

Crown Workspace UK&I

SUSTAINABILITY REPORT

January - December 2024



INTRODUCTION

This year, Crown Circulate led to Crown Workspace winning the Green Apple International Gold Award for Sustainable Development and further embedding circular economy practices. Our new LENS online tool tracked over 10,000 client workspace items in 2024, helping clients manage the lifecycle of these assets more effectively.

I am always proud of our social impact, which has grown this year both with the Giving Back Project now supporting numerous charities and schools, with significant donations this year with 6,000 items donated and our extensive staff volunteering.

We developed bespoke training for Circulate, which will continue to evolve in 2025. Globally, we also supported three APAC regions in establishing Renew Centres to refurbish workspace furniture.

Operationally, we rolled out a salary sacrifice car scheme to encourage the switch to EVs, so far replacing around six combustion engine vehicles with electric ones. We have also invested in infrastructure to support the charging of a larger fleet of electric vehicles and more charging points for staff and visitors.

We continue to offset the negative impacts of fleet travel and packaging, offering clients Carbon Neutral moves in line with PAS 2060, while refining our long-term carbon reduction strategies.

We have more to achieve in 2025 and look forward to collaborating with our client to achieve positive impacts.



Phil Oram
Regional Director
Crown Workspace UK&I



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OUR KEY ACHIEVEMENTS IN 2024

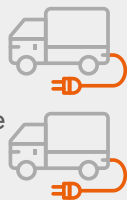
54.5%

reduction in CO₂e emissions since 2019*



6

electric vehicles in operation with one more on order at Crown Workspace



100%

renewable electricity at Crown Workspace sites



83% +5%

employees recommend Crown as a great place to work**

Maintained CDP's B List



28% +5%

employees used at least one volunteering day in 2024

Developed a **SOCIAL IMPACT STRATEGY**

focused on employment and skills, launching in 2025

76%

employees believe Crown has a positive impact on people & the planet**

Continuing our **CARBON NEUTRAL MOVES** service for the 5th year at Crown Workspace

850+

charity partners across the UK&I region



6000+

items donated through the Giving Back Project in 2024

19.9

average training hours per employee in 2024



Key industry partnerships to drive the agenda:

iwfm



Awards and accreditations:



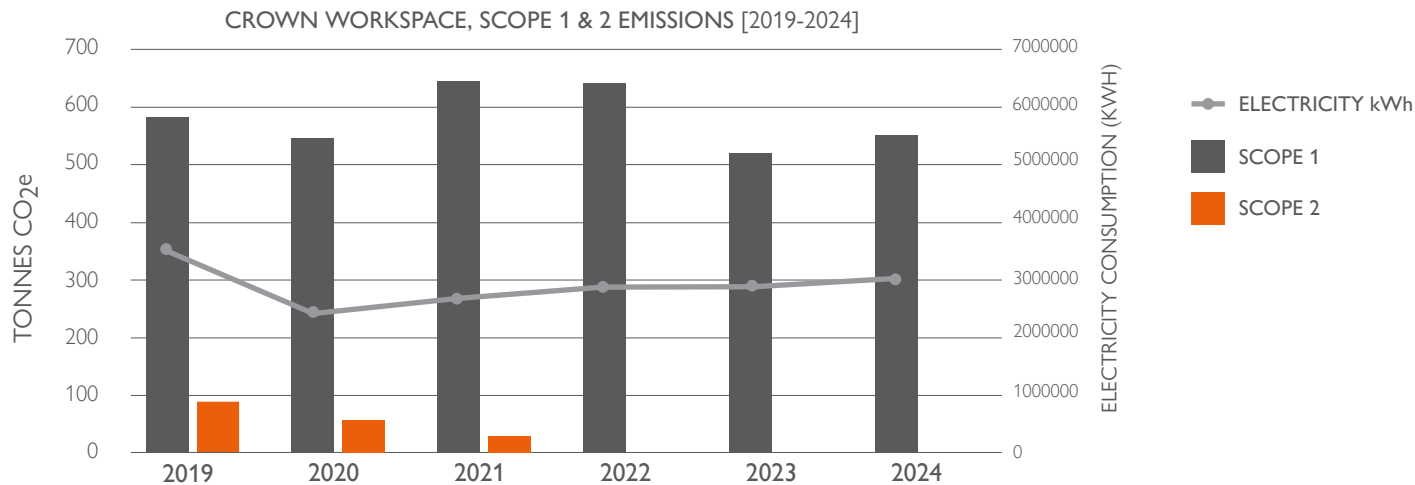
Top 2% in our industry

* We have reduced our Scope 1 & 2 emissions by 54.5% compared with our 2019 baseline as of January 2025 in-line with our 2040 net zero strategy. This figure is measured as across all Crown UK&I brands.

** based on our Employee Experience Survey of September 2024, measured across Crown UK&I brands

CROWN WORKSPACE'S CARBON REDUCTION 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 our UK&I report.



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. Since setting a target in 2021, we have achieved a 54.5% reduction in our Scope 1 and 2 emissions (since our 2019 baseline year), 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:** In 2024, we introduced telematics system across our UK&I fleet and are now tracking real-time emissions per vehicle, driving behaviours and idling time, in addition to creating more efficient route planning to reduce unnecessary journeys. At Crown Workspace, we currently have 6 electric vehicles with another on order.

