

Crown Workspace Ltd

SUSTAINABILITY REPORT

January - December 2022



INTRODUCTION

Crown Workspace has a demonstrable long-term commitment to investing in and delivering sustainable workplace change. The services we offer and the ways we continue to provide and develop them reflect this ethos, and I am proud to share this 2022 Sustainability Report with you, which details the advances we have made in this area.

In 2022 our progress in both investing in and delivering sustainable change was significant. A key focus of my time on this topic has involved working across all the Crown Brands in UK&I to help develop our broader focus on sustainable development strategy and define what our longer priorities and goals should be. This has resulted in the launch of our Three Pillars of Responsible Business: - Our Climate and Environment - Our People and Business - Our Partners and Community. We explore our goals and aspirations around these towards the end of this report, where we cover our Crown UK&I-wide Responsible Business Plan. This combined approach across all our brands will mean we can have an even greater positive impact, building on the strong foundations Workspace put in place.

We know that our clients also prioritise sustainable services to help reduce the negative impacts of their workplace changes and deliver more social value. We therefore continued to invest in our training, internal capability and resources. In 2022, we saw record highs in Giving Back Project donations and Renew IT reconditioning of IT and AV equipment for reuse. We have also been working on driving circularity by further exploring waste materials in our production process and innovating with waste textiles.

Also in 2022, we launched our Carbon Neutral Moves proposition: a significant development for us which demonstrates that we are very much committed to our Net Zero plans.

We are delighted with the reductions in our Scope 1&2 emissions achieved to date, which reflect our behaviour change training, switching to 100% renewable energy and investing in energy reducing technology.

In this period we also started to utilise some electric vehicles and have additional vehicles on order. Still, we know we cannot eliminate or reduce our vehicle-related emissions as much as we would like, so to add to our progress against lowering our emissions, we also decided to offset these emissions and those relating to our packaging to offer our clients a 'carbon neutral' relocation. To ensure this was of value we aligned to PAS 2060 standard and used The Gold Standard, established by WWF.

We aspire to be the leading sustainable workplace change service provider and continue to proactively work towards this goal long into the future.



P. Oram

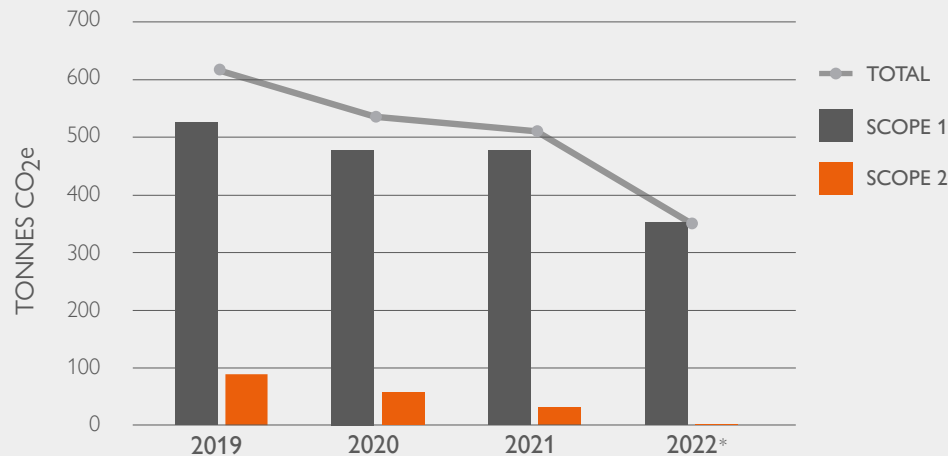
Phil Oram
Regional Director, Crown Workspace



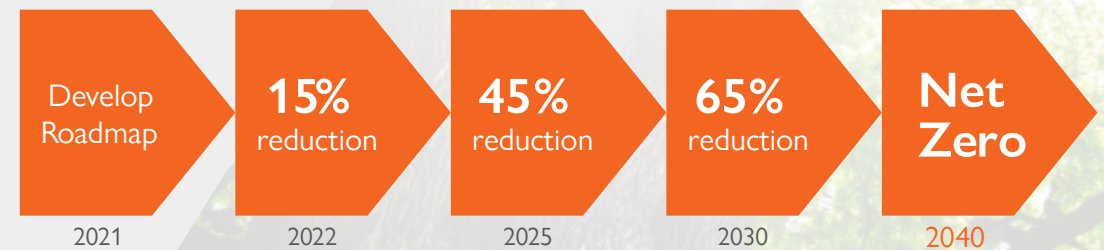
FULLY ELECTRIC
Powered by renewable energy

OUR CARBON FOOTPRINT

We are committed to our pathway to Net Zero and have been reporting on our Scope 1&2 emissions since 2015 on the CDP platform. In the Crown UK&I section we will explore our group wide net zero target and progress towards it. As a brand we want to ensure that we understand our own footprint within this so we can ensure we have the investments and practices in place to achieve our wider goals.



