

# SUSTAINABILITY REPORT

## 2018/2019



*Inspiring places and performance*  
[crownworkspace.com](http://crownworkspace.com)



## INTRODUCTION FROM PHIL ORAM REGIONAL DIRECTOR

Climate change has never been higher on the public and corporate agenda, and I am very proud of the leadership we have continued to show in delivering more sustainable workplaces. Our participation in the Business in the Community Circular Office task force has helped deliver a joined up vision and real practical guidance for organisations who are seeking change.

In November 2018, we cemented our commitment to the workplace change sector by announcing the acquisition of Premier Workplace Services, a leading provider in the UK workplace change category. With a 20+ year track record, they are seen as leaders of sustainability within the workplace industry, bringing an unrivaled sustainable approach to the sector.

Since the acquisition we have been able to extend our service offering over a wider geographical area and deliver further logistic and resource efficiencies: sharing fleet, reducing unnecessary road miles and optimising workflows, and reducing our environmental impact.

The Renew Centre continues to remain the UK's first leading independent commercial facility dedicated to remanufacturing office furniture, becoming a beacon for visitors who want to see the 'circular economy' in action. It has attracted global visitors from press, academia and industry pioneers. In Autumn 2018, visitors from the IKEA HQ came to learn more about the 'how and what' we are doing in terms of office furniture repair, refurbishment and remanufacturing. Due to the success of the visit, a reciprocal trip was organised to share our story to the wider IKEA team.

As we look to develop longer term integration plans, sustainability will remain at the core of our growing and developing service offering; continuing to support our clients with their sustainability agenda. I look forward to further updating on the exciting achievements we plan to make in this area.

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“OUR ROLE IS NOT JUST TO INNOVATE, BUT TO SHARE OUR KNOWLEDGE”

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**We have made exciting strides over the past twelve months with new innovations and best practice. This report highlights:**



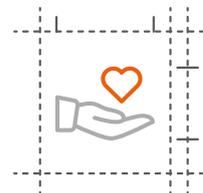
1. Our key achievements during 2018/2019



2. Reducing our environmental impact



3. Knowledge sharing and collaboration



4. Giving Back Project



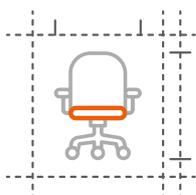
# 1. OUR KEY ACHIEVEMENTS

## REMANUFACTURING FURNITURE AT THE RENEW CENTRE

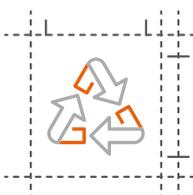
We continue to invest heavily in the Renew Centre, our state-of-the-art remanufacturing and refurbishment facility.

We have invested in Cabinet Vision software, which reduces waste by eliminating the need for prototypes. In 2018/19, 28 bespoke items were designed using Cabinet Vision, saving 1.36 tonnes of chipboard.

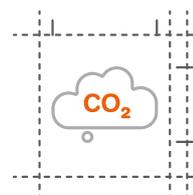
Key stats from the Renew Centre:



7,750 items of remanufactured furniture



218 tonnes diverted from landfill



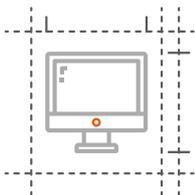
9 tonnes of CO2(e) saved



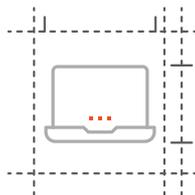
## ENABLING IT REUSE

Our IT Services provide a secure, sustainable and compliant clearance for redundant IT and electrical equipment. Throughout 2018/19, there has been some extensive reorganisation of the Renew IT secure facility to support the service expansion; and help work towards Asset Disposal and Information Security Disposal (ADISA) accreditation for our operations. This has included the expansion of the secure storage area, and the development of an additional area for secure data eradication.

Key stats from IT Services:



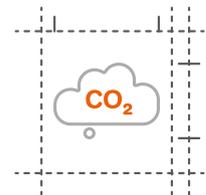
1,711 PC's remanufactured



284 laptops refurbished



2133 monitors refurbished



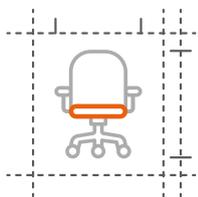
9 tonnes of CO2(e) saved



## OUR RETAIL CHANNEL, OFFICE RESALE

Office Resale offers an affordable way to purchase high-quality, used office furniture from leading brands. This helps us drive change in the perception of 'used' furniture in the workplace, as well as avoiding furniture going to landfill.

Items available through the website can be remanufactured to suit company branding and interior design requirements.

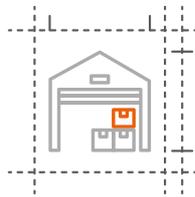


Office Resale sold over 8,000  
refurbished office chairs

## 2. REDUCING OUR ENVIRONMENTAL IMPACT

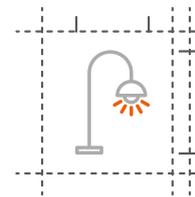
We have been measuring our own carbon footprint for at least seven years, in order to understand and enable us to reduce our emissions. The biggest contributor to our carbon footprint is our transport fleet, which comprised around 85% of our scope 1 and 2 emissions at 605 tonnes CO<sub>2</sub>(e). Electricity accounts for 102 tonnes CO<sub>2</sub>(e) total emissions, 708 tonnes for 2018/19.

