innovation

We are already successfully delivering circular services, and reducing environmental impacts for our clients, through a number of our brands but we want to roll this out across the whole of UK & Ireland.

We are working with the existing manager-led innovation programmes to apply not just circular principles but a full 'three pillar lens' to ensure these are reflected in all current and future areas of business innovation.

### Natural resources

Minimise consumption of natural resources by reducing usage, maximising reuse, eliminating wastage and sourcing sustainably

We have started to build a clearer understanding of our procurement processes, the natural resource impact of our operations, and of our waste handling arrangements.

We will use this knowledge to develop a circular economy policy across Crown UK & Ireland to help drive waste prevention, reduction and reuse.

## YEAR ENDS ON HIGH WITH CDP B LISTING

We were delighted to end 2022 with the news that we had been awarded a B score in 'management' with CDP for the first time since we began reporting through them in 2015 as Crown Workspace. The score reflects our data for 2021 for all UK & Ireland brands, with the highest mark for business strategy and governance. The score demonstrates our ambitious and holistic sustainability strategy implemented across all UK&I brands in 2021.

Our CDP response is publicly available to other CDP registered organisations.



LINK



## OUR 2022 HIGHLIGHTS

Solar panels installed in 4 sites



100% renewable electricity at

12 sites & counting



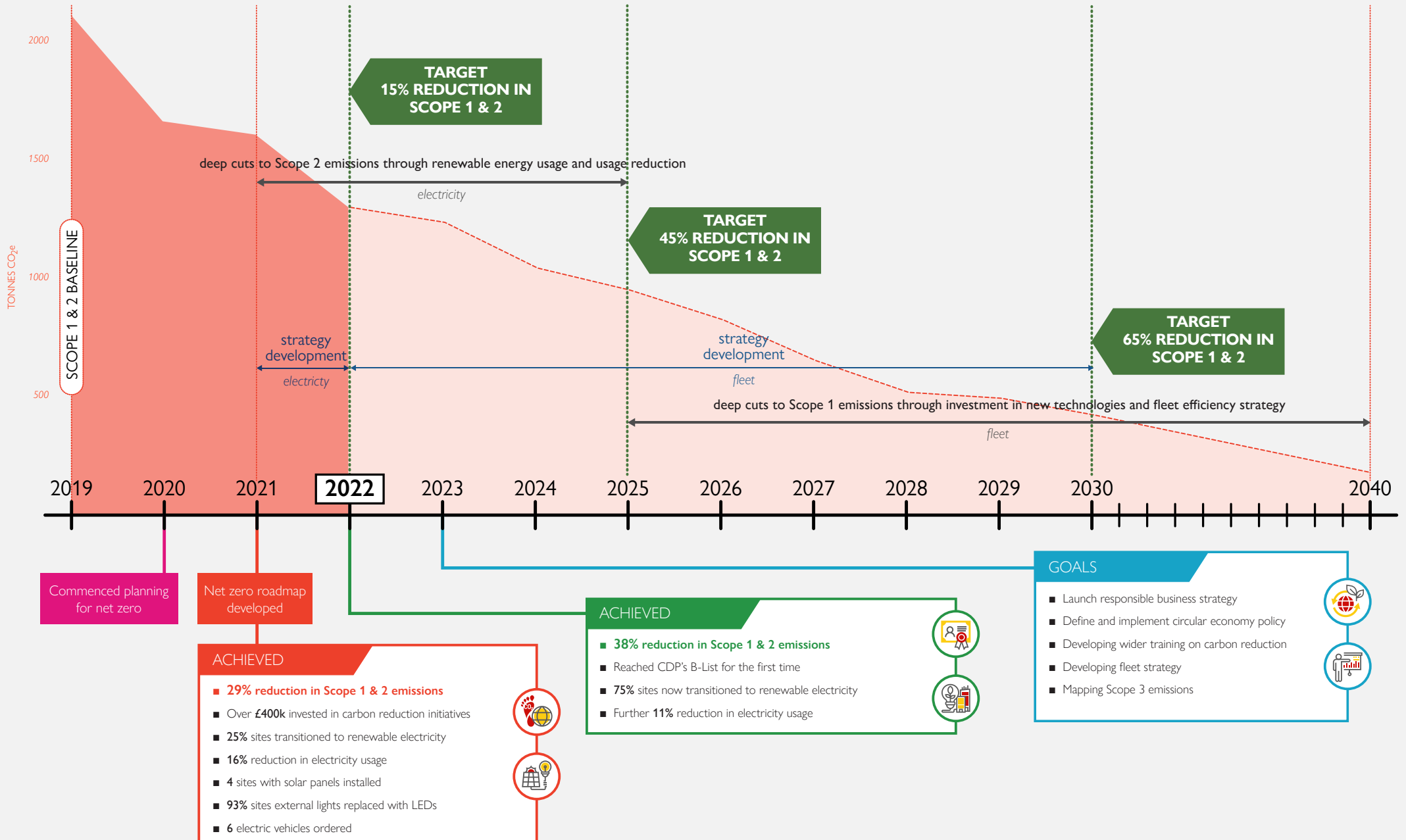
38%

reduction in CO<sub>2</sub>e emissions since 2019\*

\* We have reduced our Scope 1 & 2 emissions by 38.31% compared with our 2019 baseline as of January 2023 in line with our strategy for net zero by 2040

