

# The Global Record

News and Views for Clients and Friends of Crown Records Management

Issue | 2009

**INDUSTRY EXPERT:  
One-on-One with Trevor Garratt  
Business Manager for  
Grace Information Management**

**2009 Records Management  
Survey**

**Introducing RMhost**



*Photo taken in Milan, Italy*

**CROWN**   
RECORDS MANAGEMENT

# View From The Board

## INNOVATION. EXCELLENCE. RESPONSIBILITY.

Congratulations seems to be a theme of this edition of *The Global Record*, with exciting developments that touch all areas of our business. One of the rewarding features of being a truly global company is that someone, somewhere is making their mark on our clients through innovation, excellent service, risk avoidance, kindness or sheer hard work.

I had the pleasure of attending the opening of our newly-constructed warehouse and office complex in Jakarta and meeting the loyal staff who make that place tick. It has taken many years of excellence and endeavour to earn this major investment, which is now a flagship RM facility in Indonesia—yet another example of long-term planning through a robust property investment strategy.

The RoSPA award in the UK & Ireland highlights the ever diligent attention to Health & Safety (H&S) issues in the workplace, and the value of sharing best practice throughout all of our worldwide locations. In the same way that H&S is part of the DNA of a company like Crown, I'm sure our readers will enjoy the Corporate Social Responsibility activities which strongly demonstrate our commitment to positively impacting the communities we serve. It starts at the top, with our Chairman fully involved and leading by example.

Innovation in Australia and our Hong Kong headquarters brings higher-technology solutions to the market, whilst our Crown network coverage expands through two very recent acquisitions in South Africa and Japan.

At Crown, we listen to our customers, offer a personal service and would love to receive your feedback on this newsletter. Tell us what you like to read about and our worldwide team will deliver. Please e-mail our Editor at [cdraeger@crownglobal.com](mailto:cdraeger@crownglobal.com).

Now, I am heading off to present internal Quality Awards. Yet more reasons for Congratulations! Read on...



**David Muir**  
Chief Executive Officer  
Crown Worldwide  
Europe/Middle East/Africa

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Crown Records Management serves large and small corporations around the world. The company's services include storage of hard copies and electronic business information, scanning, imaging, data conversion, data hosting, escrow and confidential waste destruction services. Crown Records Management is a division of the Crown Worldwide Group which serves customers from over 250 locations in 52 countries. Crown Worldwide Group's other divisions include Crown Relocations, Crown Fine Arts, Crown Logistics and Crown Wine Cellars. Established in 1965, the Crown Worldwide Group is a privately held company with global headquarters in Hong Kong. Crown Records Management's Web site is [www.crownrms.com](http://www.crownrms.com).

**[crownrms.com](http://crownrms.com)**

# 2009 RECORDS MANAGEMENT SURVEY

Please visit our Web site at [crownrms.com](http://crownrms.com) and participate in our 2009 Records Management



Crown is conducting a survey to gain insights from records management professionals. The survey will cover industry topics ranging from basic records management programs and retention strategies to business continuity planning and imaging services.

The results of this survey will help records management professionals to identify trends and benchmark themselves against their industry peers.

Please visit  
[crownrms.com/  
survey](http://crownrms.com/survey)



Trevor Garratt has over 32 years experience in the document imaging industry, including his last role of 12 years as Business Unit Manager for the Document Imaging division of Kodak Australasia. Trevor currently serves as Business Manager for Grace Information Management and is based outside of Sydney, Australia.

Grace Information Management is Crown Records Management's local affiliate in Australia and also serves as Crown's global imaging partner.



#### **What is your current role?**

I joined Grace Information Management in 2007. In my current role as Business Manager, I am responsible for the day-to-day business functions of Information Management including operations, account management and business development.

#### **Are there any major career accomplishments you'd like to highlight?**

One of my major accomplishments was leading the project to relocate the Grace Information Management business from our service bureau located in Hornsby (a suburb on the Upper North Shore of Sydney) to a purpose-built operation in Seven Hills (34 kilometers west of Sydney's central business region).

The project required setting up a team of individuals to transition the business seamlessly and ensure the move was totally transparent to our clients. It involved completing the transition of all aspects of the operation over a holiday weekend to ensure that we would continue without delay in full production mode the following Monday morning. The team and I were all very proud of the successful transition.

