

# CROWN UK & IRELAND SUSTAINABILITY REPORT

Reporting on the period January to December 2024



# WELCOME

Stephen Hardie, Managing Director UK & Ireland

In 2024, sustainability has truly become a collective effort at Crown UK & Ireland. Our commitment to integrating sustainable practices into every aspect of our business has never been stronger. This year, we have seen remarkable progress as every team member contributes to our sustainability goals.

A significant highlight has been our enhanced EV strategy with the addition of more electric vehicles, now ten in our fleet, leading to notable improvements across our operations. In addition, the full implementation of telematics with a fleet management platform is now providing invaluable insights into driver behaviour, leading to better fuel economy and reduced engine idling time – we have already seen reduced fuel consumption as a result.

One of our largest and most significant property leases has also been re-negotiated, and we have used this opportunity to secure significant landlord investment in improving the sustainable infrastructure, which we expect to result in a substantial reduction in electricity consumption. This is another key area in our reduction journey – through the implementation of energy efficiency measures across all sites, we have reduced grid electricity consumption by 48% since 2019.

**“Through energy efficiency measures across all sites, we have reduced grid electricity consumption by 48% since 2019.”**

Our HR team has already made great strides in supporting the wellbeing of our staff, which has led to our recognition by Investors in People as Investors in Wellbeing. In addition, the team has worked closely with our sustainability colleagues to support the development of our Social Impact Strategy.

I am proud that the Crown team has increased their volunteering to 28% of staff using at least one-day a year. Now, with this strategy, I look forward to seeing what further positive impact the Crown team can deliver this year.

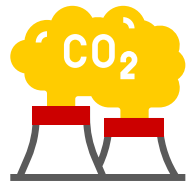
Stephen Hardie



## CONTENTS

Welcome	1
Our key achievements	2
Our Responsible Business Strategy	3
Alignment to the UN Sustainable Development Goals	4
Sustainability governance	5
Pillar 1: Our climate and environment	6 7
Our pathway to net zero	8
Understanding our wider emissions	9
Pillar 2: Our people and business	10 11
Pillar 3: Our partners and community	12 13
Crown Information Management	14 15
Crown Workspace	16 17 18
Crown Fine Art	19 20
Crown Relocations and World Mobility	21 22
About Crown UK & Ireland	23
Crown's global progress	24

# OUR KEY ACHIEVEMENTS IN 2024



**54.5%**

reduction in Scope 1 & 2 emissions since 2019\*

\*As of January 2025, Crown UK & Ireland has reduced its Scope 1 and 2 emissions by 54.5% against a 2019 baseline



**19.7** <sup>+9.6</sup> hours\*\*

average training hours per employee

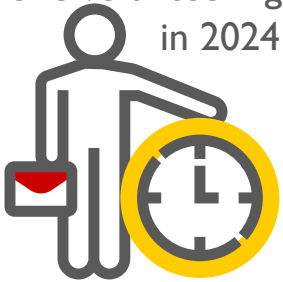


**83%** <sup>+5%</sup> \*\*

employees recommend Crown as a great place to work

**28%** <sup>+5%</sup> \*\*

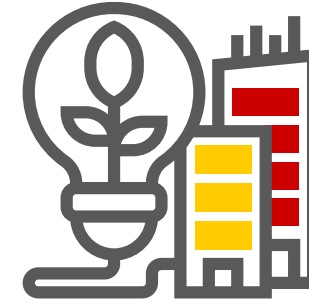
staff used at least one volunteering day in 2024



**Solar panels at 5** sites and more in planning

**850+**

charity partners across the UK&I



**100% renewable** electricity at 17 out of 18 sites

**48%**

reduction in grid electricity consumption since 2019



## Working closely with 4+ industry bodies to drive the sustainability agenda:

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



Awards and accreditations:



\*\* change in figure of 2024 compared with 2023

# 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.

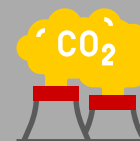
This is the third submission to cover all our UK & Ireland brands since we began reporting in 2015 as Crown Workspace, reflecting data for 2023. For more information about our score and progress, see here.

[LINK](#)



## OUR 2024 HIGHLIGHTS

10 electric vehicles in operation



54.5%

reduction in CO<sub>2</sub>e 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

