



**2018** Corporate Social  
Responsibility Report



# Contents

An extraordinary business	3	OUR VALUES	10
Foreword	5	OUR BUSINESS	12
2018 highlights	6	OUR PEOPLE	18
Crown and the UNGC	7	OUR PLANET	29
Our 2018 progress	8	OUR COMMUNITIES	32
Our 2019 commitments	9		

The scope of this 2018 Corporate Social Responsibility (CSR) Report covers global operations for the Crown Worldwide Group and highlights our progress for the 2018 calendar year. This report also provides supplemental information about our business. Our most recent past report was Crown's 2017 CSR Report, available [here](#). To find out more about CSR at Crown or to provide feedback on our reporting, please contact us at: [CSR@crowwww.com](mailto:CSR@crowwww.com).



# An extraordinary business



We began as a small moving company in 1965 with a single warehouse in Yokohama, primarily supporting servicemen in Japan.

Since then, we have grown both our service offerings and our presence, with operations in over 50 countries. The Crown Worldwide Group in 2018 includes seven businesses, four of these global brands. All of these businesses share a common quality – the experience and insight to accomplish anything, from the complex to the routine.

From our humble beginnings, we have always endeavored to support charitable causes, give back to local communities, protect our environment, empower our employees and do business responsibly. While the scope may have changed, these principles have always remained the same.



#### We move lives

– helping individuals, employees and families move and settle into their new homes.



#### We protect and store valuable (corporate) information and assets

– empowering commerce.



#### We mobilize and store valuable works of art

– preserving culture around the world.



#### We change work places

– planning and delivering unique offices.

# Crown Worldwide Group


Privately held company  
Established in 1965



**56**  
Languages



Facilities  
**276**



Nationalities  
**69**



Employees over  
**4,700**



Revenue  
**US\$ 688 million**



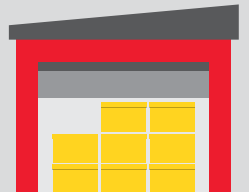
**53**  
Countries



Value of owned properties  
**US\$ 710 million**



Corporate clients over  
**15,000**



Warehouse space over  
**8.4 million ft<sup>2</sup> / 780,000 m<sup>2</sup>**



Global/APAC HQ  
**Hong Kong**  
Americas HQ  
**New York**  
EMEA HQ  
**Prague**

\*Correct as at July 2018

# Foreword

For more than 50 years, Crown has been a leading name in the moving, relocation and logistics industries.

2018 was a challenging year for the entire relocation industry and the impact was felt across the Crown group. Despite this, the achievements of the past year have been all the more remarkable.

Operating in over 50 locations globally can sometimes make measuring success difficult. However, focusing locally means we are able to achieve a more meaningful impact for our communities and environments where we live and work.

Over the last year as we continued to actively support the 10 principles of the United Nations Global Compact in the key areas of Human Rights, Labor, Environment and Anti-Corruption. We have made exciting strides with new

initiatives and practices, which are detailed in this, our 6th Corporate Social Responsibility Report, including:

- Our employees taking part in 334 CSR activities.
- Growing our women's and LGBT networks.
- Working to protect our clients and customers by maintaining stringent controls to ensure data protection.
- Remaining committed to the use of alternative technologies to lessen our negative impact on the environment including the introduction of solar panels at some of our locations, cutting down our CO2 emissions and reducing paper usage.
- Continuing to invest in the training and development of our employees with the introduction of our i-Learn platform containing over 300 courses.

Many things have changed over the last half century, but the one constant is that Crown supports and is committed to being a socially responsible company and global citizen.



**Ken Madrid**  
Chief Executive Officer

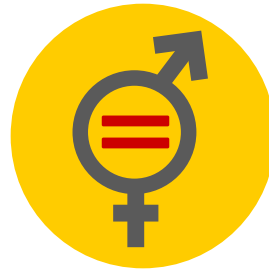


# 2018 highlights



## Invested in our employees

Launched our i-Learn platform offering over 300 training courses.



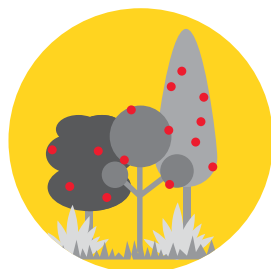
## Supported gender equality

Released our first gender pay gap report in the UK.



## Helped charitable causes

Mobilized 2879 employees in 34 countries to donate time, money and goods to 160 charitable causes worldwide.



## Cared for our environment

Used technology to save 198 tonnes of CO2.



## Celebrated diversity & inclusion

Crown Pride, our LGBT network, celebrated its first anniversary.



## Protected our customer's data

Adopted GDPR as the compliance standard in every office.