#### **Approximately what percent of your clients in Australia perform their scanning in-house vs. using an external service provider and/or use a hybrid approach?**

Australia has a good cross section of all three: in-house, outsourced and hybrid. What is commonly seen in our industry is that some clients take on the scanning projects in-house, only to find out that it's not as easy as they first thought. Subsequently, they often transition to a hybrid approach and eventually, to a total outsourced solution using an external service provider. It is estimated that the breakdowns are 30 percent in-house, 45 percent outsourced and 25 percent using a hybrid approach.

#### **Could you share a hypothetical story of a client who implemented an imaging and hosting service?**

##### **EXAMPLE 1:**

A leading Australian financial organisation has achieved major cost and productivity benefits from digitising their hard copy files and utilising the Grace ImageSilo OnDemand solution.

This solution has enabled its staff to access all the back office documentation directly from their desktops. By outsourcing the scanning capture and hosting aspects to an imaging bureau, the organisation is able to focus on its core business. This solution has resulted in vast improvements in time efficiencies and staff productivity, as staff can be working on a file in less than 30 seconds on his or her desktop.

Filing is eliminated and misfiles have become a thing of the past. Value add benefits can be realised, as the solution caters to the disaster/business continuity plan including:

- automatic generation of an additional copy of their files
- freeing up their facilities department of all back-ups
- additional storage capacity handled by the bureau
- better utilisation of floor space by the elimination of filing cabinets

##### **EXAMPLE 2:**

A leading mobile phone telecommunications supplier has improved their business efficiencies by imaging all their contracts and hosting them on the Grace ImageSilo OnDemand solution.

This solution has enabled their internal staff to access information from remote stores and affiliated company locations. The contracts are sent on a daily basis from stores throughout Australia to our centralised imaging bureau, where each document is prepared and imaged, and the relevant key field data is extracted to populate pre-determined index fields.

An updated database is provided to the client on a regular basis. The updates contain all of the new contract details which are then used to produce exception reports, which are forwarded to the company's central compliance department. The system not only automates the day-to-day operations but also enhances its Quality Assurance systems, which ultimately improve their quality service delivery.

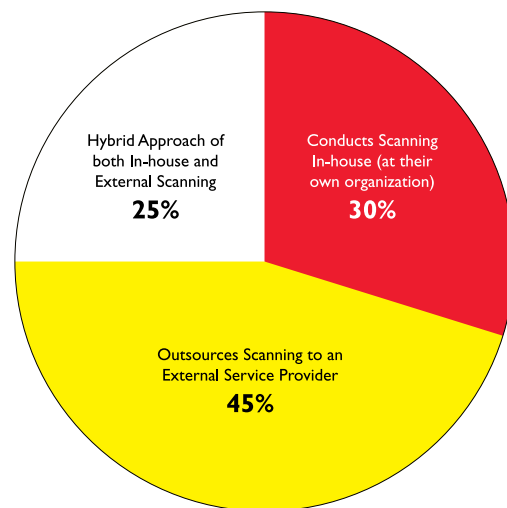
### What have you found to be the biggest challenge for clients who are considering transitioning their hard copies into electronic images?

One of the major challenges for any client is the organization of the documents e.g., removing staples, paperclips, etc. If documents are assembled inside file folders, it can have an enormous impact on the approach to imaging the files. Unfortunately, file folder assembly techniques have not been optimised for imaging projects.

There are many other predetermined conditions that can affect what clients can and cannot do during a conversion process. Many questions need to be answered prior to commencing the project, such as, are the documents generally in good condition? Are they in good order? Are they grouped together? Is the paperwork filed in chronological order? Over time, have contents of the files been duplicated, cross-referenced to other files, combined or interfiled with related folders?

The activity of actually scanning the documents into a scanner is only a small aspect of the project. It's the preparation and organization of the files that are critical to ensuring that the scanned images are meaningful and easily accessible. These steps have proven to be quite challenging for clients.

### Grace Information Management Clients Approach to Scanning



### What advice would you offer these clients?

I'd say "You don't need to image everything!" Think about what files and documents your business will need to access quickly and easily. Those are the documents that should be imaged immediately so you and your staff can enjoy the true benefits of imaging.

