

# CROWN UK & IRELAND SUSTAINABILITY REPORT

Reporting on the period January to December 2023

# WELCOME

Stephen Hardie, Managing Director UK & Ireland

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

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

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

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

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

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

Stephen Hardie



# CONTENTS

Welcome .....	1
Our key achievements .....	2
Responsible Business Strategy .....	3
Sustainability governance .....	4
Pillar 1: Our climate and the environment .....	5 6
Our pathway to net zero .....	7
Pillar 2: Our people and business .....	8 9
Pillar 3: Our partners and community .....	10 11
Crown Records Management .....	12 13
Crown Workspace .....	14 15 16
Crown Fine Art .....	17 18
Crown World Mobility & Crown Relocations .....	19 20
About Crown UK & Ireland .....	21

# OUR KEY ACHIEVEMENTS

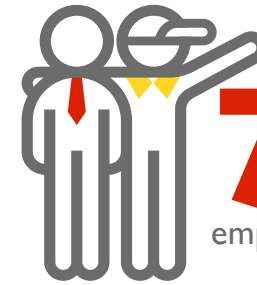


reduction in CO<sub>2</sub>e emissions since 2019\*

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



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



employees recommend Crown a great place to work



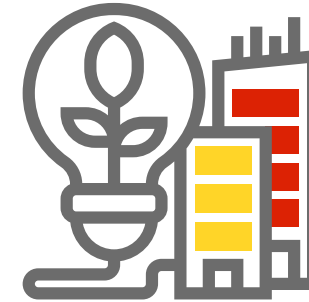
volunteering hours used by staff in 2023



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



charity partners across the UK&I



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



**million** kWh saved through electricity reduction measures



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

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

The Coalition for Greener Mobility



Maintained CDP's B-list



# OUR RESPONSIBLE BUSINESS STRATEGY

Crown UK & Ireland has identified sustainability priorities under three core pillars which now define how we do business, and how we further develop and deliver our services.

We are working to put these pillars at the heart of our decision making and ensure that our business continues to work for our many stakeholders, not just today but long into the future. These pillars are aligned with six UN Sustainable Development Goals to which we contribute most significantly, ensuring we are supporting worldwide efforts to tackle economic, social and environmental challenges.

## GOVERNANCE

### Our climate and environment

Significantly reducing the impact of our operations and services and playing our part in tackling climate change, in-line with our net zero target



- **Net zero**  
Decarbonise Crown UK & Ireland as far as possible against a clear roadmap towards net zero for Scope 1, 2 and 3 emissions
- **Circular economy**  
Develop the circular economy philosophy across all business operations through service innovation
- **Natural resources**  
Minimise consumption of natural resources by reducing usage, maximising reuse, eliminating wastage and sourcing sustainably



## STRATEGY

### Our people and business

Supporting and empowering employees within and beyond the workplace, benefiting those who work for us whilst enabling our business to flourish



- **Health, safety and wellbeing**  
Sustain a healthy, safe workplace and have a positive impact on the overall wellbeing of our employees
- **Equality, diversity and inclusion**  
Foster an inclusive workplace, fair to all, that enables us to attract, nurture and grow a diverse workforce reflecting our communities
- **Employment and skills**  
Provide training and development, reward and recognition, enabling employees to enhance their skills and reach their potential



## TRANSPARENCY

## COMMUNICATION

### Our partners and community

Collaborating to understand and meet the needs of our wider communities, and have a positive impact on society



- **Giving back**  
Recognise the positive impact we can have, beyond our business operations and empower our employees to give back to our communities
- **Driving the agenda**  
Share our knowledge and experiences to enable, encourage and support our supply chain and stakeholders to do the same
- **Supporting our communities**  
Create fulfilling jobs and inspiring opportunities, and making wider community needs an integral part of our service





# SUSTAINABILITY GOVERNANCE

We have huge ambition in our drive to be a responsible business and understand that leadership and oversight are key to achieving this. Our transformation is being led by the Responsible Business Team, with representation across key business functions supported by external specialists, and overseen by the UK & Ireland Senior Leadership Team. All our UK & Ireland brands are committed to this agenda and the brand heads take responsibility for making these pillars central to decision making across the business and driving brand-specific innovations through their brands. Key stakeholders in these groups now formally have part of their goal setting aligned to sustainability.



