

CROWN UK & IRELAND SUSTAINABILITY REPORT

Reporting on the period January to December 2025



WELCOME

As we reflect on the past five years, I am incredibly proud of the responsible business journey we have taken at Crown UK & Ireland. What began as a clear commitment has grown into something far more meaningful, an approach where sustainability is now part of how we think and operate across the business.

This progress has only been possible because of the collective effort of our people. Sustainability has never been seen as the sole responsibility of one team, it is something that leaders and colleagues across every part of Crown have been asked to contribute towards.

There is now a real sense of pride in what has been achieved so far, not just in the outcomes we are delivering, but in the culture that has developed alongside it. Our people have embraced the opportunity to participate, to innovate and to do things differently, and that momentum continues to grow.

While this report reflects how far we have come, it also marks the next stage in our journey. As our approach matures, so too does our ambition. We are focused on building on these strong foundations, continuing to evolve, and ensuring we deliver even greater impact for our clients, our communities and our environment in the years ahead.

I would like to thank everyone across Crown UK & Ireland for the part they have played in this journey so far. I am excited about what we can achieve together next.

Stephen Hardie
Regional Managing Director - UKI & Benelux



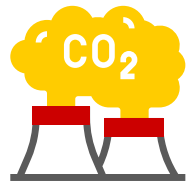
“As our approach matures, so too does our ambition. We are focused on building on these strong foundations, continuing to evolve, and ensuring we deliver even greater impact for our clients, our communities and our environment in the years ahead.”

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OUR KEY ACHIEVEMENTS IN 2025



56%

reduction in Scope 1 & 2 emissions since 2019*

*As of January 2026, Crown UK & Ireland has reduced its Scope 1 and 2 emissions by 56% against a 2019 baseline



28.5

+8.8 hours**

average training hours per employee



88%

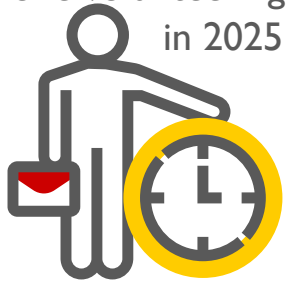
+5%**

employees recommend Crown as a great place to work

33%

+5%**

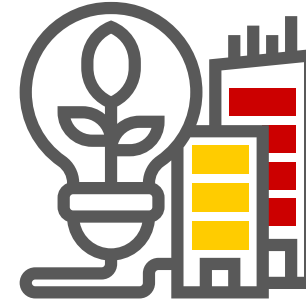
staff used at least one volunteering day in 2025



Solar panels at 6 sites

900+

charity partners across the UK&I



100% renewable

electricity at ALL 17 sites

45%

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)



GCC

iwfm
Institute of Workplace
and Facilities Management



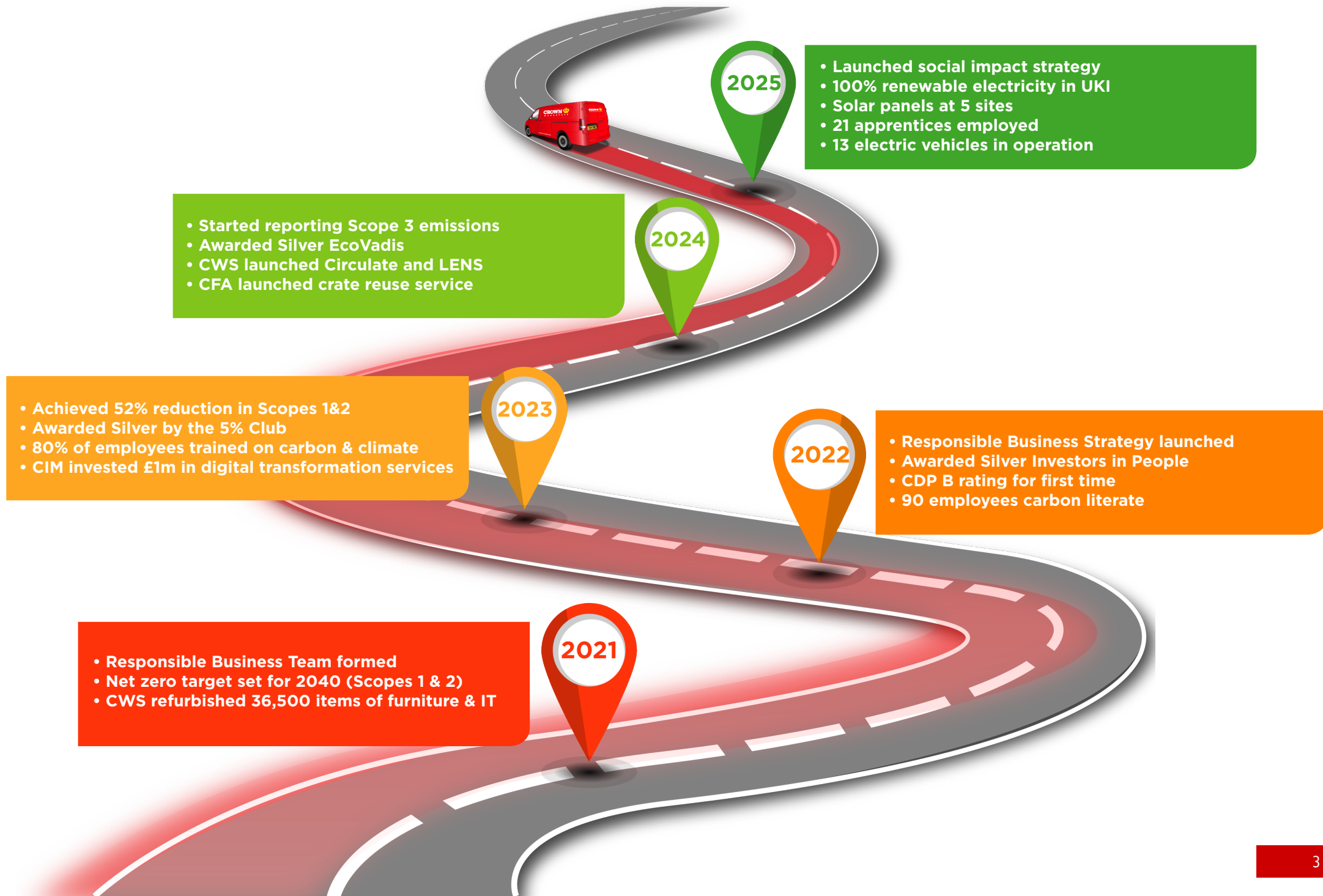
Awards and accreditations:



INVESTORS IN PEOPLE®
We invest in people Gold

** change in figure of 2025 compared with 2024

FIVE YEARS OF PROGRESS - AN ONGOING EVOLUTION



OUR RESPONSIBLE BUSINESS STRATEGY

After beginning our responsible business journey in 2021, Crown UK & Ireland identified sustainability priorities under three core pillars, aligned to the UN Sustainable Development Goals to which we contribute most significantly.