# OUR PATHWAY TO NET ZERO

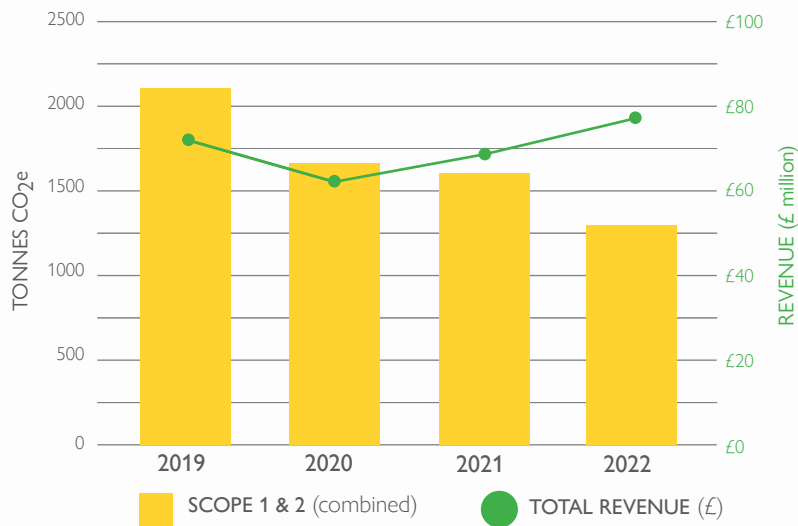
Crown UK & Ireland is committed to decarbonising as far as possible against a clear roadmap towards net zero for Scope 1, 2 and 3 emissions.



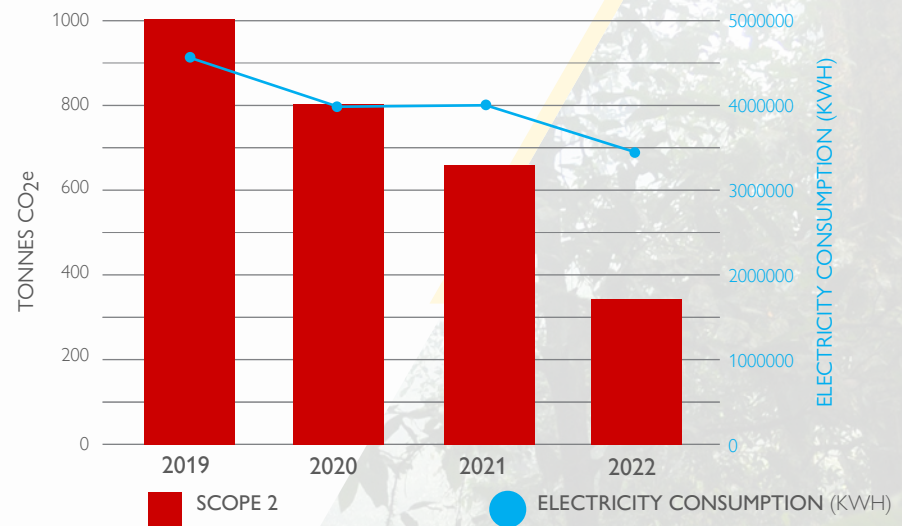
# PILLAR ONE: Significant progress in reducing Scope 1 & 2 emissions

We have made significant progress in reducing our Scope 1 and 2 emissions in line with our net zero target. In particular against our Scope 2 emissions, through moving to renewable electricity tariffs for 75% of our sites and through reducing our electricity consumption. Whilst we are tracking our Scope 1 emissions, a portion of our transport is carried out by service partners. Therefore, in order to present a full picture of our transport emissions, we are working to better understand these Scope 3 emissions so they are considered alongside Scope 1.

ANNUAL SCOPE 1 & 2 EMISSIONS SINCE BASELINE YEAR (2019) AGAINST TOTAL REVENUE (£)



ANNUAL SCOPE 2 EMISSIONS AGAINST ELECTRICITY CONSUMPTION (KWH)



We recognise that reducing our actual energy consumption alongside our transition to renewable electricity contracts is vital, and through prioritising both, we are delighted to have reduced our Scope 2 emissions alone by 52%. We reduced our electricity consumption by 11% in 2022 through energy efficiency measures including the installation of LED lights at 13 sites and behaviour change following a programme of education and awareness raising amongst operational employees.