## REPORTING ACHIEVEMENTS

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



## GOLD ECOVADIS RATING FOR THE SECOND TIME

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

# PILLAR ONE: OUR CLIMATE AND ENVIRONMENT



## OUR COMMITMENT:

We will significantly reduce the impact of our operations and services and play our part in tackling climate change, in line with our net zero by 2040 target

### Net zero

Decarbonise Crown UK & Ireland as far as possible against a clear roadmap towards net zero for Scope 1, 2 and 3 emissions

We have a net zero target for Scope 1 and 2 emissions by 2040 relative to a 2019 baseline with interim targets of 45% reduction by 2025 and 65% by 2030. We are reducing our emissions annually in line with these targets.

We have already started to measure our Scope 3 emissions, and plan to develop a target for these in 2024. We have rolled out carbon training across the organisation to support our plans.

### Circular economy

Develop the circular economy philosophy across all business operations through service innovation

We are already successfully delivering circular services, and reducing environmental impacts for our clients, through a number of our brands but we want to roll this out across the whole of UK & Ireland.

We are working with the existing manager-led innovation programmes to apply not just circular principles but a full 'three pillar lens' to ensure these are reflected in all current and future areas of business innovation.

### Natural resources

Minimise consumption of natural resources by reducing usage, maximising reuse, eliminating wastage and sourcing sustainably

We have started to build a clearer understanding of our procurement processes, the natural resource impact of our operations, and of our waste handling arrangements.

We are using this knowledge to develop a circular economy policy across Crown UK & Ireland to help drive waste prevention, reduction and reuse.

## CDP B SCORES DEMONSTRATE BEST PRACTICE

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

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



LINK



## OUR 2023 HIGHLIGHTS

7 electric vehicles in operation



52%

reduction in CO<sub>2</sub>e emissions since 2019\*

1.5 million kWh saved through reduction in energy consumption

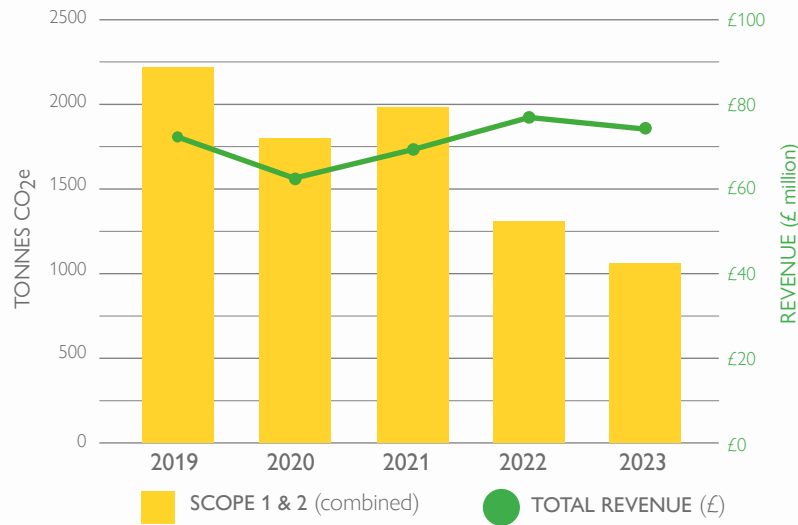
\* we have reduced our Scope 1 & 2 emissions by 52% compared with our 2019 baseline as of January 2024 in-line with our strategy for net zero by 2040