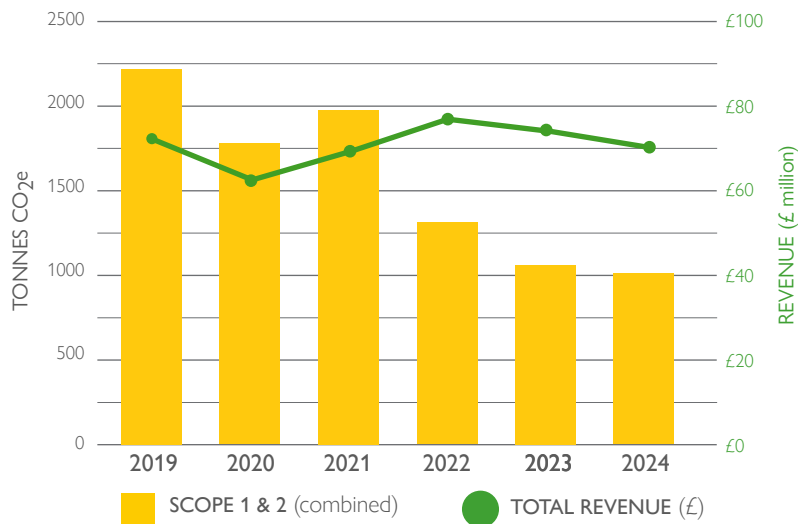
# PILLAR ONE: OUR CLIMATE AND ENVIRONMENT

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.

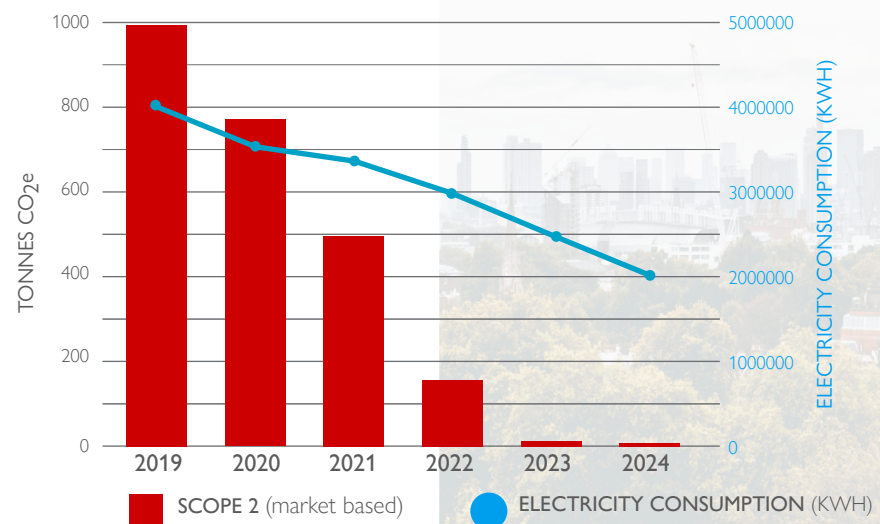
As of 2024, we have reduced our Scope 1 and 2 emissions by 54.5% against a 2019 baseline, keeping us on track to reach a 65% reduction by 2030 and achieve net zero by 2040. Our grid electricity consumption has decreased by 48% compared to 2019, thanks to continued energy efficiency initiatives; we recognise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