# Crown and the UNGC

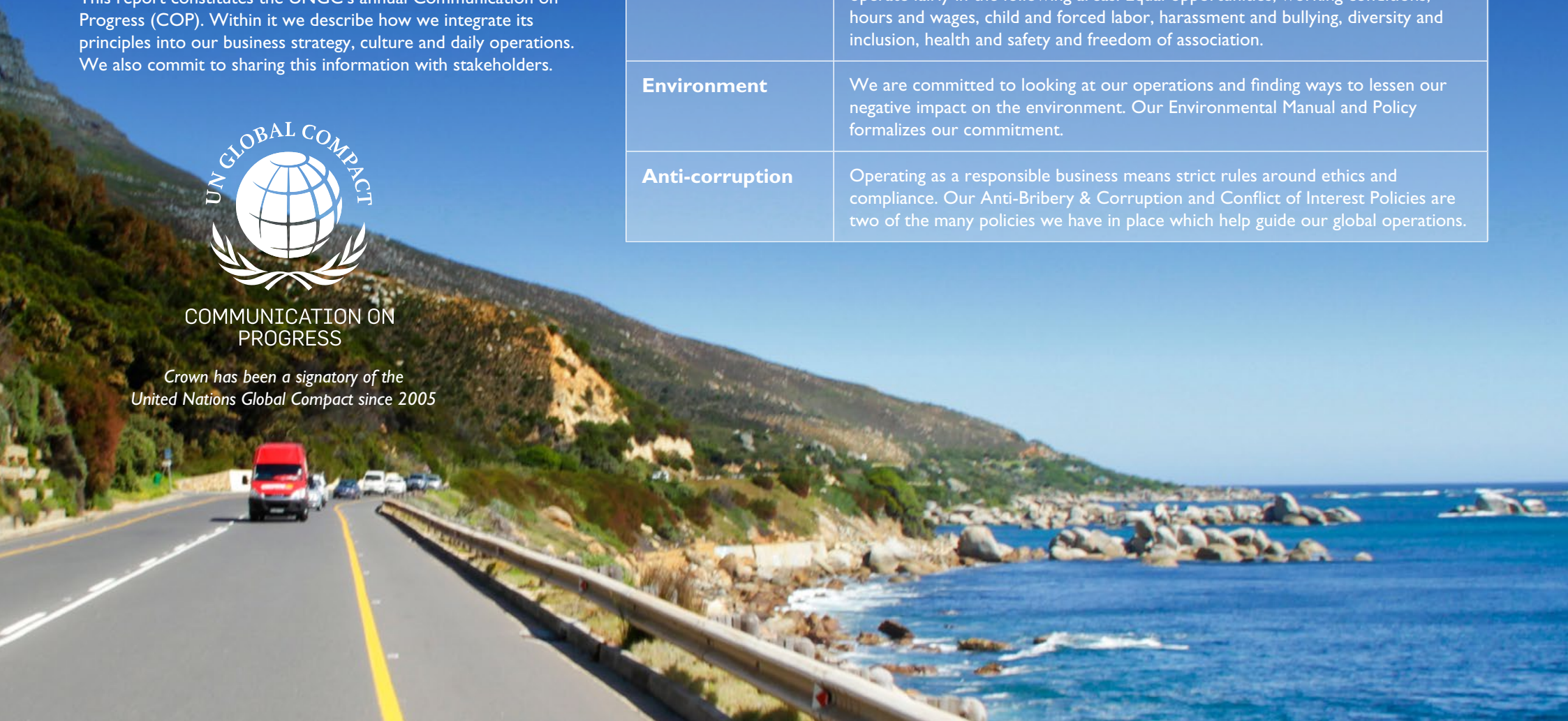
As a signatory of the United Nations Global Compact (UNGC), we conduct all our business in accordance with its ten principles. This report constitutes the UNGC's annual Communication on Progress (COP). Within it we describe how we integrate its principles into our business strategy, culture and daily operations. We also commit to sharing this information with stakeholders.



COMMUNICATION ON PROGRESS

*Crown has been a signatory of the United Nations Global Compact since 2005*

UNGC Principle	Crown Alignment
<b>Human Rights</b>	We are committed to supporting the human rights of the people that work for and with us, of those communities in which we live and work and of society in general. To ensure this commitment is met, we have a robust set of policies and processes which are continually reviewed to ensure human rights abuses do not occur.
<b>Labor</b>	It is our policy and duty to comply with all applicable labor laws and ensure we operate fairly in the following areas: Equal opportunities, working conditions, hours and wages, child and forced labor, harassment and bullying, diversity and inclusion, health and safety and freedom of association.
<b>Environment</b>	We are committed to looking at our operations and finding ways to lessen our negative impact on the environment. Our Environmental Manual and Policy formalizes our commitment.
<b>Anti-corruption</b>	Operating as a responsible business means strict rules around ethics and compliance. Our Anti-Bribery & Corruption and Conflict of Interest Policies are two of the many policies we have in place which help guide our global operations.



# Our 2018 progress

We remain committed to monitoring and reporting on all our CSR activities. Compared with our 2017 results, our 2018 results present a significant improvement. We met all our targets but three, with office paper usage being missed by a mere 0.04%.

## CSR events

Target: 375 recorded activities



Result: 334 recorded activities  
*Not achieved*

## Vehicle fuel efficiency

Target: 8.95 km/l (average across all vehicles, excluding motorcycles)



Result: 9.12 km/l  
*Achieved*

## Electricity

Target: Reduce energy consumption by 2.7 kwh/m2



Result: 2.59 kwh/m2  
*Achieved*

## Water

Target: 1,800 litres per employee per office



Result: 1,708 litres per employee per office  
*Achieved*

## Office paper

Target: 1.26 reams per employee per office



Result: 1.30 reams per employee per office  
*Not achieved*

## Service partners

Target: Introduce e-learning to service partners



Result: *Not achieved*

## Certifications

Target: Develop a strategy to support more locations to gain ISO certifications



Result: *Achieved*



# Our 2019 commitments

Targets ensure we remain focused on improving our performance. In 2019 while we continue to monitor our performance against our 2018 figures, we will be setting six key commitments:



# OUR VALUES





## Our brands living our values

Our values underpin how we do business and each of our brands ensures that these are integrated into their day to day business activities.



World Mobility led the way in 2018 for women's representation. 75% of our World Mobility workforce are women, the highest among any of our major brands.



Relocations Hong Kong has been partnering with the Salvation Army since 2014 in their Gift Box Program. This program enables people moving home to donate items they otherwise dispose of. These items make a significant quality of life difference to the home-alone elderly, street sleepers, ex-prisoners and the working poor in Hong Kong and Macau.



Records Management South Asia put the environment at the center of their thinking by investing in solar panels at its sites in Mumbai and Chennai. We'll make an estimated 6,663-ton reduction in CO2 emissions during the 25-year life span of the panels.



Fine Art employs one of the only female fine art technicians in the industry. Samantha Copperwaite had a passion for art logistics for much of her life. She realized her dreams of helping museums and galleries transport their fine art across Europe.



Workspace set an example for recycling policy in 2018. As part of their policy, they operate sustainable clearances where furniture is remodeled or refurbished to extend its life, sold, donated or recycled for biomass.



Over the past 15 years, Crown Wine Cellars have donated thousands of dollars' worth of wine to local community groups and raised US \$569,000 for local community initiatives. They recently implemented a recycling strategy with local rehabilitation centers and protected the greenbelt area around their Hong Kong premises.



Logistics has supported Box of Hope's annual charity program since 2015. Box of Hope is a charity helping underprivileged children throughout Asia by providing boxes full of fun and educational gifts. This year we're celebrating delivering over 27,000 gift boxes to children in need.