# PILLAR ONE: OUR CLIMATE AND ENVIRONMENT

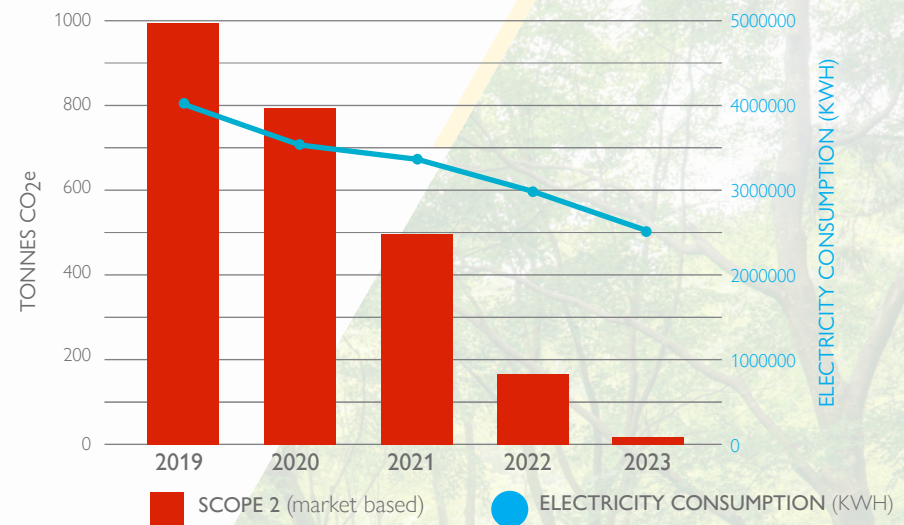
We have continued to make significant progress in reducing both our Scope 1 and 2 emissions in line with our net zero target. In particular, we have reduced our Scope 2 emissions by 98% against our baseline year (market-based approach) through a combination of energy efficiency measures, installation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

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

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



ANNUAL SCOPE 2 EMISSIONS AGAINST GRID ELECTRICITY CONSUMPTION (KWH)



## TRANSITION TO INCLUDE SCOPE 3 REPORTING UNDERWAY

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

globally collect, analyse and report carbon data.

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

[see full Carbon Reduction Plan here](#)

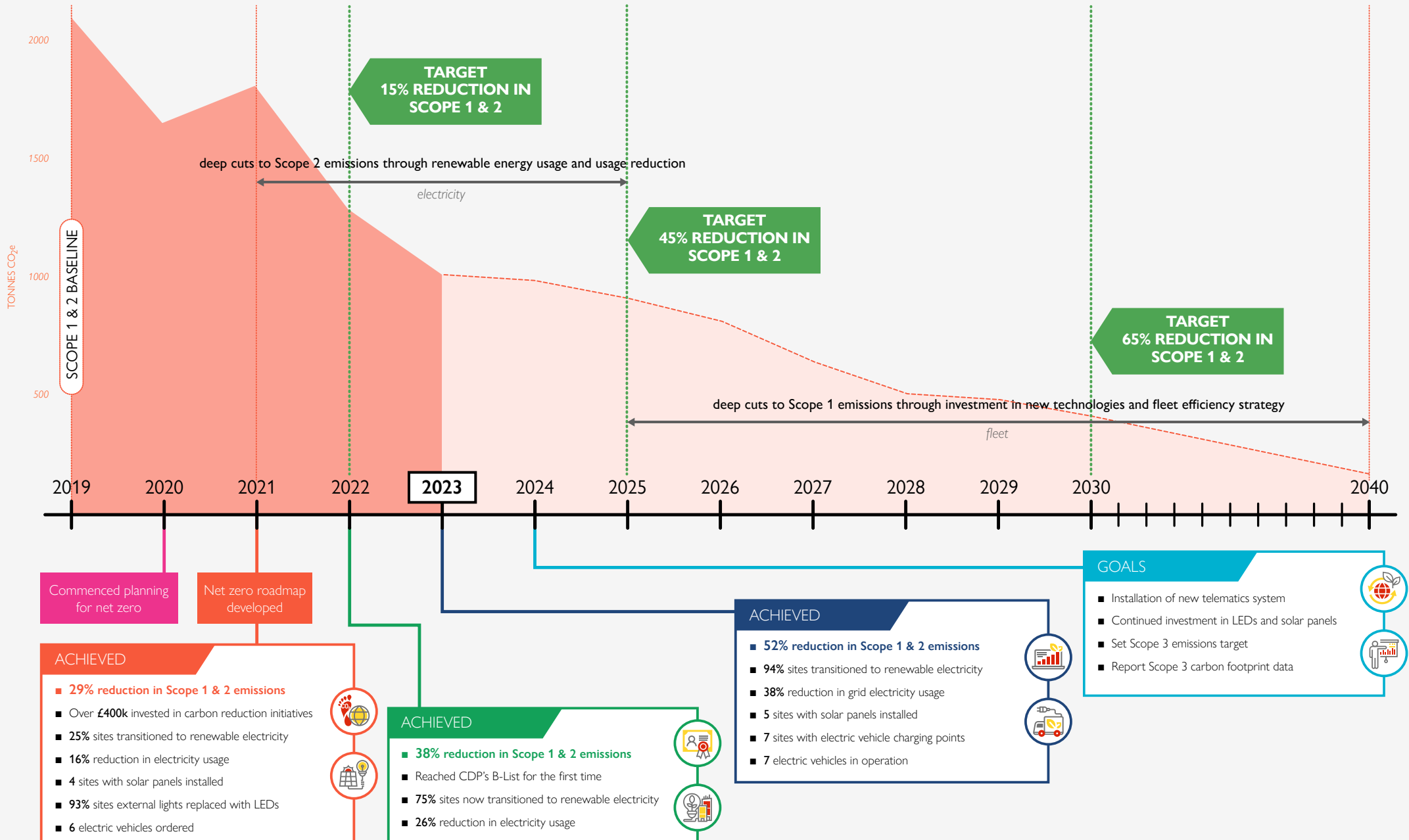
[LINK](#)