Prior to any hardware or software purchases, I recommend that your business conducts an internal survey and assesses the current records workflow processes, identifying which documents are being accessed repeatedly. Without this effort, implementing an automated solution to an ill-defined workflow process only serves to automate the "mess," and the benefits of a new automated solution will not be realised.



**Grace Information Management** is part of the Grace Worldwide Group, Australia's largest records management and storage company, with a reputation for excellence since its founding in 1911.

# Are you Ready to Transition to Paperless?

## Not Sure Where to Begin?

Before beginning any transition to a “paperless” or “less paper” environment, some fundamental decisions need to be answered. One question is whether to implement a “back-file” conversion system, when the organization’s **existing** records are scanned and converted to electronic files, or implement a “day forward” system, when only **newly** generated documents are converted.

### “Back-file” Conversions

To answer these questions, the retention periods of these records will need to be examined closely. For obsolete documents that are no longer required to meet compliance and no longer needed to be accessed by employees, scanning would be a cost-prohibitive option. For older records (that are not yet obsolete), retention periods need to be reviewed so the amount of time left in the records’ lifecycles, potential compliance requirements and frequency of access can be measured against the cost of scanning them into electronic files.

Regardless of whether an organization chooses to implement a “back-file” conversion system or not, they will still need to assess their needs for scanning their “day forward” documents. These assessments should be based on current and future retrieval patterns such as how frequently documents are accessed and used, why they are accessed and how many employees will need access to them.

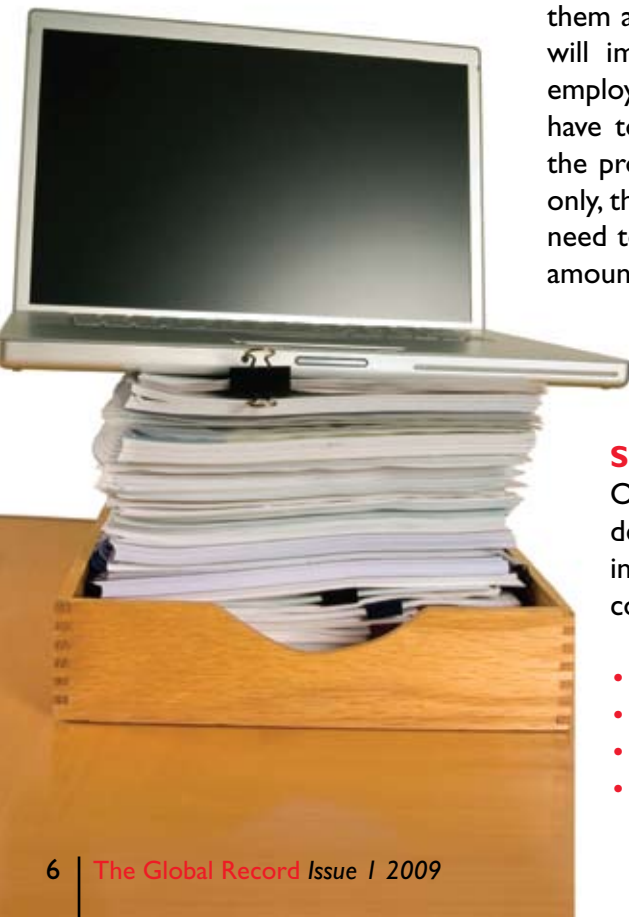
### “Day forward” Conversions

For documents that employees will need to access on a regular basis, having them available as digital files and accessible on their own individual desktops will improve efficiencies. It will enable one, two, five or any number of employees to access the files simultaneously. In addition, they will no longer have to retrieve, handle and store hard copies. This saves time and makes the process more convenient. If employees need to access and view images only, the digital files can be converted into “raw” images. Or if the employees need to extract meaningful data that exists in specific index fields e.g., dollar amounts, weights, dates, etc., the images can be converted into electronic files using OCR (optical character recognition), ICR (intelligent character recognition) and other software. This process streamlines work flow systems and increases employee productivity.

