

Crown Workspace Ltd.

SUSTAINABILITY REPORT

January - December 2023



INTRODUCTION

We are now in our 8th year of sustainability reporting at Crown Workspace and through this time the breadth of what we share, and depth of data and analysis has grown as we have invested in the knowledge, resources and teams that support our aspirations. Over the years we have learnt by experience, listened to our clients, and transformed our business to deliver more value for our clients, our communities and the environment.

Our approach is now threefold; collaborating with the wider Crown family in the UK&I to deliver our three-pillar responsible business plan which is leading to transformation across our UK businesses, supporting our global colleagues to drive sustainable actions and focusing on innovating in our own marketplace to see how we can drive the agenda and deliver meaningful change.

The climate crisis and social inequality are now front of clients' minds. Our business focus has moved from managing waste in line with the waste hierarchy to keeping products and materials in the circular economy as we continue to meet clients' evolving needs. We introduce Circulate into this report, an approach more widely launched in 2024 - with this we provide a roadmap for putting the circular economy at the heart of the workplace, enabling clients' assets to circulate throughout and beyond their workspace.

As you will see, we are actively focused on our sustainable fleet strategy, building on our investments to date in electric fleet. Until we can do more in this area, we have committed to continuing our PAS 2060 aligned Carbon Neutral Moves service offering to ensure that we are supporting our clients with low carbon solutions for all their moves and changes.

I hope this report provides you with the information to demonstrate we are committed to, and making good progress on, our responsible business journey.



Phil Oram
Regional Director
Crown Workspace

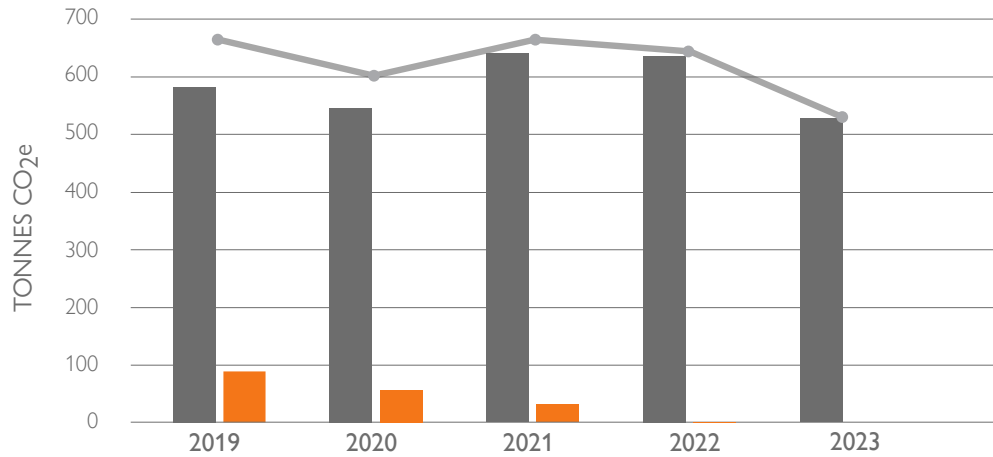


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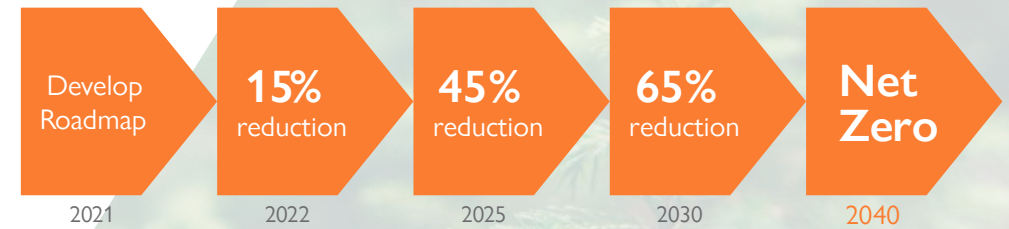


OUR NET ZERO JOURNEY

We are committed to achieving our Net Zero target by 2040 and have so far made significant progress in reducing our Scope 1 and 2 emissions. This target applies across all our Crown UK&I brands and is explored in more detail in the UK&I section of this report.



— TOTAL
 ■ SCOPE 1
 ■ SCOPE 2



ADDRESSING OUR SCOPE 1 AND 2 EMISSIONS

At Crown Workspace, we have been measuring and reporting on our Scope 1 and 2 emissions since 2015 through CDP and our annual reports. In 2022, we began reporting at UKI level. So far, we have achieved a 52% reduction in our Scope 1 and 2 emissions across UK&I which is in part down to our initiatives at Crown Workspace.