## BUILDING UNDERSTANDING OF SCOPE 3 EMISSIONS

During 2022, we have been working to understand our Scope 3 emissions (other indirect emissions) better and progress towards being able to set a net zero target for these emissions. We have completed initial screening

of potential emission sources to establish what is within scope. We plan to report on our key emissions during 2023 including those under the following categories:

- Purchased goods and services
- Fuel and energy related activities (outside Scopes 1 & 2)
- Waste generated in operations

- Business travel
- Employee commuting and teleworking

We have made concrete progress in identifying our Scope 3 emissions in 2022 and expect to have a much clearer picture to report from 2023.

# PILLAR TWO: OUR PEOPLE AND BUSINESS



## OUR COMMITMENT:

Support and empower employees within and beyond the workplace, benefiting all those who work for us whilst enabling our business to innovate and succeed

### Health, safety & wellbeing

Sustain a healthy and safe workplace and have a positive impact on the overall wellbeing of our employees

We have long been committed to prioritising employee wellbeing and have strong foundations in place.

We are reviewing PULSE survey results and seeking best practice recommendations to develop a plan to support employee health and wellbeing in the long term.

### Equality, diversity & inclusion

Foster a workplace that is inclusive and fair to all employees, and enables us to attract, nurture and grow a diverse workforce that reflects our communities

We want to build on our progress in equality, diversity and inclusion to date and are working to understand the equality and accessibility challenges in our communities.

We are working with our partners to develop a plan to deepen our positive impacts, both internally and externally, ensuring our workforce reflects the communities in which we operate.

### Employment & skills

Provide training and development, reward and recognition, enabling employees to enhance their skills and reach their potential within their roles and career

We know that, for these three pillars to be central to our business, personal development programmes need to reflect the premise that sustainability is everybody's role now.

We are developing a training and development plan to drive sustainability knowledge and awareness across the workforce, appropriate to roles and functions.

## WHAT OUR EMPLOYEES SAY

Our 2022 employee experience survey highlights the success of our commitment to creating an inclusive and supportive workplace culture. The survey covers key areas like diversity, equity and inclusion, health, safety and wellbeing, reward and recognition, and we are pleased to report high marks in all categories. With 85% of employees feeling they can be themselves at work, 72% recommending Crown as a great place to work, and 87% believing we provide equal opportunities to all, we will continue to listen to and act on feedback from our employees to ensure we maintain an environment where everyone can thrive.



# 72%

employees recommend  
Crown as a great place  
to work



## INVESTING IN OUR PEOPLE

We were delighted to be awarded silver accreditation by Investors in People (IiP) in late 2022, an achievement only matched by 15% of businesses assessed by the workplace accreditation scheme. IiP's in-depth assessment looked at how we lead, support and develop our workforce, with all employees given the opportunity to share their feedback. We are using IiP's findings and recommendations to help us improve under our performance under this pillar.



## ENGAGING AND UPSKILLING OUR STAFF ON THE GREEN AGENDA

In 2022, Crown UK&I kickstarted the journey to becoming a carbon literate organisation. The eight-hour course is focused on giving participants science-based knowledge on carbon and climate change, giving them the confidence to talk to others on this agenda. In the UK&I region, 90 employees are now officially carbon literate. Our sustainability team has also developed a shorter carbon impact training course and we have so far rolled this out to 36 staff members, with another ten sessions planned for 2023.



## OUR 2022 HIGHLIGHTS

**10**

entry-level apprentices recruited



Wellbeing monitoring pilot run across UK&I using FormScore

**90 UK** employees certified as carbon literate



Certified Living Wage service provider at Crown Workspace



# PILLAR THREE: OUR PARTNERS AND COMMUNITY



## OUR COMMITMENT:

Collaborate to understand and meet the needs of our wider communities, and have a positive impact on society

### Give back

Recognise the positive impact we can have, beyond our business operations, to support charities and those in need, and empower our employees to volunteer their skills and passions to give back to our communities

All our employees are given two paid days off a year to volunteer for a charity close to their heart. We are working to make more of this initiative and to ensure it has a genuine impact.

We also want to go further to support non-profit organisations. Already operating the very successful Giving Back Project, we are extending this donation initiative, embedding it across all Crown UK & Ireland brands.

### Drive the agenda

As we continue to innovate and build a responsible business, share our knowledge and experiences to enable, encourage and support our supply chain and stakeholders to do the same

With our progressive and ambitious approach to responsible business, we want to share our knowledge and drive the agenda much more widely.

We have set a target of reaching 30,000 people per annum across all Crown brands through our content and communications from 2023.

### Support communities

Create fulfilling jobs and inspiring opportunities, and make meeting wider community needs an integral part of our service provision so that we, and our clients, create extensive social value through our everyday business

We believe that one of the best ways we can support our community is through jobs and opportunities.

As with all our pillars, we want to understand where our communities need our support and build on our existing successes to achieve more. We are working with Business in the Community (BITC) to understand how best to do this.

## BUSINESS IN THE COMMUNITY

Our membership of Business in the Community (BITC) and role on their Circular Economy Taskforce have played an important part in the development of our responsible business strategy to date. We continue to work with the forward-thinking organisation to shape our progressive approach to responsible business and achieve the maximum positive impact across all our pillars. Our current focus is on how best to support our communities, particularly through work and opportunity.