These pillars are now embedded in our decision making, and continue to define how we do business, and how we develop and deliver our services.



Preparing for the next five years

Following five years of huge progress, we recognise that our approach has matured and that the challenges and opportunities faced by our clients and our business have advanced. As we look ahead to the next five years, we are reviewing our strategy to understand how our material priorities may have evolved in line with this. We will be building on the strength of our existing pillars to ensure we continue to work for our many stakeholders and remain at the forefront of responsible business. We expect to share more detail on our updated approach in next year's report.

GOVERNANCE AND DISCLOSURE

SUSTAINABILITY GOVERNANCE

Responsible Business Team (RBT)

Chaired by the UKI Managing Director

Established in 2021, the RBT is the senior working group responsible for developing and implementing our UKI responsible business strategy. Led by UKI Managing Director and bringing together senior leaders alongside sustainability and HR specialists, the RBT has played a central role in driving the progress we've made over the past five years.

Senior Leadership Team (SLT)

UK & Ireland

Consisting of the business leaders for all UKI brands, the SLT provides a sounding board for the RBT, and its members are accountable for the implementation of the responsible business strategy across the organisation.

Carbon Reduction Team (CRT)

The CRT is a cross-functional group of employees from across the UKI business. This network of passionate people plays an essential role in embedding carbon reduction and environmental initiatives in every corner of our business, helping to translate strategy into practical action.

DISCLOSURE

Maintaining highest CDP score available to SMEs

We are delighted to share that we have once again **achieved a B score with CDP for our 2025 disclosure, the highest score available for SME disclosers**. We maintained our scores from 2024 across the board, achieving the highest available grade (B) in 13 out of 14 areas, including business strategy, emissions reduction initiatives, and governance. This consistency signifies our embedded and continued commitment to climate action and transparency.



Continued progress reflected in improved EcoVadis score

Crown Workspace has once again achieved a Silver EcoVadis rating, with a notable **10% improvement on last year's score** – increasing from 71 to 78 and **placing us in the top 7% of all reporting companies**. Our most significant advancements were made within the areas of 'Environment' and 'Sustainable Procurement', with progress largely driven by improved data transparency across all areas of sustainability. Over the past year, we have strengthened our ability to report at a more detailed level across key metrics, including waste, electricity, water, air pollution, and employee health and safety. This achievement recognises our drive to continually mature and excel as a responsible business.

The latest version of our carbon reduction plan can be found [here](#)

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

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

Four-part fleet strategy drives scope 1 progress

Over the past few years, much of our carbon reduction efforts have focused primarily on Scope 2 emissions, where we identified the greatest opportunity for rapid and high-impact reductions. Having now reduced our market-based Scope 2 emissions to almost zero, our attention has shifted to the more complex challenge of Scope 1, for which our vehicle fleet is mostly responsible.

In 2025, we made significant progress in this area by developing a robust, well-governed and holistic strategy to reduce fleet emissions. This was supported by the appointment of a new Head of Fleet, who has worked closely with our Operations Manager and Sustainability Team to define and implement a four-part fleet strategy:

- 1 Fleet renewals:** Our most impactful lever, all new vehicle purchases are now centrally approved and assessed as whether suitable for electrification.
- 2 Driver training:** Mandatory virtual training for all drivers, covering idling, gear usage and speeding, and the environmental and cost implications of poor driver behaviour.
- 3 Fuel types:** Ongoing review of alternative fuels and technologies, including electric, HVO and hydrogen, to identify practical roles for them within our fleet.
- 4 Infrastructure:** A joined-up approach to fleet and property planning, ensuring we have the right supporting infrastructure in place, such as charging facilities and on-site fuel storage.

This strategy is supported by our telematics system, Samsara, which enables more efficient route planning, reduces unnecessary journeys, supports delivery consolidation, monitors driver behaviour, and helps identify vehicles most suitable for replacement with electric alternatives.



“We know we can’t pay lip service to decarbonisation, we all have a responsibility to the planet we live

on. Reducing emissions has to be a business priority and this is why we are collaborating across Crown on this clear and focused fleet emissions reduction strategy.”

Ian Edmondson
Head of Fleet

13 electric vehicles in operation



EV charging points at 11 sites



CASE STUDY: CIM reduces emissions from physical record transportation

Crown Information Management (CIM) is working to reduce transport emissions across the business. We continue to support clients to transition away from physical records through services such as scanning, digital storage and digital retrieval. We are now also prioritising improving the efficiency of delivery routes, both between our sites and to our clients.

In 2025, CIM undertook a detailed review of our delivery routes across Milton Keynes, Peterborough, London and the Midlands, identifying inefficiencies such as duplication and crossover of routes. Following the review, we have redesigned and consolidated routes, and introduced efficiencies such as overnight off-peak deliveries of records between sites. Many of our remaining journeys are completed by our electric vehicles, which now make up 32% of CIM's fleet.



“By consolidating routes, introducing off-peak inter-site movements, and increasing utilisation of our electric vehicles, we’ve achieved a more sustainable, cost-effective operation that directly supports Crown’s commitment to reducing transport emissions.”

Victoria Wickenden
Operations Manager (Carbon Reduction Team member)

Achieving zero scope 2 emissions

In 2019, Scope 2 accounted for almost half of our Scope 1 and 2 emissions. This picture now looks remarkably different. With our last UKI site transitioned to 100% renewable electricity in November 2025, our Scope 2 emissions are zero (market-based calculation).

100% renewable electricity at all 17 UKI sites

In parallel with our transition to renewable tariffs, we are working to reduce our electricity consumption as much as possible, through efficiencies and infrastructure upgrades. In 2025, we made notable improvements, particularly in our largest UKI site, Enfield (see case study below)

We are currently installing power generation monitoring systems at the six locations with solar PV systems so that we have full visibility of our electricity consumption and generation. This has been implemented at two sites so far, with a further two sites planned for 2026.

CASE STUDY: Transforming our headquarters and largest UKI site

As part of the lease renewal of our headquarters and largest UKI site (Heritage House, Enfield), it was agreed with the landlord that there would be a £1 million investment in sustainability upgrades. Completed in 2025, this included the installation of 3,000 sensor-controlled LED lights and significant energy efficiency improvements in the warehouse. It also involved the installation of a solar PV system, which on sunny days generates more than 100% of the energy requirement of the site. Finally, an additional rapid EV charger was installed within the staff car park, free to use for employees.