- **Transition to renewable electricity:** all electricity for Crown Workspace is 100% renewable and has been since 2022. Crown UK&I has transitioned 17 out of 18 sites to good quality renewable electricity tariffs.
- **Energy efficiency:** 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.
- **Tackling fleet emissions:** we recognise that as part of the logistics sector, our fleet poses our biggest decarbonisation challenge. Workspace has so far taken on seven electric vehicles with a further two on order. We are developing a UK&I-wide fleet strategy to improve route efficiency and implement telematics technology in 2024.

Across our brands, we have been developing a picture of our Scope 3 emissions and are now provisionally reporting on four categories. For more information on this and to view our full carbon data please see our Carbon Reduction Plan and UK&I Sustainability Report.

[UK&I Sustainability Report](#)

[Carbon Reduction Plan](#)

INTRODUCING CIRCULATE

We are proud to have developed Crown Circulate in 2023, providing a roadmap for putting the circular economy at the heart of the workplace.

Having offered sustainable workplace services for over a decade, we have seen the market change significantly. The climate crisis and social inequality are now front of many of our clients' minds. Our focus as a business has moved from managing waste in line with the waste hierarchy to keeping products and materials in the circular economy as we continue to meet clients' evolving needs.

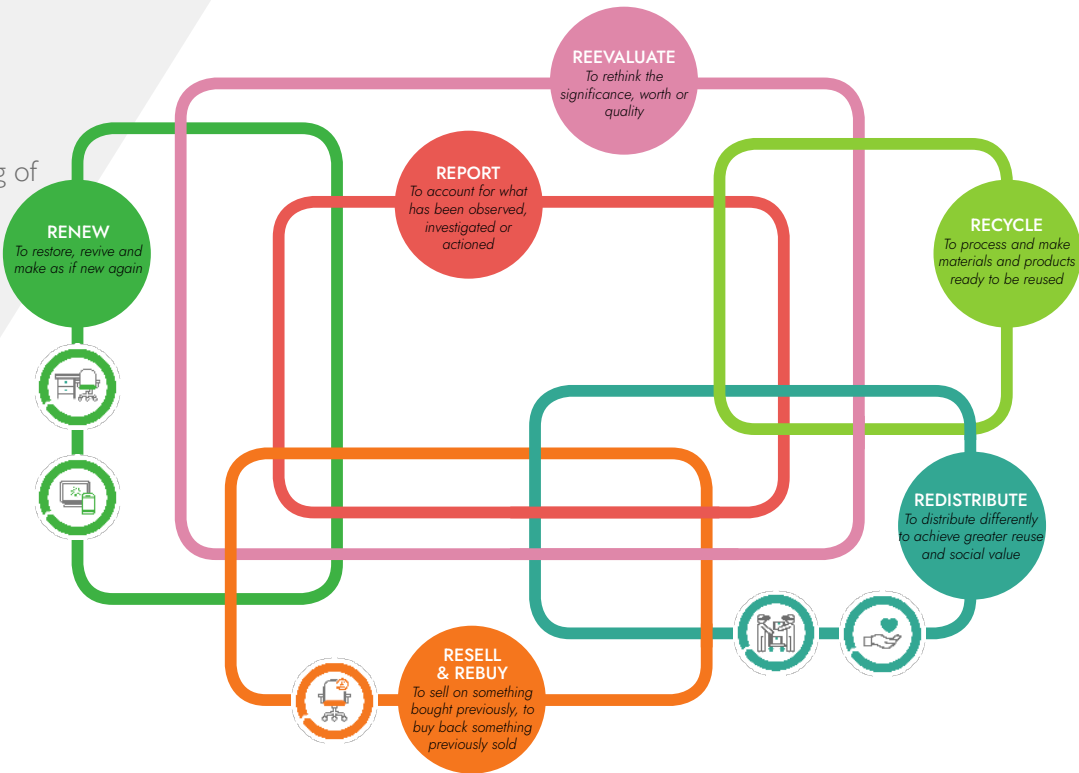
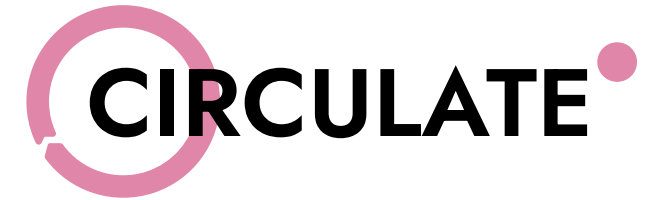
Over the last twelve years, we have learnt by experience, listened to our clients, and transformed our business centred on value creation not just for clients but for our communities and the environment. We have developed new sustainable services, expanded our facilities and capabilities, and seen demand for these grow exponentially. To better reflect this focus, the progress in the market, and our ability to embed circularity into business as usual, we developed Crown Circulate in 2023.