The Prince's  
Responsible  
Business Network

## OUR 2022 HIGHLIGHTS

Began working with BITC to form a social impact strategy



**812**

volunteering  
hours used  
by staff

over  
**£6,200**  
raised for  
charity  
through staff  
fundraising  
events

## LANDAID SLEEP OUT SHINES SPOTLIGHT ON HOMELESSNESS

In March, a Crown UK&I team took part in a SleepOut event organised by LandAid in aid of homelessness. 14 members of staff spent a night away from the comfort of their beds and instead slept outside in Crown boxes. Our team raised £2,700 to support young people who are homeless or at risk of homelessness. We also donated 1,600 boxes for the nationwide event.



## OUR WORK WITH HANDS ON HANDS OUT

We are proud to highlight the exceptional work done by Crown's Debbie Matthews at London homeless charity, Hands On Hand Out. Debbie has been an active volunteer with the charity, helping homeless people at St Pancras New Church. Her contributions have been numerous, including providing free haircuts and beard trims at various events, distributing clothes, sleeping bags, tents, winter packs, and hot meals. She has also raised funds and awareness for the charity by participating in events like their Tractor Fun Run. Over the course of 2022, she has been a huge contributor to the charity, getting her colleagues involved along the way.



# CROWN RECORDS MANAGEMENT

## DIGITISATION INVESTMENT REDUCES DATA STORAGE CARBON FOOTPRINT

Recognising the significant embodied carbon associated with traditional records management, we have been investing heavily in 2022 in digital services, and our solutions have evolved significantly. Today, we are talking to clients about removing paper at source by introducing new technologies, supported by detailed Business Process Review analysis, and software solutions, to streamline workflows and reduce the carbon impact of how companies manage their information. In our scanning business we purchased a state-of-the-art IBML scanner that is capable of processing tens of thousands of documents in a much shorter period of time than traditional scanners. With our Peterborough site, where almost all our scanning takes place, powered purely by in-house solar panels (which were installed in 2014) our scanning practices now produce close to zero emissions.

We know that digital transformation needs to be at the heart of any low carbon records management strategy, and we are not only enabling this process but also raising awareness of the benefits. During 2022, we analysed the whole lifecycle of records management and estimated that digitising records management from start to finish (and therefore avoiding printing, boxing, and storing, documents in physical form) results in a 98% reduction in carbon footprint compared to traditional storage of paper records. We spoke to industry delegates at the IRMS Conference in May on this and published a white paper to identify how organisations could align records management to net zero targets.

[LINK](#)

## SECURE DATA ERASURE ENABLING TAPE REUSE

In 2022, we partnered with media management expert, Insurgo, investing in technology to ensure the ultimate secure data erasure of back-up tapes, guaranteeing the removal of all data. Traditionally companies use tapes a number of times and will then degauss and shred them. Insurgo's forensic technology has enabled us to step in. We are able to drive a circular approach to tape management, allowing these items to be recycled and re-used, rather than being disposed of, enhancing our clients' environmental credentials.

Installing scanners and software at our Milton Keynes site has enabled us to securely erase many tapes in 2022. Not only does this benefit the environment but it has also generated substantial savings for our customers too. We have been able to significantly extend the lifecycle of tapes and each tape comes with a lifetime replacement warranty. With this new technology using a fraction of the energy compared to traditional shredding and degaussing, aligned with the ability to re-use certified tapes, all of our customers are able to report the carbon savings as part of their company goals.



## CLOSING ENERGY INTENSIVE SITE

In 2022, we made the decision to leave one of our most energy intensive sites, in part to reduce our carbon footprint. This site has had an average electricity use of 365,314 kW each year since 2019, a carbon footprint of 85 tonnes of CO<sub>2</sub>e per year. By leaving this site, our overall Scope 2 emissions have reduced significantly. We plan to have completely left the building by June 2024. This is definitely the first, but it will not be the last.

## STAFF EVENTS RAISE £1,350 FOR WORTHY CAUSES

Our employees raised over £1,350 with two charity events at our Enfield site. We held a bake sale for Breast Cancer Awareness month in October raising over £650 for the charity CoppaFeel! and an 'Elf Day' in December where more than £700 was raised for Alzheimer's Society.



*“Crown Records Management is working to better understand our areas of impact and influence, and build the vision and pathway to a more sustainable future. We are on our way, and have a strong desire to help both Crown and our clients to reduce their carbon footprints and become more responsible businesses.”*

David Fathers, Regional Director, Crown Records Management

# CROWN WORKSPACE

## GIVING BACK PROJECT DONATIONS SOAR

Our hugely successful donation initiative, the Giving Back Project, works to donate redundant furniture from clearance projects that would otherwise go to waste, and support charities and other not-for-profit organisations, allowing them to focus resources on frontline services. It ensures that items that still have social value remain in use for as long as possible, helping those in need whilst avoiding creating additional administration for clients that want to see their redundant assets remain in use.