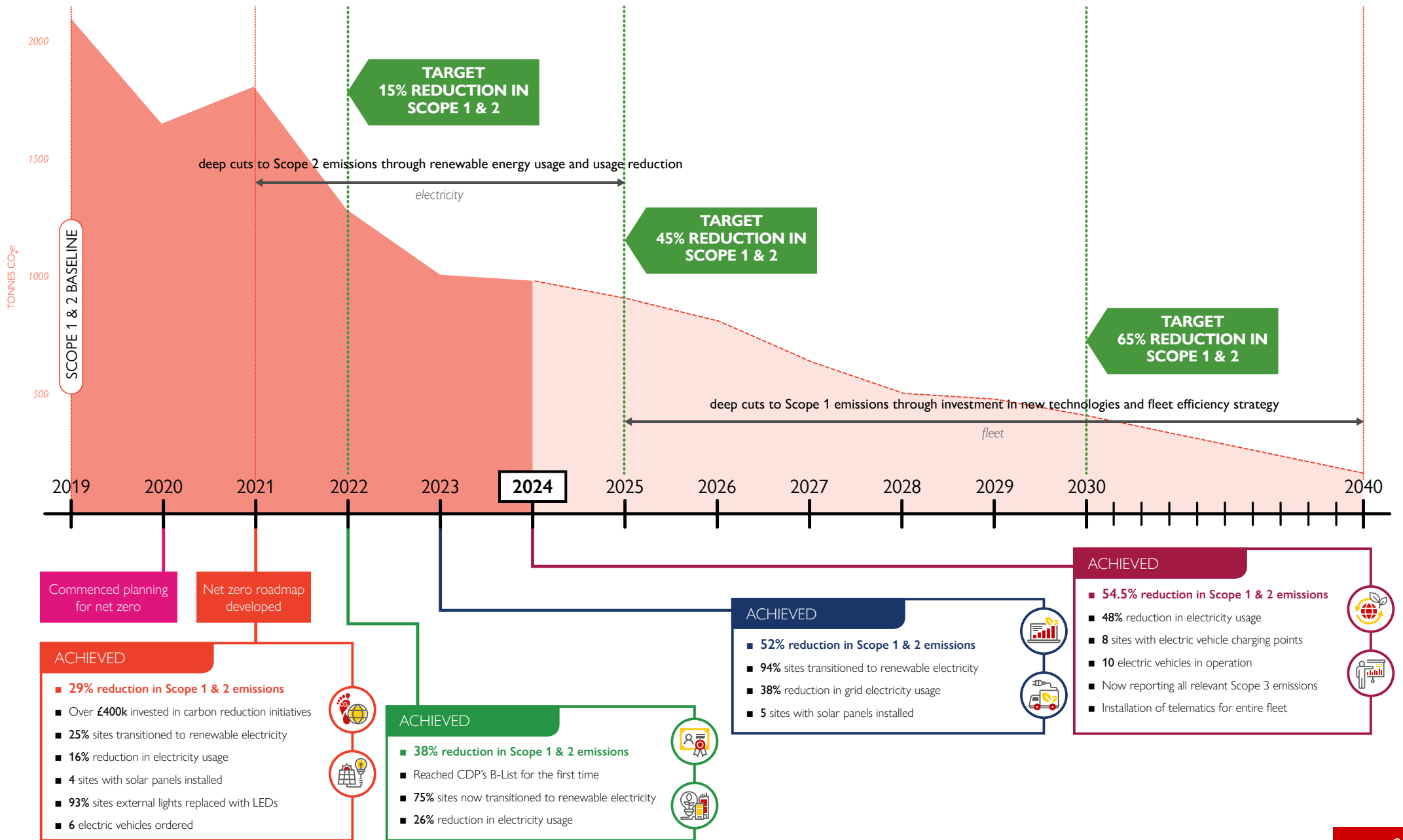


For a full breakdown of our data and emissions reduction initiatives, please see our Carbon Reduction Plan

[LINK](#)

# OUR PATHWAY TO NET ZERO FOR SCOPES 1 AND 2

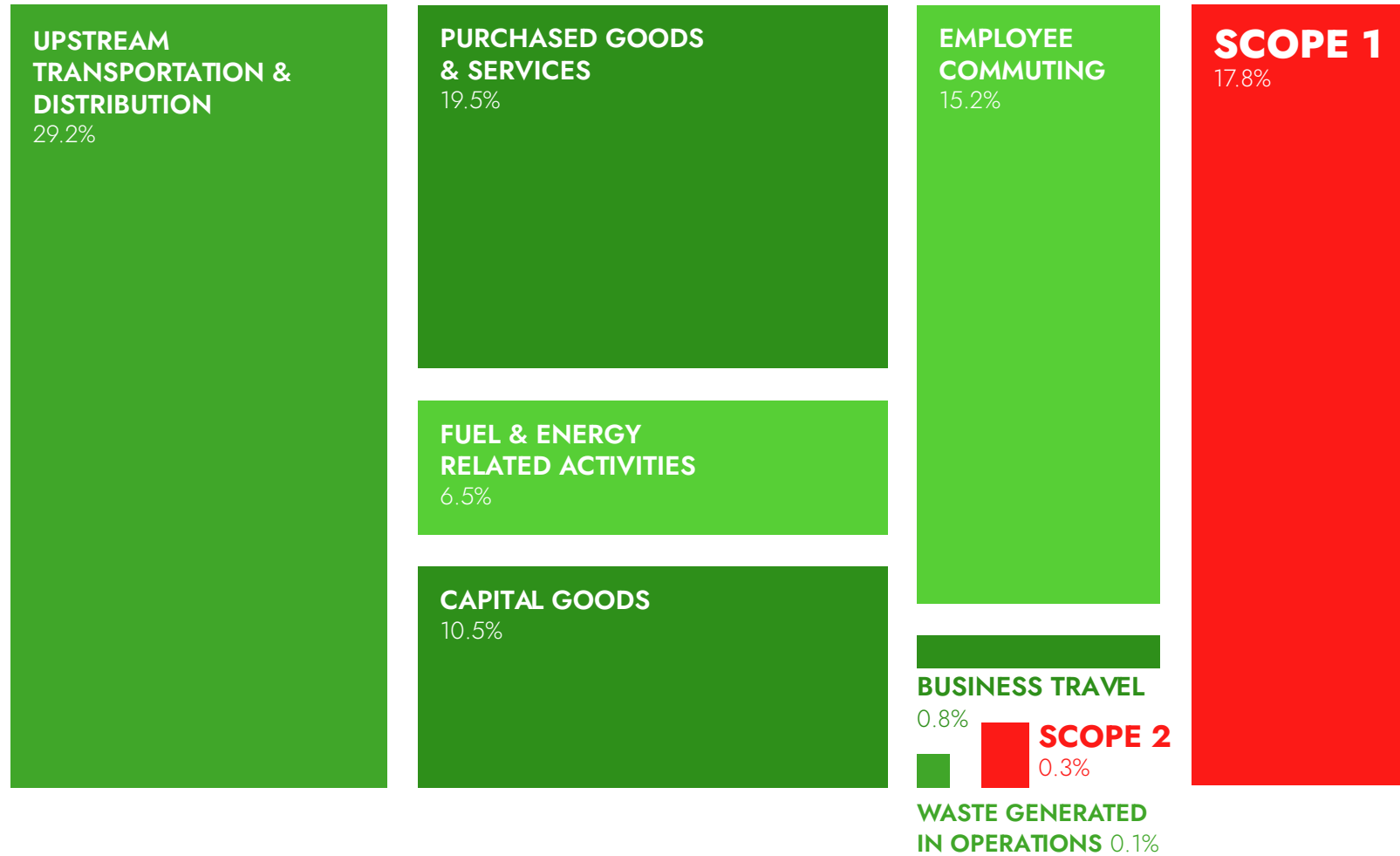
Crown UK & Ireland is committed to decarbonising as far as possible against a clear roadmap towards net zero by 2040 for Scopes 1 and 2.