REPORTING ON SCOPE 3

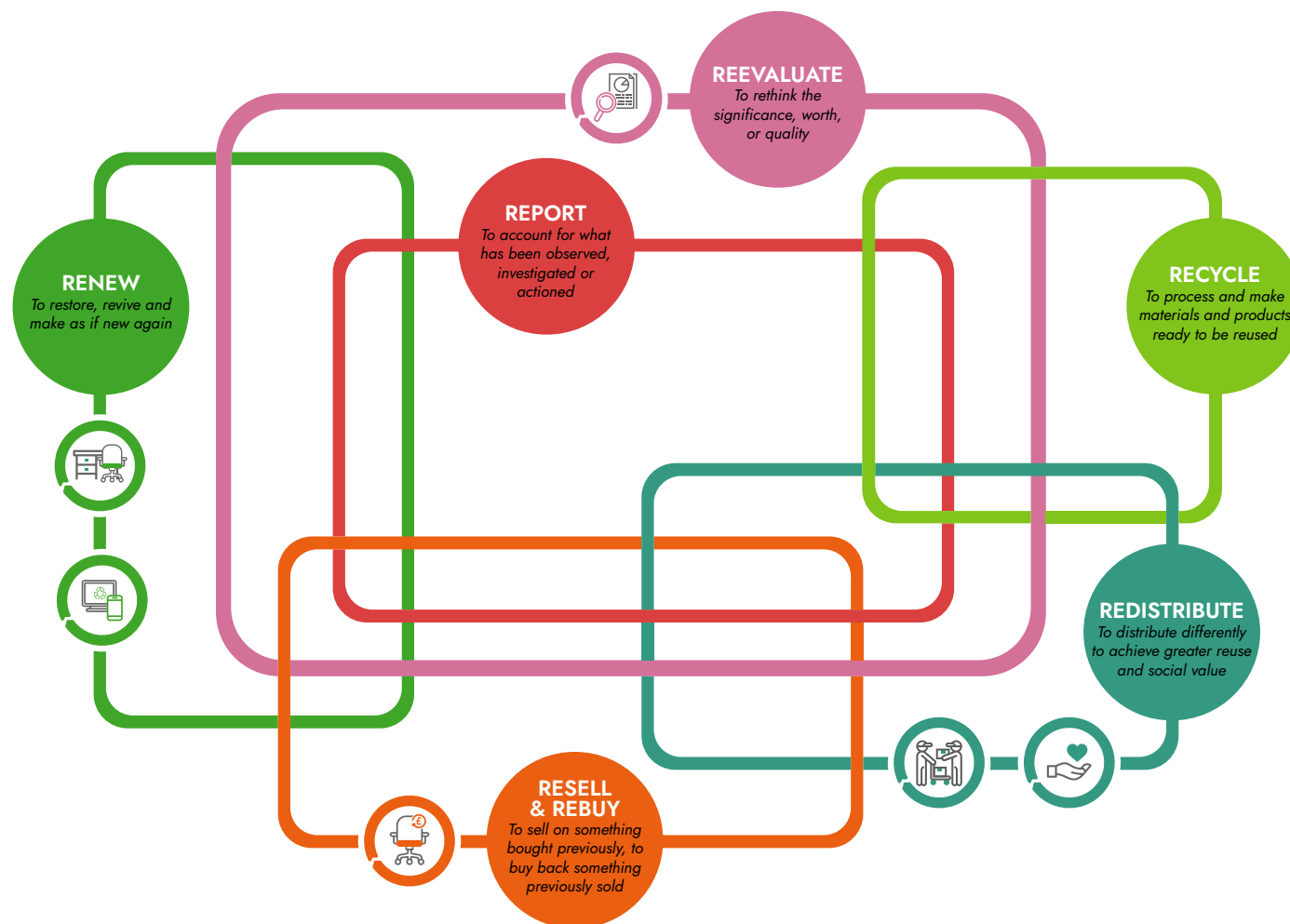
Over the last number of years, we have been working to create a full picture of our Scope 3 emissions across all UK&I business units. We are now pleased to be reporting on all relevant categories, partnered with emissions accounting platform, Normative, and this can be viewed in detail in our Carbon Reduction Plan.

[Carbon Reduction Plan](#)

PUTTING THE CIRCULAR ECONOMY AT THE HEART OF THE WORKPLACE

At the start of 2024, we introduced Circulate, a comprehensive roadmap designed to embed the circular economy at the heart of the workplace. Whilst we had already been offering sustainable workplace solutions for well over a decade, 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.

Following the six guiding principles shown below, Circulate services are designed to create maximum value that is clearly evidenced, not only for our clients but for their communities and the environment. Across the year, we saw the success as Circulate has been embedded across our service offering, and are pleased to share these in this report.



Find out more



THE RENEW CENTRE



RENEW IT



GIVING BACK PROJECT



INTERNAL REUSE



OFFICE RESALE



LENS ASSET MANAGEMENT

REEVALUATE

To rethink the significance, worth or quality

In order to help clients understand the value of their existing assets, we audit and map them using our asset lifecycle tool, LENS, which received a £10,000 investment in 2024. This tool helps clients adopt a maximum lifecycle approach to workplace assets, manage resources more efficiently and make reuse central to decision-making. With the principle of 'reevaluate' underpinning all our thinking, we are now rolling out new processes for circular clearances and training employees to most effectively use this technology.



£10,000 investment in our new asset lifecycle tool



LENS
asset lifecycle tool



RENEW

To restore, revive and make as if new again

We refurbish and remanufacture IT and furniture assets in our North London facility, prolonging their life by preparing them for reuse by clients or by others. Since 2015, we have processed and refurbished over 276,000 items of furniture, IT and AV through these facilities.

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.



In 2024, we refurbished

**8,893
items**

saving

**483
tonnes of
CO₂e**

and diverting

**192
tonnes**

into reuse

IT & AV EQUIPMENT -

Through 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.



In 2024, we processed

**18,247
IT & AV
assets**

saving

**1,553
tonnes of
CO₂e**

and diverting

**144
tonnes**

into reuse

See circularity in action

We welcome visitors to our award-winning Renew Centre to gain insight into how we refurbish furniture and IT in order to prepare them for reuse. If you're interested in visiting, you can find out more [here](#)



RESELL & REBUY

To sell on something bought previously, to buy back something previously sold

By working with our refurbishment facilities and retail channel, Office Resale and IT Resale, we are able to help clients get the most out of unwanted items whilst prolonging their life, reducing waste and providing low carbon solutions to benefit others. We facilitate the sale of quality used furniture and IT equipment through our online platforms, enabling clients to either buy products as part of their fit-out and day-to-day needs, or receive value for their redundant assets.

RESALE CASE STUDY:

Financial and environmental savings created for a global mobile communications organisation

In March 2024, we conducted a large-scale move and clearance for a global mobile communications specialist relocating to new headquarters.

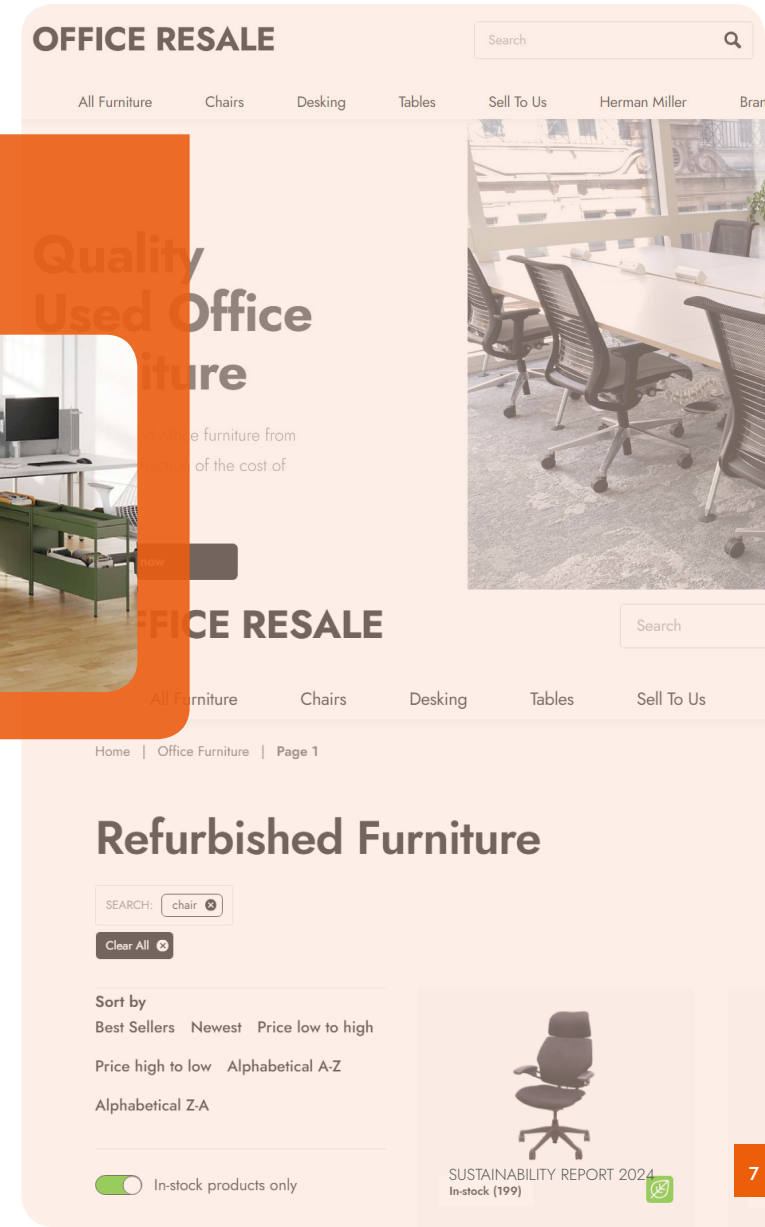
We evaluated their existing assets to assess their value against the levels of our Circulate offering. For the items the client wanted to clear, we offered rebate values for 898 items as well as supporting five charities with 165 items.