# OUR BUSINESS



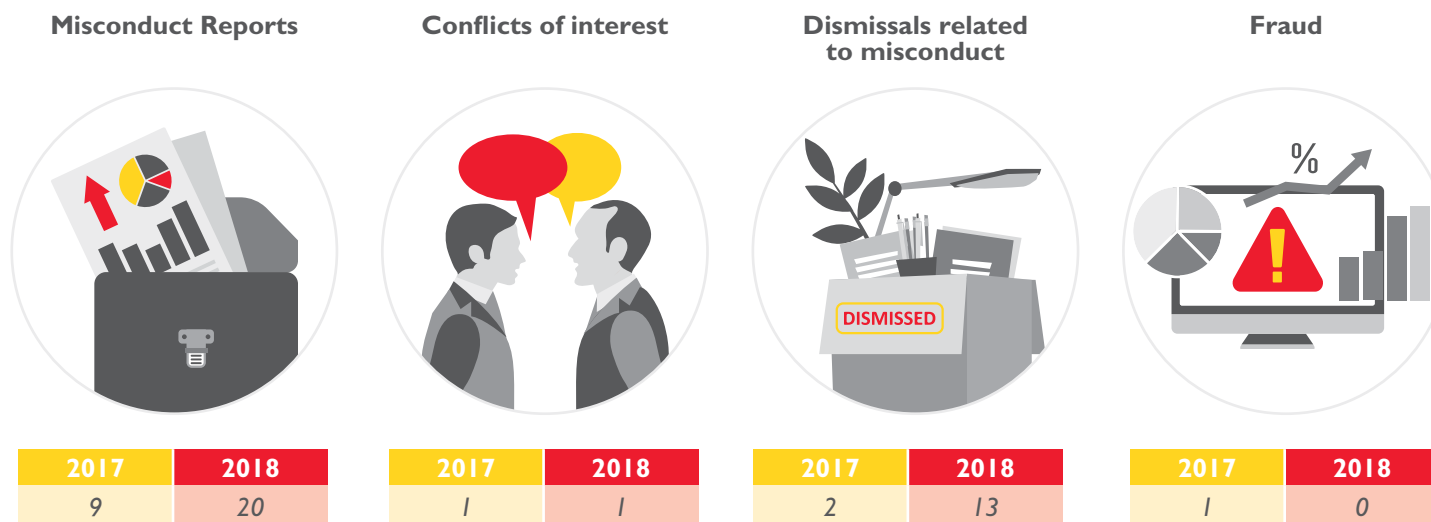


## Governance, compliance and ethics

We're committed to conducting business ethically across the world. We take a zero-tolerance approach to bribery and corruption. We teach employees how to recognize and avoid all corrupt behavior. These policies, together with our Code of Conduct and Binding Corporate Rules, demonstrate our commitment to ethical business practices.

### Ethics and compliance hotline

We've operated an ethics and compliance hotline for two years. Previously, our reporting system was managed in house and employees were cautious about reporting incidents, fearing a lack of anonymity. Having an independent hotline hosted by a third party, our employees are now confident about reporting incidents and our year-on-year data reflects this. Although we've seen increases in both reports and dismissals, these are still well below industry standards and highlight that we now have a more robust process in place and our offices across the world are taking the issue of compliance very seriously.



### Compliance Training

In 2018 we made the annual completion of compliance e-learning courses mandatory. The four courses cover bribery, data privacy, data protection and information security.

### ISO 37001



17 of our U.K. and Ireland sites are the first to attain ISO 37001 certification, reinforcing their robust approach to anti-bribery. ISO 37001 now forms the basis of processes globally.

*100% of our employees commit to Crown's Code of Conduct and are trained on our anti-bribery and corruption policy.*

## Data privacy and protection

We take the protection of our customer's and employee's right to privacy seriously. Our policies, including our Binding Corporate Rules, and practices are there to safeguard personal information and ensure we have a set of robust procedures that guide our employees.

### GDPR

The EU General Data Protection Regulation (GDPR) came into effect in May 2018. This was the most important change in data privacy regulation in 20 years. GDPR is the most comprehensive set of data protection laws. We've adopted these as the compliance standard globally. We also introduced mandatory GDPR training for employees to make sure everyone is aware of how to maintain GDPR best practice.

We've also made it mandatory for employees to read our Data Protection Policy and Corrective Actions on Data Protection Violation Policy.

*100% of employees and service partners completed data privacy training.*



*EU-US Privacy Shield Program certified.*



**1. Obtain written consent** before providing any service.



**2. Safely and securely process** Personally Identifiable Information (PII) by limiting access to customer files.



**3. Lock up all documents** containing PII and business secrets when away from our desks.



**4. Lock computer screens** when away from our desks.



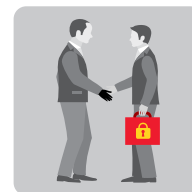
**5. Only share PII** with individuals who have a legitimate need to know.



**6. Encrypt every document** containing PII or business secrets before sharing them.



**7. Be prepared** to discuss how Crown safely and securely processes PII.



**8. Not provide PII** or business secrets to vendors who are not formally qualified.



**9. Not retain data** for longer than is necessary.



**10. Immediately report** any suspected or actual data breach using the Ethics and Compliance Hotline on the Quality and Risk SharePoint site.



## Cyber security

We regularly implement cyber defenses that provide additional protection for customers and employees. In 2018, with the introduction of GDPR, cyber security became ever more important. We launched four new courses covering ransomware and cybercrime and introduced email encryption for sensitive and confidential email types using Azure Information Protection.

### Azure Information Protection

In 2018 we rolled out Azure Information Protection (AIP). Using data classification, this restricts information access to relevant people. Employees were asked to read our Data Classification Policy to understand data classification types, and consider which ones are appropriate for the content of communications to our clients and partners.



### Cyber Essentials Plus

In 2018 our U.K. and Ireland offices upgraded their Cyber Essentials certification to Cyber Essentials Plus. Not only are we guarding against the most common threats, but our cyber security is now verified by independent experts. The five key controls under the scheme, when implemented correctly, can prevent an estimated 80% of cyber attacks.



*In 2018, a new annual mandatory IT security e-learning course was launched: Information Security Awareness. As well as teaching our employees to understand the roles, responsibilities and company information security policies, it also provides guidance on how to manage digital resources in a safe and practical way.*



**28** certified sites

## Work environment

We maintain safe and healthy working environments in all locations that we operate from, for our employees, our customers, members of the public and any other third party that we interact with. We have robust policies, processes and a reporting tool in place that allow us to train, guide and support our employees.

### Health and safety

Our global accident reporting tool monitors the number and extent of workplace incidents allowing us to determine how effective our approaches to health and safety are and refine them where appropriate. Comparing year on year data, recorded accidents are comparable and well below industry standards. The days lost to these accidents fell sharply by 82% which means the frequency of these accidents decreased. Manual handling was the primary cause of the accidents with the majority happening in our warehouses.