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

# OUR PATHWAY TO NET ZERO

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





# PILLAR TWO: OUR PEOPLE AND BUSINESS



## OUR COMMITMENT:

Support and empower employees within and beyond the workplace, benefiting all those who work for us whilst enabling our business to innovate and succeed

### Health, safety & wellbeing

Sustain a healthy and safe workplace and have a positive impact on the overall wellbeing of our employees

We have long been committed to prioritising employee health, safety and wellbeing and have strong foundations in place.

We are reviewing PULSE survey results and seeking best practice recommendations to develop a plan to support employee health and wellbeing in the long term.

### Equality, diversity & inclusion

Foster a workplace that is inclusive and fair to all employees, and enables us to attract, nurture and grow a diverse workforce that reflects our communities

We want to build on our progress in equality, diversity and inclusion to date and are working to understand the equality and accessibility challenges in our communities.

We are working with our partners to develop a plan to deepen our positive impacts, both internally and externally, ensuring our workforce reflects the communities in which we operate.

### Employment & skills

Provide training and development, reward and recognition, enabling employees to enhance their skills and reach their potential within their roles and career

We know that, for these three pillars to be central to our business, personal development programmes need to reflect the premise that sustainability is everybody's role now.

We are developing a training and development plan to drive sustainability knowledge and awareness across the workforce, appropriate to roles and functions.

## WHAT OUR EMPLOYEES SAY

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

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



# 8,444

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



INVESTORS  
IN PEOPLE | Silver

## CROWN UK & IRELAND AWARDED SILVER BY THE 5% CLUB

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

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

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

Eileen Girling, Regional HR Director EMEA

## ENGAGING AND UPSKILLING OUR STAFF ON THE GREEN AGENDA

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

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

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



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

# PILLAR THREE: OUR PARTNERS AND COMMUNITY



## OUR COMMITMENT:

Collaborate to understand and meet the needs of our wider communities, and have a positive impact on society

### Give back

Recognise the positive impact we can have, beyond our business operations, to support schools, charities and those in need, and empower our employees to volunteer their skills and passions to give back to our communities

All our employees are given paid time off each year to volunteer for a charity close to their heart. We are working to make more of this initiative and to ensure it has a genuine impact.

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

### Drive the agenda

As we continue to innovate and build a responsible business, share our knowledge and experiences to enable, encourage and support our supply chain and stakeholders to do the same

With our progressive and ambitious approach to responsible business, we want to share our knowledge and drive the agenda much more widely.

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

### Support communities

Create fulfilling jobs and inspiring opportunities, and make meeting wider community needs an integral part of our service provision so that we, and our clients, create extensive social value through our everyday business

We believe that one of the best ways we can support our community is through jobs and opportunities. As with all our pillars, we want to understand where our communities need our support and build on our existing successes to achieve more.

We are working with Business in the Community (BITC) to develop a social impact strategy and have conducted research on the main social issues in our key operational areas.