* By 2022, both Crown Workspace sites were transitioned to 100% renewable electricity contract. Please note, there is a discrepancy in carbon data from previous Crown Workspace reports due to enhanced data capture and recording of our emissions.



ADDRESSING OUR SCOPE 1 AND 2 EMISSIONS

Crown Workspace has been measuring our Scope 1 and 2 emissions since 2015. Since Crown UK&I set a net zero target for 2040, we have achieved a 38% reduction in these emissions across our UK&I brands. A large proportion of this has been down to reduction initiatives within Crown Workspace.

- **Transition to renewable electricity:** all electricity for Crown Workspace is now 100% renewable. All Crown UK&I brands are transitioning to renewable energy contracts with good quality renewable electricity tariff's as current contracts expire.
- **Energy efficiency measures:** all lighting has been converted to LED for Crown Workspace sites, and we have installed SmART/Tech, an intelligent Bluetooth HVAC and lighting system, for our specialist storage areas. Across other brands we are continuing with LED replacement and removal of unnecessary lighting. Light sensors are being fitted where appropriate. We continue to engage with staff in sites where we identified behaviour change as being key to reducing electricity use.
- **Tackling fleet emissions:** we are already exploring alternative vehicle technologies and infrastructure, and ordered six electric vans in 2021. We will look to make further changes to our fleet in the longer term in line with the Government's Transport Decarbonisation Plan and are developing a fleet strategy to support this.

These efforts form part of a comprehensive carbon reduction strategy in the 18 sites that sit across all Crown UK&I brands. Read more about our wider efforts in our company-wide Sustainability Report here.



GIVING BACK PROJECT

Our hugely successful donation initiative, The Giving Back Project, works to donate redundant furniture from clearance projects that would otherwise go to waste. The donation of this equipment supports charities and organisations by allowing them to focus their resources on frontline services. It ensures that items that still have social value remain in use for as long as possible, while helping those in need and 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	33,295
Total CO ₂ e saved (tonnes)	226	1,252
Total weight diverted into reuse (tonnes)	90	443

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

NEW PARTNERSHIP FOR A SUSTAINABLE CARPET TILE SOLUTION

To complement our service and offer a reuse option for redundant carpet tiles, we started to work with Greenstream Flooring, a community interest company offering a national zero waste management service for commercial flooring tiles. Tiles in good condition are resold through their website and offered at a subsidized rate for low-income housing tenants through their Affordable Flooring Programme.

Greenstream also work to donate 'otherwise wasted commercial carpet tiles' to community groups and individuals in need. In July 2022, 1900 sqm of carpet tiles were donated as part of a project with a long-standing client through Greenstream, these were given to a social housing project in Wales for a new lease of life.

/// APPEAL



CASE STUDY

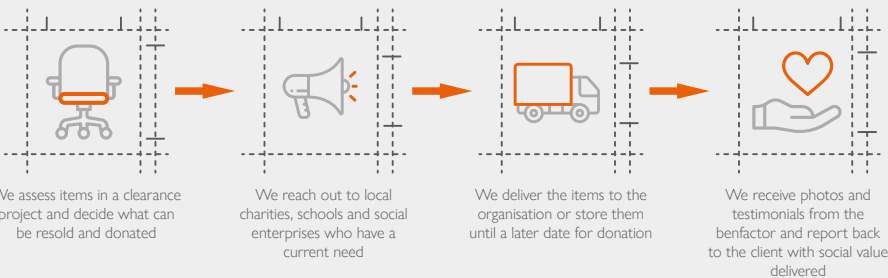
DONATIONS SUPPORTING PUPILS WITH LEARNING DIFFICULTIES

Through various projects, we were able to support Waverley School, a local authority maintained special school for pupils with severe and profound difficulties, with 283 items over the course of the year. One of Crown's Sustainability Coordinators recently visited the site and discovered just how much of a difference the donations have made to the pupil's lives.