# 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



**28%** +5%

employees using at least one volunteering day

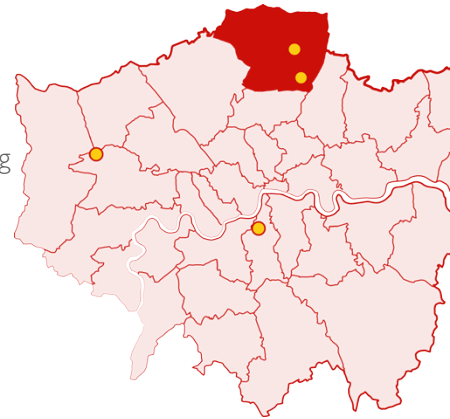
# BUILDING OUR SOCIAL IMPACT STRATEGY

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 INFORMATION MANAGEMENT

In 2024, we experienced another year of growth in our digital services, and we have been actively encouraging our clients to opt for solutions that reduce paper use, transportation needs, and physical storage. Through thorough mapping of the sustainability impacts of both our physical and digital records services, we can more confidently recommend solutions that reduce negative impacts and improve positive outcomes for our clients.

Transitioning from physical to digital records management reduces vehicle usage and the need for new vehicles, thereby cutting down on tailpipe emissions and embodied carbon. With fewer physical records being created and stored, we also see a decrease in warehousing needs and energy consumption for lighting, heating, and dehumidifiers. Additionally, this shift reduces the need for packaging, paper, and ink, leading to lower resource consumption.

## ELECTRIC VEHICLES AND ROUTE OPTIMISATION

Recognising that the distribution of physical records is one of our most carbon-intensive services, we have made it a priority to ensure that when physical deliveries are necessary, they are as efficient as possible. In 2024, we invested in our first three electric vehicles and installed six EV charging points, now available at five of our 13 locations.

Additionally, with the recent installation of our UK&I wide telematics system, we can now closely analyse our routing and optimise it to reduce environmental impacts and increase efficiency. We have already made progress in reducing our fleet as a result. For instance, we now have three less vehicles operating from our Peterborough site on a daily basis due to effective route optimisation and consolidation of vehicles.

**Crown Information Management invested in our first three electric vehicles and installed six EV charging points, now available at five of our 13 locations**



***“At Crown Information Management, we have been transforming our business, and bringing sustainability and digitisation together to solve business problems and create financial, environmental and social benefits from changing how we manage records”***