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

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

## OUR 2023 HIGHLIGHTS

**£5,900**  
raised for charity



**1,374**

volunteering  
hours used  
by staff

Developing  
a social  
impact  
strategy to  
inform our  
approach



## GROWING A PARTNERSHIP WITH FORTY HALL

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

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

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

Patricia Law, Senior Move Manager, Crown Workspace

## VOLUNTEERS SLEEPOUT IN CROWN BOXES TO RAISE MONEY FOR HOMELESSNESS

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

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

## DRIVING AN INCREASE IN STAFF VOLUNTEERING

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

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





# CROWN RECORDS MANAGEMENT



## MAJOR SITE CLOSURE ENCOURAGES RECYCLING AND DESTRUCTION OF 60,000 BOXES OF REDUNDANT RECORDS

On December 2023, we operationally exited our most energy-intensive site. After spending months relocating and reducing storage there. This site was a leased property with significant energy usage. As part of our drive to cut emissions we decided not to renew the lease and instead to relocate items into other facilities where we had spare capacity. By doing this, we were able to close the facility and save what would have been an electricity consumption of 541,000 kWh per year. In 2019, this site accounted for approximately 21% of the energy consumption of all of our sites.

At the time of closure, 60% of the boxes on the shelf in Bow were more than ten years old and had not been accessed. We therefore encouraged our clients to consider recycling or digitising records they no longer needed, which resulted in the destruction of over 60,000 boxes of redundant records. The CO<sub>2</sub>e emissions associated with storing this number of boxes is 10 tonnes of CO<sub>2</sub>e per annum, which is equivalent to the carbon sequestered by 411 fully grown trees in an entire year.

**10 tonnes CO<sub>2</sub>e emissions saved through consolidation**  
**541,000 kWh electricity consumption saved**



***“For Crown Records Management, sustainability and partnerships are key priorities underpinning our service development and investment this year. We will continue to evolve our business model to reduce the carbon impacts of traditional records management and invest in the digital future. Through close collaboration with clients, we will also support their transition in a responsible way, mindful of wider environmental and social impacts. It is an exciting time to be leading this agenda in our industry”***

David Fathers, Regional Director, Crown Records Management

## DIGITAL INNOVATION DRIVES EMISSIONS REDUCTIONS

At Crown Records Management, we acknowledge the inherent environmental challenges posed by traditional record storage and delivery practices. To minimise this impact, we have embarked on a service innovation journey, primarily investing in and driving digital solutions. This process involves thoroughly mapping the sustainability impacts of our services and identifying areas where a transition to digital can actively contribute to our, and our clients', sustainability journeys.

As part of this process, in 2023 we delivered carbon training for all management and client-facing staff, conducted market analysis, ran innovation sessions with our senior management team, and researched the carbon impact of digitisation. Our analysis revealed that in 2021 alone, physical deliveries of records contributed to 430 tonnes of CO<sub>2</sub>e emissions, representing 9 tonnes of CO<sub>2</sub>e for each of our top ten clients, solely as a result of deliveries. As a direct result of this, Crown is actively encouraging our customers to look at digital retrieval options which will support in reducing their carbon impact whilst at the same time help customers with their digital aspirations. We aspire to make this the only way that clients will review records that are physically stored.

*'As a direct result of this, Crown is actively encouraging our customers to look at digital retrieval options which will support in reducing their carbon impact whilst at the same time help customers with their digital aspirations'*

Through these efforts, we aim to not only reduce emissions for Crown and our clients, but also pioneer a more sustainable approach to records management.