GIVING BACK PROJECT DONATIONS	2022	Total since 2015
Total items donated	5,631	<b>33,295</b>
Total CO <sub>2</sub> e saved (tonnes)	226	<b>1,252</b>
Total weight diverted into reuse (tonnes)	90	<b>443</b>

## CASE STUDY: DONATIONS SUPPORTING PUPILS WITH LEARNING DIFFICULTIES



We have supported Waverley School, a local authority maintained special school for pupils with severe and profound difficulties, throughout the year, donating 283 items. Our Sustainability Coordinator recently visited the site and discovered just how much of a difference the donations have made to the pupils' lives. These included a variety of kitchen equipment which is now used in one of the school's classrooms with the children learning valuable life skills such as cooking and kitchen safety. A representative from Waverley School commented:

*"Your donations have saved the school thousands and have made a huge difference to the school and the lives of our students".*

## CASE STUDY: SHARING OUR EXPERIENCE TO SUPPORT PARTNERS

As well as supporting charity partners through physical donations, our commitments to 'give back' acknowledge that we can also support them with our skills and passion. In 2022, The Selby Trust, reached out to us for advice and guidance in how to improve their waste management system. The community facility brings together a rich mix of individuals and over 30 organisations in the heart of Tottenham, North London. We carried out a full audit of their waste streams to understand what they were producing and establish a sustainable and cost-effective solution. As a result of the final report produced by our Sustainability Advisor, The Selby Trust was granted a £20,000 powering up bid to make these improvements.

# APPEAL



**HOPE FOR JUSTICE**



**St Mungo's**  
Ending homelessness  
Rebuilding lives



**Midlands Air Ambulance Charity**



**Working with over 330 charities in 2022**  
**Donating a record 5,600+ items in 2022**



## EVER INCREASING DEMAND FOR RENEW CENTRE FURNITURE SERVICES

Our award-winning Renew Centre is the UK's leading office furniture facility for remanufacturing, refurbishing and repair with these operations running for over a decade now. The Renew Centre has been fuelled by ever increasing demand for more sustainable furniture solutions, supported by continual investment in highly skilled personnel and technology. This year, we took on four new staff members including designers and upholsterers, and also invested in an additional Renew Centre site in Wolverhampton. We have partially transformed an existing Crown site to incorporate a second office for our retail arm Office Resale in order to upscale operations and increase capacity. We also took on two apprentices in Office Resale in 2022 as part of our wider apprenticeship scheme.

RENEW CENTRE REMANUFACTURING, REFURBISHMENT AND REPAIRS	2022	Total since 2015
Total items remanufactured or refurbished	17,593	<b>96,880</b>
Total CO <sub>2</sub> e saved (tonnes)	864	<b>5,770</b>
Total weight diverted into reuse (tonnes)	395	<b>2,284</b>

## RECORD RENEW IT RECONDITIONING

Our Renew IT service was launched in 2017 and focuses on maximising the financial, environmental, and social value of IT assets, by reconditioning redundant IT and AV equipment to extend their lifespan. Since its launch, Renew IT has continued to grow with client demand for more sustainable options for their unwanted IT. We welcomed a new apprentice to our Renew IT team in 2022.

RENEW IT RECONDITIONING	2022	Total since 2018
Total items processed	28,387	<b>82,541</b>
Total CO <sub>2</sub> e saved (tonnes)	1612	<b>6,967</b>
Total weight diverted into reuse (tonnes)	170	<b>649</b>

In 2022:

- Remanufacturing over 17,500 items in total
- Refurbishing over 13,700 desks and chairs
- Over 28,300 items of IT reconditioned
- 2,702 tonnes CO<sub>2</sub>e saved from all reuse activities in 2022 would be enough to provide **3,996** homes with electricity for a whole year



## ALL MOVES CARBON NEUTRAL FROM 2022 AT CROWN WORKSPACE

Continually reducing our carbon footprint and working towards our net zero target, we have already made significant progress in reducing our Scope 1 and 2 emissions. Alongside our carbon reduction strategy, we are now offsetting all carbon emissions from vehicle movements and packaging used during all client moves. Our carbon neutral claims have been made in line with the principles of internationally recognised specification for the demonstration of carbon neutrality, PAS2060, with emissions offset through Gold Standard to ensure best practice. As a result, all moves and changes by Crown Workspace in 2022 were carbon neutral as we offset retrospectively after calculating and analysing our emissions. We will continue providing this service to all clients throughout 2023.

## Gold Standard®

*Climate Security & Sustainable Development*

### A GROWING ELECTRIC FLEET

In 2021, we ordered a number of electric vehicles in an effort to reduce our Scope 1 emissions, although the impact of this was not realised until they came into use in 2022. We now have three fully operational vans (Mercedes-Benz EVITOs) which have been used throughout the year on a daily basis. We have a further three electric vans on order which will allow us to continue our fuel savings and reduce the impact of fleet on our carbon footprint.

