



# Carbon Reduction Plan

*Crown Worldwide UKI*

2019 – 2024

# Commitment to achieving net zero

Crown UKI is committed to achieving Net Zero Scope 1 and 2 emissions by 2040 at the latest.

Since setting this target, we have reduced Scope 1 and 2 emissions by 54.5% from our 2019 baseline – driven by energy efficiency measures and a 48% reduction in grid electricity use. Today, all but one of our sites operate on renewable electricity tariffs.

Crown UKI also has the following Scope 3 reduction targets in place:

- 30% reduction in total Scope 3 emissions (all relevant categories) by 2030 against a 2019 baseline
- 90% reduction in total Scope 3 emissions (all relevant categories) by 2050 against a 2019 baseline

This is our current UKI target, but we expect this to be reviewed and evolved once our global SBTi target is set (see below). Our Scope 3 data is currently undergoing review and we anticipate that we may need to re-baseline, hence we are not currently in a position to state with confidence current reductions against our Scope 3 target. We will include a progress update in next year's Carbon Reduction Plan.

In parallel, we are working closely with our global parent company, Crown Worldwide Group, whose commitment to setting science-based targets has now been approved by the Science Based Targets initiative (SBTi) and is publicly listed on the SBTi [Target Dashboard](#).

To support this commitment, we have partnered with carbon accounting platform Normative to generate actionable insights, plan emissions reductions, and implement targeted climate strategies. As a UKI entity, we now report Scope 1, 2, and all relevant Scope 3 emissions using this methodology.

This Carbon Reduction Plan applies to all Crown brands operating in the UKI region – including Crown World Mobility, Crown Relocations, Crown Information Management (previously Crown Records Management), Crown Fine Art, and Crown Workspace. A single, unified plan reflects our often-integrated operations – shared sites, fleet, and systems—ensuring consistency and a clearer picture of our collective progress.

Crown UKI comprises four Limited companies, structured under two legal entities:

1. **Crown Worldwide Ltd**, which incorporates **Crown Workspace Ltd** and **Crown Fine Art Ltd**
2. **Crown Records Management Ltd**, which incorporates **Crown Records and Relocation Ltd**, covering all Ireland operations

This plan is updated annually and forms part of our broader Three-Pillar Responsible Business Strategy, with further details available in our Annual Sustainability Report. As each Crown brand maintains its own sustainability communications, these can each be found on the respective brand websites – for example, see the Crown Workspace page [here](#).



GOVERNANCE

STRATEGY

TRANSPARENCY

COMMUNICATION

## Baseline emissions footprint

Baseline emissions are a record of the greenhouse gases that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured.

There have been no significant operational changes or restructuring since 2019, allowing for a like-for-like comparison over time. Please note that our Scope 1 and 2 figures differ slightly from those in our previous plan, reflecting improvements in data quality.

<b>Baseline Year: 2019</b>	
<b>Emissions</b>	<b>Total (tCO<sub>2</sub>e)</b>
Scope 1	1,223
Scope 2	986 [market-based] 1,022 [location-based]
Scope 3 <i>Included sources</i>	<b>Total – 8,596</b> Cat 1 – Purchased goods and services – <b>868</b> Cat 2 – Capital goods – <i>Not calculated</i> Cat 3 – Fuel and energy related activities (not included in Scope 1 or 2) – <b>526</b> Cat 4 – Upstream transportation and distribution – <b>5,904</b> Cat 5 – Waste generated in operations – <b>7</b> Cat 6 – Business travel – <b>110</b> Cat 7 – Employee commuting – <b>1,182</b> Cat 9 – Downstream Transportation and Distribution – <b>&lt; 1</b>
Total emissions	<b>2,209</b> – Scope 1 and 2 only [market-based] <b>10,801</b> – estimated Scope 1, 2 and 3 based on categories calculated to date

\*Category 9 has been assessed as not material to our business, as downstream transportation and distribution activities are extremely limited and therefore considered insignificant. Indicative calculations for the small volume of products couriered within the UK indicate emissions of less than 1 tonne CO<sub>2</sub>e in the reporting period. This value has therefore been reported.