Some of the items donated included a variety of kitchen equipment which is now used in one of the school's classrooms and the children use to learn valuable life skills such as cooking and kitchen safety. We also delivered them multiple room dividers which now function as independent booths and quiet areas for students who may need time away from their peers.

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”.



In 2022, one of our charity partners, the Selby Trust, reached out to us for advice and guidance in how to improve their waste management system. The Selby Centre is a community facility which brings together a rich mix of individuals and over 30 organisations. Due to the nature of the centre's size and operations, they were creating a lot of waste and spending a large amount of money on their waste system, which was not cost effective.

We were able to support them by carrying out a waste audit in order to understand what type of waste the organisations were producing and what solutions would be most cost effective and sustainable going forward. One of our sustainability coordinators then produced a report for the Selby Centre which resulted in them receiving a £20,000 powering up bid to improve their waste management systems.

We were also able to donate 109 items of furniture to the Selby Trust in 2022.

RENEW CENTRE

FURNITURE REFURBISHING, REMANUFACTURE AND REPAIR

Crown Workspace's award-winning Renew Centre is the UK's leading office furniture facility for remanufacturing, refurbishing and repair. Crown Workspace's refurbishment and remanufacturing operations have now been running for over a decade. 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 a new Office Resale site in Wolverhampton. The Crown operated site has been partly transitioned into a second Office Resale department in order to upscale operations and increase capacity. Office Resale also took on two apprentices in 2022, increasing social value and providing training opportunities for young people in the local community. In 2022, Crown Workspace remanufactured or refurbished over 17,000 items of furniture and equipment. As with previous years, desks and chairs dominated this figure, accounting for 13,701 of the total.

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

- Over 17,500 items reused through remanufacturing and refurbishment in 2022
- 2,000 tonnes of furniture diverted into reuse by our Renew Centre in 2022