Through these rebates, we saved the client £33,700 on their move, ensuring these items will be refurbished and resold through our retail channels, Office Resale and IT Resale.



Client saved £33k through our RESELL & REBUY offering

View an extensive catalogue of high quality, used office furniture from top brands on our Office Resale site [here](#) and IT Resale site [here](#)



REDISTRIBUTE

To distribute differently to achieve greater social value and reuse

DONATION THROUGH THE GIVING BACK PROJECT -

Our hugely successful donation initiative, the Giving Back Project, ensures items that continue to have social value remain in use, and are accessible to those who need them most. We support hundreds of communities and organisations across the UK, working to understand the individual needs of our partners in order to have maximum positive impact, and create real change. In 2024, we had another record-breaking year, with 6,160 items donated.

Since 2015, we have donated 45,227 items to organisations across the UK&I.



In 2024, we redistributed more than

**6,100
items to**

our charity partners, saving

**216
tonnes of
CO₂e**

and diverting

**131
tonnes**

into reuse

REDISTRIBUTION ACROSS CLIENTS' ESTATES -

We can help extend the life of existing assets, making it simpler for clients to relocate redundant assets across their estate for reuse by colleagues, giving them a second life within the clients' organisation.



In 2024, we redistributed more than

**11,600
items**

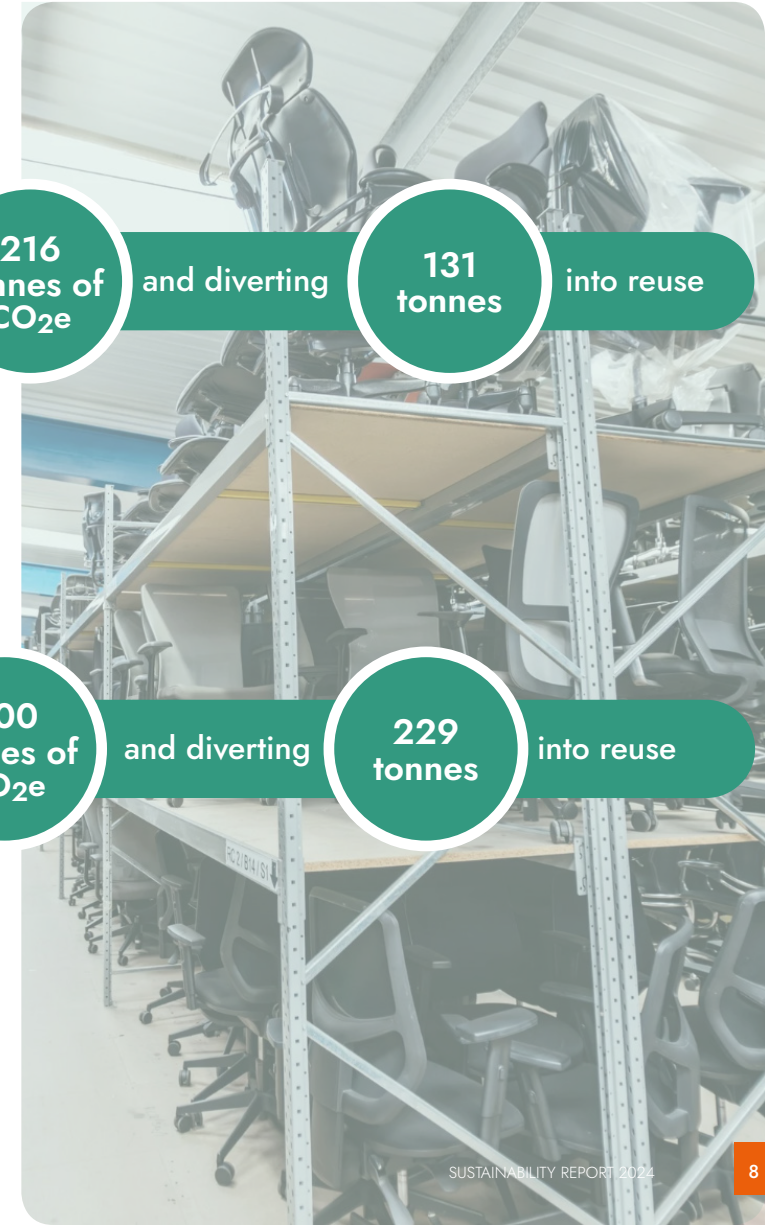
for our key clients, saving

**600
tonnes of
CO₂e**

and diverting

**229
tonnes**

into reuse



REDISTRIBUTE

To distribute differently to achieve greater social value



CASE STUDY: Supporting SCRUM Theatre to create accessible creative spaces



We have worked with SCRUM community theatre for a number of years, and in 2024 were able to donate a total of 180 items to the organisation. SCRUM Theatre takes over empty commercial spaces and turns them into buzzing creative hubs, delivering affordable artists' development and schools' programmes. In 2024, they transformed an abandoned commercial property in Hammersmith into a thriving arts centre. Our donations over the year helped them to turn the venue into three rehearsal studios, a playwriting hub, a script library and a community zone. The items donated varied from pianos to sofas, desk chairs to coffee machines, all of which played an important role in the development and launch of their space. We hope to be able to support SCRUM over the years to come, and are so pleased to have them as a partner of the Giving Back Project.

"Crown Workspace has transformed our space and made all the difference in helping us provide excellent, accessible arts resources to the local community"

Lucy Dawkins, Co-Lead, SCRUM Theatre

Working with over 800 charities, Donating a record 6,160 items in 2024



RECYCLE

To process and make materials and products ready to be reused

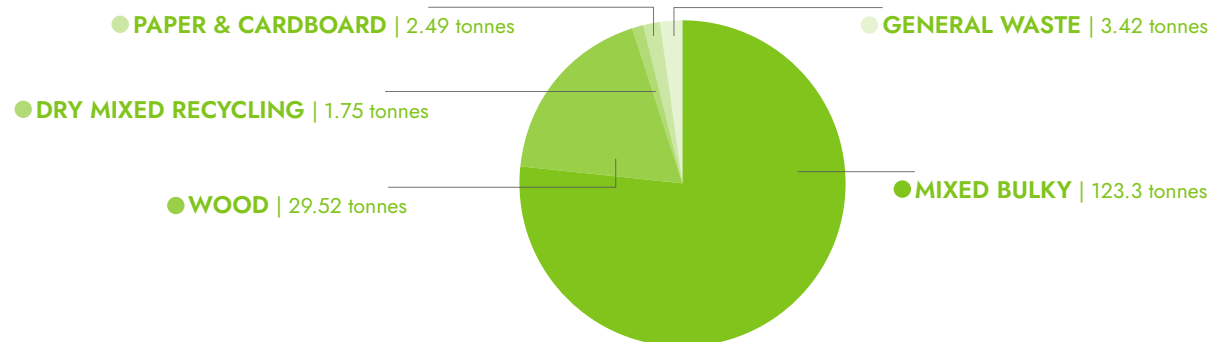
As with any genuine circular economy solution, Crown Circulate is committed to preventing waste at the source. Where waste is generated – whether by our clients or through our own operations – we focus on closing the loop. This means enabling materials to be recycled in their highest form wherever possible, allowing them to be reprocessed and reused in place of raw materials, and retained within the circular economy.