## Current emissions reporting

Reporting Year: 2024	
Emissions	Total (tCO <sub>2</sub> e)
Scope 1	989
Scope 2	16 [market-based] 423 [location-based]
Scope 3 <i>Included sources</i>	<b>Total – 4,572</b> Cat 1 – Purchased goods and services – <b>1,089</b> Cat 2 – Capital goods – <b>587</b> Cat 3 – Fuel and energy related activities (not included in Scope 1 or 2) – <b>365</b> Cat 4 – Upstream transportation and distribution – <b>1,631</b> Cat 5 – Waste generated in operations – <b>5</b> Cat 6 – Business travel – <b>45</b> Cat 7 – Employee commuting – <b>850</b> Cat 9 – Downstream Transportation and Distribution – <i>Not relevant*</i>
Total emissions	<b>1,005</b> – Scope 1 and 2 [market-based] only <b>5,582</b> – Scope 1, 2 and 3

### A NOTE ON SCOPE 3

Between 2019 and 2024, we reported on the seven Scope 3 categories identified as material to our business operations. All categories – except for *employee commuting* and *waste generated in operations* – were calculated using spend-based data through our carbon accounting partner, Normative.

- **Employee commuting** emissions for 2024 were based on a company-wide survey capturing workforce commuting patterns. As no survey was conducted in 2019, we used the 2022 figure and applied a 20% uplift to reflect pre-COVID, fully office-based working conditions.
- **Waste generated in operations** figures were calculated using actual data on materials handled and processed. We do not have recorded data for 2019; however, we have used the 2023 figure as a proxy, based on expected similarities in waste volumes.
- **Capital goods** emissions have not yet been calculated for 2019. We recognise this as a material category and are working towards developing a more complete picture of these emissions for our baseline year.

We review our material categories annually to ensure our emissions reporting remains comprehensive and that no relevant sources are excluded.

## Emissions reduction targets (Scopes 1 & 2)

In order to continue our progress to achieving Net Zero, we have adopted the following carbon reduction targets for scopes 1 & 2. We are proud to have exceeded our first target a full year ahead of schedule.

We are proud of the significant reductions achieved to date, and while we anticipate a slower rate of reduction in the near term as we transition to electric vehicles and other low-carbon technologies, our long-term ambition remains unchanged.

### Interim targets

#### 45% by 2025

Our first reduction target was to reduce Scope 1 and 2 by 45% by 2025. We had already surpassed this target in 2024, and as of January 2025 have achieved a 54.5% reduction.