PUTTING THE CIRCULAR ECONOMY AT THE HEART OF THE WORKPLACE

Crown Circulate brings together our extensive experience, market leading capabilities, and innovative services with changes to our processes, investment in new software, and upskilling of our team enabling us to embed circularity into business as usual. Circulate not only guides how we deliver our services for our clients now but also how we will develop our business in the future. By enabling clients' assets to circulate throughout and beyond their workspace, Circulate provides those working in the built environment with the services they need to support their organisations' net zero and social value targets. And as we widely share our expertise, it provides others with a better understanding of how to put circular economy principles into practice.

Following the six guiding principles shown above, Circulate services are designed to create maximum value that is clearly evidenced, not only for our clients but for their communities and the environment. By providing low carbon services that embrace the circular economy and use natural resources responsibly, we help clients meet sustainability as well as business goals. We create fulfilling jobs in the green economy 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.

[Find out more](#)



REDISTRIBUTION THROUGH THE GIVING BACK PROJECT

To distribute differently to achieve greater social value

Following the principle of REDISTRIBUTE, we make it simple for clients to redistribute their assets across their estates for reuse by colleagues or to those in need across local communities.

Through our long-established Giving Back Project, we are focused on helping clients to deliver social value as part of their sustainable clearance project by facilitating the donation of furniture, IT and electrical equipment from office clearances. We work with over 700 partners across the UK&I to ensure we can support charities, schools and social enterprises local to our client projects, and our network continues to grow.

We estimate that we have delivered over £300,000 in social value through donations in 2023*

We had another year of successful donations in 2023, donating over 5,700 items and delivering an estimated £300,000 in social value this way. We are committed to increasing the number of organisations we support year on year.

GIVING BACK PROJECT DONATIONS	2023	Total since 2015
Total items donated	5,772	39,067
Total CO ₂ e saved through reuse(tonnes)	223	1,475
Total weight diverted from waste (tonnes)	119	562

* This has been calculated using the National TOMs Framework, based on the average value of the item being £50.

##APPEAL



HOPE FOR JUSTICE



Midlands Air Ambulance Charity®

CASE STUDY

SUPPORTING ST ANNE'S CATHOLIC HIGH SCHOOL FOR GIRLS

While we are focused on supporting a huge array of organisations, we particularly value long-standing partnerships where we can target resources to a specific project and allow our partners to focus their resources on those they work with directly.

Over the last 12 months, we have developed a relationship with St Anne's Catholic High School for Girls who we have been able to support with the donation of 700 items across the year. St Anne's is based locally to our main operational site in Enfield – it remains a priority for us to support organisations local to our service delivery in order to create social value within the community in which we operate.

Key areas of local school transformed with 700 donated assets

St Anne's has used the furniture across their two school sites, which in total serve over a thousand students. We have worked closely with Jason Hicks, the Premises Manager to improve and upgrade the furniture, allowing new desks for teachers in almost all classrooms, sit-stand desks in teachers' offices, a complete revamp of the sixth form common room, and much more.

“Our motto used to be ‘we are held together by God, gaffer tape and glue’ and now it’s ‘God, gaffer tape, glue and the Giving Back Project’”

St Anne's Catholic High School for Girls



RENEWAL THROUGH THE RENEW CENTRE AND RENEW IT

To restore, revive and make as if new again

Following the principle of RENEW, we help clients make the most of existing assets and prolong their life by preparing them for reuse by clients internally or by others.

We have two facilities in the UK – one at our London site where we deal with the refurbishment and remanufacturing of both furniture and IT, and one in Wolverhampton where we have an upholstery workshop. Both our furniture and IT facilities have processed record numbers of items in 2023.

RENEW CENTRE [FURNITURE]

In our market leading Renew Centre, we help clients make the most of their existing furniture assets, returning them to as good as new condition and remanufacturing them to meet new working requirements.

RENEW CENTRE REMANUFACTURING, REFURBISHMENT AND REPAIRS	2023	Total since 2015
Total items processed	19,724	116,604
Total CO ₂ e saved through reuse (tonnes)	873	6,643
Total weight diverted from waste (tonnes)	353	2,637

RENEW CENTRE [IT]

At Renew IT, security-cleared staff use specialist software to securely wipe data bearing devices, and refurbish IT and AV equipment to enable safe and secure reuse or if that's not feasible, recycling.

RENEW IT RECONDITIONING	2023	Total since 2018
Total items processed	33,946	133,058
Total CO ₂ e saved through reuse (tonnes)	2,913	9,880
Total weight diverted from waste (tonnes)	295	944

If you're interested in visiting our facilities you can find out more here



RECYCLING THROUGH INNOVATION AND INVESTMENT

To process and make materials and products ready to be reused

At Crown Workspace, we are dedicated to preventing waste in the first instance, but where waste is generated through client projects and our Renew operations, we are focused on maximising recycling and closing the loop, ensure 100% diversion from landfill solutions wherever possible and enabling the responsible disposal of assets at the end of their life.