We work to provide our employees with the necessary training and encourage them to adhere to our health and safety policies and processes, so they're better able to safeguard themselves. We continue to develop and embed a culture of safety throughout the organization.

	2017	2018
<b>Recorded accidents</b>	<b>44</b>	<b>47</b>
<b>Days lost due to accident and injury at work</b>	<b>435</b> <ul style="list-style-type: none"> <li>• 81% of events involved males</li> <li>• 43% happened within our warehouses</li> <li>• 36% related to manual handling</li> </ul>	<b>181</b> <ul style="list-style-type: none"> <li>• 82% of events involved males</li> <li>• 34% happened within our warehouses</li> <li>• 47% related to manual handling</li> </ul>

### Training

Employees can now use our iLearn platform to access a range of health and safety courses and programs. In 2019, we're hoping to launch our Operational Crew Manual, which provides health and safety guidance to all operational employees.



*For the third consecutive year, Crown U.K. and Ireland has been awarded a Gold in the Royal Society for the Prevention of Accidents, Occupational Health and Safety Awards.*



Our Mexico office recognize the UN Day for Health and Safety at Work reinforcing their knowledge of our plans and protocols in case of earthquake, fire or emergency.



## Service partners

2018 saw a major change to how personal data is handled with the introduction of GDPR. Our service partners are entrusted with our customer's personal information. To ensure they were GDPR ready, we provided training, undertook a risk assessment and had them sign an amended agreement highlighting their responsibilities. This is in addition to the extensive qualification process our service partners go through if they wish to work with us.

In line with the U.K. Modern Day Slavery Act, we enhanced our due diligence questionnaire for service partners to include specific labor related questions.

With the aim of enhancing business relationships with our service partners we developed performance reporting metrics which ensure our partners are meeting our standards. Where they are not, we immediately act to address them using our improvement opportunity system.

In 2019, we will be launching a service partner specific data management e-learning program to guarantee alignment to our standards. We'll also roll out a CSR training course providing our service partners with an in-depth look at what CSR means at Crown encouraging them to further their CSR efforts and collaborate more broadly with us.

To help drive collaboration our Amsterdam office joined forces with SACO Apartments and homelessness charity Het Stoelenproject. Together they purchased, prepared and served meals to the homeless in the city. We also invited David Stoke from our 2018 UK charity partner, CLAPA, to speak at our EMEA service partner conference. David shared how Crown's contribution had made a difference to the people CLAPA supports. These collaborations demonstrate our commitment to building CSR initiatives into the supply chain.



Preparing food for the homeless at Het Stoelenproject's center in Amsterdam



David Stoke speaking at our EMEA service partner conference



# OUR PEOPLE





## Supporting our people

We're a global company with over 50 years of experience. We're at our best working together, leveraging employees expertise and creativity. Our people represent us which is why we continue to support their progression, invest in their development and remain committed to acquiring the best talent.

2018 saw many people-focused initiatives launch and flourish, including our:

- Group mentoring program
- Employee engagement pulse survey
- D&I strategy
- Localized wellness initiatives

We also celebrated International Women's Day, with our senior female leaders holding webinars to share their experiences, as well as a diversity and inclusion week recognising diversity across the Crown world.

In the year ahead, we will be setting mandatory D&I goals for all employees, making our D&I e-Learning courses mandatory, growing our D&I networks and focusing on our talent acquisition and career succession strategies.



## Employee engagement

In 2018, 78% of our global workforce completed our fourth employee engagement survey. While this was a 6% decrease from the previous year, we're delighted that so many employees chose to take part.

We also saw the launch of our first ever "pulse" survey: a shorter, quarterly survey giving us more regular insight into how employees feel about a range of issues. The first pulse survey looked at collaboration and communication, the second at rewards and recognition.

### Our employees told us they want:

- To build better trust and empathy with colleagues
- Better communication with their managers
- Us to do more in recognizing individual and team performance

### How we're responding:

- We are boosting communication and collaboration with some exciting new efforts such as Lightbulb Moments, which promotes employee led innovation.
- We are looking at what we do at all our locations around employee recognition so we can share best practice to guide how great performance is rewarded.



78%  
response rate



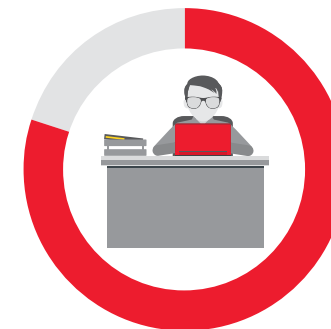
87%  
aware of our values and try to  
build them into everything they do



83%  
enjoy a good and safe  
working environment



82%  
believe prejudice, harassment  
and bullying are not tolerated



80%  
believe we're a  
great place to work



## Promoting diversity and inclusion

We recognize that as a business we benefit from a diverse and inclusive workforce. Diversity and inclusion (D&I) drives innovation giving us insight into the needs of our customers and enabling us to deliver the best possible solutions and services.

Which is why we continue to focus on D&I. In 2018, we:

- Created our D&I Steering Group
- Launched our D&I Strategy
- Reported our gender pay gap in the U.K.
- Celebrated one year of Crown Pride, our LGBT network
- Grew our women's network – the Crown Coronets

We are proud of these achievements and will continue to support and promote D&I across the organization.

One priority is gender balance. Although our gender split remains the same as 2017, with females accounting for 40% of our global workforce, women in management positions saw an increase of 2%. While parts of our organization are inherently male dominated, we remain committed to offering equal opportunities across the organization.