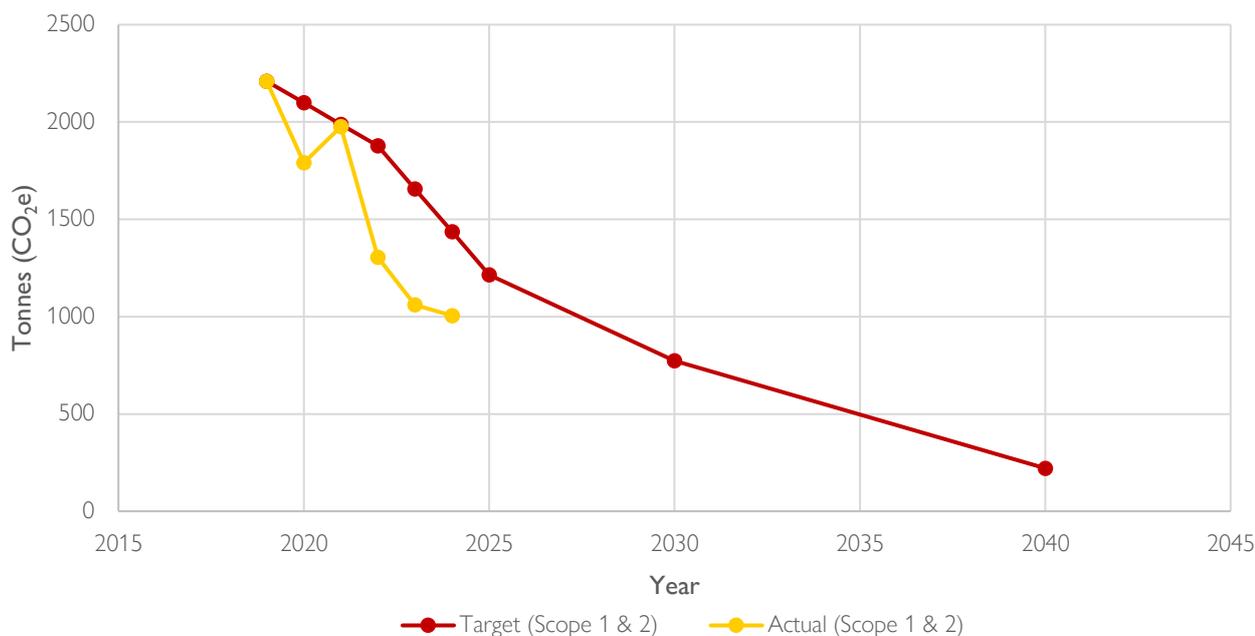
#### 65% by 2030

We project that by 2030, our Scope 1 and 2 emissions will decrease by 65% to 773 tonnes CO<sub>2</sub>e.

#### Net zero by 2040

We project that by 2040, we will have reduced our emissions by 90%, using certified carbon removals for the residual 10% emissions. Our residual emissions are expected to be 220 tonnes CO<sub>2</sub>e.

### Projected versus actual emissions, 2019-2024



## Carbon reduction projects

We have made substantial progress in reducing our Scope 1 and 2 emissions in line with our Net Zero target. Since our 2019 baseline, we have achieved a **54.5% reduction**, equivalent to 1,204 tonnes CO<sub>2</sub>e, through a range of targeted initiatives.

Our most significant gains have been in Scope 2 emissions, driven by a transition to renewable electricity and energy efficiency improvements. These efforts have reduced our grid electricity consumption by 48%, **saving approximately 2 million kWh**.

Reducing our Scope 1 emissions remains a key challenge, particularly in relation to our operational fleet. We are implementing a fleet decarbonisation strategy that reflects current infrastructure constraints while exploring low-emission alternatives. As some transport is delivered by service partners, our Scope 3 calculations – especially for upstream transportation and distribution – have been critical to understanding our full emissions footprint.

The following environmental management measures and projects have been implemented since 2019 and have directly contributed to these reductions.

### SCOPE 1

**Fleet electrification** – We currently have 10 electric vehicles (EVs) in operation as well as 12 electric forklifts, following the addition of four new vehicles ordered in 2024 across our brands. To support this transition, we began a programme in 2021 to install EV charging points at key sites. A strategic review was conducted to identify where EVs would be based and which locations they are most likely to visit. As a result, EV chargers have now been installed at seven sites, supporting the ongoing electrification of our fleet.

**Fleet efficiency** – We have a well-established Fleet Strategy Group and Fleet Manager to lead emissions reduction efforts. In 2024, we launched the Samsara telematics system, enabling real-time tracking of vehicle emissions, driving behaviours, idling, and route optimisation – key components of our Fleet Decarbonisation Strategy. We also have a phased replacement plan for more efficient models, prioritising larger vehicles where electric alternatives are limited. In January 2024, we upgraded three 18-tonne vehicles, two 7.5-tonne vehicles, and two articulated lorries in our Workspace fleet from Euro 5 to Euro 6. A further 15 vehicles are scheduled for upgrade by mid-2027.