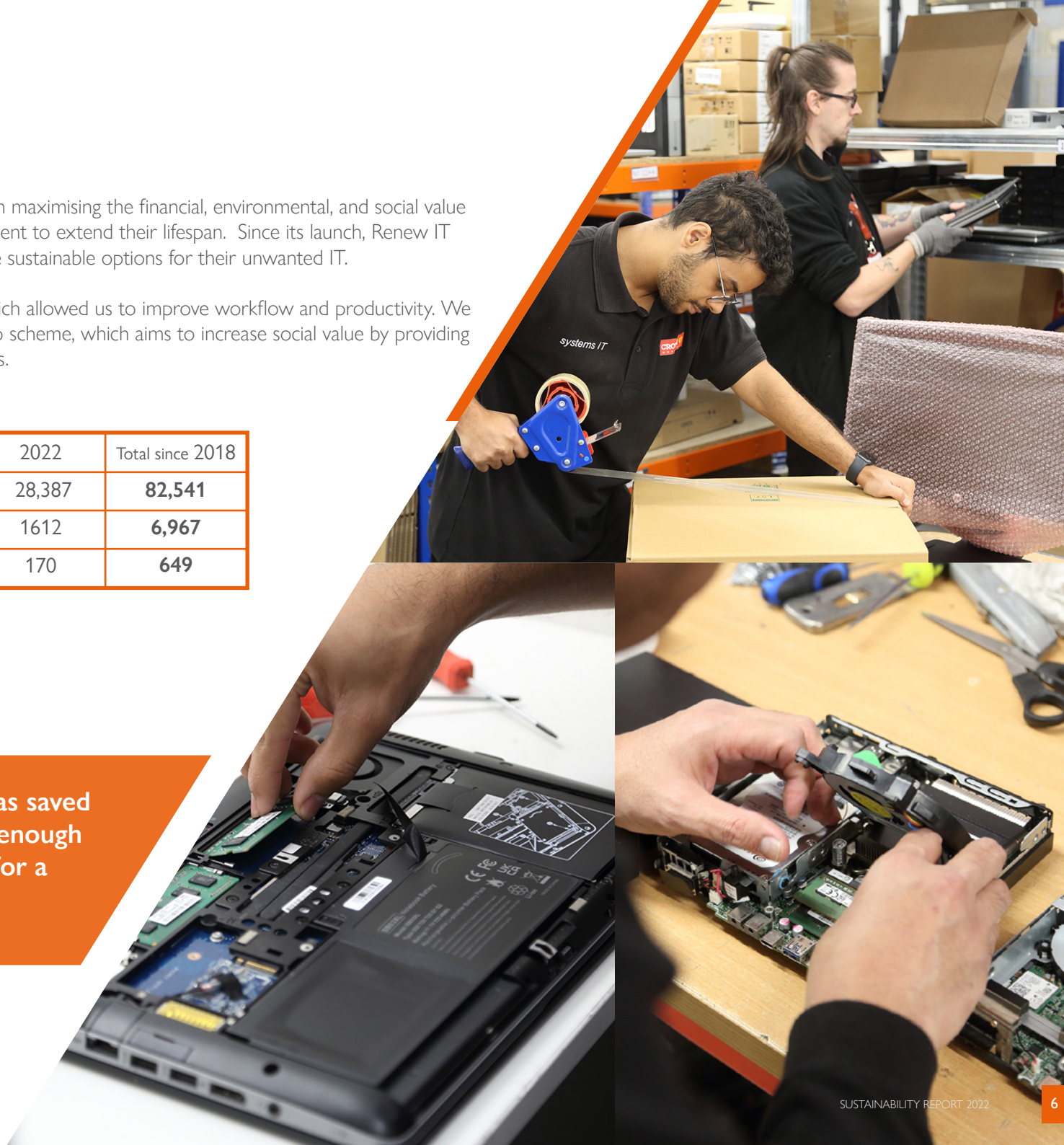
RENEW IT IT RECONDITIONING

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 as clients continuously request more sustainable options for their unwanted IT.

In 2022, we worked alongside four new subcontractors which allowed us to improve workflow and productivity. We also hired an apprentice as part of our wider apprenticeship scheme, which aims to increase social value by providing opportunities to young people within our local communities.

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

- Overall in 2022, 2,702 tonnes of CO₂e was saved from our reuse activities. This would be enough to provide 3,996 homes with electricity for a whole year.



CARBON NEUTRAL MOVES

At Crown, we are continually reducing our carbon footprint and working towards our net zero target. We have already made progress in this area through our reduction in 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.

As a result, moves and changes by Crown Workspace in 2022 were carbon neutral as we offset after calculating and analysing our emissions. We will continue providing this service to all clients throughout 2023.

Gold Standard[®]

Climate Security & Sustainable Development



We are offsetting our emissions through Gold Standard (www.goldstandard.org), the leading global offsetting standard set up by WWF and other international non-governmental organisations (NGOs) to ensure best practice. The Gold Standard Foundation certifies projects that are run by NGOs across the world, to robust standards and with verified impacts on both carbon and sustainable development.

ELECTRIC FLEET

We have three fully operational electric vans (Mercedes-Benz EVITOs) in our Workspace brand which have been used throughout the year on a day-to-day basis for small items and tackle equipment coming to and from our site in Edmonton Green. We also have a further six more electric vans on order which will allow us to continue our fuel savings and reduce the impact of our fleet on our carbon footprint.



KNOWLEDGE SHARING HIGHLIGHTS OF 2022 SERVICES SHOWCASED GLOBALLY AS BEST PRACTICE

Our services have been recognised 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.

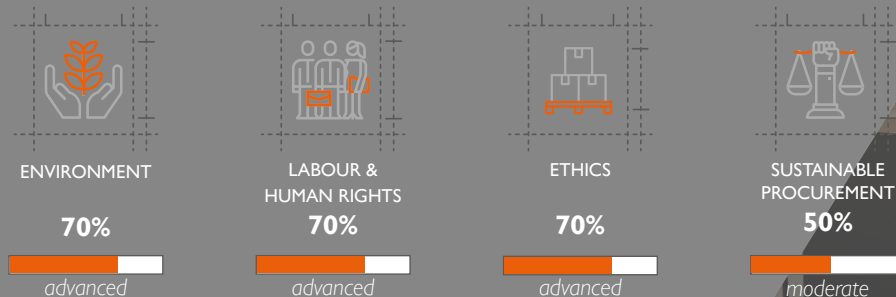
[LINK](#)

- **Member of BITC and represented on Circular Economy Task Force**
- **Member of IWFM and sit on Sustainability Special Interest Group**
- **Carbon training stats: 33 members of staff, including all senior managers, have received carbon and climate change training at Crown Workspace**
- **Facilitate Webinar – Presented on 'Cutting Waste Management Footprint'**
- **Article – Leading Sustainable Future – IWFM for World FM Day**



ECOVADIS GOLD RATING

Achieving an overall score of **68%**, we are in the top **2%** of all companies rated by EcoVadis in the 'freight transport by road' industry.