### SERVICES SHOWCASED GLOBALLY AS BEST PRACTICE

Our services have been held as best practice by Terra Carta, the former Prince of Wales' global Sustainable Markets' Initiative. Launched in 2021, Terra Carta is a mandate for private business to prioritise nature, people and planet in 'global value creation'. We were selected to submit a case study and video showing how our services can support businesses in creating a circular office through furniture and IT reuse.

LINK



**“We continue to invest in our sustainable services which we have been providing for over a decade. 2022 saw record highs in Giving Back Project donations and Renew IT reconditioning recognising ever-increasing demand from clients. We continue to aspire to be the leading sustainable workplace change service provider and proactively work towards this goal year on year.”**

Phil Oram, Regional Director, Crown Workspace



# CROWN FINE ART

## SmART/Tech INVESTMENT SAVES ARDRA ROAD 30 TONNES CO<sub>2</sub>e ANNUALLY

In 2021, Crown Fine Art invested in SmART/Tech, a unique combination of five technologies integrated in one device that connects with building management systems to measure and control internal conditions. As well as enriching the viewer experience, SmART/Tech provides a host of environmental benefits, including reducing unnecessary electricity consumption and the carbon footprint of lighting, protecting and preserving artwork whilst facilitating management of galleries, exhibitions and the assets within them. We have been rolling out this easy-to-use sensor device throughout 2022 including in our own Ardra Road site in Enfield.

### CASE STUDY: SmART/Tech

Employing machine-learning climate control systems within SmART/Tech, Crown's Ardra Road storage facilities have been enhanced to examine human movements throughout the space and bring the existing humidity and handling machines together to work in harmony. This has resulted in an 80% reduction in operating periods of these machines, creating a hugely significant reduction in electricity and water consumption. Since March 2022, when SmART/Tech was installed at the site, there has been a 25% reduction in electricity consumption, saving over 2.5 tonnes CO<sub>2</sub>e per month, amounting to an annual carbon saving of over 30 tonnes CO<sub>2</sub>e.

### MORE SUSTAINABLE PROTECTION AND PACKAGING

Throughout 2022, Crown Fine Art has been collaborating with industry stakeholders, such as auction house Christies, and experts including a group of scientists to develop more sustainable packaging. The packaging and transportation of precious artwork poses huge barriers to sustainability as there is typically a high volume of unrecyclable materials such as foam used to protect them. This work has already led us to begin switching to using paper-based tapes rather than plastic and replace some of the foam previously used to protect artworks with more sustainable alternatives.



## HOUSE OF ST. BARNABAS RELATIONSHIP SUPPORTS LONDON'S HOMELESS

We have supported central London homeless charity and not-for-profit members club, House of St Barnabas for almost ten years now. Providing art selection, storage, transport and other services, we have supported the charity's hosted in-house exhibitions and art displays for free. We hope to expand our work in 2023 to support their employment academy for people affected by homelessness by offering opportunities on Crown's graduate programme.

*"We believe culture and the arts can help to inspire confidence and change in peoples' lives which helps to break the cycle of homelessness. Crown Fine Art's pro bono support is the backbone of our art programme and helps us to achieve excellence in our delivery and achieve our goals. Our charity raises funds through our members club and the art is a huge inspiration for people to join. Participants on our employment programme also state that stepping into our building can be a life changing moment and the art on our walls is a key part of that feeling! Thank you to Paul and the team for all you do."*  
Gillian Jackson, Director of Engagement, The House of St Barnabas

## DECARBONISING OUR FLEET

We are excited to be taking delivery of a fully electric climate-controlled van on trial during 2023. We have also had very early conversations with a leading manufacturer of large hydrogen and electric powered vehicles, which when available will result in the delivery of an 18-tonne vehicle. As well as ensuring that route mapping and vehicle scheduling allow for optimal fuel efficiency, we are replacing worn tyres with lower rolling resistance tyres, which reduce the required rolling effort of a vehicle and in turn improve fuel efficiency by between 5% and 15%. This is further enhanced with additional driver training.

## JOINING GALLERY CLIMATE COALITION

We became an active member of the Gallery Climate Coalition, an international community run as a not-for-profit with the aim of reducing the carbon emissions and wider environmental impact of arts organisations. As a member, we made seven major environmental commitments around carbon reduction, zero waste and the circular economy to further accompany our group goals across Crown UK&I.