Client waste - We have developed a database and visual map of our recycling suppliers across the region, rated using a traffic-light system based on their recycling capabilities, ensuring we prioritise the highest-rated sites for our client projects. In 2024, we reviewed and updated this database using stricter criteria, and we now track site usage biannually to maintain high recycling outcomes for end-of-life materials.

Internal waste - Within our RENEW operations, we create a volume of wood off-cuts, textiles, cardboard and other mixed bulky waste. As a closed loop recycling system, our wood waste is currently sent for conversion back into chipboard panels, and we also collaborate with textile recycling organisation, LMB, for our textile off-cuts.

A significant proportion of waste arisings are reused either directly by us or through our partners. For example, textile waste from our Renew Centre is repurposed by textile start-up Yodomo, and we reuse our own storage boxes to package resale items.

TOTAL WASTE MANAGED AT OUR ARDRA ROAD FACILITY (JANUARY– DECEMBER 2024)



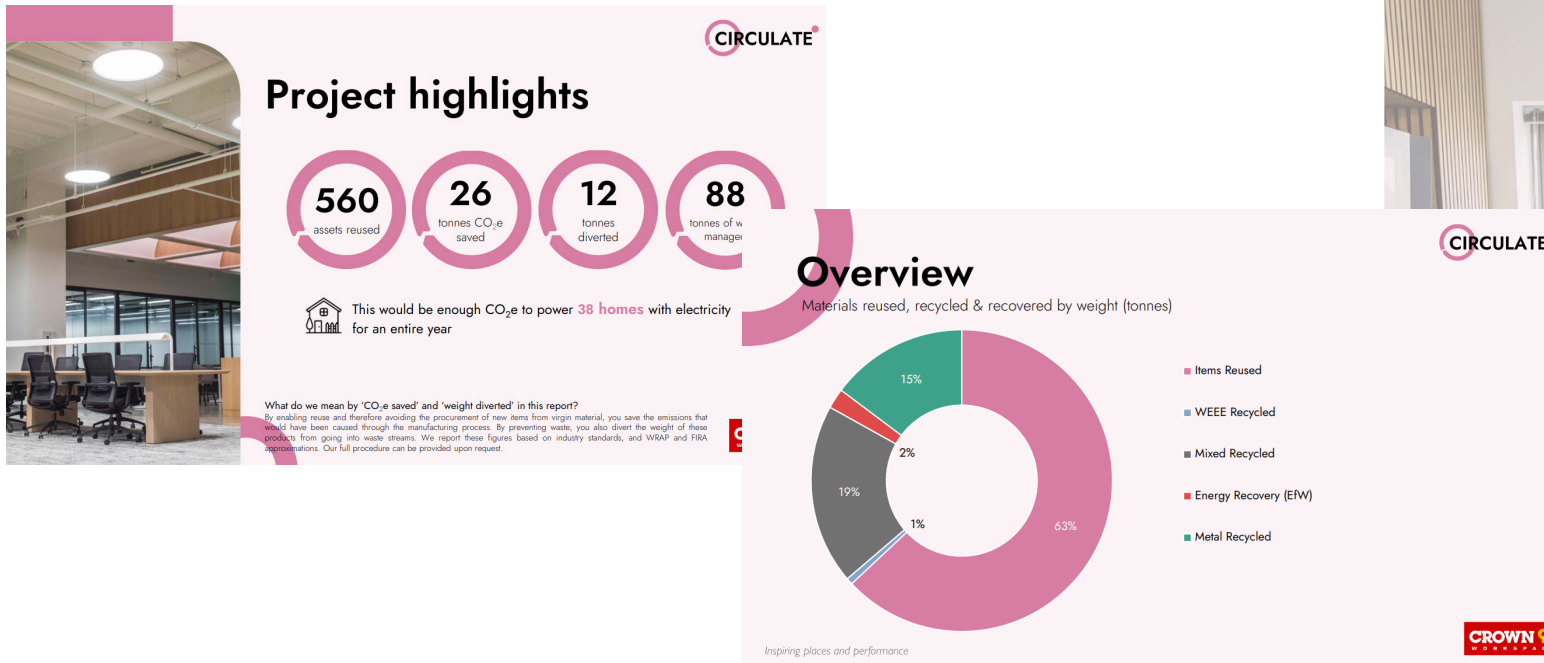
In 2024, we managed a total of **160 tonnes** of internal waste from our offices and our refurbishment facility. **72%** was successfully recycled, with the remaining material diverted to energy-from-waste facilities.



REPORT

To account for what has been observed, investigated or actioned

We provide comprehensive evidence of project savings from reuse, resale and rebates, donations and the charities supported, and carbon savings achieved by using our services. Each of our Circulate processes and services are covered in our reporting function – for both projects and business-as-usual. With the launch of Circulate, we have evolved these Client Savings Reports in 2024 to better reflect Circulate services and meet clients' reporting requirements with improved, bespoke reports.



A FOURTH YEAR OF CARBON NEUTRAL MOVES

Against a backdrop of significant achievements in reducing our carbon footprint, Crown Workspace have committed to continuing to provide carbon neutral moves for all clients throughout 2025. This marks the fourth consecutive year of this initiative which means that all emissions from fleet, packaging, staff travel, and office use have been offset through the purchase of carbon credits, in line with the best practice standard PAS2060.

Find out more [here](#)



KNOWLEDGE SHARING HIGHLIGHTS OF 2024

At Crown Workspace, we have always been committed to being a leading voice in our industry, sharing what we do with peers and others to drive the agenda. The year of 2024 was no different – we attended multiple events, sharing our journey and learning what leaders in our industry are doing to be a responsible business. From holding stands at conferences to tours at our facility, we were focused on taking this commitment forward.

RAISING THE PROFILE OF OUR CIRCULAR WORKSPACE SOLUTIONS

We exhibited or held a presence at a number of key industry events in this year, using these platforms to showcase our circular services and connect with professionals across the built environment and FM sectors: Workplace Design Show; CBRE ESG Supplier Event; Sustainable Design Collective Forum, Anticipate FM Conference.

These events gave us an opportunity to demonstrate our expertise and our Circulate initiative, speaking directly to existing clients and potential partners to explore how we can embed circularity within their workspace.

CREATING CIRCULAR WORKSPACES: Our whitepaper launch with ITV and JLL

In collaboration with Workplace Trends, JLL and ITV, we co-hosted a thought-provoking event at our North London facility exploring the practical challenges and opportunities of circular economy in the workplace. The resulting whitepaper, 'Creating Circular Workspaces: To Support Your Journey to Net Zero', brought together real-world insight from corporate sustainability leads and industry experts, outlining how organisations can move beyond pledges to implement low-carbon, circular fit outs.

