



2017

Corporate Social Responsibility Report

Contents

An extraordinary business	3	OUR VALUES	11
Foreword	5	Living our values every day	
2017 highlights	6	OUR BUSINESS	13
Crown and the UNGC	7	Embedding responsible business practices into everything we do	
In conversation with	8	OUR PEOPLE	18
How we've done	10	Empowering our people to do the best work of their lives	
		OUR PLANET	29
		Managing natural resources to do better business	
		OUR COMMUNITIES	31
		Positively impacting the communities in which we live and work	

This 2017 Corporate Social Responsibility (CSR) Report covers global operations for the Crown Worldwide Group and highlights our progress for the 2017 calendar year. This report also provides supplemental information about our business. Our previous report can be found [here](#). To find out more about CSR at Crown or to provide feedback on our reporting, please contact us at: CSR@crownww.com.

An extraordinary business



We began as a small moving company in 1965 with a single warehouse in Yokohama, primarily supporting servicemen in Japan.

Since then, we have grown both our service offerings and our presence, with premises in over 50 countries. The Crown Worldwide Group in 2018 includes eight businesses, four of these global brands. All of these businesses share a common quality – the experience and insight to accomplish anything, from the complex to the routine.

From our humble beginnings, we have always endeavored to support charitable causes, give back to local communities, protect our environment, empower our employees and do business responsibly. While the scope may have changed, these principles have always remained the same.



**We protect and share
valuable information**
– empowering commerce.



We help move lives
– helping individuals,
employees and families
move and settle into
their new homes.



**We mobilize
and store valuable
works of art**
– preserving culture
around the world.

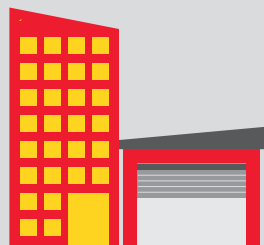
Crown Worldwide Group

Privately held company
Established in 1965



56

Languages



Facilities

266



Nationalities

56



Employees over

5,000



Revenue

\$697m



54

Countries



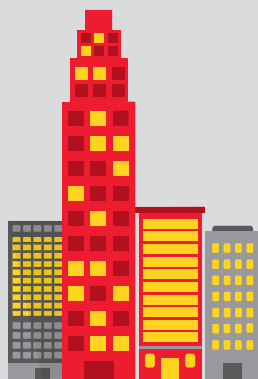
Global/APAC HQ
Hong Kong



Americas HQ
New York



EMEA HQ
Prague



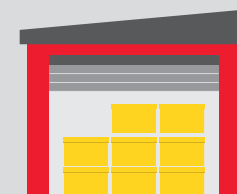
Owned properties

\$623.5m



Clients over

10,000
worldwide corporate clients



Warehouse
space over

**9.5m ft² /
883,000 m²**

Revised March 2017

Foreword

In 2017 I assumed the role of Group CSR Manager. Having followed the progress of our CSR program, I have seen how this has grown and developed across our organization within the last year.

We published our first sustainability report in 2012 which highlighted our work in helping communities and meeting environmental commitments. In 2015, we deepened our commitment to CSR by signing the United Nations Global Compact (UNGC) and have since published reports annually charting our progress.

This year, we have made a number of changes to the structure of the report. Firstly, there is a name change from “Sustainability Report” to “Corporate Social Responsibility Report” to more effectively communicate what we do.

Secondly, we have included more data around Diversity and Inclusion (D&I), highlighting its growing importance within our organization.

In 2017 we kept pace with our D&I successes by establishing our LGBT network – Crown Pride. This was set up as a forum where ideas can be shared and relevant workplace issues discussed; similar to our women’s network which was established the year before.

Our commitment to CSR would not be possible without the enthusiasm of our employees, who organized 476 CSR activities globally, a 42% increase on the previous year. Our annual employee engagement survey underscored this commitment. This showed 80% of our employees believe that Crown is serious about making the world a better place.

The Crown Foundation honored our 50th anniversary promise to match charitable money raised during our anniversary year by donating US\$ 50,000 to charities who support underprivileged children.