Crown Workspace has been building and growing our sustainable investment and development for nearly 15 years. In the last two years we have been collaborating with the wider Crown UK&I family to build a more comprehensive Responsible Business Plan that brings synergies across the whole organisation and that seeks to develop a more strategic approach to how we grow and responsibly manage our business.

The senior leadership and sustainability team from Crown Workspace now sit on a Crown Responsible Business Team that has developed both the strategic approach and our reporting and governance platform. The following pages capture the core of our Three Pillar Approach to Responsible Business, which includes our roadmap to Net Zero. We are hugely proud of how Workspace has been a driving force for sustainability across Crown UK&I and continues to drive innovation and through dynamic leadership.

We transparently report our metrics at a Crown UK&I level through the Carbon Disclosure Programme (CDP), EcoVadis (as Crown Workspace Ltd) and on the Business in the Community Responsible Business Tracker.

Inspiring places and performance | crownworkspace.com



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



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.



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



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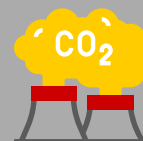
OUR 2022 HIGHLIGHTS

Solar panels installed in 4 sites



100% renewable electricity at

12 sites & counting



38%

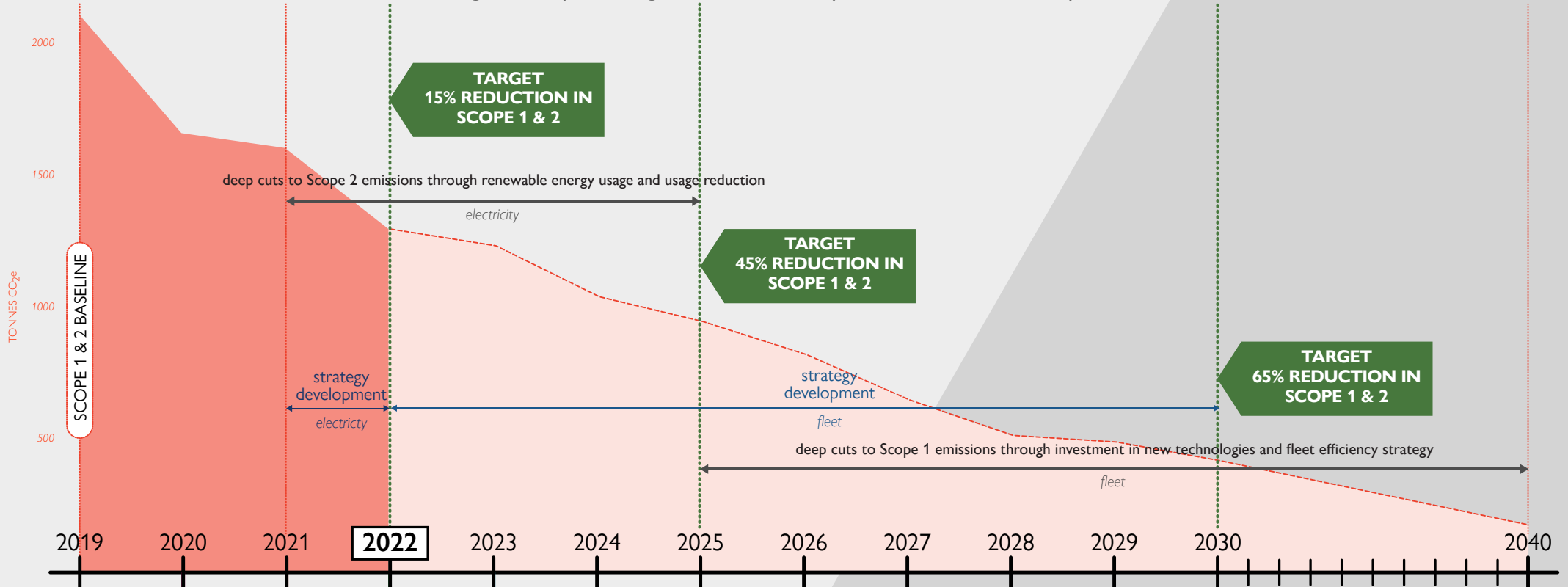
reduction in CO₂e emissions since 2019*

* 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.