Key contributors included Stuart Cochrane (JLL), Nikhil Dhumma (JLL), Ian Jones (ITV) and Donna Uden (EmPro Consultants, formerly ITV).

[Read the full whitepaper here](#)

Additional ways we worked to advance knowledge and practice across our industry in 2024:

- **SKA Offices Redevelopment** – Our Senior Sustainability Consultant contributed to the redevelopment of the SKA Offices fit-out standard as a committee member, ensuring practical reuse and circularity are embedded in the next version of this tool.
- **IWFM Sustainability Special Interest Group** – Our Head of Sustainable Development, Ann Beavis, continues to support the FM sector's role in sustainable practice as a Committee Member, sharing practical knowledge and advocating for systemic change.
- **Facility tours** – We host regular visits for those interested in seeing our facility, and notably in 2024, we welcomed a visit from a leading London university seeking to understand the realities of reuse and refurbishment. Over the year, we conducted tours for nearly 100 visitors.



CROWN UK & IRELAND

Crown Workspace is part of the Crown UK & Ireland family, which also includes Crown Fine Art, Crown Information Management, and Crown World Mobility and Relocations. Together, we operate across the logistics sector with a shared commitment to responsible business.

Crown Workspace has been investing in and advancing sustainable practices for over 15 years. Over the past four years, we have worked closely with the wider Crown UK & Ireland group to develop a comprehensive Responsible Business Plan. This plan fosters collaboration across our brands and supports a more strategic approach to sustainable growth and responsible management. Our senior leadership team at Crown Workspace plays an active role in the Crown Responsible Business Team, which has shaped both our strategic direction and our reporting and governance framework.

To date, our efforts have led to significant achievements, many of which are highlighted in this report. A more detailed overview of our collective progress across all brands can be found in the full Crown UK & Ireland Sustainability Report, available **here**.



Highlights from this report and our Responsible Business Strategy, including our UK&I net zero journey, are included in the rest of this document.

Inspiring places and performance | crownworkspace.com



CROWN UK & IRELAND SUSTAINABILITY REPORT SUMMARY

Reporting on the period January to December 2024



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.

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 a 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



ALIGNMENT TO THE UN SUSTAINABLE DEVELOPMENT GOALS

Our three 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. By focusing on maximising our positive outcomes under these six goals, we recognise the impact we also have on many of the other goals. We continue to build our understanding of how we can best contribute to all the goals and support global sustainable development.

GOAL 13 | CLIMATE ACTION

We are decarbonising Scopes 1, 2 and 3 emissions against a clear net zero roadmap, with deep cuts to our Scope 1 and 2 emissions so far, and preparing to set a Scope 3 target in 2025

GOAL 12 | RESPONSIBLE CONSUMPTION & PRODUCTION

We are embedding circular economy principles and responsible resource use throughout our business and supporting clients and suppliers to do the same through our services, collaborations, and shared knowledge and experience

GOAL 11 | SUSTAINABLE CITIES & COMMUNITIES

We are reducing the environmental impact of our buildings and operations on our cities, and helping our clients do the same, whilst also supporting organisations that provide safe and affordable accommodation to those in need



GOAL 3 | GOOD HEALTH AND WELL-BEING

We actively support and promote the financial, physical and mental health of all employees and recognise our role in supporting wellbeing in our communities

GOAL 5 | GENDER EQUALITY

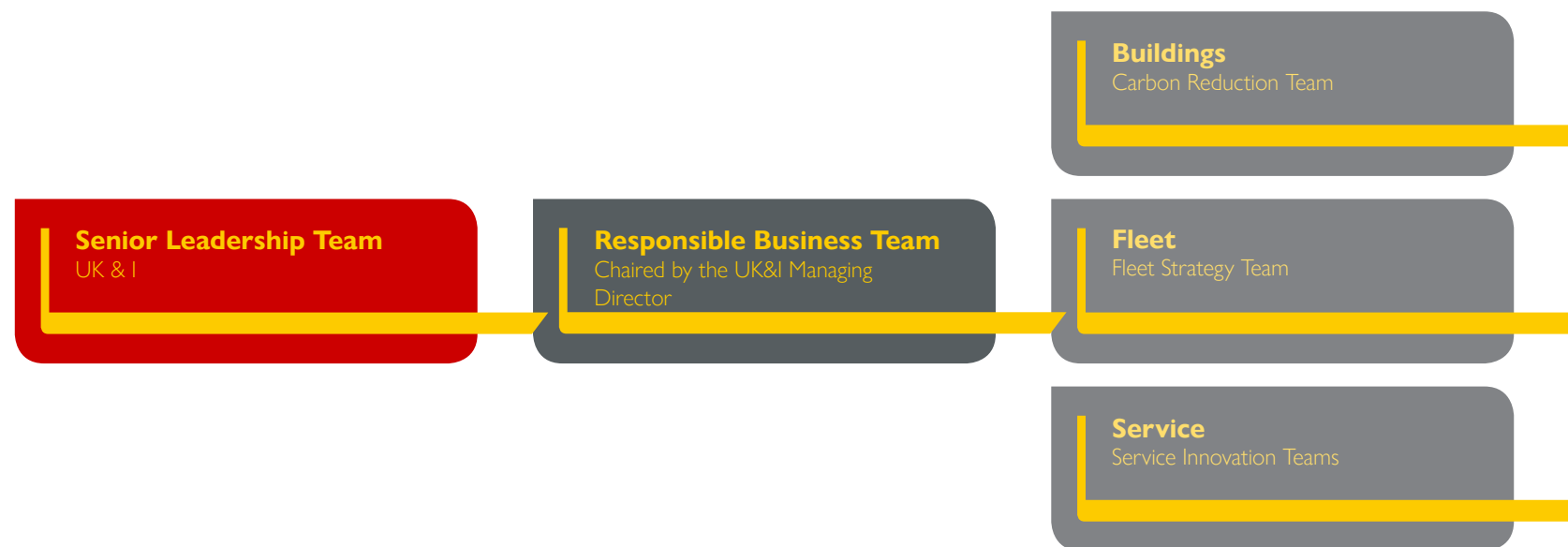
We actively support and promote gender equality in our workplace, as part of our equality, diversity and inclusion strategy, and empower women throughout our business

GOAL 8 | DECENT WORK & ECONOMIC GROWTH

We prioritise sustainable innovation across our business, provide meaningful roles, career prospects and fair reward for our employees, and are working to expand opportunities for young people in our communities

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.



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.



AWARDED SILVER BY ECOVADIS

Crown UK&I has been awarded a Silver rating by EcoVadis, placing us in the **top 2%** of our industry and **top 10%** of all assessed companies, reflecting our continued investment in sustainable practices and responsible business operations. We achieved particularly strong rankings in key areas, including the top 2% for Labour & Human Rights, top 5% for Sustainable Procurement and top 1% for Ethics. This recognition is a testament to the hard work and dedication of everyone involved. Our commitment to sustainability remains strong, and this award highlights our leadership in the industry.

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 target to be net zero by 2040

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 2025. 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 have used this knowledge to develop a Circular Economy Framework across Crown UK & Ireland that we will launch in 2025 to help drive waste prevention, reduction and reuse.