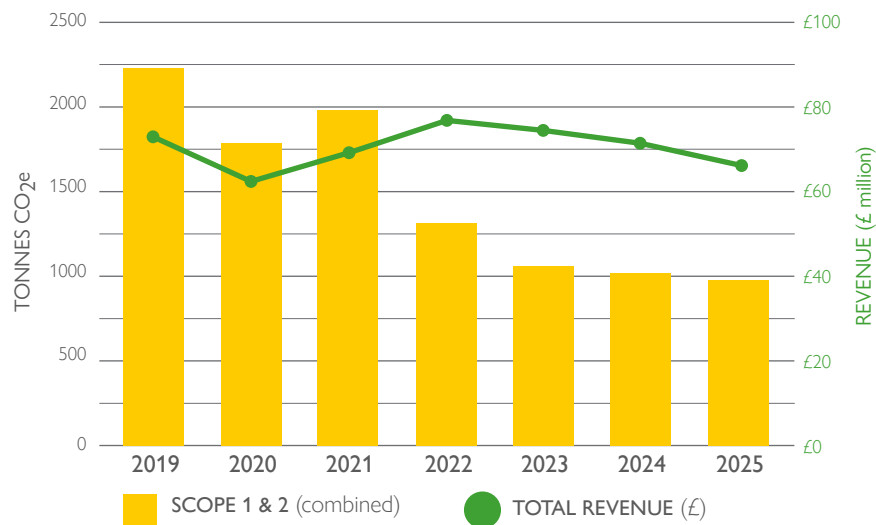
Consequently, in November of 2025, after the solar panels were installed, we saw a 55% reduction in grid electricity consumption at this site, compared to the same month in 2024.



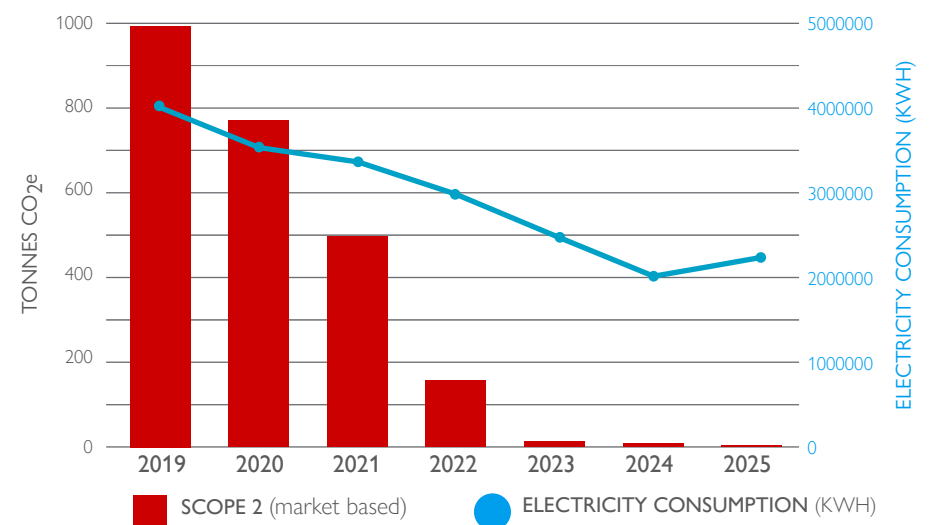
Solar panels at 6 UKI sites



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



ANNUAL SCOPE 2 EMISSIONS AGAINST GRID ELECTRICITY CONSUMPTION (KWH)



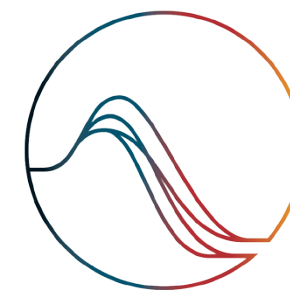
In 2025, overall UKI electricity consumption increased slightly from 2024, partly driven by higher activity at our Peterborough scanning bureau. The site saw a 100% increase in consumption compared to 2024, following the introduction of a 24-hour operation for part of the year, increased scanner usage, and greater use of electric vehicles charged on site. We are continuing to review this trend to identify any additional factors and opportunities to reduce consumption.

For a full breakdown of our data and emissions reduction initiatives in the UKI, please see our carbon reduction plan [here](#)

Crown makes global SBTi commitment

While at Crown UKI we have been working towards our net zero target for a number of years, globally Crown Worldwide Group has recently taken a significant step forward in its climate strategy. Our parent company has formally committed to developing a near term carbon reduction target with the Science Based Targets Initiative (SBTi), the globally recognised framework for corporate climate action.

The verification of our commitment to carbon reduction by SBTi demonstrates Crown's dedication, at a global level, to aligning our emissions reduction goals with the objective of limiting temperature rise to 1.5 degrees. Our global target will be formally developed within the next 18 months.