WORKING MORE CLOSELY WITH OUR WASTE PARTNERS TO IMPROVE RECYCLING OUTCOMES

We work with trusted recycling partners across the UK&I, guaranteeing local and ambitious solutions for client projects, reducing the miles travelled from site with waste whilst ensuring diversion from landfill wherever possible.

Developed in 2022 and implemented in 2023, we now use a database of available sites across the region which meet our sustainability criteria with their recycling capabilities, whilst establishing partnerships in key operational areas. Depending on regional capabilities and infrastructure, we have graded available sites based on their criteria under a traffic light system, where our operational teams prioritise 'green' sites which work with recycling rates of 90% and above for the materials we handle, using 'amber' only when absolutely necessary which may involve a small amount of landfill use.

CLOSED LOOP RECYCLING SCHEME

At our London site in 2023, we launched a closed-loop recycling system for all wood and timber waste coming from our Renew Centre. The wood waste generated in our operations is now broken down and recycled back into the wood boards we buy from our suppliers for replacing tops on used desk frames. We also began trials into innovative solutions for textiles, including reuse of textile off-cuts and exploring how recycled products such as padding could be used in our upholstery process. This work continues into 2024.



CONTINUING OUR CARBON NEUTRAL MOVES SERVICE OFFERING

We continued to provide carbon neutral moves during 2023 and have offset all carbon emissions from vehicle movements and packaging used in client moves during that period, in line with our offsetting strategy and the carbon neutrality standard PAS 2060.

At Crown Workspace, continually reducing our carbon footprint remains a key priority, and we have so far reduced our Scope 1 and 2 emissions by a staggering 52%, ahead of target across Crown UK&I, as detailed in this report. Due to the nature of our business, our fleet poses our largest decarbonisation challenge, largely due to current infrastructure and technological developments. However, we have a dedicated Fleet Strategy Team who are focused on making reductions through fleet reduction and efficiency, and will begin tracking further telematics data for our vehicles in 2024.

Alongside our reduction strategy, and investment in electric vehicles, we have been offsetting all carbon emissions from vehicle movements and

packaging used in our client moves since 2022, and have complied with the requirements to self-certify against the carbon neutral claim verification standard PAS2060. We continue to offset annually through Gold Standard, an industry-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 run by NGOs all over the world by creating robust standards for climate and development interventions, that enable the credible measurement of impact.

Gold Standard[®]

Climate Security & Sustainable Development



KNOWLEDGE SHARING HIGHLIGHTS OF 2023

It's important to us that we not only progress as a responsible business, but that we share our knowledge and experiences to enable, encourage and support our clients, supply chain and wider stakeholders to do the same, while learning from others to do more.

RENEW CENTRE TOURS: We encourage tours of our remanufacturing and refurbishment facility to showcase what we do and allow visitors to see circularity in action and how it can be embedded in their workplace. We took part in ReLondon's Circular Economy Week hosting multiple site visits and have continued to support tours with clients, students, consultants and those interested in the circular economy.

VALUED PARTNERSHIP WITH BUSINESS IN THE COMMUNITY: We have been sharing and learning best practices as part of Business in the Community (BITC) for over 5 years. In 2023, we supported the development of their Circular Economy Routemap through the Circular Economy Taskforce, shared Crown's journey at a Building Green Skills Masterclass, and presented our circular economy journey at their annual Responsible Business Live event and the Royal Warrant Holders' Sustainability Conference.

UPSKILLING OUR STAFF ON SUSTAINABILITY: All senior managers and our client-facing staff have now received training on carbon and climate change, from a full-day of Carbon Literacy training to a half-day in-house course that our sustainability team has developed, tailored around our key impact areas. We have also rolled out training on BREAAAM and SKA environmental assessments for our Interiors department to support client projects.

SHARING AT KEY INDUSTRY EVENTS:

- **Workplace Trends Conference:** we led a session discussing how to deliver more sustainable outcomes from workplace change.
- **CBRE's event on Unlocking Diversity:** we took part in a panel discussion to share experience on more sustainable practices in the supply chain and discuss how the workplace reflects organisational approaches to diversity and wider sustainability commitments.
- **Workplace Design Show:** we held a stand showcasing refurbished and remanufactured workplace furniture to challenge misconceptions on quality.



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.

Crown Workspace has been building and growing our sustainable investment and development for nearly 15 years. In the last three 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.