ACHIEVING TOP CDP SCORES FOR 2024

We are thrilled to share that we have achieved a B score with the Carbon Disclosure Project (CDP) for the 2024 Disclosure, the highest score available for SME disclosers this year. This accomplishment underscores our progress in key areas as we advance our three-pillar responsible business strategy, particularly towards our net zero target for 2040. The 2024 CDP questionnaire featured significant updates, emphasising business strategy, financial planning, and environmental policies, and we are proud to have scored a B in each of these areas.

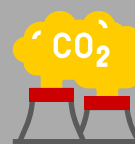
This is the third submission to cover all our UK & Ireland brands since we began reporting in 2015 as Crown Workspace, reflecting data for 2023. For more information about our score and progress, see here.

[LINK](#)



OUR 2024 HIGHLIGHTS

10 electric vehicles in operation



54.5%

reduction in CO₂e emissions since 2019*

48% reduction in grid electricity consumption

* we have reduced our Scope 1 & 2 emissions by 54.5% compared with our 2019 baseline as of January 2025 in-line with our strategy for net zero by 2040

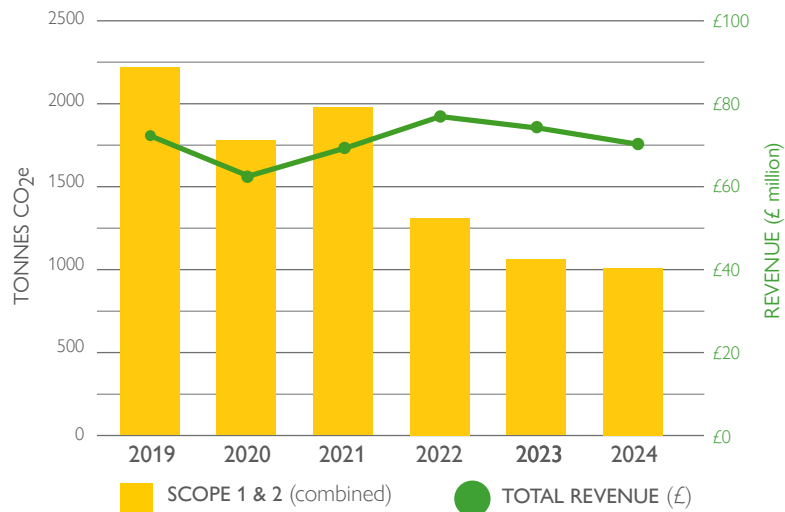
PILLAR ONE: OUR CLIMATE AND ENVIRONMENT

Since setting our 2040 net zero target in 2021, we have continued to significantly reduce our emissions year-on-year. This progress has been driven by substantial investments in energy efficiency measures, a transition to renewable electricity, and ongoing efforts to electrify our fleet wherever possible.

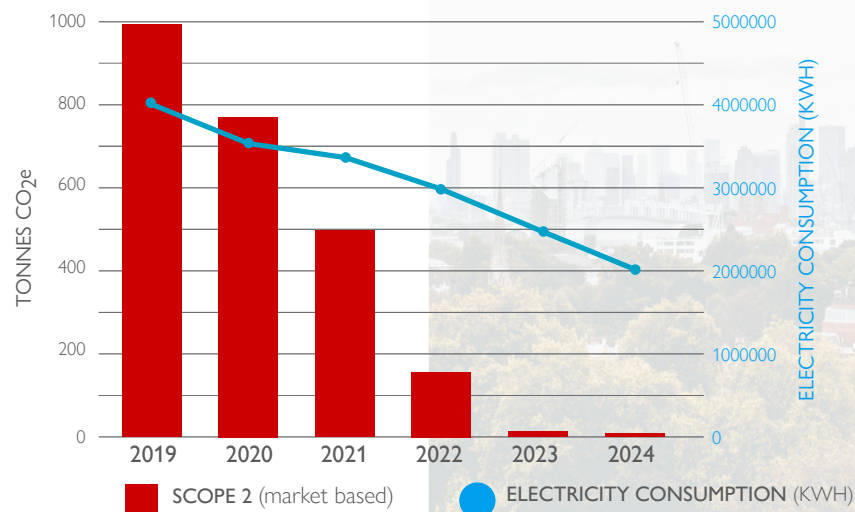
As of 2024, we have reduced our Scope 1 and 2 emissions by 54.5% against a 2019 baseline, keeping us on track to reach a 65% reduction by 2030 and achieve net zero by 2040. Our grid electricity consumption has decreased by 48% compared to 2019, thanks to continued energy efficiency initiatives; we recognise that efficiency improvements remain critical alongside our transition to renewables.

Given the nature of our operations, we acknowledge that our fleet presents one of our biggest carbon reduction challenges. However, we remain committed to improving fleet efficiency and accelerating electrification as infrastructure allows. We continued to build our fleet of electric vehicles with the addition of four vehicles in 2024 to give us a total of ten integrated across our brands. In 2024, we introduced a telematics system integrated with a fleet management platform. This system enables real-time tracking of emissions per vehicle, driving behaviours, and idling times while also supporting more efficient route planning to reduce unnecessary journeys and plays a key role in our Fleet Decarbonisation Strategy.

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



ANNUAL SCOPE 2 EMISSIONS AGAINST GRID ELECTRICITY CONSUMPTION (KWH)



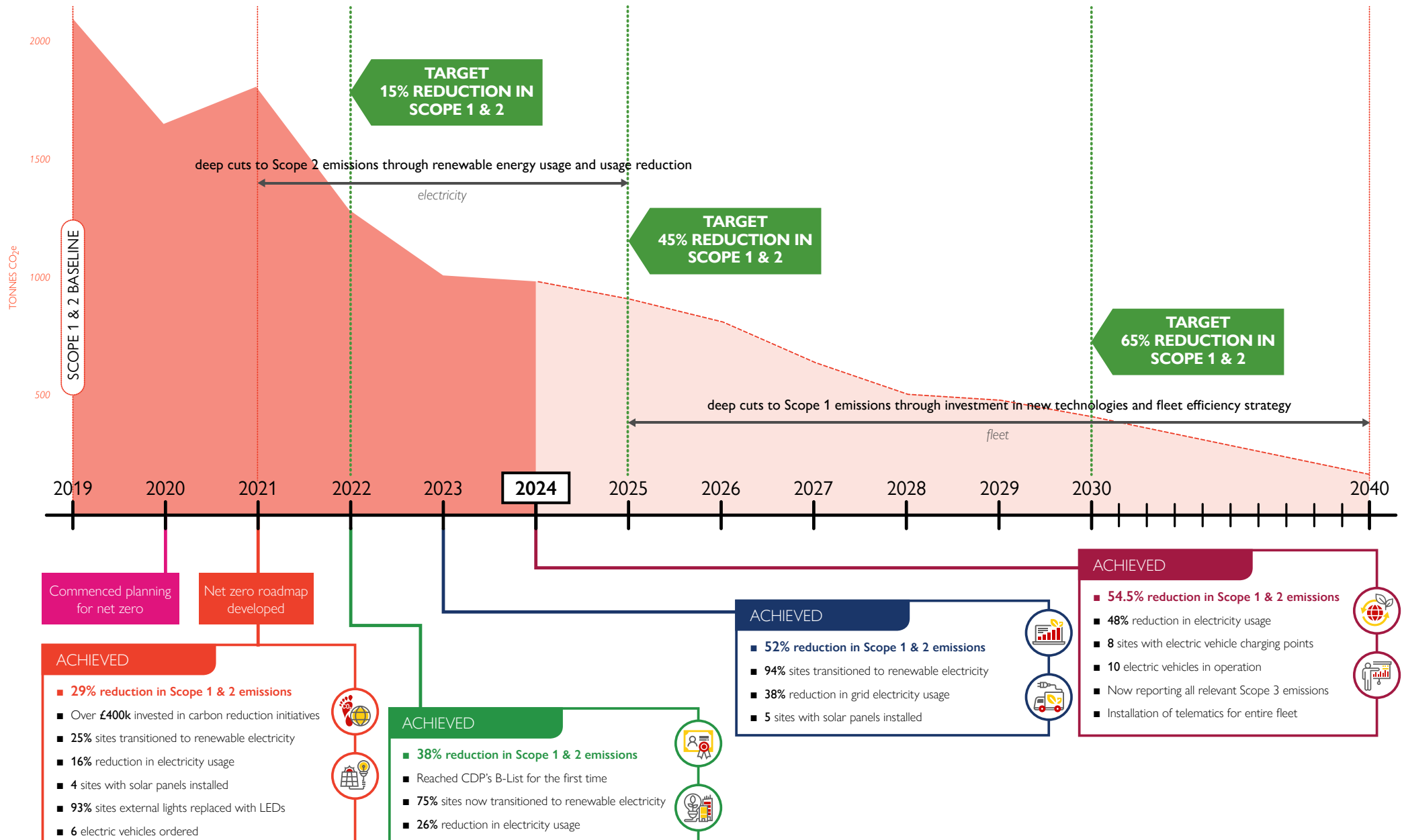
For a full breakdown of our data and emissions reduction initiatives, please see our Carbon Reduction Plan