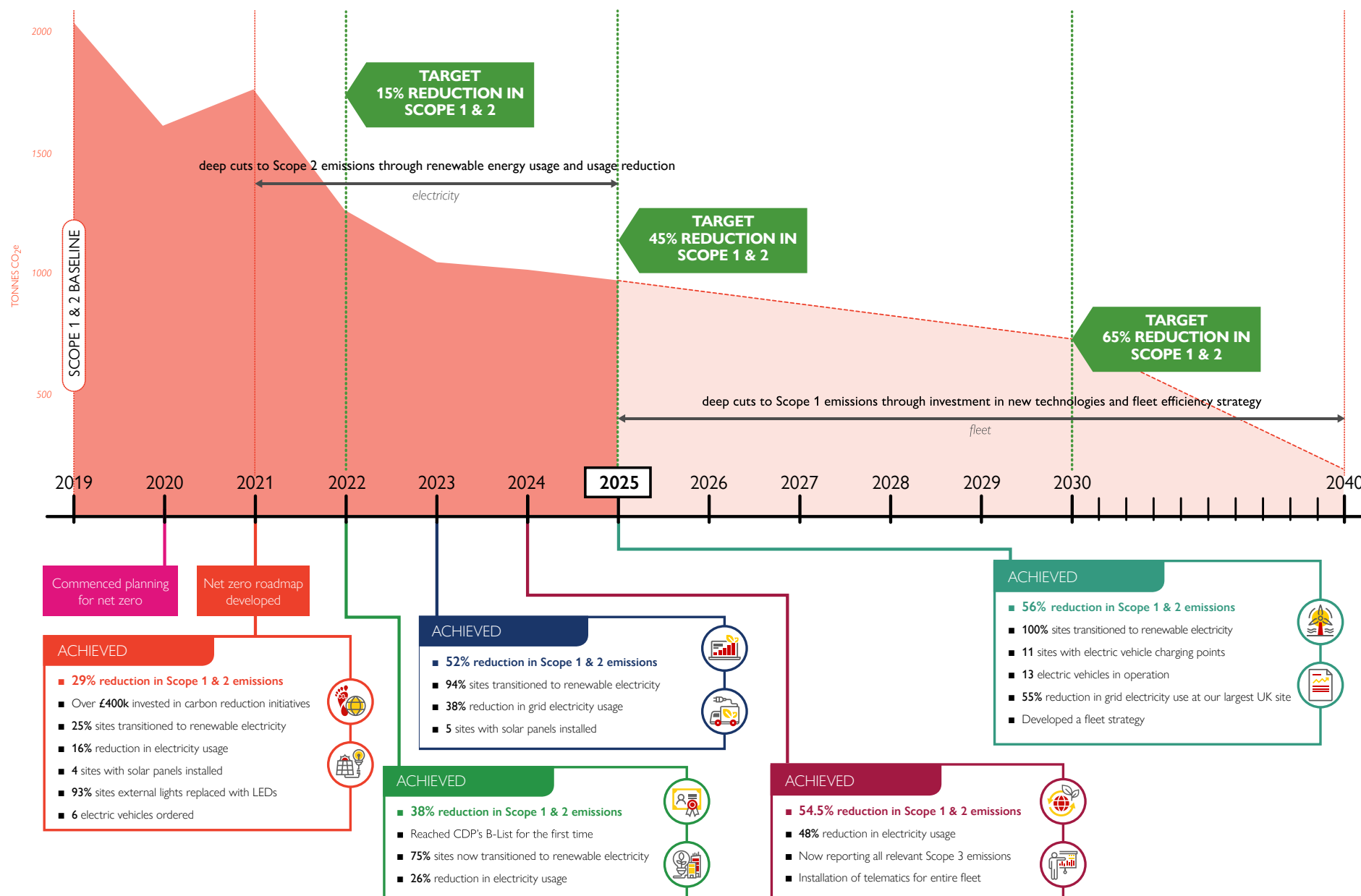


SCIENCE
BASED
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

OUR PATHWAY TO NET ZERO FOR SCOPES 1 AND 2

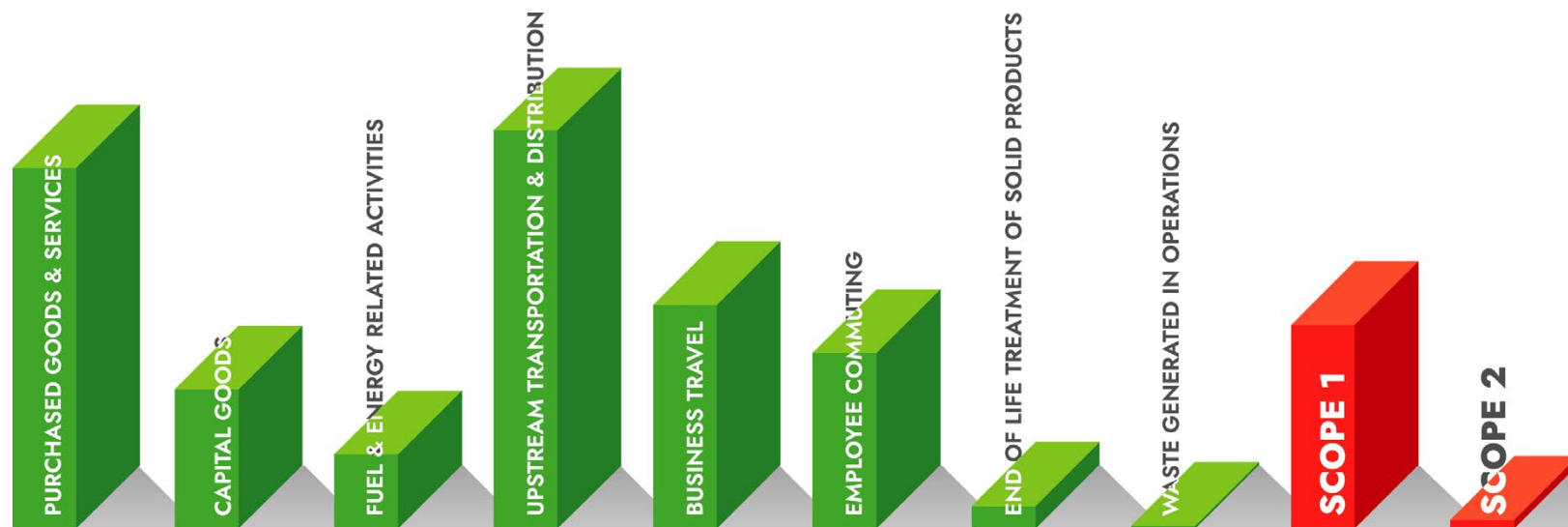
Crown UK & Ireland is committed to decarbonising as far as possible against a clear roadmap towards net zero by 2040 for Scopes 1 and 2.



UNDERSTANDING OUR WIDER EMISSIONS

At Crown UKI we began reporting on all relevant Scope 3 categories in 2024 and set a Scope 3 target at the end of 2025 (see below). Crown UKI's approach to Scope 3 is aligned with Crown Worldwide Group global efforts, in partnership with global accounting platform Normative.

A snapshot of our Scope 1, 2 and 3 emissions*

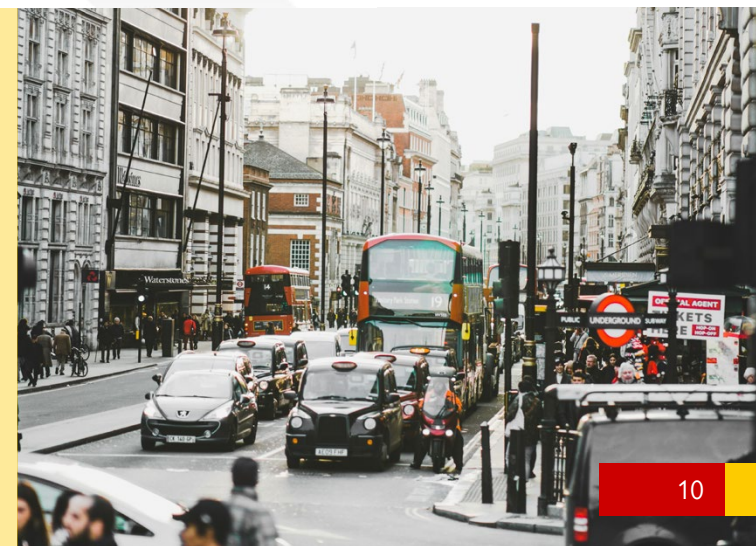


*In August-September 2025 we transitioned our UKI business to a new finance system. As a result of this transition, the methodology for calculating our Scope 3 emissions from financial data was disrupted. We have therefore used average data from the first 8 months of the year to report on the last 4 months of 2025. This is in parallel with the continual work and improvements we are making to our data collection and carbon accounting processes. Please refer to our Carbon Reduction Plan for our most up to date emissions calculations, which we will update as and when we make further improvements to data quality.