**Over £1m invested in future digital transformation services**





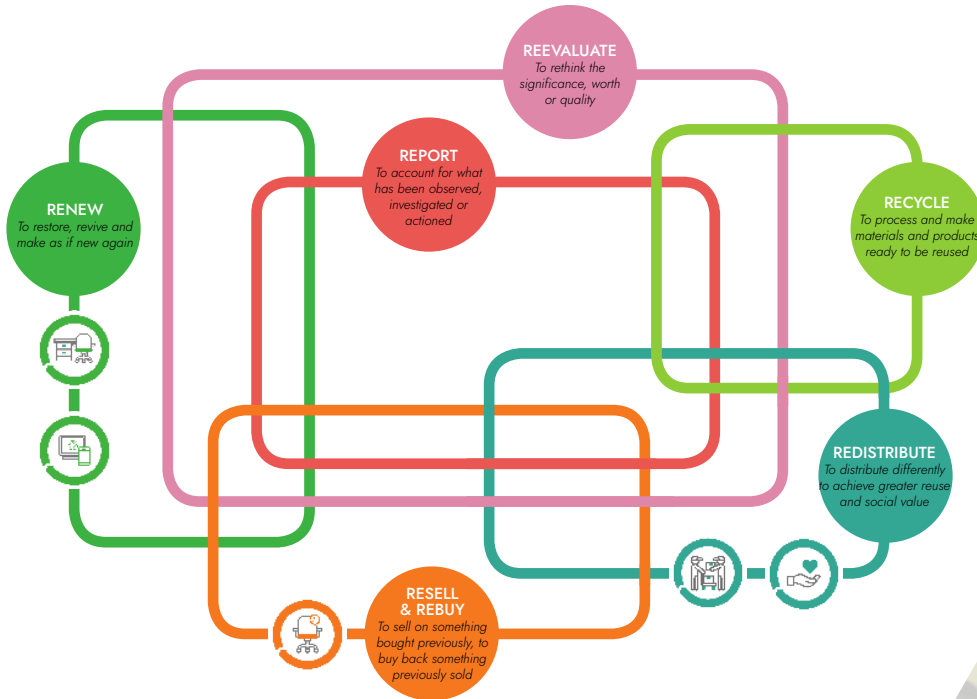
# CROWN WORKSPACE



## PUTTING THE CIRCULAR ECONOMY AT THE HEART OF THE WORKPLACE

We developed Crown Circulate in 2023, providing a roadmap for putting the circular economy at the heart of the workplace. Whilst we have 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, the environment and targets in these areas. We will continue to transform our business in line these principles throughout 2024.



## CARBON NEUTRAL MOVES AT CROWN WORKSPACE

We are continually reducing our carbon footprint continues to be a key priority, and we have so far reduced our Scope 1 and 2 emissions by a staggering 52%, ahead of target. Alongside our reduction strategy, we have been offsetting all carbon emissions from vehicle movements and packaging uses in our client moves since 2022, certified against PAS2060 and working with Gold Standard, and will continue to provide this service in 2024.

*“Paving the way with the circular economy for over 13 years has helped Crown’s clients bring circular economy thinking to their everyday workplace changes. Crown Circulate reflects this long-term agenda and we have achieved some impressive positive impacts this year, as captured in this report. From our continued investment in training, facilities, electric fleet and carbon neutral moves, I am extremely proud with what our team has achieved.”*

Phil Oram, Regional Director, Crown Workspace

## OUR RENEW SERVICES

We take existing assets and prolong their life by preparing them for reuse by clients or by others. We have two facilities in the UK – one at our London site where we deal with the refurbishment and remanufacturing of both furniture and IT, and one in Wolverhampton where we have an upholstery workshop. Both our furniture and IT facilities have processed record numbers of items in 2023.

### FURNITURE

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

RENEW CENTRE REMANUFACTURING, REFURBISHMENT AND REPAIRS	2023	Total since 2015
Total items remanufactured or refurbished	19,724	116,604
Total CO <sub>2</sub> e saved (tonnes)	873	6,643
Total weight diverted into reuse (tonnes)	353	2,637

### IT

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

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

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

LINK

### CLOSED LOOP RECYCLING FOR OUR WOOD WASTE

In our London site, we have launched a closed-loop recycling system for all wood and timber waste coming from our Renew Centre. Our wood waste generated in our operations is now broken down and recycled back into the wood boards we buy from our supplier for replacing tops on used desk frames. We are also trialling other waste innovations with our textiles, prioritising reuse and seeing how recycled products such as padding could be used in our upholstery process.





## OUR GIVING BACK PROJECT

We ensure items that continue to have social value remain in use as long as possible through our donation initiative The Giving Back Project, helping those in need and supporting local communities.

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

### CASE STUDY: SUPPORTING ST ANNE'S CATHOLIC HIGH SCHOOL FOR GIRLS



Throughout 2023, we have supported St Anne's Catholic High School for Girls, a local school in Enfield, with a significant number of items of furniture and equipment. We have been working with Jason Hicks, St Anne's Premises Manager, over the past year to improve and upgrade the furniture across the two school sites, which in total serve over a thousand students. Overall, we have facilitated the donation of 700 items to the school over the last 12 months, supporting the refurbishment of the entire sixth form common room and providing new desks for all teachers.

*"Our motto is that we are now held together by God, gaffer tape, glue and the Giving Back Project"*

Premises Manager at St Anne's Catholic High School for Girls.