Commenced planning for net zero

Net zero roadmap developed

ACHIEVED

- **29% reduction in Scope 1 & 2 emissions**
- Over **£400k** invested in carbon reduction initiatives
- **25%** sites transitioned to renewable electricity
- **16%** reduction in electricity usage
- **4** sites with solar panels installed
- **93%** sites external lights replaced with LEDs
- **6** electric vehicles ordered

ACHIEVED

- **38% reduction in Scope 1 & 2 emissions**
- Reached CDP's B-List for the first time
- **75%** sites now transitioned to renewable electricity
- Further **11%** reduction in electricity usage

GOALS

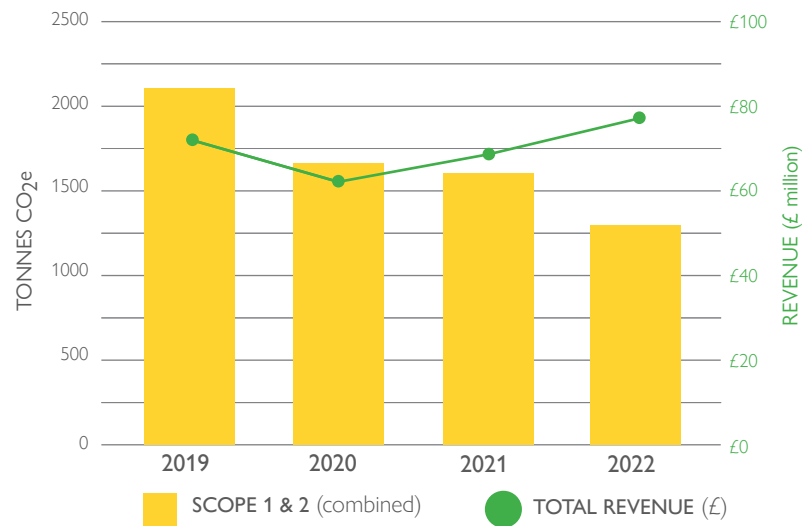
- Launch responsible business strategy
- Define and implement circular economy policy
- Developing wider training on carbon reduction
- Developing fleet strategy
- Mapping Scope 3 emissions

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

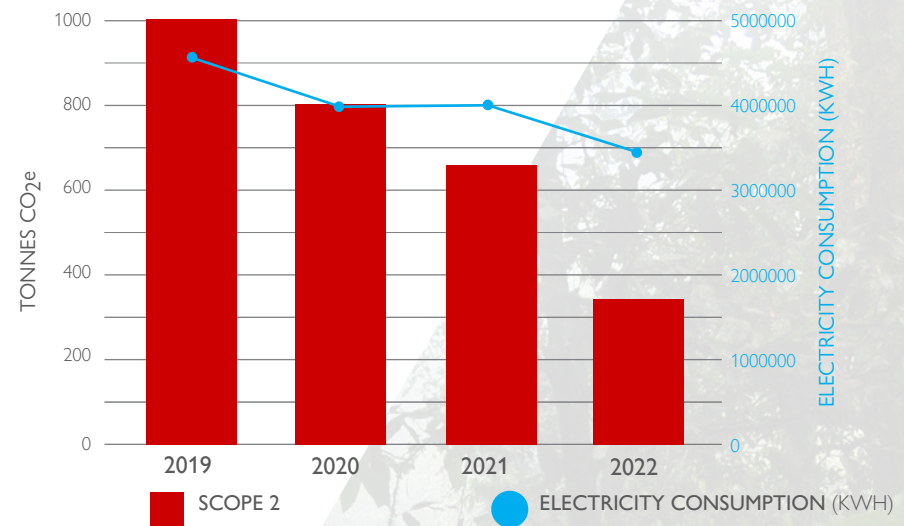


We have made significant progress in reducing our Scope 1 and 2 emissions in line with our net zero target. In particular against our Scope 2 emissions, through moving to renewable electricity tariffs for 75% of our sites and through reducing our electricity consumption. Whilst we are tracking our Scope 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, equality 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.