Crown UKI sets Scope 3 target

Running in parallel with our Scope 1 & 2 net zero target for 2040, we are pleased to have set a UKI net zero target for all relevant categories of Scope 3: a **30% reduction in Scope 3 emissions by 2030, and net zero by 2050**, against a 2019 baseline. This target will be reviewed once our global SBTi target is set.

As part of this target setting and our drive towards greater data quality and transparency, we have reviewed our Scope 3 emissions and remapped our 2024 data, with a plan to re-baseline back to 2019.



CIRCULAR ECONOMY

UKI-wide circular economy framework to launch in 2026

To further drive our decarbonisation journey and minimise natural resource consumption, Crown UKI is developing a circular economy framework informed by our extensive experience in this area. The final framework, due to be launched in 2026, will set out how we will embed circularity across our operations and further develop our circular economy-focused services. This will be achieved through measures such as upskilling and engaging staff, evolving procurement and procedures, driving service innovation, and strengthening collaboration with stakeholders.

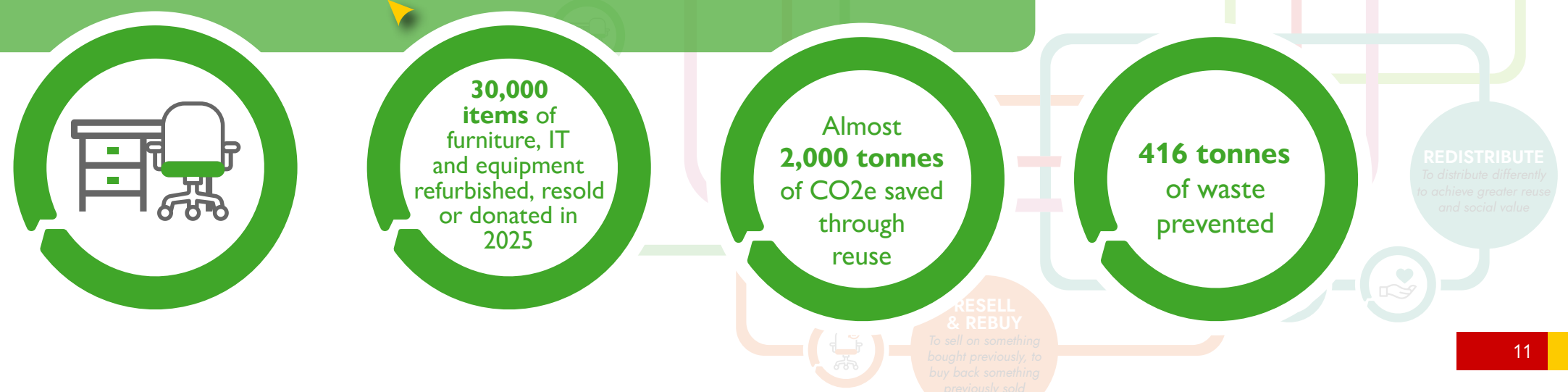
The framework is built around some of the circular initiatives that have been taking place across our business units within 2025, Crown Workspace's Circulate principles, Crown Fine Art's packaging reuse and recyclability innovations and Crown World Mobility's progress in improving waste practices.

Circulate training puts circular economy at heart of workplace

Following a decade of offering leading sustainable workplace solutions, Crown Workspace (CWS) introduced Circulate in 2024, a comprehensive roadmap designed to embed the circular economy at the heart of the workplace. Circulate brings together our extensive experience, market leading capabilities, and innovative services, and has required significant changes to our processes, investment in new software, and engagement with stakeholders.

Last year, to further embed circularity in our business operations, we developed an enhanced 'Sustainable Clearance Training' programme for all Crown Workspace staff, both operational and office based. The training focuses on the practical processes required to embed our Circulate principles in day-to-day activities, ensuring reuse is maximised and highlighting the implications of not prioritising this approach. This training, and other changes, embed our six guiding Circulate principles, and enables us to create maximum value, that is clearly evidenced, not only for our clients but for communities and the environment.

Visit our website to learn more about **Circulate**.



CASE STUDY: CWS asset lifecycle tool LENS drives low-carbon transformation at King's College London

Our asset lifecycle tool, LENS - a key tool in the first principle of Circulate: reevaluate - gives our clients greater visibility of their estates, enabling more informed decisions to maximise the value and lifespan of assets. It facilitates furniture and equipment audits, with items photographed and tagged, capturing item condition, location and other key data points to identify reuse opportunities early in both projects and business-as-usual operations.

In 2025, LENS was used on a large-scale project with King's College London, to deliver low-carbon estate transformation, including the relocation of 700 staff across three buildings and 10 floors. 10,000 assets over eight buildings were audited to assess their condition and reuse potential. This helped achieve a reuse rate of over 72% during the major relocation project, with furniture installed being sourced from existing university assets. This demonstrates the impact of combining asset visibility with early planning to achieve the highest levels of reuse and circularity.



"LENS represents a shift from one-off asset audits to a fully integrated, live view of assets across an organisation's estate. It gives our clients real-time visibility of what they own, unlocking significant reuse opportunities by connecting project activity with business-as-usual operations, ensuring assets can be continually recirculated rather than replaced."

By enabling deeper integration of asset data with operational planning, carbon reporting, real estate strategy and circular principles, LENS will play a key role in helping organisations meet their sustainability targets while driving cost efficiency across their estates."

Marc Hammatt
Head of Move Management

Engaging our teams on improved resource management

Crown UKI recognises the importance of effectively managing the resources used across our operations to deliver against all our pillar one priorities. A core part of understanding our material use lies in effective monitoring and reviewing of our waste recycling operations across sites. The Carbon Reduction Team have started a UK wide evaluation of resource management with some early successes at the sites where our teams were engaged in making improvements.



"It's been great to see recycling become part of everyone's day-to-day. The cultural shift has been huge, and what started as a small focus on waste has helped people feel more involved and invested in doing things more responsibly."

Erick Sanchez
Operations Controller (Carbon Reduction Team member)

CASE STUDY: A shift in waste and culture at our Crown World Mobility & Relocations office

An investigation by one of our carbon champions at the UK hub of Crown World Mobility & Relocations (CWM&R) services at our Ruislip site identified shortfalls in our recycling practices. A combination of poor knowledge and awareness amongst employees and ineffective recycling set up meant very little material was actually recycled.

Supported by the Carbon Reduction Team and an audit of existing practices, the office introduced a more focused approach, marking a turning point. Measures included engagement with CWM&R employees to raise awareness and with cleaning teams to overcome language barriers.

Feedback from those involved indicated a huge difference in recycling levels and, most significantly, a transformation of the culture and attitude of the office. Employees recognise their individual role in contributing to sustainability within everyday activities such as recycling, and have since proactively identified and implemented further waste streams such as coffee pods.