Working with over 700 charities  
Donating a record 5,770+ items in 2023

# APPEAL



## QUEER BRITAIN



## SmART SERVICES OFFER NEW SUSTAINABLE SOLUTIONS

In 2023, Crown Fine Art has collaborated with a range of industry stakeholders and experts to introduce a number of new 'SmART' services which aim to offer more efficient and sustainable solutions for our clients:

**SmART Pack & Ship** provides agile, personalised solutions to ship low value artworks quickly and safely. As part of this innovation, we were looking to reduce the environmental impact of packaging these items and partnered with client Christie's to explore, test and trial different packaging materials. As a result of this collaboration, we were able to increase the recyclability of our packaging from 40% to 99%. We are now looking at how we can further reduce the environmental footprint of packing and shipping artwork through SmART Pack & Ship.

*'We partnered with Christie's to explore, test and trial different packaging materials. As a result, we were able to increase the recyclability of our packaging from 40% to 99%'*

At Crown Fine Art, we recognise that due to the value of the assets we handle and the bespoke nature of crates within the fine art industry, these are typically a single-use packaging product. Having researched the marketplace and thought about this challenge differently, we are launching **SmART Sustain** which aims to create a secondary market for these items through resale and donation. In 2023, we introduced this internally and developed a website through which we will be able to offer these solutions externally from 2024. We hope that this will provide reuse opportunities for artwork packaging that would otherwise go for recycling whilst enabling smaller galleries and art colleges to access quality packaging materials at lower cost.

In 2021, Crown Fine Art invested in **SmART/Tech**, a unique combination of five technologies integrated in one device that connects with building management systems to measure and control internal conditions. As well as enriching the viewer experience, SmART/Tech provides a host of environmental benefits, including reducing unnecessary electricity consumption and the carbon footprint of lighting, protecting and preserving artwork whilst facilitating management of galleries, exhibitions and the assets within them.



***“Crown Fine Art is beginning our journey to put the circular economy at the heart of what we do and our SmART solutions demonstrate how we are bringing this to life. Our expertise in fine art and the power of our wider business group enable us to generate ideas and use our resources to develop sustainable solutions that benefit both Crown Fine Art and the fine art industry”***

**David Preston, Regional Director, Crown Fine Art**



## KNOWLEDGE SHARING

We have developed a series of podcasts delivered by a member of our senior staff with guests including senior industry specialists. Sustainability has been a key focus within these episodes and this sits as a part of our knowledge sharing initiatives. One episode featuring Liz O’Sullivan – Arts Manager at Guy’s and St Thomas’ NHS Foundation Trust, also responsible for starting Art On the Underground – discussed the use of existing materials in artwork. We have also remained a member of the Gallery Climate Coalition and have begun to use their carbon footprint calculator to generate carbon footprints for our client movements.

Our Crown Fine Art regional director also volunteered in 2023, by delivering lectures to a number of students from educational institutions about the art handling market as they embark on their journey into the art world. In total, our brand lead delivered six sessions, equivalent to £1,600 in time.

## 16 employees given training on carbon and climate change

## HOUSE OF ST BARNABAS

We continued our work with the charitable organisation, the House of St Barnabas, throughout 2023 as we have done for several years. The House of St Barnabas was a members’ club which ran programmes to equip homeless individuals with skills in hospitality, with graduates earning a City and Guilds qualification. Throughout 2023, we supported the charity in various ways, through art installation pro bono work, delivering training for their staff members, and fundraising. We were very sorry to see House of St Barnabas close its doors for good in early 2024.



# CROWN WORLD MOBILITY AND CROWN RELOCATIONS

## LEADING SUSTAINABILITY THROUGH INNOVATION

Towards the end of 2022, we established a sustainability committee at Crown World Mobility and Relocations to drive innovation with sustainability at its heart. The first phase was focused on laying the foundations by upskilling staff members, building understanding of our clients' priorities and researching the wider external factors that could influence our decisions and innovations. We are now implementing the first two projects that we believe will provide most value to our clients based on our key impact areas:

- **Carbon footprinting for clients' moves:** We are developing a carbon footprinting tool that will give us the ability to prepare and report the estimated carbon footprint of a move to clients to aid both decision making and carbon reporting.
- **Enabling reuse for those moving home:** We are looking to provide advice and physical support, through a newly formed partnership with a global reuse organisation, to help individuals and families relocating to carry out a sustainable clearance of their homes that prioritises reuse and community value, whilst helping to reduce the environmental impact of their relocation.