Inspiring places and performance | crownworkspace.com



WELCOME

Stephen Hardie, Managing Director UK & Ireland

Sustainability remains a top business priority for Crown in the UK & Ireland and globally. Despite wider business challenges we strongly believe that investing in this area yields a positive impact. Not only does this focus help us meet our client and staff expectations, but it is building our resilience as a business, and helps us go beyond delivering great products and services to continuing our reputation as a responsible business. We have maintained this approach in 2023 despite difficult market conditions, including significant levels of cost inflation.

Last year we launched our three core pillars and priority areas which frame our areas of focus and development. This year, we have been embedding the projects into our everyday business, so sustainability isn't something that is standalone, but is part of our collective responsibility. By setting sustainability goals for staff as a measure of performance and continuing to roll out our training programme we are already seeing the changes, as our teams commit to their areas of individual practice.

The rewards of our investment are also evidenced in significantly lower carbon operations, having reduced our Scope 1 and 2 emissions by 52% since 2019. As a customer-centric organisation, we have not only been focusing on our own direct impact but have also been investing in supporting our clients with their sustainability commitments.

52% reduction in our Scope 1 & 2 emissions since 2019

Delivering better outcomes for our people and communities was also a central theme in 2023, and we have seen some fantastic results, which are captured in this report. We are investigating how Crown can form connections to support specific social needs within the communities in which we operate.

We recognise this process is a journey. Putting out progressive markers will ensure we are always driving ourselves forward as a business. I am extremely proud of the results achieved that are detailed in this report.

Stephen Hardie



OUR KEY ACHIEVEMENTS



reduction in CO₂e emissions since 2019*

*As of January 2024, Crown UK & Ireland has reduced its Scope 1 and 2 emissions by 52% against a 2019 baseline



voluntary, self-directed training hours delivered to employees in 2023



employees recommend Crown a great place to work



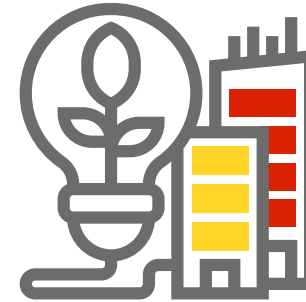
volunteering hours used by staff in 2023



Solar panels at 5 sites and more in planning



charity partners across the UK&I



100% renewable electricity at 17 out of 18 sites



million kWh saved through electricity reduction measures



Working closely with 5+ industry bodies to drive the sustainability agenda:

The Coalition for Greener Mobility (CGM), British Association of Removers (BAR), Gallery Climate Coalition (GCC), Institute of Workplace and Facilities Management (IWFM), Business in the Community (BITC)

The Coalition for Greener Mobility



Maintained CDP's B-list



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, that enables us to attract, nurture and grow a diverse workforce reflecting our communities
- **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**
Share our knowledge and experiences to enable, encourage and support our supply chain and stakeholders to do the same
- **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 UK & Ireland 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. Key stakeholders in these groups now formally have part of their goal setting aligned to sustainability.



REPORTING ACHIEVEMENTS

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



GOLD ECOVADIS RATING FOR THE SECOND TIME

We are delighted to have been awarded a gold EcoVadis rating in early 2024 for the second time, reflective of our commitment to and progress in becoming a responsible business, putting us in the **top 5%** of responding companies. Our score has increased by four points since our assessment in 2022 due, in particular, to our progress against Scope 1 and 2 emissions reductions and activities with sustainable procurement. We received an outstanding 80% in environment, 70% in labour, human rights and ethics and 60% in sustainable procurement. We are working with the feedback provided to continue to improve our score in our next disclosure.

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.

We have already started to measure our Scope 3 emissions, and plan to develop a target for these in 2024. We have rolled 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 are using this knowledge to develop a circular economy policy across Crown UK & Ireland to help drive waste prevention, reduction and reuse.

CDP B SCORES DEMONSTRATE BEST PRACTICE

We have achieved two A scores with CDP and maintained an overall B score in our latest CDP submission, demonstrating how we are implementing best practice and taking coordinated action on climate issues. We retained A in governance and scored A in risk management processes for the first time (up from B last year), and rose to a B (from C) for emissions reduction initiatives and from a D to a C on reporting on Scope 3. These four areas formed our key strategic focus since our last submission, so we are delighted to see these efforts pay off.

This is the second submission to cover all our UK & Ireland brands since we began reporting in 2015 as Crown Workspace, reflecting data for 2022. Our CDP response is publicly available to other CDP registered organisations.