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

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

Employment & skills

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

Investment in specialist training and development

Crown has invested heavily in training and development opportunities that support our employees to grow and develop in their roles.



- **STRIVE** is Crown's flagship leadership development programme, designed to build the capabilities of current and emerging managers through a structured, blended learning approach. Delivered in partnership with external specialists alongside internal training, the programme covers key areas such as leadership, culture, change management and team development.



- STRIVE is supported by our new **People Management Passport** programme, a mandatory course for new and existing managers across the business, equipping them with the skills and confidence to manage teams effectively. The programme involves a series of full day practical training modules, covering areas such as performance management, investigations, wellbeing, company policies and employment law, designed to give participants the confidence, technical knowledge and soft skills needed to lead effectively.
- In 2025, we supported a cohort of 9 employees through **RISE**, a women's development programme designed to give women the confidence to progress their careers and feel more empowered within their roles. This forms part of our wider approach to supporting employee development, strengthening confidence and improving wellbeing at work.



"RISE was a genuinely transformative experience for me—it helped me play to my strengths; challenge limiting beliefs and grow in confidence. I've become more intentional and assertive in how I communicate and lead, and I'd highly recommend it to anyone looking to invest in their development."

Reema Prabhakar
Marketing Communications Manager
& RISE Participant



Average of 28.5 training hours per employee in 2025

Recognised by IIP for investments in people and wellbeing

Crown UKI employs nearly 500 people whose contribution is central to the organisation's performance and culture, and we take a long-term approach to supporting their development and wellbeing. This approach has been recognised through the award of 'We Invest in People' Gold and 'We Invest in Wellbeing' Silver accreditations from Investors in People, with whom we have been a member for around 25 years. This reflects our commitment to continuous, year on year improvement in how we support and develop our people. Achieving Gold status places Crown among the top 28% of organisations assessed, highlighting improvements in employee recognition, teamwork, and positive societal impact. The wellbeing accreditation further recognises our proactive approach to supporting physical and mental health, work-life balance, and financial wellbeing.



Aspire early years careers apprenticeships

As part of our social impact commitment to improving employment and skills opportunities for young people, we continued our Aspire Early Years Careers Apprenticeship programme in 2025, onboarding 11 new apprentices in September. The programme combines on the job learning with a recognised qualification, with roles spanning HR, customer service and removals operatives. Since 2022, 48 apprentices have joined Crown UKI, with 67% remaining with the business after completing the programme. Following the launch of our social impact strategy in 2025, we increased our focus on recruiting locally. That year, **80% of apprentices hired were from the immediate area of the sites at which they are based, including 5 from Enfield**, where we have identified a need to strengthen access to employment and skills opportunities.

We have also seen strong uptake of our Aspire Academy, an internal apprenticeship programme designed to upskill existing employees, address skills gaps and support career progression. Since 2022, 22 employees have started an apprenticeship through the programme, supporting development and progression within the business.

In recognition of our ongoing dedication to nurturing talent through 'earn and learn' opportunities, Crown has achieved **Gold accredited membership as part of The 5% Club's** 2025-26 Employer Audit Scheme.

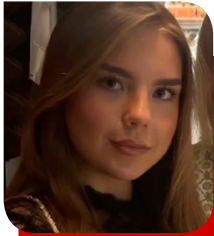


"Achieving Gold status marks a proud milestone in our journey to invest in our people and their potential. Through hands-on learning and development, Crown is shaping the next generation of skilled professionals, providing meaningful career pathways and ensuring our workforce is ready for the future."

Eileen Girling
Regional HR Director EMEA



APPRENTICE PROFILE



Flo Watts

Aspire Early Years Careers:
Business Administration Apprentice –
2025 cohort

“Overall, my experience with the apprenticeship programme has been faultless, I have been welcomed into Crown so well by my colleagues and made to feel so comfortable. The programme has supported my professional development because instead of learning business administration in a classroom with no real-life experience, I am working directly with managers, providers, assignees, etc. I feel this has helped with my confidence and communication.”

APPRENTICE PROFILE



Kadeem Rock

Aspire Academy:
Urban Driver Level 2 - Distinction

“Considering I’ve been out of education for a long time, I thought it would be a bit difficult going into an apprenticeship, but once I started I found out it wasn’t so hard. I thought a challenge would be my maths and English, but with the help of the teachers and the mentors, it went smoothly. My main achievement in the apprenticeship was getting a distinction, which I tried really hard for and was able to accomplish.”

APPRENTICE PROFILE



Oscar Collins

Aspire Early Years Careers:
Business Administration Apprentice –
2024 cohort

“The apprenticeship programme has provided me with the environment to grow and establish lifelong skills that will keep me competitive throughout my career. Some of those skills learned are computer skills like Excel and PowerPoint alongside some other personal skills like leadership and problem-solving.”

Oscar is now employed full time with Crown following the completion of his apprenticeship!

What our employees say

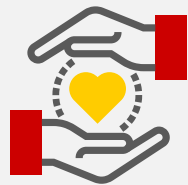
Our Employee Experience Survey gathers feedback from colleagues, which we use to guide how we support our people in the year ahead. In 2025, we saw an 85% response rate across our UKI workforce of around 430 employees.

HIGHLIGHTS: 2025 EMPLOYEE SURVEY



81%

feel Crown makes a positive impact on people and the planet



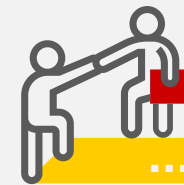
91%

say they enjoy a good and safe working environment



88%

employees say they can be themselves at work



88%

recommend Crown as a good place to work

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

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

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

Our partnership with BITC: strengthening strategic approach to social impact

Over recent years, we have strengthened our strategic approach to social impact and how we support our partners and communities. This has been shaped significantly by our membership of Business in the Community (BITC) and the leadership they provide in responsible business. Through this relationship, we have taken a more structured and focused approach to community engagement, including the development of a place-based strategy with their guidance. We are proud to be active members of BITC's Advanced Practitioner Network for Social Impact and, in 2025, to have joined the London Regional Board.



Expanding social impact in the areas in which we operate

We launched our social impact strategy in 2025, shaped after two years of research and engagement. At its core is a simple aim: to respond to real need in the places where we operate. While we recognise the limits of our scale, we know that we can play a more meaningful role by refocusing our efforts to where they can make a real difference.

Our immediate focus is on Enfield, one of London's most deprived boroughs, and home to around half our workforce. We saw firsthand during our stakeholder engagement the challenges facing local people, particularly in the East of the borough where employment, education, training and skills deprivation is most acute. We are simultaneously rolling out initiatives across the UK to have a positive impact on all the areas in which we operate.