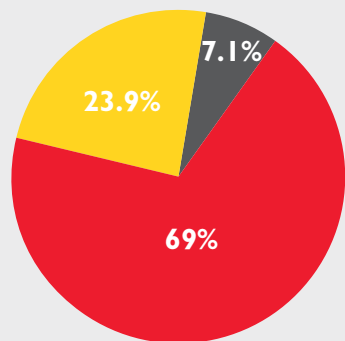
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*2% increase of women in management positions.*

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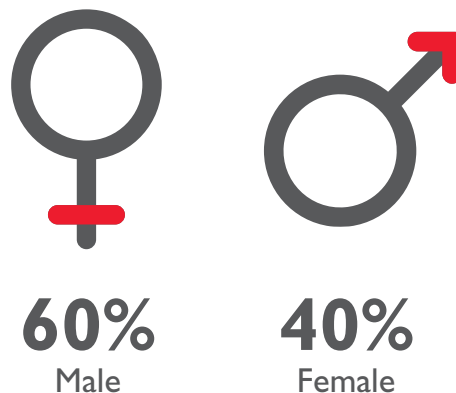


### Employees by region

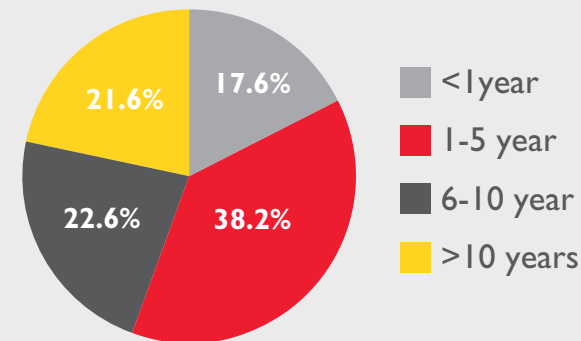


■ APAC ■ EMEA ■ AMER

### Employees by gender



### Employees by tenure



### Employees by generation



**14%**  
Baby boomers



**27%**  
Generation X

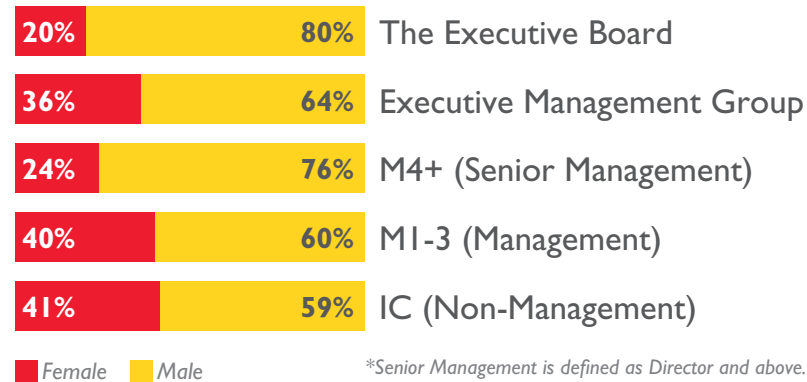


**56%**  
Millennials



**3%**  
Generation Z

### Employee type



\*Senior Management is defined as Director and above.

### D&I Steering Group

In 2018, we set up our D&I Steering Group. Made up of leaders from across Crown, its aim is to support and promote our D&I policy, strategy and networks, as well as to provide thought leadership.

### D&I training and development

Our hiring managers and recruiters can access five D&I training programs. These cover cultural awareness, unconscious bias, harassment and bullying, equality and diversity and leading a diverse workforce. These are offered as part of our “Hiring for Success” program. It is vital that all employees have the right training to help them support all their colleagues. From 2019 these courses will all be mandatory.

### D&I Strategy

In 2018 we launched our D&I Strategy, which aims to guide and support the development of D&I across the group. Our strategy focuses on four key areas:



Monitoring performance



Leadership and management



Talent management



Consistency

### Gender pay gap

The gender pay gap impacts millions of working women in the UK. Under new legislation in 2018, all companies in the UK with more than 250 employees need to report to the Gender Pay Gap Service what they pay male and female employees. The gender pay gap is based on the percentage difference between average hourly earnings for men and women. Crown published its data before the deadline for submission and, of those companies that had also published data at that time, Crown was one of the 13% that pay women more. We are proud that we are one of the few companies taking a lead in closing the gender pay gap and are confident that men and women are paid equally for doing equivalent roles. We continue to take steps to ensure any gaps are addressed by implementing strategies and policies to ensure an inclusive and fair working environment.

Women’s median hourly rate is **32.9% higher** than men’s



Women’s mean hourly rate is **9.3% higher** than men’s



## Our D&I networks



We are proud to be part of the Lean In Circles program. With over 41,000 Circles globally, the program is one we wanted to be part of and use as the foundation of our women's network, the Crown Coronets.

Crown's Group IT Operations Director, Joyce Weekes, tells us why she was inspired to become a Crown Coronet in 2018:



### How long have you worked at Crown?

Just over 12 years.

### How important is it to have a women's network at Crown?

Having a peer group is important. It's an opportunity to talk about any concerns, your wins, to seek advice and feel connected. You grow in your professional life when you take time to stay in good company and learn from others. This also gives you opportunities to teach as no one has all the answers.

### What made you want to be part of a women's network?

Busy days, tight deadlines makes it hard to reach out to other peers. Being part of a group who meet regularly can help you understand the importance of sharing.

### Who are your top 3 inspirational women and why?

I am inspired by Oprah Winfrey, she believed in her abilities and didn't take no for an answer. She also refused to be a victim and allow the horrible things in her early life prevent her from being the best at what she does.

Meg Whitman would be my second choice (the outgoing CEO of Hewlett Packard). To see a woman lead a technology giant like HP is amazing.

I'm also inspired by Deborah Meaden. As a business woman I just think she is so talented, and I admire her a great deal. To have half her skill and gut instinct are personal goals of mine.



## CROWN PRIDE

Our LGBT network celebrated its first anniversary in 2018. Pride was set up to leverage the talents of our diverse LGBT employees in all our locations and to ensure all employees, regardless of how they identify, have a safe space where they can come together and talk. The network has grown, appointing a new chair in 2018, three regional co-chairs and a membership of 50 employees around the world. A global webinar was held to celebrate the anniversary as well as share stories of LGBT inclusion globally.

## Health and wellbeing

Our employees told us that wellbeing is an important topic for them. In 2018 we took a localized approach to health and wellbeing and provided bespoke initiatives across our locations, including the provision of fruit bowls, free exercise sessions and health talks.

*It has been proven that giving back is good for our mental health, which is one of the reasons we provide our employees with **two** paid volunteer days every year.*



### U.K. – Wellbeing roadshows

Providing employees with informative sessions on lifestyle and benefits.



### Prague – Fresh fruit bowls

Inspiring employees to reach for a healthy snack during the day.



### U.S. – health incentive program

Encouraging employees to earn rewards for taking charge of their health.



### Hong Kong – work life balance hikes

Supporting mental and physical health.



### Indonesia – free weekly yoga sessions

Giving employees a calm environment to destress and get fit.



### Australia – free monthly massages

Helping employees tackle stress and skeletal issues.