### Scanning & Conversion Locations

Once the assessment has been completed, the next step will be to determine where to conduct the scanning and conversions. Choices include on-site at the company’s offices, off-site with a professional imaging company or a combination of both. The decision will depend on:

- Business & legal requirements
- Confidentiality
- Physical space
- Staff resources
- Cost of equipment
- Project deadlines
- Volume of work



Before investing in any kind of imaging system, a significant amount of research will need to be done in order to determine what type of system will meet the needs and objectives as cost effectively as possible. The research process can be overwhelming. Examples include evaluating staff resources to prepare the documents, set-up and maintain the system, availability of physical space, scanning equipment and software, etc.

### Costs & Confidentiality

The most significant cost associated with an imaging system is labor: organizing the documents, removing staples and paperclips, scanning the documents, performing quality control on the images, performing data entry for indexing, packing the files into boxes for storage and storing or destroying the files. The activity of actually scanning the documents is only a small aspect of the project.

Another important issue to consider is confidentiality. Confidential and other sensitive material, when in paper form, may be sealed, placed in a secure location and made inaccessible to certain staff. When these documents are imaged, security measures must also be implemented. The contents of all sensitive and confidential records must be examined and procedures must be put in place to control access and maintain their integrity.

### Ongoing Access

Once the files have been scanned and converted into electronic files, the next step in the implementation is uploading the images to an online hosting system. Once they are uploaded, designated employees are given login names and passwords and trained on the software. They are trained on retrieving, sorting, viewing and printing electronic images.



While the transition to a “paperless” system should be as smooth as possible for the staff, shifting from hard copies to viewing images on a computer screen may require a cultural change within the organization. If proper training and support is given during this transition period, the staff will quickly embrace the new technologies and enjoy the system’s many benefits. Throughout the implementation, it is critically important to keep the staff well informed of the status, as well as any problems or issues that may surface.

For organizations that are considering converting their paper documents into electronic images, they should consider the many benefits they will enjoy:

- Faster retrieval of documents
- Simultaneous access to a single document
- Elimination of misfiled and misplaced paperwork
- Reduction in physical storage requirements
- Utilization of converted images for inclusion on a company's Web site
- Competitive advantages due to quicker access to information, which enables better client service





# The Crown Worldwide Group Congratulates Crown Indonesia



Crown Jakarta

At a recent worldwide manager meeting, the staff members of Crown Indonesia were not only celebrating the grand opening of their new state-of-the-art warehouse and office facility in Jakarta, but were also the proud recipients of the "Outstanding Achievement Award for Records Management."

On April 22, 2009, the Crown Jakarta team welcomed guests at a grand opening ceremony of their new state-of-the-art facility! Mike Arnold, country manager of Indonesia, noted, "This multimillion-dollar investment makes us even better positioned to provide world-class solutions to our valued customers. We look forward to expanding our service lines and operations across the Indonesian archipelago."

The new building is 7,000 square meters (75,000 square feet). It houses three floors of office space, a 5,500 square meter (59,200 square feet) warehouse, a high-value vault and an electronic media storage center. On-site security provides 24-hour service, assisted by state-of-the-art technology which includes biometric access control, motion and heat detectors, and closed-circuit television (CCTV).

Philip Britton, group vice president of Records Management offered his congratulations, "with a staff of true professionals with a high level of enthusiasm, Jakarta was an easy choice for this year's 'Outstanding Achievement Award.' I would like to give a special acknowledgement to operations and warehouse manager Witdyaningsih Pudjanarko, who has been the driving force behind Jakarta's quality and operational efficiency."



Viewing Room



Mike Arnold, country manager of Crown Indonesia, proudly accepts the award on behalf of his staff, from Ken Madrid, Crown's CEO of Asia-Pacific and CFO of the Crown Worldwide Group.



Storage Capacity: 56,000 Cubic Feet

## CROWN RECORDS MANAGEMENT

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Web site: [www.crownrms.com/indonesia](http://www.crownrms.com/indonesia)

## SECURITY SYSTEMS

- ▶ All around fencing with 24 hour security guards at frontage
- ▶ Full card access system to front office and warehouse linked to PC monitored access systems
- ▶ External office monitoring available 24 hours via password control access
- ▶ Entrance and exit to warehouse via guard monitored gates

## INFORMATION SECURITY

All information systems are kept on servers with file level security behind hardware internal firewalls and scanned frequently with the latest in virus protection software.