There was increasing use of sustainable energy throughout 2017, including the use of solar and wind power, as well as a switch to LED lighting.

Staff health and wellbeing was another focus. The results from the Virgin Pulse Global Challenge highlighted the positive difference health initiatives can make. With over 1000 employees taking part, 50% walked the recommended 10,000 steps a day, 67% reporting a decrease in stress levels.

In 2018, our aim will be to review our CSR program with input from our senior leaders. This will help us determine what actions should be at the forefront of our CSR activities and provide some key priorities for us to work on.

There is still much to do. In the coming year we will continue to improve and innovate, creating real impact throughout our organization and within the communities where we operate, with the support of our committed and dedicated employees.



Rosa Santilli

Group CSR Manager



2017 highlights

Charitable activities

476 activities

270 charities helped

US\$ 50,000
donated to 5 children's charities

Health and wellness

1064 employees
took part in the
Virgin Pulse Global Challenge

Learning and development

11,445 e-learning
courses taken

Diversity and inclusion

Crown Coronets 6 lean in circles 40 employees

Crown and the UNGC



We continue to support the United Nations Global Compact (UNGC) and remain aligned to its ten principles. This report forms our UNGC annual Communication on Progress, in which we describe our initiatives to integrate these principles into our business strategy, culture and daily operations. Our commitment includes sharing this information with our stakeholders.

Crown initiative →	Environment	Health and safety	Data privacy	Fair labor practices	Community partnership	Stakeholder engagement	Anti-bribery and corruption
UN Global Compact Principles	Human rights 1. Support and respect the protection of human rights. 2. Make sure that we are not complicit with human right abuses.						
	Labor 3. Uphold freedom of association and effective recognition of rights of collective bargaining. 4. Elimination of forced or compulsory labor. 5. Abolish child labor. 6. Elimination of discrimination in respect to employment and occupation.						
	Environment 7. Precautionary approach to environmental challenges. 8. Initiatives to promote greater environmental responsibility. 9. Encourage development and diffusion of environmentally-friendly technologies.						
	Anti-corruption 10. Work against corruption in all forms, including extortion and bribery.						



In conversation **with...**



Jennifer Harvey
Managing Director,
North America
and Executive Board Member

Our Group CSR Manager asks two members of our Board what CSR means to them:

What does CSR mean to you?

To me CSR is simple, it means making the world better, while providing employees with opportunities to take action themselves.

Why is CSR important to Crown?

We're global so we see first hand the disparities between countries and communities. Local CSR activities give staff at all levels a way to demonstrate leadership and channel energy into things they care deeply about.

How does Crown's approach to CSR make it unique?

Many of our services relate to moving people and goods between different places. To do this we have to stay informed about the compliance, immigration, tax and customs requirements of different cities and countries. Therefore, we tend to attract employees who are curious about the world. Their curiosity plays a role in how we engage in CSR efforts; so I think we put care and thought into the types of activities we do.

The other thing that is unique is that the support for CSR comes from the top. Our founder's humble background taught him to care for those in need.

Is there one CSR story from 2017 that really stands out for you?

In 2017, North America experienced multiple serious hurricanes causing great destruction. One hit Houston and greatly affected our employees, customers and community there. The storm began on a Friday night and I wondered over that weekend what our teams could do to help. By the time I arrived at our office on Monday morning, our teams from coast to coast had already mobilized efforts at our sites across the region to identify suitable organizations to partner with, and already planning creative ways to raise funds.

In Houston, our team was implementing contingency plans to serve customers and physically rescuing co-workers. It was incredible to witness the proactivity – a reminder of what an extraordinary group of employees Crown has. Within weeks, every branch had raised money. We were also sending pictures and videos to help keep the Houston team's spirits up. During our annual company award nominations, someone in our Houston office nominated the whole region for their spirited support of Houston and the Crown office there.

In conversation **with...**



What does CSR mean to you?

For me it's about companies recognizing they exist as part of a wider community, and that they have a responsibility to give back to it.

Why is CSR important to Crown?