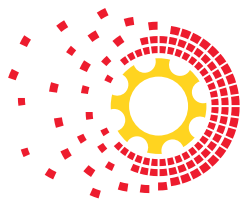
# Investing in our employees

Investing in the development and training of our employees is vital to the success of our business. It can lead to improved employee satisfaction, productivity, innovation and morale. Additionally, it allows us to attract new talent while better retaining the talent we have.

2018 saw a number of initiatives aimed at both retaining and attracting talent including our mentoring, day in the life of and cultural awareness program.

In 2019, we'll introduce our talent swap program, which allows our employees to experience different areas of the business.

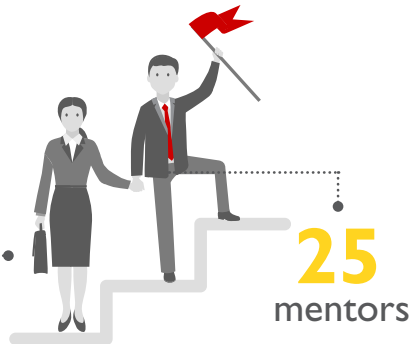
## Mentoring Program



CROWN MENTORING

Our Group Mentoring Program is available to all employees. A 12 month program, it inspires employees to build relationships outside of their normal networks supporting employees to enhance their skills, maximize their potential and consider career paths by working with others across our brands.

32  
mentees



25  
mentors

## Cultural Awareness Program

In 2018, we launched our cultural awareness program: Building your Cultural Foundation. Jointly developed between Learning Solutions and our Intercultural practice, the program is mandatory for all managers and available to all employees.

## Day in the Life of Program

The Day in the Life program was launched in the U.K. and provides our employees with the opportunity to experience working across business units allowing them to gain new skills.



“

Our mentoring program is an excellent opportunity. I was lucky that my mentor was a very experienced account manager within Crown, it was amazing learning from a great professional.

”

**Rafael Pavanelli,**  
Client Services Manager, Brazil



## Learning and development

In 2018, we launched iLearn, a new learning management system. With over 300 courses, 400 learning plans and myriad training materials, it's a place where people can pursue e-Learning, and track their training activities.



In our last employee engagement survey, our employees asked for more development opportunities and tools to help them perform better. In response, we launched our iLearn mobile app which will further enhance their learning experience by giving them access to content on the go.

As part of our commitment to compliance, employees will have to annually enroll on compliance related courses: bribery, information security and data privacy and protection. 3000 employees took these courses making them the most popular courses of 2018.

**2.4 hours**  
average training time  
per employee

**7,720** employees  
completed courses in  
personal development

**12,469**  
training courses  
undertaken



“It's a firm conviction of ours that learning and development is a strategic lever to retain talent and maximize performance.”

**Magali Delafosse,**  
Group Vice President of Human Resources



*Crown Hong Kong was awarded the Employees Retraining Board's (ERB) Manpower Developer Award, recognizing the outstanding training and development offered to employees.*

## Recognizing our employees

We celebrate success through our Crown Worldwide Employee Awards Program. This program was launched for our 50th anniversary in 2015 and has been growing ever since with more than 1100 nominations received in 2018. Our five overall winners, each displaying extraordinary, value-driven behavior worthy of recognition and aligned to one of our company values: Determined, Caring, There, Open Minded and Sharing, received an engraved trophy as well as a trip to any of our locations.

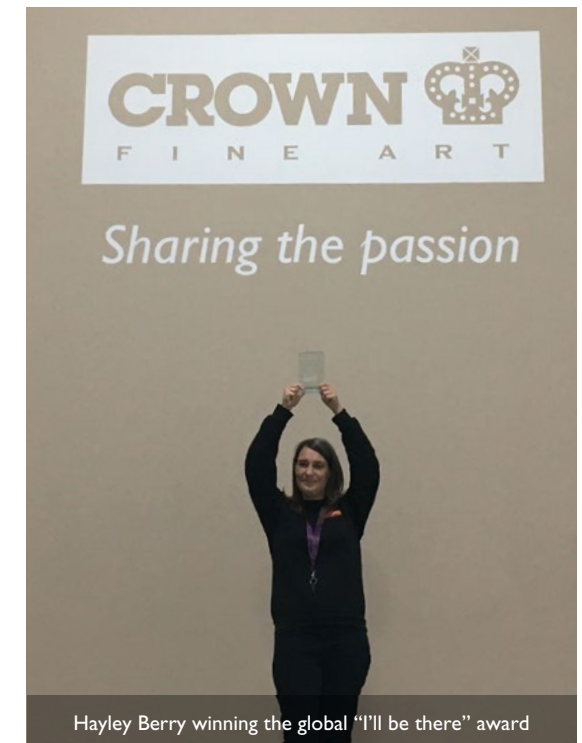
We also introduced our Regional Team Awards. These recognize teams that have demonstrated how we can be “all together better”, linking our values to everything we do. Teamwork allows us to perform the extraordinary for our clients and customers. Three teams in three regions: the Americas, EMEA and APAC were acknowledged for their dedication, commitment and above all, their teamwork.