**David Fathers, Regional Director, Crown Information Management UK&I**



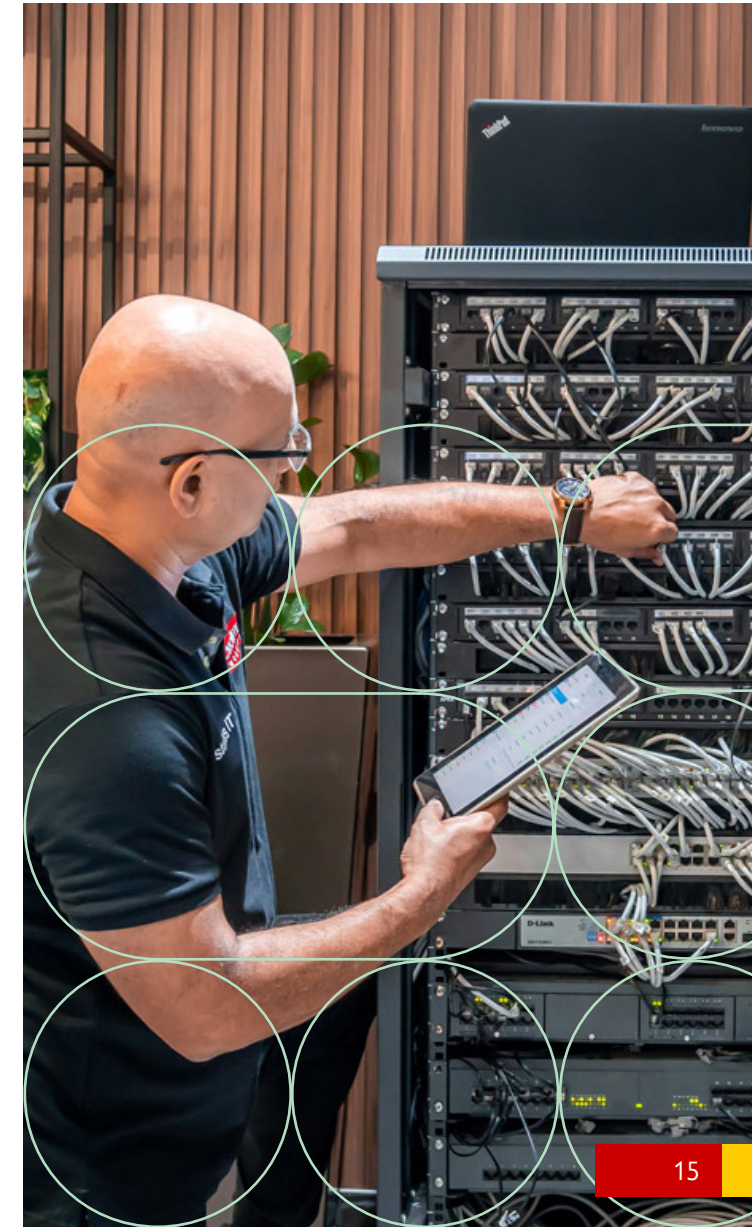
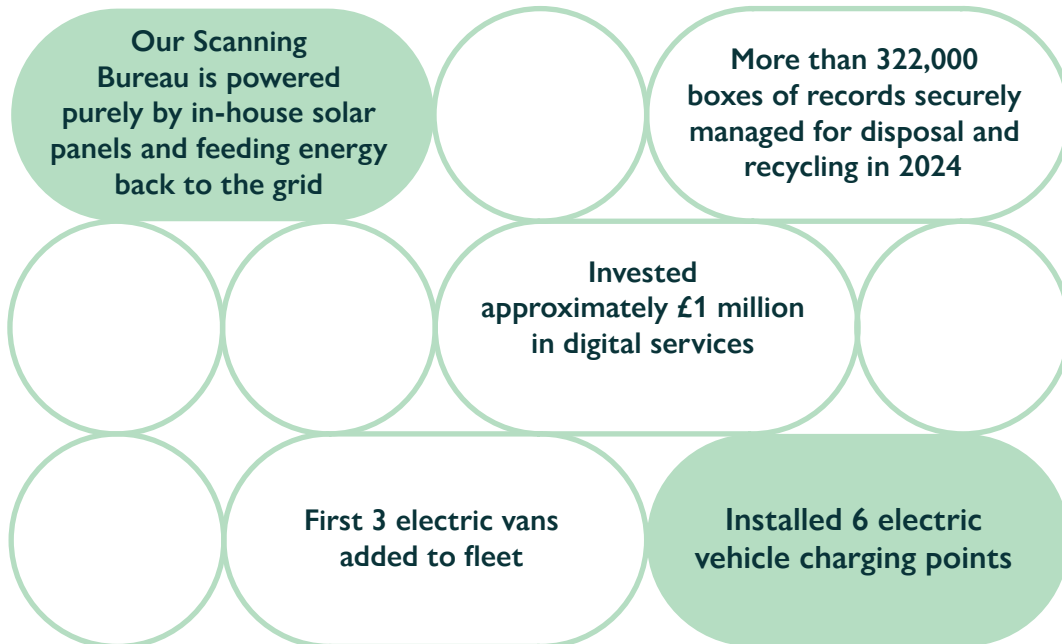
## KNOWLEDGE SHARING AND ENGAGEMENT

In May 2024, Crown Information Management attended the IRMS (Information Records Management Society) Conference, where we shared our journey of integrating sustainability into the digital transition and vice versa. We highlighted how organisations can reduce their negative environmental and social impacts through more thoughtful records management solutions, while acknowledging we are still learning and evolving too. By sharing our insights and progress in these industry settings, we aim to inspire others to make positive changes in how they manage information and drive sustainability forward within their organisations.

Following the event, we developed and published our white paper “Uniting Digital and Sustainable Transformation Agendas”, which shares in more detail our experiences and learnings from our digitisation and sustainability journeys to date. We explain the steps businesses embark on to digitise records management and the potential sustainability impacts of each. We also acknowledge that digitisation has a social and environmental footprint and look at how to minimise the negative impacts of this business transformation process.