[LINK](#)



***"Sustainability is an increasingly important topic in the fine art industry, spanning all elements of business, from packaging to transportation to shipping. At Crown Fine Art, we are looking carefully at our suppliers as well as the impact our services have on our clients too. Everyone has been really open to working closely with us to get an understanding of how we can support each-others sustainably goals on the journey to net zero. It's been great to see the progress so far, as well as across the wider Crown UK&I group in this area."***

David Preston, Regional Director, Crown Fine Art

# CROWN RELOCATIONS AND CROWN WORLD MOBILITY

## UNDERSTANDING WHAT SUSTAINABILITY MEANS TO OUR SECTOR

Increasingly our corporate clients are focused on sustainability as part of business decision making around corporate relocation planning and service selection. At the same time, our private customers are demonstrating an increased awareness and consciousness around sustainability issues. We know it is important that we are addressing our own sustainability challenges, that we have set net zero targets and are reporting on our footprint. We understand too that how we design, deliver and innovate our services supports the sustainability objectives of both our business, and our clients' businesses. Our relocation services are global operations but with a large part of the planning and client management happening in the UK, we have spent 2022 working to define what sustainability means to our sector and what steps we need to take to reduce these. This work has included:

### Building client insights

Crown World Mobility held a day's workshop last year with a selection of key clients. Our expert carbon consultant delivered a workshop and roundtable discussion with key clients to understand the importance of sustainability in the mobility function, and help establish areas of priority for action.

We have also taken the learnings from our corporate work and made sustainability the focal point of discussions with our wider clients to co-identify key areas of focus and attention as well as barriers to progress.

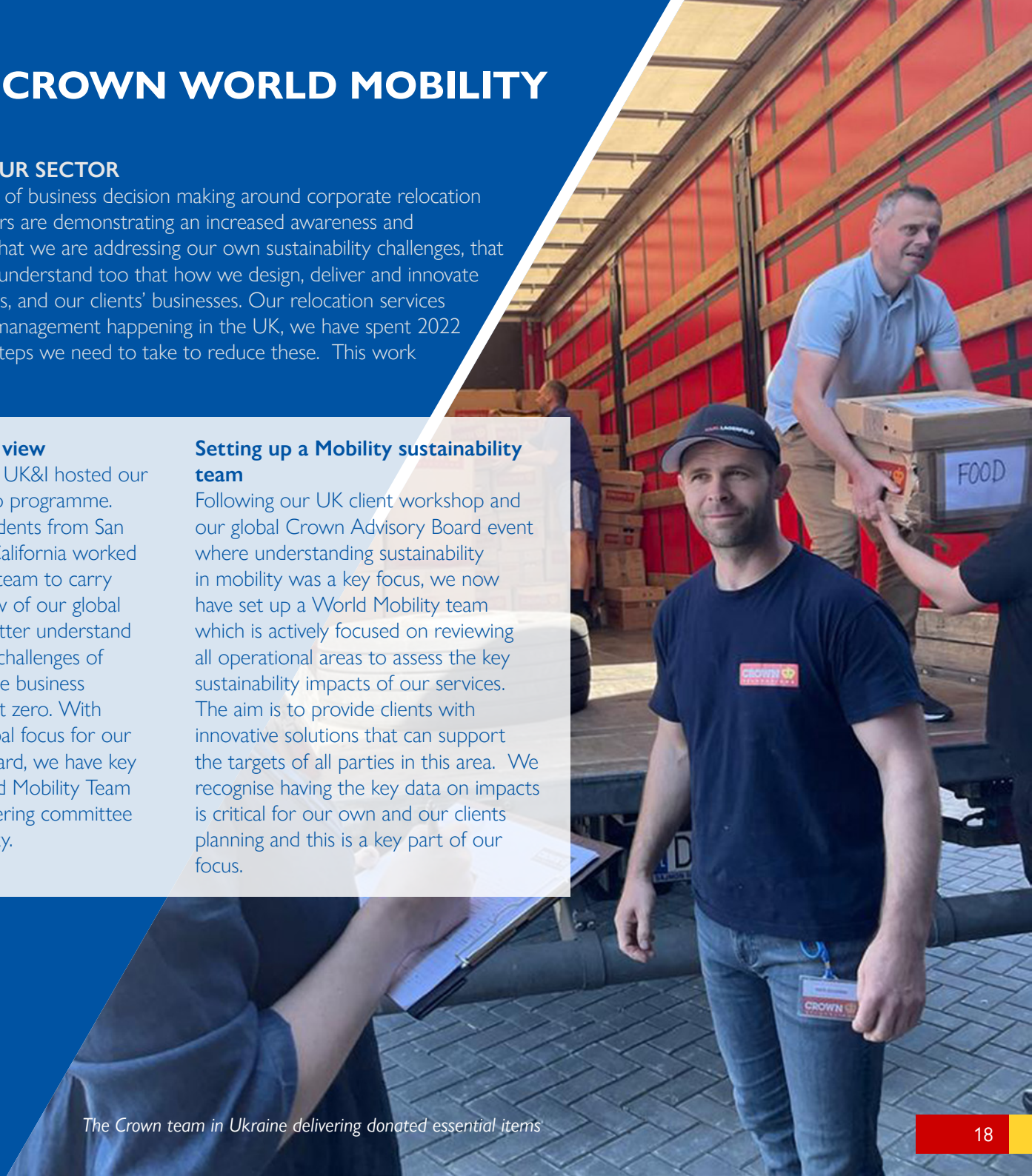
### Establishing a global view

In the summer, Crown UK&I hosted our annual global internship programme. A team of Masters students from San Jose State University, California worked with our sustainability team to carry out an extensive review of our global operational hubs to better understand the opportunities and challenges of driving more sustainable business practices to achieve net zero. With sustainability a key global focus for our Crown Worldwide Board, we have key members of our World Mobility Team now on our global steering committee focused on sustainability.