Takaki Mimori celebrated 32 years of service at Crown



Some of our employee award winners in Singapore



Hayley Berry winning the global “I’ll be there” award



OUR PLANET



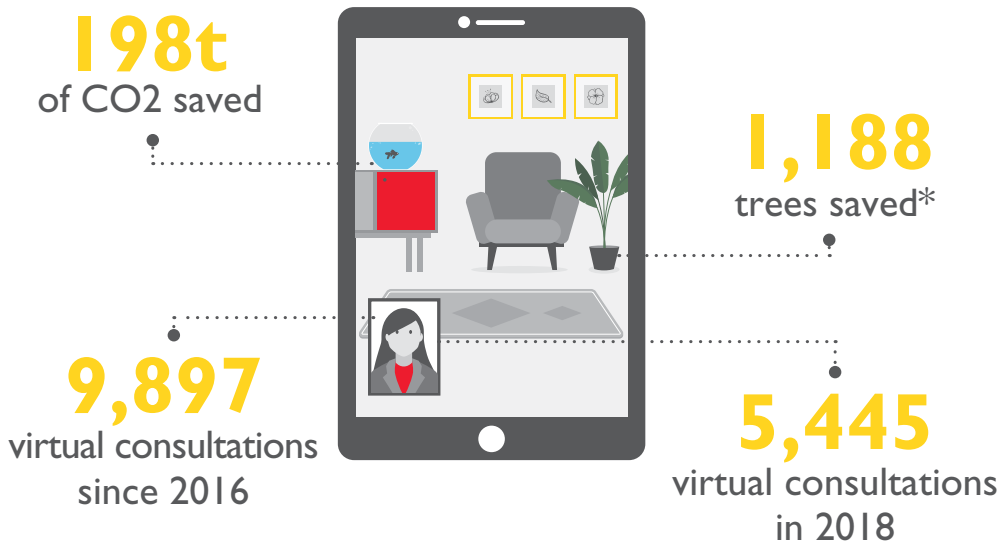
ZERO  
EMISSIONS  
VEHICLE



We're always looking at innovative ways to grow our business. Technology is helping us remove barriers to simplify and improve service delivery. It is also helping to reduce our negative impact on the environment. In 2018, we continued to invest in our technology, deploying new tools for our customers, looking at alternative ways to power our facilities and vehicles and continuing to train our employees on our environmental commitments.

## Virtual surveys

Traditionally, our consultants would visit customers' homes to perform a household goods survey. While this is still offered, in 2016 we launched virtual consultations: a two-way video chat. In 2018 we further integrated this technology into our regional locations which subsequently saw a 38% increase of virtual surveys from 2017. By removing travel time, we can reach more potential customers, use our time more effectively and, best of all, reduce our carbon footprint.

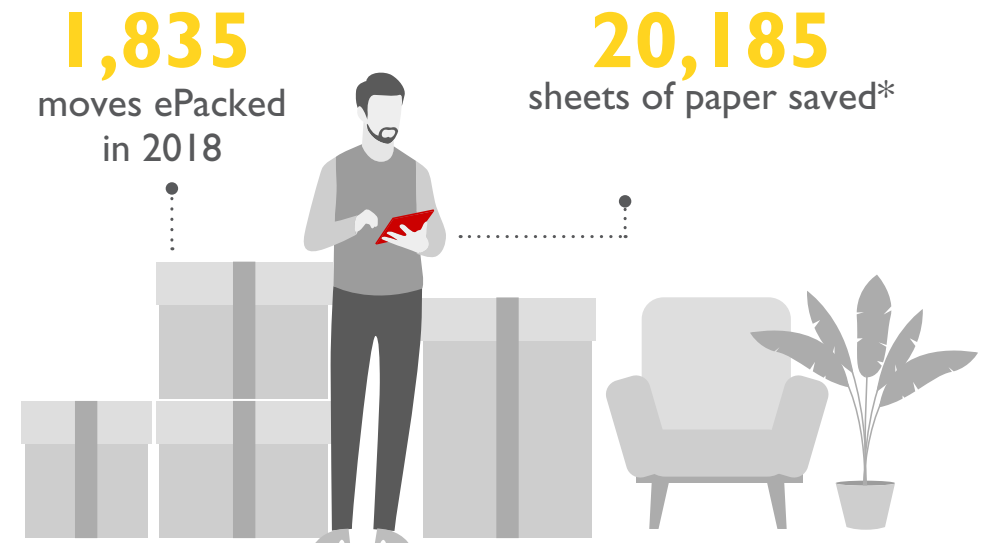


(\*Carbon emission savings calculation based on 100 consultations saving 2t of CO2 and the equivalent of 12 trees)

## Packing technology

Smartphone technology is also driving environmental improvements. Our ePacking app uses barcodes and photography to capture a digital inventory of customers' belongings. This is emailed to them upon completion, giving customers oversight on exactly what has been packed.

Prior to the introduction of ePacking 15 sheets of paper were used per move; with ePacking this has reduced to four sheets per move, a saving of 11 sheets for every ePacked move.



(\*Figures based on 1 tree = 16.67 reams of copy paper or 8,333 sheets)

## Greener vehicles

Our U.K. premises are rolling out electric car charging points. We currently have these charging points in four locations and are adding two more in 2019.

Our Premier Workspace business currently run six electric vehicles. Additionally, we're updating our fleet for both our U.K. Records Management and Fine Art businesses. We added six new vehicles to our fleet in 2018, all of which meet both Euro emissions and Ultra Low Emissions Zone (ULEZ) standards. We plan to add nine more vehicles in 2019.



## Generating power

In 2011, our U.K. offices signed up to the U.K. government's Feed-In Tariffs (FIT) scheme.

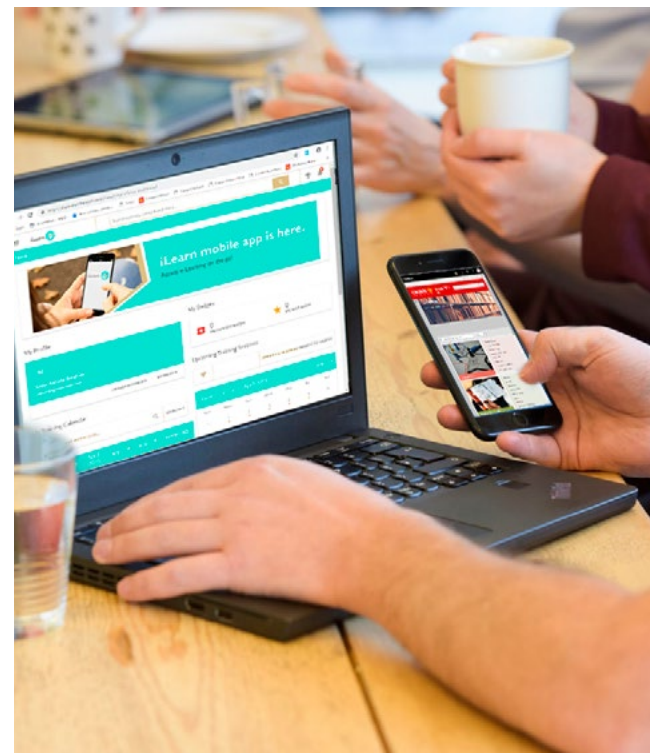
The scheme promotes the uptake of low-carbon electricity generation technologies. As part of the scheme, we installed solar panels on one of our premises. Since then, the excess energy sold back to the grid generated £51,000 in revenue, covering the initial installation cost. The scheme will continue for 13 years providing our sites with energy and enabling us to sell excess back to the grid.