In March 2024, we launched our Digital Academy for Europe, the Middle East and Africa (EMEA). Every two weeks, members of our Records Management Team, including our Director of Digital, host an hour-long session for staff across the whole EMEA region. These sessions focus on the digital transition, empowering our employees with the confidence to discuss digitisation and sustainability with our customers, not just in the UK and Ireland but much more widely.

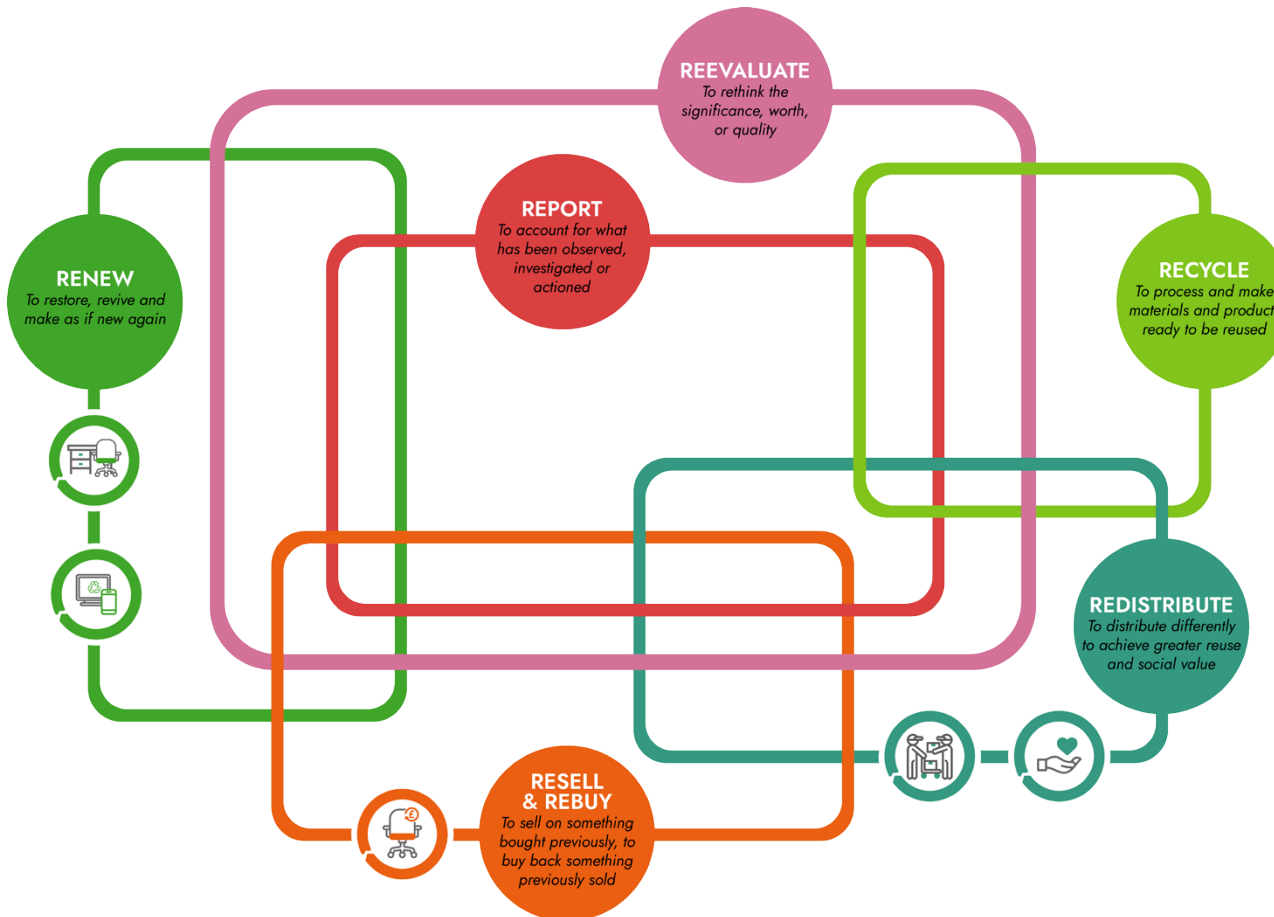
### KEY STATS:



## 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.



*“I remain proud of the innovation and social impact that Crown Workspace delivers as part of our workplace change services. Our new ‘Reevaluate’ process delivered by our LENS online tool tracked over 10,000 client items in 2024, helping those clients better manage the lifecycle of these assets. It is this leadership in embedding circular economy practices through Circulate that helped Crown Workspace win the Green Apple International Gold Award for Sustainable Development in 2024.”*

Phil Oram, Regional Director, Crown Workspace UK&I

## REEVALUATE

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.