Our commitment: We will improve the employment and skills opportunities for young people in Enfield by 2030

The strategy has enabled us to achieve more from the activities we already deliver - targeting apprenticeships, employment opportunities, volunteering and donations to support local people more effectively. In 2025, this included recruiting five apprentices from Enfield. With 80% of our overall cohort hired locally, we are creating accessible routes into work for young people who may not have had access to further education or local opportunities, while also offering apprenticeship pathways to existing employees. We have developed partnerships to extend volunteering opportunities in Enfield schools, and prioritised furniture and equipment donations to local schools and charities, helping them redirect resources to frontline services. This strategy represents a real shift in how we think about our role in the community, moving towards a more targeted approach, focused on supporting real people and delivering place-based impact. In 2026, we will continue to build on this, maximising our impact, identifying new opportunities, strengthening existing activity, and maturing how we measure and report the difference we make.

Record number of Crown employees volunteer in 2025

As part of our commitment to improving employment and skills opportunities for young people, we have been working to increase participation in the volunteering opportunities available to our employees, for which all staff have 16 hours of dedicated time. These efforts have contributed to our best year of volunteering to date, **with over 33% of UK & Ireland employees dedicating at least one full day to giving back to their communities.** To ensure we deliver more targeted and meaningful support for young people as they build skills and pathways into employment, we have established two new partnerships in 2025 that align with our mission:

Money Ready – This financial education charity is dedicated to creating a financially fluent population, with the long-term aim of reducing risks associated with homelessness, unemployment and poor mental health. Our teams have supported Money Ready by volunteering in schools across Enfield, delivering sessions that use engaging, age-appropriate games and activities to help young people build their financial literacy.

Business in the Community, Job Coaching – BITC's job coaching programme connects employees with jobseekers facing barriers to employment through a series of one-to-one virtual sessions, with the aim of increasing the skills and confidence of the job seeker. The programme can help refugees navigate the UK labour market, increase the confidence of people from lower-economic backgrounds, and equip women with the tools to step back into work following a career break. In 2025, 12 of our employees engaged with the programme, with 9 of these already having completed the coaching series. 94% of job seekers report improved skills to find work after support from their coach.



33%

of employees used at
least one volunteering day
(up from 7% in 2021)



1871

hours were spent
volunteering in 2025

“It makes you appreciate life”





"I love the volunteer days... being able to help out with a charity close to my heart in my local area was amazing. I got to meet so many amazing people"

Danny Dyton
Business Development Manager

"Great to see children from under privileged backgrounds benefitting from team building activities"

"Proud to work for an organisation that allows and supports its employees to have these opportunities"

Siobhan Mulvihill
HR Business Partner

"I have been a volunteer for many years in different fields and industries. Always find it very rewarding and one of the best ways to grow as a human"



"I really value the dedicated time Crown provides for volunteering. Giving back is incredibly rewarding, and being able to do so alongside my team makes it even more meaningful, as it strengthens our relationships beyond day-to-day work"

Brenda Maya
Customer Solutions Manager

HIGHLIGHTS: 2025 VOLUNTEERING SURVEY



100%

of volunteers said volunteering had a very positive (74%) or positive (26%) impact on their lives



71%

of volunteers said they enhanced or developed new skills through volunteering



100%

of volunteers reported a very positive (67%) or positive (33%) impact on their self-confidence



97%

of volunteers said they'd like to volunteer again

The Giving Back Project donates 3,000 items in 2025 to over 50 organisations

Crown Workspace's in-house donation initiative, the Giving Back Project, supported 55 organisations in 2025 with the donation of 3,000 items of furniture and other equipment that clients no longer needed. We also expanded our network by nearly 30%, giving over 900 charities, schools and community organisations access to these free redundant assets and enabling them to focus their resources on frontline services.

Over the past year, we have continued to evolve the Giving Back Project to maximise its positive impact for both our clients and the communities we support. Alongside maintaining a diverse network of charitable partners, we have expanded our reach in regions where we deliver projects. In the last quarter of the year, we made a focused effort to increase our network in Scotland, enabling us to increase localised donations. In this period, 13 new charitable organisations in the Edinburgh and Glasgow regions became a part of the Giving Back Project.

In Enfield, in line with our social impact strategy, focused on improving skills and opportunities for young people, we have built on our strong relationships with local organisations. This includes deepening partnerships with three schools in particular, donating 150 items to Laurel Park School, 59 items to Waverley School, and 24 items to Southbury Primary School over the year.



“Sitting at the core of our ‘redistribute’ Circulate principle, the Giving Back Project delivers meaningful social value to those in need while extending the life of assets and keeping them in the circular economy. Through this approach, the Giving Back Project continues to deliver value for clients by providing a sustainable and impactful solution for surplus furniture, while supporting a wide range of charities and community initiatives at both a local and wider level.”

Georgie Byrd
Sustainability Advisor



Crown continues to drive the agenda

At Crown, we recognise our role is not just to innovate under our three pillars but share our knowledge and help drive our responsible business agenda much more widely. We do this in a range of different ways including through this report, sharing case studies and other resources, sitting on boards and panels, and speaking at events.

In 2025, we exhibited or spoke about good practice in sustainability at a variety of industry events, with representation from across our brands.



CASE STUDY: Crown Fine Art promotes climate action in the arts

In November, Crown Fine Art exhibited at the inaugural Art+Climate week, a five-day event focused on accelerating climate action in the arts sector. The event brought together leading institutions and galleries to recognise the sector's shared responsibility to drive change.

It was organised in part by the Gallery Climate Coalition (GCC), where Crown Fine Art has maintained Active Membership for a fourth consecutive year, reflecting our commitment to environmentally responsible best practice. With the GCC targeting a 50% reduction in the sector's carbon impact by 2030, we were pleased to share our approach and progress at this important industry event.



CASE STUDY: Crown Workspace UK honoured as Green World Champion

Crown Workspace UK was named Green World Champion in the 'Service Industries: Carbon Reduction' category at the 2025 Green World Awards, a testament to our outstanding environmental efforts and innovations in sustainable practices. The Green World Awards have become one of the world's most prestigious recognition campaigns, acknowledging strong sustainable practices among organisations and companies. This win follows our success at the Green Apple Awards held at Kensington Palace, London, in December 2024, where we were awarded the International Green Apple Environment Award out of over 1,200 global nominations. Both achievements are a result of Crown Circulate which places the circular economy at the heart of the workplace. The independent judging panel of The Green Apple Awards commented: *"Crown Workspace champions a low-carbon, circular economy approach through its Crown Circulate initiative, transforming workplace services. By remanufacturing furniture and IT equipment, it has saved over 17,000 tonnes of CO₂ and generated £1.9 million in social value."*



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.



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.