### Setting up a Mobility sustainability team

Following our UK client workshop and our global Crown Advisory Board event where understanding sustainability in mobility was a key focus, we now have set up a World Mobility team which is actively focused on reviewing all operational areas to assess the key sustainability impacts of our services. The aim is to provide clients with innovative solutions that can support the targets of all parties in this area. We recognise having the key data on impacts is critical for our own and our clients planning and this is a key part of our focus.

*The Crown team in Ukraine delivering donated essential items*



## SENDING SUPPORT FOR VICTIMS OF THE WAR IN UKRAINE

When the war in Ukraine broke out, our mobility team wanted to do whatever we could to help those in need. Thanks to the support of many, including friends and colleagues, local businesses, the nearby Colham Manor Primary School and our service partner, Transport Moving System, we managed to collect and send over 700 cubic feet of essential items to Milicz, Ukraine for families seeking refuge. This included clothes, toiletries, food, nappies and baby formula, first aid and water for those who had been left without.

## HAMPER FUNDRAISER FOR MICHAEL SOBELL HOSPICE

One of our Assistant Mobility Advisors in our Ruislip office, Katie, has a close relationship with The Michael Sobell Hospice in Northwood, and has been a dedicated fundraiser for them for some time in and outside of work. Just before Christmas herself and the team kickstarted a hamper fundraising project where the mobility team worked together to build hampers to be delivered to the hospice in time for Christmas. These hampers included necessities for the Hospice as well as some Christmas treats. Katie Deacon, Assistant Mobility Advisor said: "The response from colleagues about the hampers was just incredible. Most people were going out on lunch breaks and coming back with bags of stuff!"



## PROVIDING OPPORTUNITY AND SKILLS THROUGH APPRENTICESHIPS

In September, we hired two apprentices to work within our mobility and relocation services finance and advisory teams to develop processes in our business administration. Jessica Tiernan, Business Administration Apprentice, said: "Being an apprentice at Crown, I have not only developed my office skills but also my leadership skills, problem solving skills and confidence. Being in a hardworking, progressive, and welcoming environment is very beneficial. Overall, my experience has been exciting and has been a great start to my career." Sheran Kaur, Business Administration Apprentice said: "My time at Crown as an apprentice has truly been inspirational and has motivated me to be a better version of myself by pushing my skills and knowledge to the next level. I have learnt a lot about the company in the little time that I have been here and I am excited to learn more in my journey forward!"



*"We recognise that the mobility industry is traditionally a sustainability challenge, due to the very nature of moving people and possessions across the world. However, at Crown World Mobility and Crown Relocations we are committed to understanding these impacts and aligning our strategies to reduce them wherever possible. We are on board with looking at how we can support our clients with their own sustainability agendas and aligning our services to their needs. We're determined to have a more positive impact on the environment, whether this is encouraging the storage of goods rather than shipment or using more sustainable waste partners, it is something we are prioritising."*

Vicky Woods, Client Services Director, UK&I and Europe

# ABOUT CROWN UK & IRELAND

Crown UK&I brands are part of Crown Worldwide Group, a privately owned, global logistics company founded in 1965 and headquartered in Hong Kong. Managing a broad portfolio of complementary brands, Crown Worldwide Group is committed to making it simpler to live, work, and do business anywhere in the world.

Signatories to the United Nations Global Compact (UNGC), Crown Worldwide Group commit to the UNGC's ten principles, covering human rights, labour, environment and anti-corruption, and report annually on progress against goals set for each principle.



Through our unique perspective, service range and network facilities, Crown Records Management works with organisations to maximise value from their corporate memory. This is achieved through digital and hard copy storage, active management, and smart and timely distribution of information assets across the enterprise.



Crown Workspace is dedicated to supporting clients' workplace needs as they change and grow. Our services and expertise span across office moving and changes, IT services, furniture reconditioning, interiors and storage.



With priceless artifacts, choosing a reliable partner is critical. Developing the world's first, integrated international art logistic service, Crown Fine Art makes it possible to have the security and reliability of one supplier for fine art movements across the world.



To the corporate assignment manager, Crown World Mobility offers a range of business-critical assignment services backed by a unique international network of offices and experienced people.



Crown Relocations supports families on the move, whether across the country or the world we are there to make it simpler. Our network and our heritage in moving, combined with the expertise of our people in delivering relocations and settling in services, give confidence to all.

Making it simpler to live, work, and do business anywhere in the world



Caring



Open minded



There



Determined



Sharing