LINK



OUR PATHWAY TO NET ZERO FOR SCOPES 1 AND 2

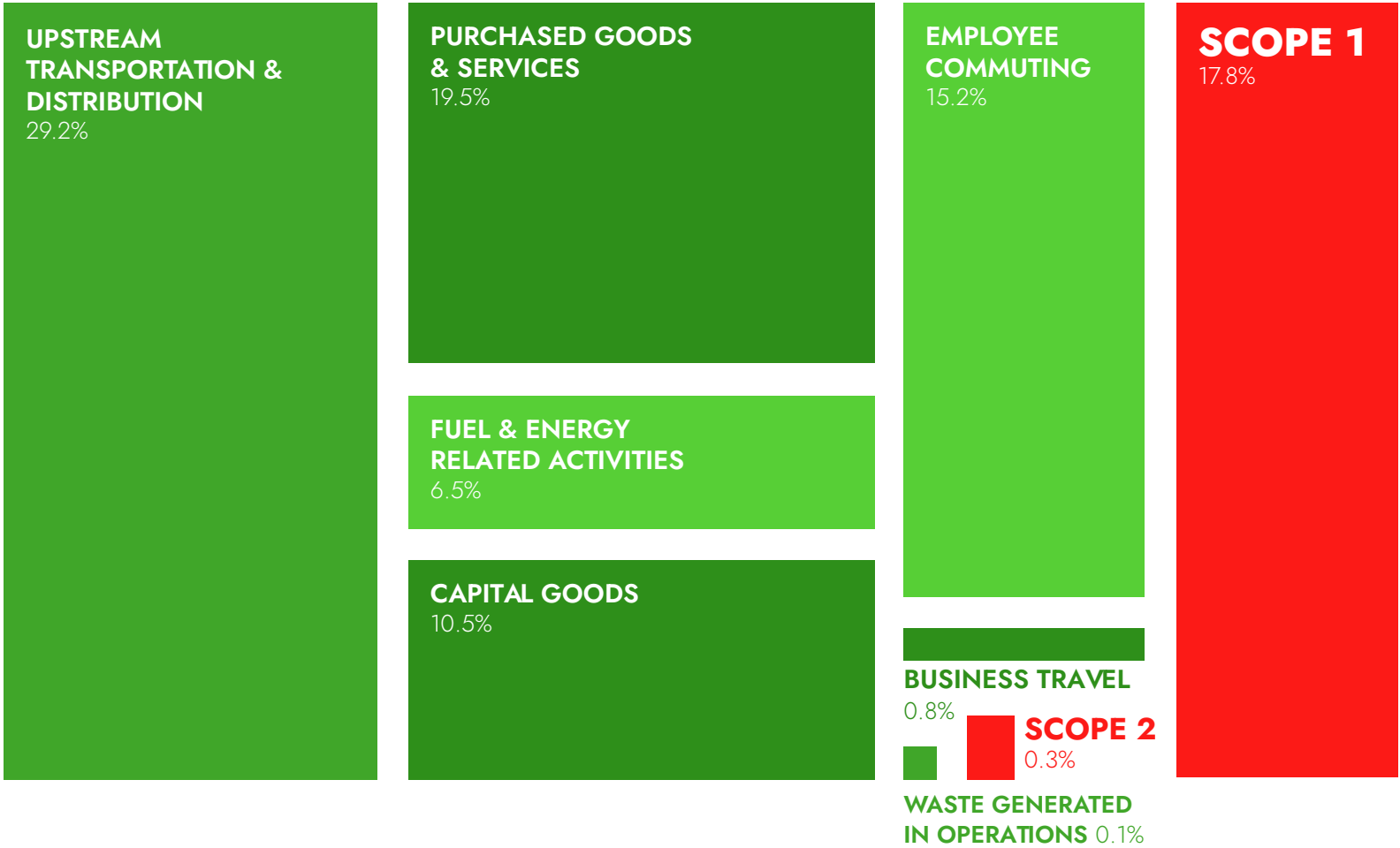
Crown UK & Ireland is committed to decarbonising as far as possible against a clear roadmap towards net zero by 2040 for Scopes 1 and 2.



UNDERSTANDING OUR WIDER EMISSIONS

Crown globally has spent the last number of years effectively quantifying Scopes 1, 2 and 3 emissions across all regions through a partnership with the global accounting platform, Normative. In the UK&I region, we have been aligning our approach to Scope 3 with global efforts. We are pleased to now be reporting on all relevant categories, and we aim to set a Scope 3 target in 2025.

A SNAPSHOT OF OUR SCOPE 1, 2 AND 3 EMISSIONS UK&I



For a full breakdown of our data and emissions reduction initiatives, including all relevant Scope 3 categories, please see our Carbon Reduction Plan

LINK



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 continue to review employee PULSE survey results and seek best practice recommendations to feed into our plans 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.

In conjunction with our partners, we have developed a plan – to be rolled out from 2025 – to deepen our positive impacts, both internally and externally, ensuring our workforce reflects the communities we operate in.

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 continue to roll out a training and development plan to drive sustainability knowledge and awareness across the workforce, appropriate to roles and functions.

WHAT OUR EMPLOYEES SAY

With a 92% participation rate, our 2024 employee experience survey against 2023 demonstrated...