## ENGAGING WITH KEY CLIENTS TO DRIVE CHANGE

We know that to ensure the success of our sustainable innovations, they need to not only deliver environmental and social benefits but also client benefits. To help us better understand our client needs and priorities, Crown World Mobility held two Client Advisory Board sessions last year with 20 core global clients, and we have more planned for 2024. Sustainability has formed a key part of these sessions where we have presented our approach to seek feedback and support. In addition, our London team hosted a roundtable for industry leaders at Tate Britain which addressed the urgency of sustainability in global mobility. The findings from these collaborative forums have fed directly into our sustainable innovations programme and the decisions as to which projects to lead with first.

Vicky Woods, Client Services Director, UK&I and Europe

*“As sustainability becomes increasingly important in the mobility and relocation industry, we have been working closely with our clients to better understand how to meet their needs. We have learnt a lot this year through proactive client discussions to help push this agenda in partnership. Through playing our part with industry bodies and innovating our services with sustainability front of mind we achieved a great deal in 2023. As Crown continues its UK&I and global investment in sustainability, we are helping to lead our clients towards making a positive difference when they work with Crown.”*



## UPSKILLING OUR MOBILITY ADVISORS ON THE GREEN AGENDA

As part of our Carbon Impact Training programme (as detailed under Pillar 2 in this report), we have prioritised upskilling client-facing staff under each brand so they can feel confident discussing these issues with clients. From June 2023 to the end of the year, our sustainability team ran sessions with 24 Mobility Advisors based at our Ruislip office. Our Mobility Advisors are crucial in the planning and execution of employee relocations and are a key contact for those moving home – we are pleased to have given them understanding of key vocabulary around sustainability as well as an overview of how Crown UK & Ireland's three-pillar responsible business strategy is being integrated across our decision making and processes.

## GROWING CHARITY PARTNERSHIPS

At Relocations and World Mobility, we have partnered with Michael Sobell Hospice in Northwood for a few years now. Michael Sobell Hospice, now under the Harlington Hospice arm, is the local Hospice for Hillingdon and North West London based on the grounds of Mount Vernon Hospital In Northwood. They have been delivering free and expert palliative care and support to our local community since 1977. In October 2023, we organised a Back Tie Event and raised £3,570.

*“Your donation helps us to support those in our community living with serious or terminal illness to live each of their days in their own way, to the fullest... Because of your kind support we can continue to bring much needed palliative care to our vibrant community across Hillingdon. Thank you.”*

Community & Corporate Engager Fundraiser, Harlington Hospice

We also ran a number of ad-hoc events for various charities. In November, we launched a series of guided meditation classes to raise money for Mind. Each participant donated £5 to take part, and we were also keen to use this opportunity to promote mental wellbeing and gratitude.





# 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 Records Management works with organisations to maximise value from their corporate memory. This is achieved through digital and hard copy storage, active management, and smart and timely distribution of information assets across the enterprise.



Crown Workspace are 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 offer 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. In 2023, Crown Worldwide Group dedicated leadership, resources, attention, and rigour to drive our sustainability journey forward. We took these eight significant steps together:



## Building sustainable foundations -

We appointed a group ESG Director, formed a Global Sustainability Steering Committee, set key sustainability priorities and developed our global network of 40 carbon champions



## Carbon accounting -

We invested in and rolled out Normative's carbon accounting platform to provide baseline data to develop our net-zero strategy, in collaboration with core functions.



## Measuring sustainability -

The GRI framework and EcoVadis will track, measure and communicate our progress into the future.



## Market leading propositions -

We reinforced our commercial sustainability propositions centred around the circular economy and carbon neutrality, by strengthening our position as market leaders among clients.



## Internal awareness -

Our new sustainability training program has upskilled employees: 2,723 courses were completed, amounting to 2,504 training hours, with 131 staff now certified carbon literate!



## External transparency -

We enhanced transparency and stakeholder communication by leveraging our reporting, website, social media and by speaking at external events



## Embedding ESG -

What gets measured gets done: Sustainability became part of country and business unit budget submissions and (where appropriate) will form weighted goals for employees in 2024.



## A collective commitment to sustainability -

The biggest difference is made by working together: In 2023, 82% of employees recognised that Crown is serious about making the world a better place, and believe they have opportunities to make a difference – locally and globally

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



Caring



Open minded



There



Determined



Sharing