**Eliminating gas usage** – Although gas accounts for a small portion of our Scope 1 emissions, we have reduced the number of sites using gas boilers from eight to six – cutting approximately 10 tonnes CO<sub>2</sub>e annually. In 2024, we replaced the gas boiler at our Leeds site with an electric system and plan to do the same at Peterborough. At two remaining sites, heating is landlord-controlled. Long-term, we aim to phase out gas entirely across all locations where we have influence.

### SCOPE 2

**Renewable electricity** – 17 of our 18 sites are on 100% REGO-backed renewable tariffs. The remaining site is landlord-controlled. We continue engaging to ensure full transition. This has eliminated market-based emissions from electricity use at nearly all sites.

**Solar panels** – Solar panels are installed at 5 sites, including all three we own outright. We have planned 2025 installations in Ruislip and Enfield which will expand self-generation capacity. At our Ruislip site, solar is expected to cover almost all electricity demand.

**Energy efficiency measures** – Through our focus on energy efficiency, our electricity consumption has dropped 48% since 2019, saving approximately 2 million kWh. All 17 sites now have external LEDs; 9 have internal LEDs. Site-specific upgrades, including LED retrofits and AC replacements, have cut emissions by up to 80%. One energy-intensive site was decommissioned entirely in 2024.

## SCOPE 3

**Employee commuting** – We introduced a salary sacrifice scheme for EVs and provide free onsite charging to staff at no cost, and these can be charged at our seven sites with EV charging points in place at no cost. These efforts support lower-emission commuting and align with our long-term fleet transition goals.

**Employee training** – Mandatory e-learning and in-person training have been delivered to over 200 staff, clients and suppliers. We estimate our training to have saved 24 tonnes CO<sub>2</sub>e in 2024, based on individual pledges. Our 2024 survey showed 70% of staff feel engaged in sustainability.

## FUTURE PLANS

**Circular Economy Framework** - We have developed a UKI-wide Circular Economy Framework, informed by Crown Workspace's expertise in circular workplace services and aligned with ISO 59000 standards. Set for implementation in 2025, the framework will guide procurement decisions and is supported by updated supplier and service partner codes of conduct to reflect enhanced environmental expectations.

**Scope 3 and Procurement** – This year our focus is on strengthening supplier engagement and embedding sustainable procurement practices, working closely with our parent company and carbon accounting partner, Normative, to shape a collective Scope 3 reduction strategy.

## MEASURING OUR PERFORMANCE

We believe that measuring both our actions and their outcomes is essential to understanding the effectiveness of our approach and ensuring we remain a responsible business. In addition to internal tracking, we benchmark our performance through external frameworks such as EcoVadis and the Carbon Disclosure Project (CDP), using their feedback to inform our annual gap analysis and shape our Three-Pillar Responsible Business Plan.

- **EcoVadis:** In 2025, we achieved a Silver rating, placing us in the top 2% of responding companies in our industry and top 10% of all responding companies.
- **CDP:** Crown UK&I received a B score for the second year – the highest available for SME disclosers – reflecting our performance in governance, risk management and enhanced Scope 3 reporting.

## Declaration and sign off

This Carbon Reduction Plan has been completed in accordance with PPN 006 and associated guidance and reporting standard for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard<sup>1</sup> and uses the appropriate Government emission conversion factors for greenhouse gas company reporting.<sup>2</sup>

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard.<sup>3</sup>

This Carbon Reduction Plan has been reviewed and signed off by the board of directors (or equivalent management body).

### SIGNED ON BEHALF OF THE SUPPLIER



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Stephen Hardie  
Managing Director  
Crown Worldwide UKI

Date: 4<sup>th</sup> July 2025

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<sup>1</sup><https://ghgprotocol.org/corporate-standard>

<sup>2</sup><https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting>

<sup>3</sup><https://ghgprotocol.org/standards/scope-3-standard>