Our offices in Chennai and Mumbai also installed rooftop solar photovoltaic (PV) systems. These represent a combined capacity of over 200 kWp. We will achieve a 298t reduction in CO2 emissions in the first year after installation and an estimated 6,663t cumulative reduction in CO2 emissions during the 25-year life span of the panels. The systems are expected to meet almost 86% of our current annual average consumption at these facilities, with an estimated saving of US \$2 million during the life span of the panels.



## Environmental training

Our environmental e-learning courses provide employees the chance to enhance their knowledge and learn how to apply environmentally sustainable practices into their working and private lives. In 2019 an enhanced environmental course will be available.



ISO 14001 compliant across **53** sites

# OUR COMMUNITIES

CROWD





## Giving back

We always want to give back to the communities in which we operate. This ethos has been shaped by our founder and Chairman Jim Thompson, who plays an active role in supporting our CSR events. Our employees across the world work tirelessly every year to come up with ideas and organize activities that help their local communities, colleagues and environment.

*Our employees are entitled to 2 paid volunteer days per year.*



## How we gave back in 2018



**Prague** – Yoggie left us for Italy where she will help raise future guide dogs



**London** – Helping to build a bug hotel at a local community garden



**Houston** – With their Tree of Life remembering those lost to or impacted by breast cancer



**Johannesburg** – Donating stationery to local under-privileged schools



**Mexico City** – Creating ecobricks to help build houses for those impacted by earthquakes



**Auckland** – Christmas food boxes for families in need



**Phnom Penh** – Helping clean the streets on World Clean Up Day



## How we gave back in 2018



Chennai – Putting up nests for sparrows



Istanbul – Getting together for a D&I lunch



Frankfurt – Volunteering at an elderly care home



Japan – transporting artworks for Kids Earth Fund exhibition



Hong Kong – Working with the Salvation Army to raise money for children in need

Our Malaysia office received a Recognition of Achievement Award from MY AMCHAM CARES. Out of 100 companies who voluntarily participated, Crown were among the top 22 companies being recognised for having successfully developed and deployed CSR activities. The award was given by The Honourable Kamala Shirin Lakhdir, U.S. Ambassador to Malaysia in the MY AMCHAM CARES Recognition Ceremony in Kuala Lumpur.





## Charity winner update

We caught up with two of our 50th anniversary charity winners. Nominated by our employees in 2016, five charities supporting under-served children and meeting one of Crown's values, each received US\$10,000.



Yayasan Sayap Ibu cares for Indonesian children in need with a focus on the disabled and abandoned.

With the US \$10,000 they received, they will be opening a new disability service unit, providing physiotherapy and nutritional services and purchasing educational equipment.

The charity held a formal ceremony for the opening of the new unit attended by local officials and the mayor. The children put on a performance and the Nasi Tumpeng (Indonesia's traditional ribbon) was cut.

Employees have since visited the unit to speak and play with the children and deliver gifts.

“We are grateful to receive the donation, we have to build more units to support children with disabilities around Banten.”

Renowati Hardjosubroto, Chairman, Yayasan



William Clark Gardens and Othandweni Child and Youth Care Centre is a South African non-profit organization providing a nurturing and loving environment for children who are either infected or affected by HIV and have been neglected, abused, or found living on the street.

The US \$10,000 has really made a difference to the children that William Clark take care of, they used it to:

- Purchase new furniture for all six cottages
- Re-tile all six cottages making them brighter and greatly improving daily living conditions
- Held a party for all 60 children where our team joined them for a big-screen cinema experience, followed by a burger, milkshake and a trip to the beach
- With the small amount remaining, we were able to throw the children a Christmas party.

“The children here come from very disadvantaged backgrounds. The opportunities that you are giving them, there are no words to express our gratitude. On behalf of them I am simply saying thank you. I am opening my heart and saying “thank you”. Without this kind of generosity, the children of William Clark could not get better.”

Farhana, Manager, William Clark.

## Supporting Move for Hunger

Move for Hunger is a non-profit organization that works with relocation companies, collecting non-perishable food items and delivering it to food banks across North America. Our offices in North America have been working with Move for Hunger since 2010 and during that time have raised money and collected food to help families who are food poor.



*Crown Relocations New York was named Move for Hunger's International Movers Association Mover of the Year at this year's conference.*

Since 2010 donated:  
**750,562 lbs.**  
of food / 625,470 meals



In 2018 donated:  
**114,231 lbs.**  
of food / 95,193 meals



In 2018, Jennifer Harvey, board member and CEO of the Americas ran the Chicago marathon. She placed third in the 50-54 age group. Jennifer also managed to raise US\$1,680 for Move for Hunger.



In 2018, Houston hosted the Susan G. Komen Breast Cancer Walk for the Cure. With the help of our local crew, King Relocations, all the leftover fruit and water was collected. We donated 11,216lbs to Move for Hunger.



Our New York office hosted a charity Truck Pull to benefit Move For Hunger. Teams competed to see who could pull a truck with a rope fastest. We managed to raise US\$ 10,545!

## Working with an international charity

Dennis Muldowney, Crown's General Manager in Japan, helped to support the Movember Foundation. In 2018 he received a personal commendation from them: "Thanks again for an amazing Movember! I want to extend my congratulations and gratitude. Your dedication to the cause is amazing."



**How long have you been taking part in MOvember?**

A decade.

**What motivates you to be a MO?**

My brother, Sean, was diagnosed with brain cancer in December 2009. This was a motivator for me getting involved. My brother fought the good fight for five years. He left us in February 2015. Every year I think of him and participate in Movember, raising awareness and money for men's health.

**What's the most difficult thing about growing a MOustache?**

Deciding which MO to Grow! Over the years I've tried many different styles, "The Trucker", "The Rock Star", etc. 2019 will be the year I go for "The Connoisseur", I might need a head start though!

**Give us 3 reasons why people should take part in the MO MOvement?**

There are many! The Movember Foundation is tackling the biggest issues in men's health, from prostate and testicular cancer to mental health and suicide prevention. By 2030 The Movember Foundation aim to reduce the number of men dying prematurely by 25%. They also bring leading experts together to collaborate on solutions, changing the way men can be supported. They're the only charity tackling men's health on a global scale. If you need another reason, women love a man with a great Mo.

9 Years



£46,186  
raised since 2009

£9,656  
raised in 2018



Ken Madrid, Dennis Muldowney, Jim Thompson and Mandy Cheung supporting Movember



Email us at [CSR@crownww.com](mailto:CSR@crownww.com)

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