OUR RESPONSIBLE BUSINESS INVENTORY – CROWN UKI

CATEGORY	METRIC		2025	
GHG (tonnes of CO ₂ e)	SCOPE 1	Mobile combustion	913	
		Gas	44	
		TOTAL SCOPE 1	958	
	SCOPE 2	(market based)	4	
	SCOPE 2	(location based)	313	
	SCOPE 3 ¹	Cat 1 - Purchased goods and services	1691	
		Cat 2 - Capital goods	654	
		Cat 3 - Fuel and energy related activities	347	
		Cat 4 - Upstream transportation and distribution	1888	
		Cat 5 - Waste generated in operations	1	
		Cat 6 - Business travel	1055	
		Cat 7 - Employee commuting	830	
		Cat 9 - Downstream transportation and distribution ²	<1	
		Cat 9 - Downstream transportation and distribution	104	
		TOTAL SCOPE 3	6570	
	TOTAL SCOPES 1, 2 (market based) and 3 emissions		7532	

¹ In August-September 2025 we transitioned our UKI business to a new finance system. As a result of this transition, the methodology for calculating our Scope 3 emissions from financial data was disrupted. We have therefore used average data from the first 8 months of the year to report on the last 4 months of 2025. This is in parallel with the continual work and improvements we are making to our data collection and carbon accounting processes. Please refer to our Carbon Reduction Plan for our most up to date emissions calculations, which we will update as and when we make further improvements to data quality.

² 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 CO₂e in the reporting period. This value has therefore been reported.

CATEGORY	METRIC		2025	
Electricity (MWh)	Total electricity consumption		2211	
	from renewable sources		97%	
	from non-renewable sources		3%	
Waste (tonnes)	Total weight of waste		162	
	Recycled		80	
	Energy from waste (EW)		72	
	Anaerobic digestion		11	
Water ³	Total water use		2820m ³	
	Landfill		0.3	
Biodiversity ⁴	Number of sites audited		8	
	Percentage of sites audited		47%	
Air pollution	Electric vehicles as percentage of total fleet		13%	
	Auro 6 vehicles as percentage of total fleet		98%	

³ Please note that the water use figures reported are based on billing data rather than direct metered consumption and therefore may not be 100% accurate. Current figures also relate to only 13 of our 17 UK sites, as we do not yet have water data available for the remaining sites. The sites included in the above cover the vast majority of our operational activity and therefore are expected to account for most of our overall water use.

⁴ Recognising that biodiversity is a less material sustainability topic for our business but acknowledging our responsibility to the natural environment, in 2024 we carried out nature and biodiversity audits at eight of our UKI sites. These audits were undertaken to understand the existing green space and natural features at our properties, and to help identify opportunities to enhance or increase the natural assets on and around our buildings.

-  Improvement from last year
-  Stayed the same as last year
-  Decline in results from last year
-  First time measuring / reporting

OUR RESPONSIBLE BUSINESS INVENTORY – CROWN UKI

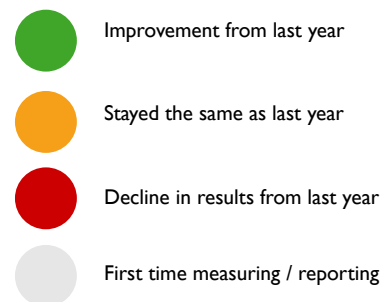
Pillar Two: Our People and Business

CATEGORY	METRIC	2025	
Employee health & safety	Hours of health & safety training completed by staff	1410	
Working conditions	Percentage of employees who recommend Crown as a good place to work	88%	
	Percentage of employees covered with healthcare (cash plan)	100%	
Career management and training	Average training hours per employee	28.5	
	Total training courses completed	5623	
	Percentage of employees who are formally performance managed	100%	
	Number of mobility cases	1	
Diversity, equity and inclusion	Number of DEI courses completed by staff	271	
	Percentage of women in the organisation	29%	
	Percentage of women at management level	35%	
Social dialogue	Number of employees covered by employee representatives	0	
	Number of employees covered by collective agreements	0	
	Percentage of employees who say they can be themselves at work	88%	
Child labour, forced labour and human trafficking	Number of child or forced labour incidents reported	0	
	Number of child or forced labour audits conducted in own operational sites	0	
External stakeholder human rights	Number of human rights impact assessments performed	NCR	
	Number of grievance mechanism cases of human rights incidents	NCR	

NCR (NOT CURRENTLY REPORTED) - We do not currently track these metrics, however we are exploring opportunities to do so in the future.

Pillar Three: Our Partners and Community

CATEGORY	METRIC	2025	
Donations	Number of items (furniture and equipment) donated through the Giving Back Project	2952	
	Estimated social value delivered through the donation of furniture and equipment (assumption of £50 value per item)	£147,600	
	Number of charity partners in the Giving Back Project network	907	
Volunteering	Percentage of staff using at least 1 volunteering day	33%	
	Total volunteering hours contributed by staff	1872	
Apprenticeships	New apprentices employed in the reporting year	11	
	Pass rate	87%	
	Percentage of apprentices hired from the local area	80%	



CROWN WORLDWIDE GROUP - HIGHLIGHTS 2025



2030 strategy - Sustainability is a core enabler of Crown's 2030 group strategy, ESG (environmental, social and governance) considerations are integrated into strategic decision making, investment prioritisation and performance management to support long-term, resilient and profitable growth.



SBTi commitment - Advanced decarbonisation by committing to the Science Based Targets initiative (SBTi), securing Board approval for internal branch-level Scope 1 and Scope 2 reduction targets, and embedding transition planning into business processes.



Environmental performance - Strengthened our approach by prioritising recommended EcoVadis actions, including improved GHG management and reporting, stronger governance, and a 15% reduction in total carbon footprint compared with the 2024 baseline.



Global giving back - Marked Crown's 60th anniversary through the global Giving Back Together initiative, mobilising teams worldwide to support the UN goals Climate Action and Quality Education and deliver social impact within our communities.



Inclusion & wellbeing - Strengthened inclusion and wellbeing through enhanced DEI governance, improved people data, expanded support programmes, and targeted actions to reinforce fair pay, belonging and positive workplace culture.



Employee engagement and satisfaction - Sustained strong employee engagement through continual listening and action, with high survey participation and 90% of employees identifying Crown as a great place to work.



Training and development - Built future-ready capability through expanded learning, leadership development and digital platforms, exceeding training targets and strengthening a culture of continual development.



Governance - Reinforced ESG governance through strong Board oversight, robust ethics and compliance processes, and risk-based approaches to data protection and privacy.



Sustainable procurement - Embedded ESG into supplier selection and management through the group sustainable procurement policy, strengthening transparency, compliance and responsible practices across the global supply chain.

Signatories to the United Nations Global Compact (UNGC), Crown Worldwide Group commits 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.



United Nations
Global Compact



Caring



Open minded



There



Determined



Sharing

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