## FIRE PROTECTION SYSTEM

The whole premise is fully sprinkled and linked to appointed registered third-party monitoring agent.

## THEFT PREVENTION SYSTEM

- ▶ Warehouse access monitored by CCTV (closed-circuit television) recordings
- ▶ Vehicle access controlled by gate barrier and checks by security guards
- ▶ All visitors need an appointment, are required to register at Crown's reception and are always accompanied by a Crown staff member

## ENVIRONMENTAL CONTROLS

Fully air-conditioned facilities: 24 hours a day, 7 days a week.

## PRE-EMPLOYMENT SCREENING & BACKGROUND CHECKS

Short-listed persons applying for employment are duly checked to ensure they are legal to work. When it is deemed necessary, detailed background checks carried out with the consent of the applicant.

## EMPLOYEE TRAINING

All new employees undergo a training and orientation program not limited to their own specific work scopes. On-the-job training includes instructions and procedures of prevailing quality, health & safety and security.



**Mike Arnold**  
**Country Manager**  
**Crown Indonesia**

**E-mail: [marnold@crownrms.com](mailto:marnold@crownrms.com)**

Before taking on the role of country manager, Mike served Crown in a variety of roles and responsibilities, from Indonesia to China, and most recently Hong Kong where he worked as the general manager of the relocations division.

Mike, a Canadian national, has been with Crown since 1997 and was one of the original participants of Crown's Leadership Development program.





The Records Management teams in the UK & Ireland have achieved significant advancement in their management of occupational health and safety. Their Health and Safety Management System has been externally accredited to the **BS OHSAS 18001:2007 Standard** covering all 24 locations.



Tony Milner, Operations Manager of Crown's Peterborough facility in the UK, proudly accepts the award from a RoSPA official

The OHSAS 18001: 2007 is an internationally recognized specification which verifies that the company has:

- Established an Occupational Health & Safety (OH&S) management system to eliminate or minimize risk to employees and other interested parties who might be exposed to OH&S risks associated with its activities
- Implemented, maintained and continually improves an OH&S management system
- Assured itself of its conformance with its stated OH&S policy
- Demonstrated such conformance to others
- Sought certification/registration of its OH&S management system by an external organization



Steve Slade, safety, health, quality & environment (SHQE) manager commented, “this award was achieved only because all employees demonstrated a high degree of commitment, making occupational health and safety an integral part of our operations; a real team effort.”

The teams are also celebrating the prestigious **Occupational Health & Safety Gold Awards from the Royal Society for the Prevention of Accidents (RoSPA).**



The RoSPA awards go to the best entries in 21 individual industry sectors such as construction, healthcare, transport and logistics—and the competition is fierce. RoSPA stated that “in the current economic climate, awards are more important than ever because they demonstrate that employers care about their employees and will not let their standards slip even if times are tough.”

RoSPA’s David Rawlins further commented “Crown Records Management has shown a commitment to protecting the health and well being of its employees and others. Entering the RoSPA awards reinforces the message that good health and safety is good for business and clearly demonstrates an organization’s dedication to improving performance in this crucial area.”