Carbon Literacy Project



OUR 2022 HIGHLIGHTS

10

entry-level apprentices recruited



Wellbeing monitoring pilot run across UK&I using FormScore

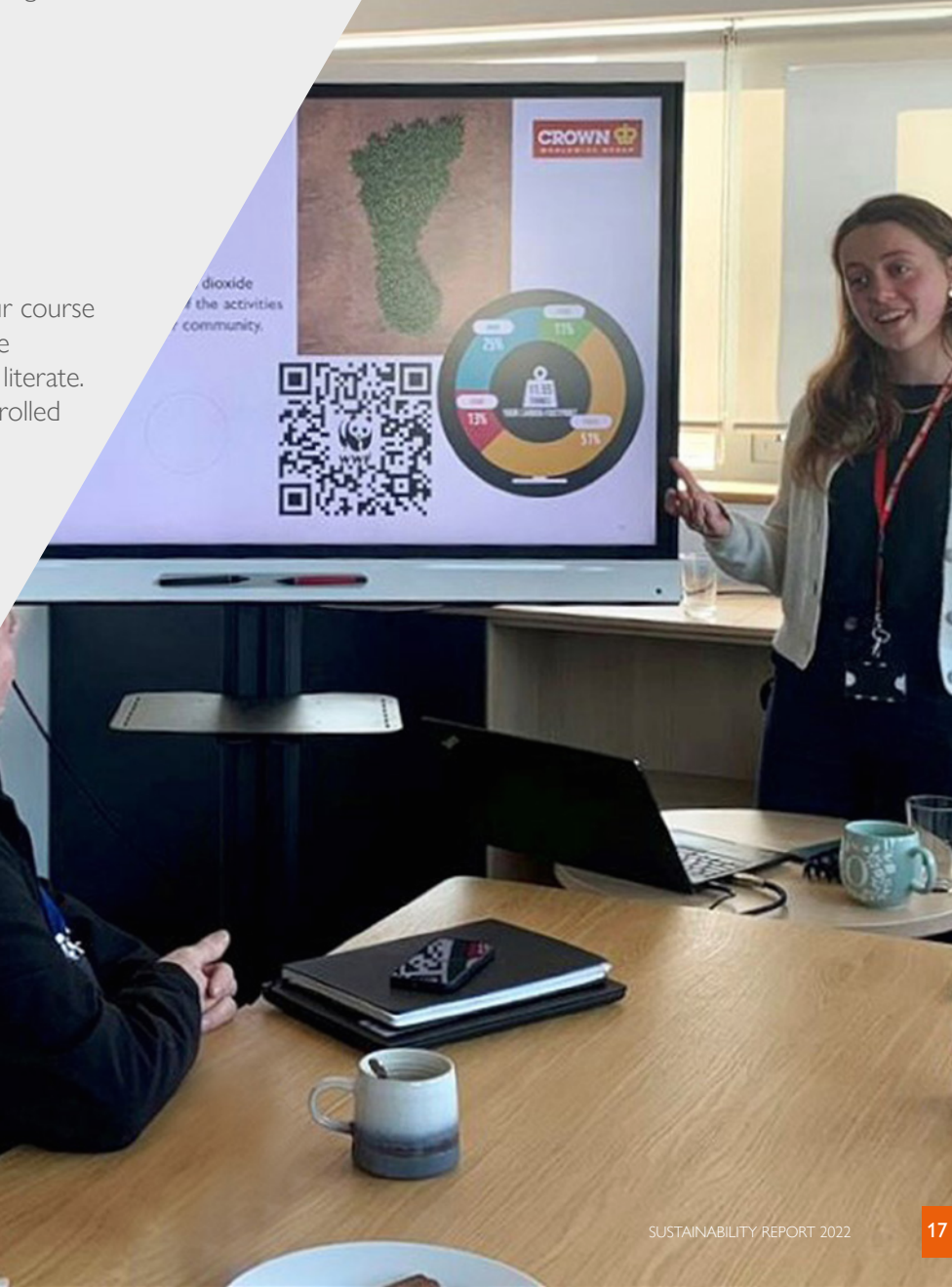
90 UK employees certified as carbon literate



Certified Living Wage service provider at Crown Workspace



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

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.