We manage our waste in line with the waste hierarchy with the focus of our operations on waste prevention and reuse. We prioritise these principles in how we manage the waste generated at our own sites as well as that generated in the storage clearances for our clients.



### We produced 199 tonnes of waste at our sites

This was sent to facilities which achieve on average 90%+ recycling and prioritise energy-from-waste solutions.



### Reducing electricity usage

Lighting at the Ardra Road sites have been replaced with LED, saving an estimated 34 tonnes of CO<sub>2</sub> a year.



### Improving fleet efficiency

We have had a rolling vehicle replacement programme in place to ensure all fleet vehicles above 3.5 tonnes are fully ULEZ compliant. In the past two years, we have replaced a total of 18 older vehicles with new vehicles.

We are FORS Bronze accredited at both of our operating centres.



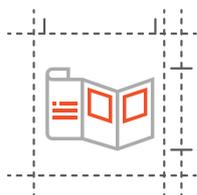
### Transitioning to the updated ISO 14001 standard

Transitioned the scope of our EMS to the ISO 14001:2015 standard enabling us to update and review all our operations.



### 3. KNOWLEDGE SHARING AND COLLABORATION

Through our expanding sustainability network, we continue to provide thought leadership and insights; helping to advise organisations on how they can change their environmental impact.



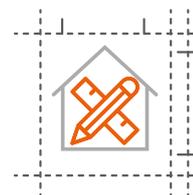
#### BITC circular office guide

Premier Sustain, now known as Crown Workspace, contributed to the Circular Office Guide produced by Business in the Community (The Prince's Responsible Business Network); to help offices identify opportunities and take practical steps to achieve greater circularity in offices. We offer solutions for unwanted or damaged furniture, redundant IT and sustainable clearances.



#### Waste to Wealth Summit

Waste to Wealth Summit, organised by Business in the Community (BITC), was attended by over 200 leaders with the purpose of sharing best practices. During the summit, we signed the Waste to Wealth commitment to help collectively double the nation's resource productivity and reduce avoidable waste by 2030.



#### Helping IKEA achieve its circular mission

A team from IKEA headquarters in Sweden visited the Renew Centre in Autumn 2018. Our team looked at how we would approach the challenge of remanufacturing and refurbishing IKEA's furniture, in order to help with their circular mission. Following the successful visit, we were invited back to Sweden in Spring 2019 to share our findings and experience.

[Click here to go to our Knowledge Centre and see how we continue to innovate and drive change in our industry!](#)



## 4. THE GIVING BACK PROJECT

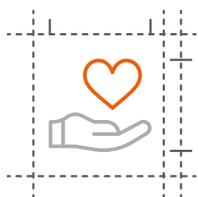
The Giving Back Project continues to support local charities, schools and social enterprises; helping our clients deliver their social value commitments.

We have been reviewing how this proactive donation initiative operates so that it can best support the widest local network;

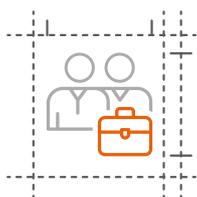
and help alleviate the problem of furniture poverty our country is facing.

A number of items donated were refurbished at the Renew Centre before distribution.

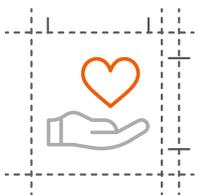
### Key achievements:



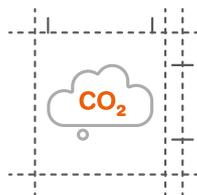
1,516 items donated in 2018/2019



100+ charity partners benefited since 2011



20,000 items donated since 2011



104 tonnes CO2(e) saved in 2018/19

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“OVER THE PAST TWO YEARS, WE HAVE RECEIVED AMAZING ITEMS USING THIS SCHEME. WE ARE EXTREMELY GRATEFUL FOR ALL OF YOUR SUPPORT AND DONATIONS.”

**Edy, Operations Manager, Dandelion**

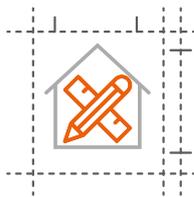
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## OUR SUSTAINABLE WORKPLACE SOLUTIONS

At Crown Workspace, we understand that the drive to minimise the impact of business on our wider environment and society is no longer a 'nice to have', but a business imperative.

This is why we offer a comprehensive range of sustainable workplace solutions:



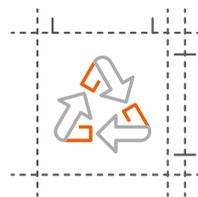
Renew Centre



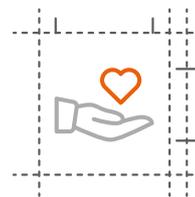
Office Resale



IT Resale



Renew IT



Giving Back Project

# ABOUT US

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. In 2018, we acquired Premier Workplace Services, a leading provider in the UK workplace change category.

To find out more about Crown Workspace and how we can help you're your organisation adopt the Circular Economy principles or take the next step on your journey get in touch at [crownworkspace@crowneww.com](mailto:crownworkspace@crowneww.com) or call us on **0208 976 2100**

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