OUR 2023 HIGHLIGHTS

7 electric vehicles in operation



52%

reduction in CO₂e emissions since 2019*

1.5 million kWh saved through reduction in energy consumption

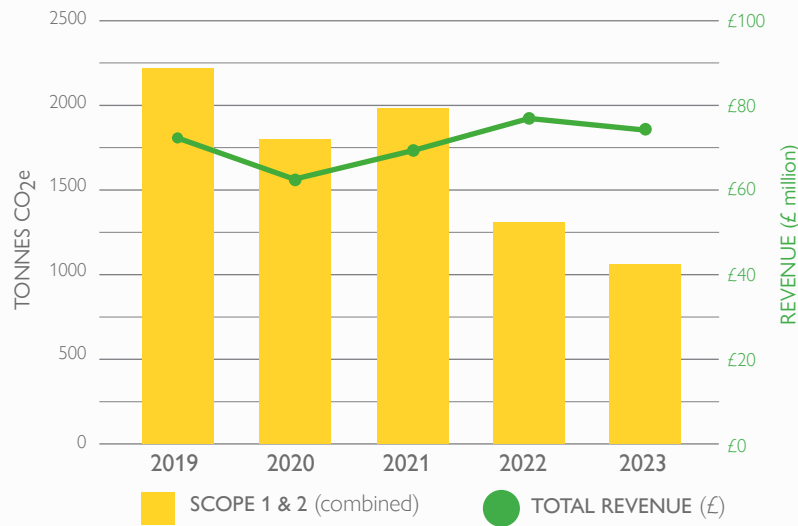
* we have reduced our Scope 1 & 2 emissions by 52% compared with our 2019 baseline as of January 2024 in-line with our strategy for net zero by 2040

PILLAR ONE: OUR CLIMATE AND ENVIRONMENT

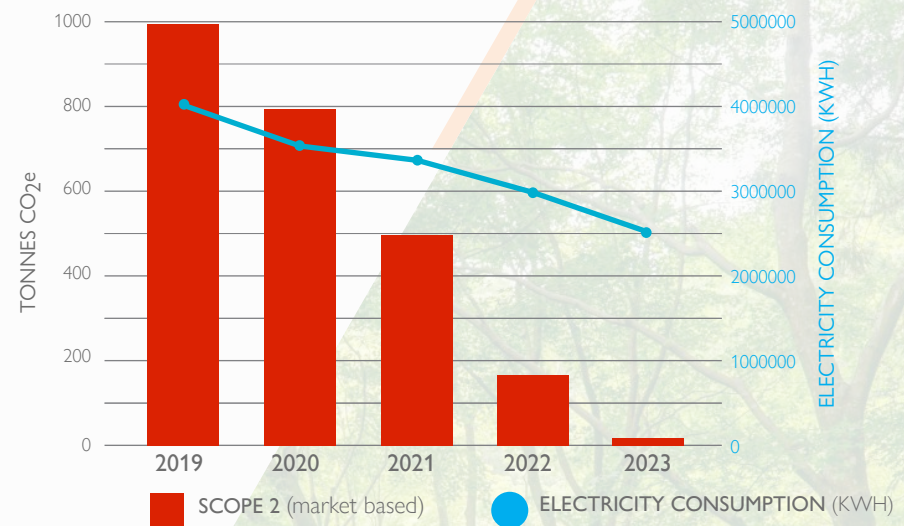
We have continued to make significant progress in reducing both our Scope 1 and 2 emissions in line with our net zero target. In particular, we have reduced our Scope 2 emissions by 98% against our baseline year (market-based approach) through a combination of energy efficiency measures, installation of onsite renewables and continuing our transition to renewable energy tariffs. Grid electricity consumption was reduced by 38% over the same period and we are pleased to have transitioned all but one of our sites onto renewable electricity tariffs.

We also began to develop a fleet decarbonisation strategy in 2023 focused initially on fleet rationalisation, electrifying smaller vehicles and ensuring we have granular data to better measure our achievements going forward. On the latter point, our first step was to purchase telematics software and this is being installed through 2024.

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



ANNUAL SCOPE 2 EMISSIONS AGAINST GRID ELECTRICITY CONSUMPTION (KWH)



TRANSITION TO INCLUDE SCOPE 3 REPORTING UNDERWAY

We have made huge progress in building understanding of our Scope 3 emissions throughout 2022 and 2023, and in developing our capabilities to report a full Scope 1, 2 and 3 carbon footprint. In 2023, Crown Worldwide Group partnered with carbon accounting company, Normative, to help

globally collect, analyse and report carbon data.