It's part of our DNA. Our Chairman, Jim Thompson has been supporting underprivileged communities in Cambodia for many years, building schools and libraries amongst many other activities to help less fortunate communities. This spirit lives strongly throughout Crown.

How does Crown's approach to CSR make it unique?

Branches and countries themselves select the initiatives. When you can see the things you are doing are making an immediate impact in your local community, it's very powerful. There is no corporate bureaucracy. Provided it supports worthy charities or reduces our impact on the environment, then employees are encouraged to go for it.

Is there one CSR story from 2017 that really stands out for you?

There are so many it's hard to choose. I loved seeing the stories of how the money raised from the Crown 50th birthday celebrations were distributed to the various local charities around the world – I liked being able to see the impact it had to people's lives.

Barry Koolen

Chief Strategy Officer
and Executive Board Member

How we've done

We remain committed to monitoring and reporting on all our CSR activities. Our 2017 results were disappointing in some areas but this is guiding where our efforts should be focused in 2018.

CSR activities

Target: **350**
recorded activities



Result: **476**
recorded activities
exceeded target by 36%

Health and wellness

Target: **1000 employees**
taking part in the
Global Challenge



Result: **1064 employees**
taking part
exceeded target

Vehicle fuel efficiency

Target: **9 km/l**
(average across all vehicles,
excluding motorcycles)



Result: **8.98 km/l**
not achieved

Electricity

Target: Reduce energy
consumption by
2.7 kwh/m2



Result: **2.75 kwh/m2**
not achieved

Water

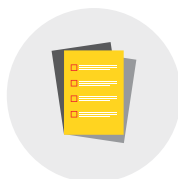
Target: Limit water usage
to **1,800 litres** per
employee per litre



Result: **2,322 litres**
per employee per litre used
not achieved

Office paper

Target: Limit paper supplies
to **1.20 reams** per
employee, per office



Result: **1.40 reams**
per employee per office
not achieved

Certifications – ISO 14001, OHAS 18001 and ISO 27001

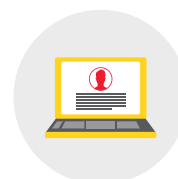
Target: Increase of one
country per standard



Result: not achieved

Service partners

Target: Introduce e-learning
to service partners



Result: not achieved

2018 goals:



Vehicle fuel efficiency
8.95 km/l (average across all
vehicles, excluding motorcycles)



Electricity
2.70 kwh/m2



Water
1,800 liters per employee
per liter used



Office paper
1.26 reams per employee
per office



CSR activities
375 recorded activities



Service Partners
Introduce new e-learning
for our service partners



Certifications – ISO 14001, OHAS 18001 and ISO 27001
To develop a strategy to encourage and
support more operations to gain certifications.

