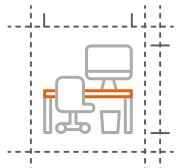




CIRCULAR ECONOMY POLICY



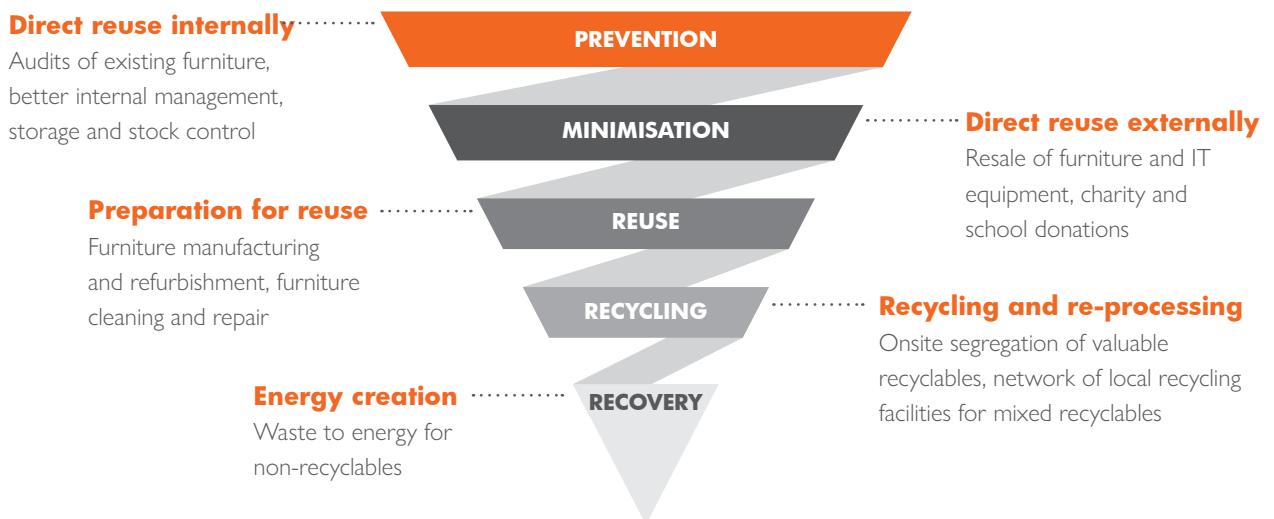
Crown Workspace provides business class standard moves and changes including office and IT relocation services, storage, specialist relocations, interior refurbishment, IT refurbishment and sustainable office furniture and equipment solutions. Our approach is underpinned by our Business Management System, certified to ISO 14001, ISO 45001 and ISO 9001. This statement is supported by our Environmental and Sustainability Policies.

EMBRACING THE CIRCULAR ECONOMY

At Crown Workspace, we adopt the principles of the circular economy in all business decisions, and especially when approaching the management of our own, or our clients', redundant assets and waste. This is a systemic change to traditional working processes and therefore requires our staff, stakeholders, suppliers, and clients to be fully engaged to deliver more sustainable, transformational outcomes. To help achieve this we are constantly deepening our understanding, sharing our knowledge, training our staff and developing our services and processes to bring the best outcomes from all that we do.

To support this, resource management within our services is delivered inline with the principles of the waste hierarchy, prioritising our service options on best environmental and social outcomes accordingly.

The Ellen MacArthur foundation has calculated that 45% of carbon emissions are due to the products we use. Crown Workspace has a direct role to play in reducing the embodied carbon of our clients' furniture by keeping it in use for longer.



OUR SERVICE OFFERING HAS BEEN DEVELOPED IN LINE WITH THE WASTE HIERARCHY AS FOLLOWS:

PREVENTION

We audit redundant resources and waste arisings to manage them effectively. We keep them in the form in which they retain their highest economic and social value where possible, and upgrade and enhance them where viable.

MINIMISATION

If items cannot be reused directly by our clients or ourselves, we will then seek to facilitate their reuse by others via reselling or donating.

Resale

We operate two online portals to facilitate the sale of used office and IT assets – we invest in these channels to actively encourage reuse and make it a business as usual option – encouraging both the selling of unwanted assets but also the procurement of quality used assets – For more information please visit our resale websites; officeresale.co.uk and itresale.co.uk. In addition to our own resale channels we have a network of other reseller partners that help support our clients in realising the economic value in their unwanted items.

Donation

Through our in-house initiative, The Giving Back Project, Crown Workspace facilitates the donation of unwanted furniture and other high-quality items, such as used IT and electrical equipment to schools, charities and social enterprises. In order to ensure such items are safe and of high quality, Crown conducts an audit to assess what can be donated. In the case of electrical equipment, this includes PAT testing where needed. Logistical costs associated with making a donation, such as transport and testing, are borne by the waste producer, in line with Duty of Care principles.

REFURBISHING FOR REUSE

When it is not possible to readily reuse furniture or IT assets, we are able to repair, refurbish or remanufacture them to enable them to be returned into use if economically viable to do so. We operate two innovative remanufacturing facilities - the **Renew Centre** and the **Renew IT** workshop, and we continue to invest in training and equipment and seek additional ways to make the processes more sustainable.

MAXIMISING RECYCLING AND DIVERTING WASTE FROM LANDFILL

Through the services we provide to clients, and throughout our own activities, some items will inevitably end up as waste. We proactively seek to segregate items for reuse where viable prior to recycling - for example, where feasible, carpet tiles are lifted, stacked and wrapped to be made available for social enterprises. Similarly, left-over paint and refurbishment materials can be directed into reuse streams where local facilities are available. We are constantly seeking additional options to reuse materials to prevent them from entering the waste stream.

Where operationally and economically viable we will seek to segregate materials for direct closed loop recycling as a priority and if that cannot be achieved, we will send items as mixed material through our preferred partner network. Our core 3rd party waste contractors all provide a zero-waste direct to landfill service. Where there is a need to work with non-core 3rd party waste contractors (e.g. for jobs outside our normal geographical area) we prioritise those who provide a zero-waste direct to landfill service¹.

COMPLIANCE WITH ALL WASTE LEGISLATION

It goes without saying that Crown Workspace commits to complying with all waste legislation. We provide Duty of Care training for our employees, conduct periodic audits and closely vet our 3rd party contractors. We have an Approved Suppliers List for all waste sites we use, whether they are core or one-off. A compliance check is conducted before an account can be set up.

PURCHASE RECYCLED

As a circular company, we seek to keep materials in the value chain. We use reusable packaging material as much as possible, and we have a Sustainable Procurement Strategy in place to ensure procurement decisions have the circular economy as a guiding principle.

KNOWLEDGE SHARING

Crown is proud of the knowledge and expertise we have developed in this area over the years. Our aim is to share this via our Knowledge Centre to support other companies on their journey to become more circular. We support driving the agenda

of sustainability and circular economy through our involvement in the Circular Economy Task force of Business in the Community and the Institute of Workplace and Facilities Management Sustainability Special Interest Group.



Phil Oram

Regional Director, Crown Workspace
28th February 2020

¹We say 'zero waste because residues from energy from waste may be landfilled if there is no other viable disposal option.

* There may be occasions when it is necessary for approved contractors to dispose of some waste direct to landfill e.g. when EfW facilities have planned or unplanned shutdowns.