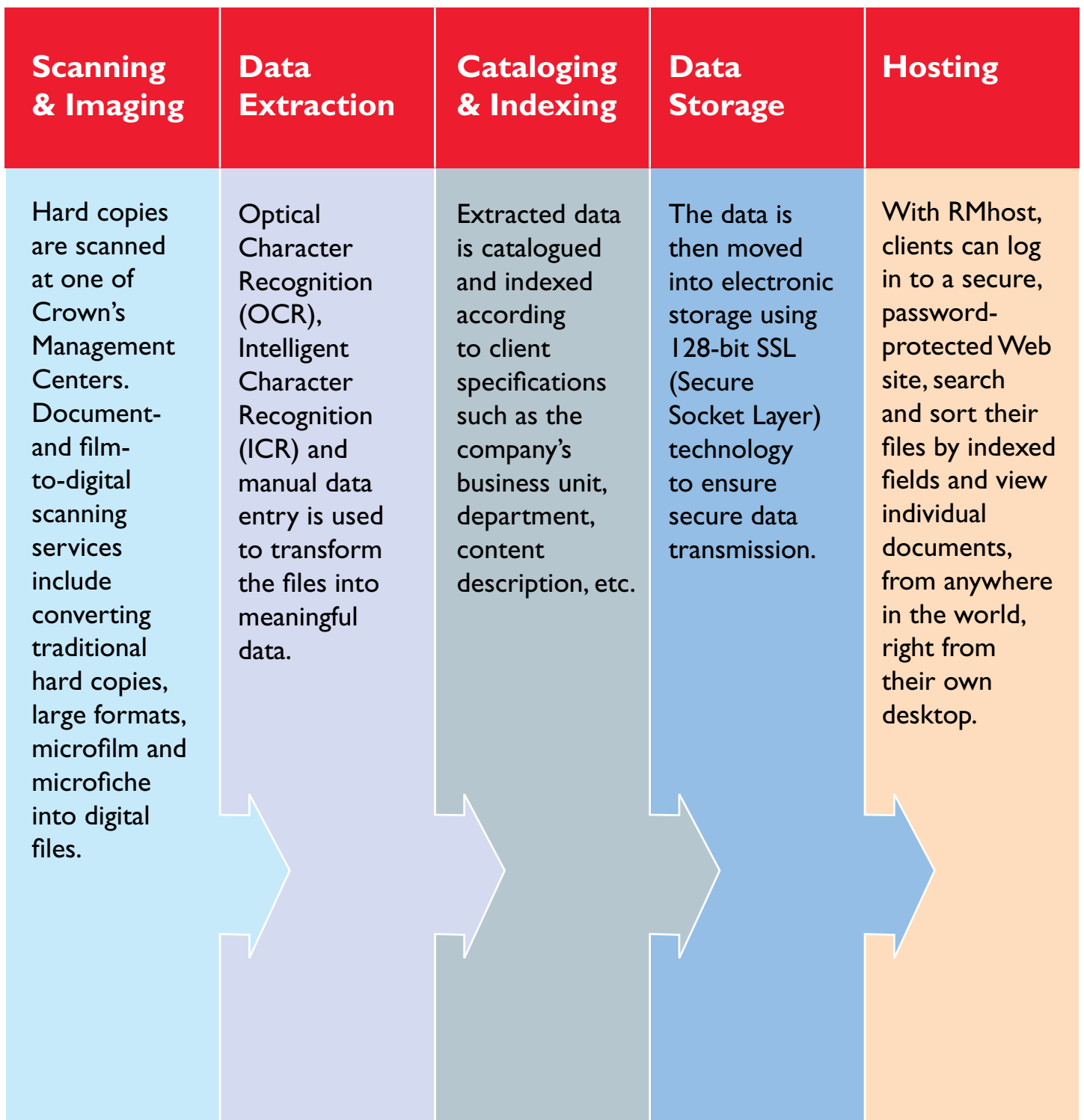
The Gold Awards were presented at a ceremony in Birmingham, alongside the Safety & Health Expo 2009, Europe’s leading exhibition in this field.

Managing director of Crown Records Management, UK & Ireland Frank Hopping said, “we take the matter of proactive health and safety awareness seriously throughout Crown Records Management and these achievements were a real team effort. Every employee demonstrated a high level of dedication and worked to ensure that health and safety always forms an integral part of our operations.”

# Introducing RMhost

Crown Records Management is proud to announce **RMhost**, an off-site, electronic document storage solution, in an ultra secure repository that can hold every document ever produced by your organization.

Customized consulting and a host of services include online storage and easy access to electronic documents anywhere, anytime.



## With RMhost,

- You will free-up valuable office space
- You will reduce administrative tasks and avoid capital expenditures by outsourcing your information management program
- Your IT department will be spared the burden of maintaining growing data storage
- Your employees will be able to access and share documents with just the push of a button and remain focused on critical business operations

## Airtight security ensures that the integrity of corporate information is never compromised:

- All information hosted on internal network, inaccessible to anyone on the Web
- Secure transmission of data between your company and Crown through the use of 128-bit SSL (Secure Socket Layer)
- All communications, including log-ins, queries and results, pass through a secure, encrypted connection
- Three-tier application securities provide customized access rights to include user groups, individuals and document-level security access
- Audit logs monitor access, user activities and unsuccessful log-in attempts
- Multiple backups and redundancy systems eliminate the potential for hardware failures affecting the availability of corporate data and provide Disaster Recovery services
- Without proper clearance, documents remain invisible even to Crown employees



With RMhost, Crown can help your organization go “paperless” without sacrificing easy access and the safe keeping your business information demands. Through customized solutions and prompt service, Crown guides clients every step of the way, helping them to develop the best solution to meet their needs so they will always find the information they are looking for.