OUR VALUES

Living our values every day

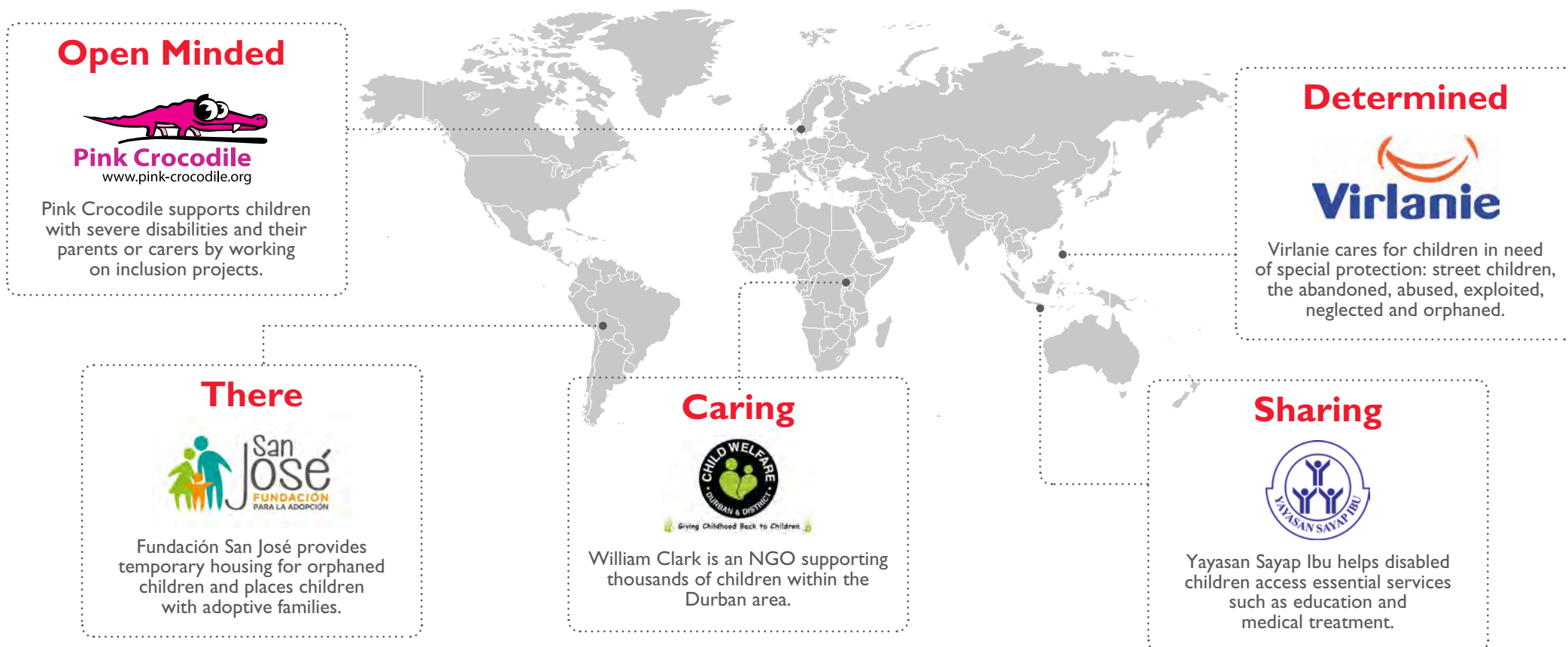


How our values inform our voluntary work

Our brand values inform how we do business. They shape how employees interact with each other, customers, service partners and external stakeholders.

In 2015 we celebrated our 50th birthday and held the “Golden Relay” to mark this event. Offices around the world took turns to raise money for charitable causes, raising over US\$ 100,000.

At that time the Crown Foundation committed to donating a further US \$50,000. In the spirit of the relay, we asked our employees to nominate charities servicing underprivileged children and meeting one of Crown’s five core values. Five winners were chosen, each receiving US\$ 10,000, representing a decade of Crown’s life. We continue to work with these charities and follow their progress.