89%

-1% employees say they can be themselves at work



90%

employees say their work directly contributes to Crown's success



88%

+1% employees believe Crown employs people from diverse backgrounds, giving equal opportunities for all

OUR 2024 HIGHLIGHTS



19.7 (+9.6 hours)
average training hours per employee in 2024

Working with:



INVESTORS IN PEOPLE | Silver

RECOGNISED FOR OUR COMMITMENT TO WELLBEING

At Crown, we have long focused on the wellbeing of our employees. We are proud to have been awarded the Investors in People (IiP) 'We Invest in Wellbeing' accreditation which acknowledges organisations that take a proactive approach to supporting their workforce's physical, mental, and financial wellbeing. This achievement builds upon our 2022 Silver accreditation for 'We Invest in People,' reinforcing our dedication to continual improvement. Although the news of this recognition came in 2025, the submission is reflective of our progress up to 2024.

"At Crown, we invest in all aspects of the employee experience, with a strong emphasis on wellbeing. Achieving the 'We Invest in Wellbeing' accreditation showcases our commitment to a supportive workplace where everyone feels empowered and valued."

Stephen Hardie, Managing Director UK & Ireland

INVESTING IN EMPLOYEE DEVELOPMENT THROUGH TRAINING

At Crown, we invest in equipping our employees with the skills and knowledge they need not only to succeed but to thrive. In 2024, we made significant strides in training and development, setting a target of 16 training hours per employee—equivalent to approximately two full days of learning.

We revamped and relaunched our leadership training programme, rolled out enhanced health and safety training, continued to deliver our half-day carbon impact training sessions, and introduced an online Carbon Action module that achieved an 80% completion rate. We also promoted self-development opportunities through our online iLearn platform covering topics from equality, diversity and inclusion to management skills, ensuring iLearn was available via smartphones for operational teams to make training as widely available as possible.

SUPPORTING CAREER PATHWAYS THROUGH ASPIRE

We are committed to providing clear career progression pathways, ensuring employees can develop and grow within Crown. Our Aspire programme supports career progression through two key initiatives:

Aspire Early Years Careers – Our apprenticeship programme combines on-the-job learning with a recognised qualification, offering meaningful career opportunities to young people from our communities. In 2024, we welcomed 10 apprentices across our UK & Ireland business units. This programme has a strong track record of success, with a 90% average pass rate since 2022 – far exceeding the national average of 54% [Department for Education, March 2024].

Aspire Academy – Our internal apprenticeship programme focuses on upskilling existing employees, helping them bridge skills gaps, feel valued, and progress in their roles. Based on anecdotal feedback, we believe this significantly contributes to employee retention and productivity.



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 have launched 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 2024 HIGHLIGHTS

£4,500
raised for charity



Developing a social impact strategy to inform our approach

850+
charity partners across UK&I



Working with 4+ industry bodies to drive the agenda



iwfm



28%^{+5%}

employees using at least one volunteering day

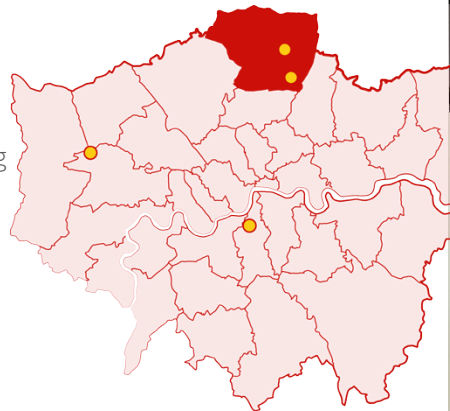
BUILDING OUR SOCIAL IMPACT STRATEGY

For over two years now, we have been on a journey with Business in the Community to deepen our positive impact in our community. Building on strong foundations from initiatives like the Giving Back Project, apprenticeship schemes, and volunteering, our focus has been on developing a thorough understanding of the community's needs and redirecting our efforts to help in the most impactful way possible.

This process has involved identifying key regional areas where we operate, understanding the prevalent social challenges, and engaging our staff and other stakeholders to learn from their lived experiences. Ultimately, we dedicated our social impact approach to a specific place and issue, directing all our initiatives towards it. Business in the Community recommended this 'place-based' approach to address and fully understand the unique needs of the community we want to support.

In Enfield, 25% of the population are children, and one in three children live in poverty

Following this process, we decided to initially choose Enfield, where we have two sites located and approximately 200 staff. In Enfield, 25% of the population are children, and one in three children live in poverty. It also has one of the lowest employment rates of any London borough, and our work and research highlighted the urgent need for more and better opportunities for young people in the area. Improving these opportunities will be the focus of our strategy, which will officially launch in Q2 of 2025. By having this targeted direction, we aim to achieve a deeper impact for the individuals and groups we have identified as our community, rather than a wider but shallower impact



VOLUNTEERING INCREASE

We have made great progress in our volunteering efforts at Crown, and it's something of which we're really proud. All our employees are given paid volunteering hours off each year to volunteer at a charity close to their heart. Over the past few years, we have seen a steady increase in the number of employees getting involved in volunteering activities.

In 2024, 28% of our staff are used at least one volunteering day, compared to 7% in 2021










In 2024, we set up a UKI Volunteering Network with 17 active members in order to share best practices, coordinate activities, and leverage partnerships with various organisations. We also developed two core partnerships to target volunteering efforts around employment and skills – Business in the Community's job coaching programme and RedSTART's primary educational programme, launched at the start of 2025. Each of these allow employees across the region to take part in initiatives that are local to them, where they can develop their skills and help us work together on a common cause



CROWN WORLDWIDE GROUP



Crown UK & Ireland is part of the Crown global family, and we are working with our international peers to support Crown's priority focus on sustainability. After appointing a Group ESG Director, forming a Global Sustainability Steering Committee and developing a global network of 40 carbon champions in 2023, we have seen significant progress against sustainability globally. Our key achievements so far are:

-  **Carbon accounting** - having partnered with global carbon accounting platform Normative, we are now reporting on Scope 1, 2 and 3 emissions in all regions, with strong collaborations across countries by carbon champions, local and group finance and IT teams.
-  **Sustainability training** - 186 employees have attended half-day Carbon Impact Training, 2000+ completed carbon awareness e-learning, 1500+ completed Carbon Action e-learning, carbon awareness for operational teams and service partners is in progress.
-  **Business propositions** - we are continually identifying and determining the criteria of sustainability-led service propositions, to introduce sustainable innovation in key service areas.
-  **Measuring sustainability** - EcoVadis has already become a benchmark for us, achieving a Bronze medal, and the adoption of GRI framework in sustainability reporting helps to track, measure and communicate our progress.
-  **External transparency** - we enhanced transparency and stakeholder communication by leveraging our reporting, website, social media and by speaking at external events in the UK and Belgium.
-  **Materiality assessment** - we began the process of materiality assessment. In 2024, stakeholder engagement sessions at group-level covering all regions and business units were delivered.
-  **Group net zero strategy** - the Executive Board has made a commitment to setting a group-level science-based target with the Science Based Target Initiative.
-  **Internal awareness** - alongside our employee training programme, we have also launched a new Sustainability page on our internal SharePoint to share progress and send out regular updates through various internal communications channels.
-  **ESG policy review** - we have updated the Group Diversity, Equity & Inclusion (DEI) Policy and developed a new Group Sustainable Procurement Policy.



Caring



Open minded



There



Determined



Sharing

Making it simpler to live, work, and do business anywhere
in the world