# LENS

asset lifecycle tool

£10,000 investment in our new asset lifecycle tool

## RENEW

We refurbish and remanufacture IT and furniture assets in our North London facilities, prolonging their life by preparing them for reuse by clients or by others.

### 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.

### 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.



In 2024, we refurbished and reconditioned

27,140  
items

saving

2000  
tonnes of  
CO<sub>2</sub>e

and diverting

334  
tonnes

into reuse

Since 2015, we have processed and refurbished over 276,000 items of furniture, IT and AV through these facilities

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



## RESALE

By working with our refurbishment facilities and retail channels, 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.



## REDISTRIBUTE

We strongly believe that no asset with social value should go to waste, so our systems support the principle of redistribution, whether across your estates for reuse by colleagues or to those in need across our communities through the Giving Back Project.

**Donation** - 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.

**In 2024, we worked with over 800 charities, donating a record 6,160 items**

### 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. Our donations over 2024 helped them to turn the venue into three rehearsal studios, a playwriting hub, a script library and a community zone. We hope to be able to support SCRUM over the years to come

*“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

## REPORT

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. We have evolved these client savings reports in 2024 to better reflect Circulate services and clients' reporting requirements.

## RECYCLING

Through Crown Circulate, Crown Workspace is committed to preventing waste in the first place, but where waste is generated, we are focused on maximising recycling and closing the loop. We always work with fully licensed recycling and waste management partners and provide full compliance documentation for your records. We continue to recycle, on average, over 90% of all waste generated on client projects, with non-recyclable waste going to energy-from-waste instead of landfill wherever possible.



## SmART SUSTAIN SERVICES

In April 2024, Crown Fine Art officially launched our market-leading crate and packaging reuse service, designed to keep valuable materials in use and give art packaging a second life. Traditionally, these items would be sent to recycling or waste facilities. However, CFA now retains used packaging products and lists them for resale on our bespoke online shop.

Through this service, clients can select and reserve reused packaging options tailored to their needs. A member of the Crown Fine Art team will then discuss requirements in detail to ensure the case is reconfigured appropriately for the artwork. This process guarantees that quality, safety, and security are maintained while extending the lifespan of these materials.

By retaining these items, we can also reuse them in-house where applicable, highlighting the environmental and financial savings achievable through reuse. In 2024, we reused over 40 crates through resale via SmART Sustain or internal reuse for existing clients.

[You can view our SmART/Sustain retail platform here](#)



## GCC MEMBERSHIP

In 2024, we became an Active Member of the Gallery Climate Coalition (GCC), signifying our commitment to leading responsible business within the fine art industry. To achieve Active Membership, we had to demonstrate that we had implemented environmental sustainability best practice in line with GCC guidance.

On client request, we have also begun reporting on the carbon emissions of the services we provide within our clients' projects. We have developed our own report template and use data from the GCC calculator to generate the emissions figures. This allows us to demonstrate to our clients where their biggest impacts are and give them the opportunity to make more sustainable choices in the future.



***“We are proud of what Crown Fine Art has achieved in driving more sustainable outcomes across our team, fleet, and business operations. We increasingly collaborate with our customers, suppliers, and industry bodies to achieve better results for all. From launching industry-leading initiatives on the resale and reuse of Fine Art Packaging to supporting clients with carbon reporting requirements, we are committed to continuous innovation in this area.”***

**David Preston, Regional Director, Crown Fine Art UK&I**

## ELECTRIC VEHICLE ACQUISITION

In August 2024, we took delivery of Crown Fine Art's first electric vehicle, which is also the UK's first Government Indemnity Standard fine art vehicle, with air suspension, climate control, full height and tail-lift and space for client couriers. The vehicle has already been requested by a number of high-profile London institutions as a result of the sustainability benefits. Since its purchase, the van has driven over 3,500 miles, which if travelled in an equivalent diesel vehicle, would have generated carbon emissions of approximately 2.7 tonnes CO<sub>2</sub>e. We have also installed a charging station at our head office, which is available to be used at no charge to our team who own electric vehicles.

## INVESTORS IN PEOPLE CULTURE AUDIT

Over the past few years, our Fine Art division has undergone significant growth and transformation, which has resulted in some changes to the team and culture. We therefore felt the need to understand how we can better engage with our employees and bring them along on our journey of growth. To do this, we worked with Investors in People (IIP) to carry out a culture audit, who came in as an external voice and conducted interviews and questionnaires with the team.