We have published provisional Scope 3 figures in our Carbon Reduction Plan. However, we have not published these figures in our annual report as we are awaiting a full Scope 3 dataset which will be developed through Normative to ensure we are measuring and reporting as accurately and efficiently as possible.

see full Carbon Reduction Plan here

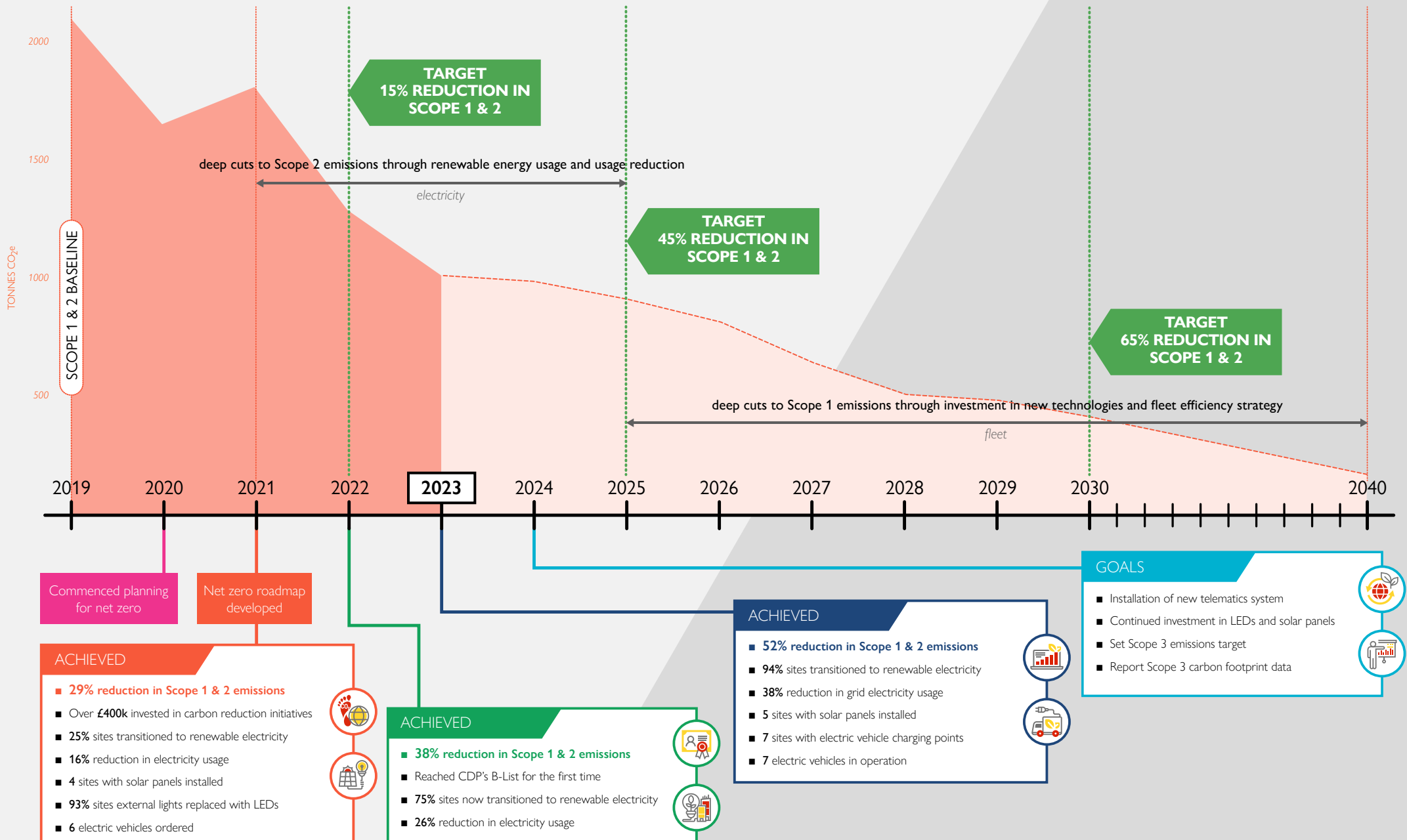
[LINK](#)



We are fully committed to setting a Scope 3 emissions target in 2024 and to building Scope 3 carbon footprint data more fully into our 2024 report.

OUR PATHWAY TO NET ZERO

Crown UK & Ireland is committed to decarbonising as far as possible against a clear roadmap towards net zero by 2040 for Scopes 1 and 2.



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 health, safety and 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 2023 employee experience survey demonstrated huge progress in all areas of our commitments. Some of our most notable highlights include:

- **73%** of staff say that Crown gives them the opportunity to make a difference, in their team and in the world around them **↑ 11% from last year**
- **85%** of employees said that they are aware of Crown's values and try to build them into everything they do **↑ 6% from last year**
- **88%** of staff say that they can be themselves at work **↑ 3% from last year**



8,444

voluntary, self-directed training hours delivered to employees in 2023



INVESTORS
IN PEOPLE | Silver

CROWN UK & IRELAND AWARDED SILVER BY THE 5% CLUB

In 2023, we were incredibly proud to have achieved a Silver accreditation with The 5% Club, affirming our dedication to employee development, particularly through apprenticeships. With 3% of our UK&I workforce in “earn and learn” roles, we have joined 18 other regional organisations in the 2.5% to 5% bracket.