For more information,  
please visit  
[crownrms.com](http://crownrms.com).

# CSR



## A Clear Commitment to Corporate Social Responsibility

Crown recognizes its responsibility to conduct its business in a way that helps the environment and the communities it serves. Through a dedicated Corporate Social Responsibility (CSR) effort, the company is committed to continuously improving its performance in both of these areas.



## Destination Green

[crownrms.com/community](http://crownrms.com/community)

Because Crown's business requires the retrieval and delivery of business information, its use of fuel consumption and related carbon emissions by vehicles have a real impact on the environment.

Crown has established policies to secure ISO 14001 or a comparable environmental accreditation in three of its biggest markets—Hong Kong, Australia and the UK, with other worldwide locations following suit. The company's target is for country operations to achieve accreditation within the next two to five years, based on consistent company-wide policies.

In the meantime, Crown is developing global standards to ensure that all worldwide management centers are working in unison to minimize impact. Critical to this effort has been Crown's steps to measure its consumption of natural resources. By doing this globally, Crown can set targets and work to continuously improve.

To engage all staff in environmental actions, Crown has established *Green Liaisons* in every country. These employees are champions who educate and facilitate improved green practices at each location. The liaisons also share best practices and have helped identify creative solutions and excellent models for worldwide operations.

It's an exciting time for Crown and its employees. For the first time the enthusiasm for the environment and community outreach which has always been evident is being brought together under a more unified vision, common processes and global targets.

A passionate champion of the environment in London can now join forces with a like-minded colleague in Hong Kong. A hard-working supporter of education for underprivileged children in Cambodia can see that a counterpart in Chicago is working hard to help undernourished youngsters in Latin America. All employees will soon be able to educate themselves about how they can help the environment and community through company-sponsored online courses. With regional businesses working together Crown can now maximize the positive effect it has on the markets it serves.



Sally Thompson (wife of Chairman, Jim Thompson) accepting a certificate on behalf of Crown's Commitment to Action. Commitments to Action, are new, specific, measurable initiatives undertaken by members of the Clinton Global Initiative. Jim and Sally have made a commitment to the Clinton Global Initiative to further the educational opportunities for underprivileged, orphaned and HIV-positive children in Cambodia, which will enable them to receive a formal, structured education.



## Charity in Motion

[crownrms.com/community](http://crownrms.com/community)

After decades of providing records management services in communities of contrasting socio-economic conditions, Crown believes it must support local communities in need.

In fact, helping local communities has been part of Crown's culture for decades. This is driven by the inherently global nature of Crown's business and by the personal passion of its Chairman, Jim Thompson. The company has provided services, funds and volunteers to a broad range of causes around the globe. Today, taking action to help local communities is one of the company's five fundamental core values.

Crown businesses collaborated to build two primary school buildings in Cambodia which will serve 4,000 children. One school will include children orphaned by and/or living with HIV/AIDS themselves. The new premises will help the children get a much sought after education, earn a livelihood and contribute to their country in recovery. This is one example of Crown's focus on children's education and health initiatives.

This is also seen through Crown's ongoing provision of transportation to Vitamin Angels, a non-profit organization dedicated to providing vitamin supplements and anti-

parasitic medication to the world's most vulnerable and malnourished children.

Crown often partners with client corporations and local organizations in their efforts. For example, Crown partners with Standard Chartered Bank in its Living with HIV initiative, through which Crown attends and hosts seminars to educate employees and other stakeholders about HIV and AIDS to help prevent its spread.

For more information about these and other CSR activities, please visit [crownrms.com/community](http://crownrms.com/community).



Ramesh, a Crown staff member in Chennai, India distributing tablets from Vitamin Angels to Hindu Mission Hospital



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