- Delivery of specialist electric vehicle designed for fine art logistics
- 40 crates and travel frames reused through SmART/Sustain initiative



# CROWN RELOCATIONS AND WORLD MOBILITY



## PILOTING CARBON FOOTPRINTING FOR CLIENTS

Since establishing our sustainable innovation committee at Crown World Mobility and Relocations in late 2022, we have made significant strides in embedding sustainability into our core operations. Our initial focus on upskilling staff, understanding client priorities, and researching external factors has laid a strong foundation for our ongoing efforts. We are now proud to report on the progress of two key initiatives:

- **Carbon footprinting for clients' moves:**

We have successfully developed and are now piloting a carbon footprinting tool that allows us to estimate and report the carbon footprint of client moves. This tool, currently being tested with key clients, aids in decision-making and carbon reporting. Our goal is to refine and roll out this tool across our global operations by the end of 2025.

- **Enabling reuse for those moving home:**

Through our partnership with Home Sweet Home, we are providing a solution to help individuals and families relocating to clear their homes by donating their redundant assets, reducing waste. This initiative is also in the midst of a pilot with a set of core clients.

Following an initial scoping exercise in 2023 where we mapped our service impacts and conducted industry research, the sustainable innovation committee is now driving the success of these initiatives. As the nature of our mobility services are global, our approach also forms part of a global strategy which has seen us capture global data footprint for the first time in 2024.

## ENGAGING WITH KEY CLIENTS

A key part of our sustainable innovation journey is holding a voice in our industry, to learn from and collaborate with others whilst driving our sector forward. In 2024, we held two Client Advisory Board sessions with 20 core global clients and will continue to do so in 2025. Sustainability persists as an important part of these discussions, which we use as a test bed for our innovation initiatives.



***“As a global service provider we are focused on innovating and collaborating with Crown teams to reduce the environmental impact of our service. But we are a people business and this year we have been focused on strengthening our team’s engagement, wellbeing and support – in turn this has resulted in stronger service, happier staff and increased societal support. We are excited to see what we can achieve in the year ahead.”***

**Vicky Woods, Regional Director Crown World Mobility & Relocations UK&I**



## UPSKILLING OUR MOBILITY ADVISORS ON THE GREEN AGENDA

Our Carbon Impact Training programme has been instrumental in equipping our client-facing staff with the knowledge and confidence to discuss sustainability issues. In 2024, we trained 24 Mobility Advisors at our Ruislip office, ensuring they are well-versed in sustainability vocabulary and Crown UK & Ireland's three-pillar responsible business strategy.

24 Mobility Advisors received half-day training on carbon and climate change

## FOCUS ON EMPLOYEE MORALE AND WELLBEING BRINGS RESULTS

Crown World Mobility and Relocations brands have been focused on embedding sustainability and supporting employee wellbeing as we adapt to challenging current market conditions. This has included regular activities and fundraising events to build our teams and community. Our charity committee empowers staff to strengthen our charitable efforts and impacts. These efforts included celebrating World Mental Health Day with a guided meditation class in the office. All staff wore yellow on the day, raising £208 for the Young Minds Hello Yellow Campaign.

We are proud that consequently, our 2024 employee survey had a 90% participation rate and results increased by 17% across the board compared to 2023. Our staff focus has also enabled the team to improve the quality of the service we offer to clients. In our most recent Customer Feedback Survey, we scored an overall 4.51 out of 5, an increase from 4.07 in the year prior.

### 2024 EMPLOYEE SURVEY HIGHLIGHTS:

- 92% say they enjoy a good and safe working environment  $\uparrow$  +3%
- 95% say their teammates are aware of Crown's values and try to build them into everything they do  $\uparrow$  +2%
- 98% say their teammates always aim to do good quality work  $\uparrow$  +8%



# ABOUT CROWN UK & IRELAND

Crown UK & Ireland brands are part of Crown Worldwide Group, a privately owned, global logistics company founded in 1965 and headquartered in Hong Kong. Managing a broad portfolio of complementary brands, Crown Worldwide Group is committed to making it simpler to live, work, and do business anywhere in the world.

Signatories to the United Nations Global Compact (UNGC), Crown Worldwide Group commit to the UNGC's ten principles, covering human rights, labour, environment and anti-corruption, and report annually on progress against goals set for each principle.



Through our unique perspective, service range and network facilities, Crown Information Management works with organisations to maximise value from their corporate memory. This is achieved through digital and hard copy storage, active management, and smart and timely distribution of information assets across the enterprise.



Crown Workspace is dedicated to supporting clients' workplace needs as they change and grow. Our services and expertise span across office moving and changes, IT services, furniture reconditioning, interiors and storage.



With priceless artifacts, choosing a reliable partner is critical. Developing the world's first, integrated international art logistic service, Crown Fine Art makes it possible to have the security and reliability of one supplier for fine art movements across the world.



To the corporate assignment manager, Crown World Mobility offers a range of business-critical assignment services backed by a unique international network of offices and experienced people.












Crown Relocations supports families on the move, whether across the country or the world we are there to make it simpler. Our network and our heritage in moving, combined with the expertise of our people in delivering relocations and settling in services, give confidence to all.



# 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