The 5% club comprises of over 900 companies and 1.6 million employees championing workplace training inclusivity. Our audit revealed above-average inclusivity and social mobility scores, with 40% of apprentices female and a workforce that is 54% BAME.

“We recognise that the success of any business is reliant on its people, and we are committed to providing opportunities to staff to ‘learn and grow’ in the organisation and develop and realise their potential. That’s why we’re investing to ensure that those at the very beginning of their careers can earn while they learn, developing core skills through on-the-job training and nurturing, while making excellent contributions to our success – setting them up for the future.”

Eileen Girling, Regional HR Director EMEA



ENGAGING AND UPSKILLING OUR STAFF ON THE GREEN AGENDA

In 2023, Crown continued to invest in upskilling our staff on sustainability, to the point where almost all of our managerial and client facing staff have now received at least half a day of in-person Carbon Training. In the UK & Ireland region, 49 employees have received external Carbon Literacy Training, and our Sustainability Team have delivered our half-day Carbon Impact Training to an additional 60 members of staff from both client-facing and administrative roles. We also ran this training for one of our largest clients, with 5 of their staff in attendance. This is part of our drive to take clients and service partners with us on this journey.

Additionally, we have developed a 10-minute online Carbon Awareness Course which is mandatory for all employees. The training outlines what sustainability and the climate emergency is, what Crown is doing to reduce our emissions, and what we can do as individuals too.



80% of our UK & Ireland workforce has now received training on carbon & climate change



70% of staff feel they engage with sustainability in their day-to-day role, an increase of 13% from the year before

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 schools, 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 paid time off each 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 want to go further with our support for non-profit organisations. Working with existing charity partnerships through our successful Giving Back Project, we are launching a volunteering network for staff across UK&I to increase use of staff volunteering days.

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 are continuing to communicate information, guidance and best practice on responsible business practices. We have begun to run training sessions with key suppliers and will work with brand representatives to directly engage with their industry.

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 develop a social impact strategy and have conducted research on the main social issues in our key operational areas.

OUR WORK WITH BUSINESS IN THE COMMUNITY ON BUILDING A SOCIAL IMPACT STRATEGY

For the last 18 months, we have been working with Business in the Community to develop a social impact strategy and understand how we can leverage our resources to have the most positive impact on our communities. During this process, we have mapped our stakeholders, carried out extensive research on the social challenges in the areas in which we operate, and met with local charities and schools to hear their feedback. After thoroughly considering where and how our work would be most impactful, we have now developed a clear focus: employment within the area of our largest sites and where a significant proportion of our staff and operations are focused, Enfield and surrounding boroughs.

OUR 2023 HIGHLIGHTS

£5,900
raised for charity



1,374 volunteering hours used by staff

Developing a social impact strategy to inform our approach

GROWING A PARTNERSHIP WITH FORTY HALL

When asking employees the type of volunteering they would like to get involved with, they overwhelmingly said they wanted to take part in outdoors activities, working with plants and nature. The award-winning walled garden at Forty Hall estate needed our help to support with crucial conservation and general upkeep. This is a treasured local community space which is entirely run by volunteers who contribute to improving their local environment and creating spaces that are a source of pleasure and pride for people of all ages.

So far, 26 members of staff have given up a day of their time to help at Forty Hall, and we look forward to many more.

"I spent the day weeding which I simply enjoy and seeing the results was amazing. It was difficult leaving at the end of the day as I just wanted to continue. Carrying out volunteering work is exhilarating. It's important to get away from the regular hustle and bustle of the working environment especially when we are given the opportunity to do this by carrying out volunteer work. I'm not sure what gardening tips I learned but, I did get lots of Vitamin D"

Patricia Law, Senior Move Manager, Crown Workspace



VOLUNTEERS SLEEPOUT IN CROWN BOXES TO RAISE MONEY FOR HOMELESSNESS

For the second year running, we supported both LandAid and the YMCA with cardboard boxes for their annual sleepout events. We were incredibly pleased to deliver 600 boxes to eight locations across the UK, as well as bring along a group of nine willing volunteers to the YMCA event in London. In addition to boxes, our volunteers managed to raise £1,400.

The money raised through the events goes directly to supporting individuals who are homeless or at risk of homelessness. It was an eye-opening experience for our volunteers, who gained a deeper understanding of the challenges that homeless people face everyday.

DRIVING AN INCREASE IN STAFF VOLUNTEERING

As part of our pillar 3 strategy, we have focused in particular on growing the number of staff using their paid volunteering hours since 2021. When we started with this goal, only 7% of staff were using at least one day of this time, but through building strategic charity partnerships, sharing opportunities with staff and building an existing charitable culture, we have raised this to 23%.

We have more staff than ever before taking part in skills-based volunteering which we are keen to move towards, but we also had a number of successful group volunteering events in 2023.



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