OUR BUSINESS

Embedding responsible business practices into everything we do

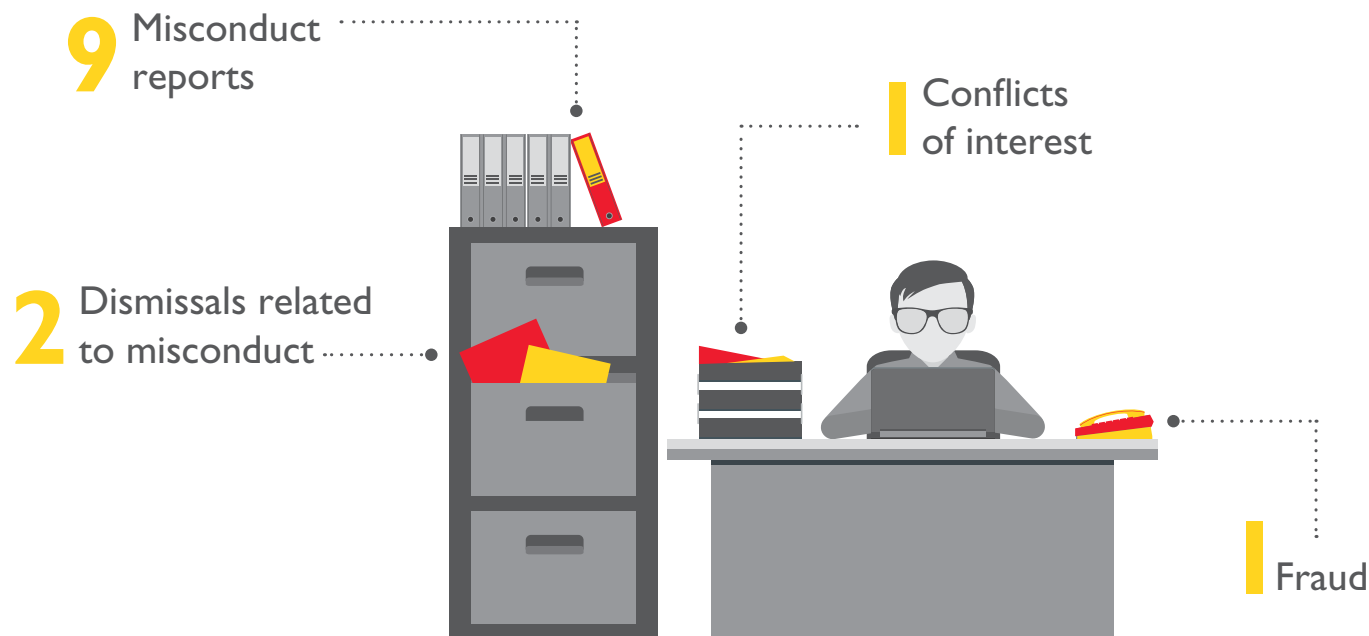


Governance, compliance and ethics

We have a zero-tolerance policy to bribery and corruption. This includes professional codes of conduct and compliance with anti-corruption legislation.

In 2017, we focused on anti-bribery and corruption (ABC) compliance across the globe, with special attention paid to countries with less developed legislation on ABC. To help achieve this, all service providers are being vetted, trained and sign our Service Partner Agreement – which includes a provision that we can audit their accounts or processes at any time. This has enabled us to conduct audits in high-risk locations.

In order for us to maintain a culture of integrity in all business activities globally, we introduced an independently hosted ethics and compliance hotline in 2016 to anonymously report any suspicious activities. We now have a full set of data for 2017, allowing us to report on these activities, as well as take appropriate action. Our clients and partners can be assured that misconduct is less likely to occur and more likely to be reported if it does.



100% employees commit to Crown's Code of Conduct.

Crown's Code of Conduct ensures that our employees understand our values and are going to strictly abide by the **"way we do business"**.

100% employees trained on our Anti-Bribery and Corruption Policy.



Our UK and Ireland operations are the first to gain ISO 37001 certification. ISO 37001 is a new standard intended to help an organization to implement an effective anti-bribery management system.

Data privacy and protection

Protecting the right to privacy for our customers and employees is a basic requirement. We apply consistent policies and practices to safeguard personal information. Our Binding Corporate Rules (BCR) on data privacy – which comply with international legislative requirements and recommendations – are mandatory privacy procedures for all our sites.

Our employees are required to understand and accept IT policies. These policies guide the way we access and transmit information. They must also successfully complete data privacy training prior to processing any data.

Our service partners and contractors are also required to successfully complete customized data privacy training prior to being given access to personal data. Throughout the qualifying and contractual stages of an engagement, our supply chain management system emphasizes compliance with data privacy policies.

Our rigorous data processing structure helps keep personal information safe and requires prompt reporting to management in the event of a data breach. We are certified with the EU-US Privacy Shield Program and our branches ensure individual customer consent before personal data is processed.

The EU General Data Protection Regulation (GDPR) – the most important change in data privacy regulation in 20 years – will come into full effect in May 2018 and we will be fully compliant with GDPR by this date.

Cyber security

Cyber security is central to our overall security strategy. Information that Crown manages must be appropriately secured and protected against a diverse range of threats. These include breaches of confidentiality, failures of integrity, interruptions to availability and non-compliance with legal, statutory or regulatory requirements. To enable us to do this we continually analyze developments, detect potential threats and innovate technologically.



20 certified sites

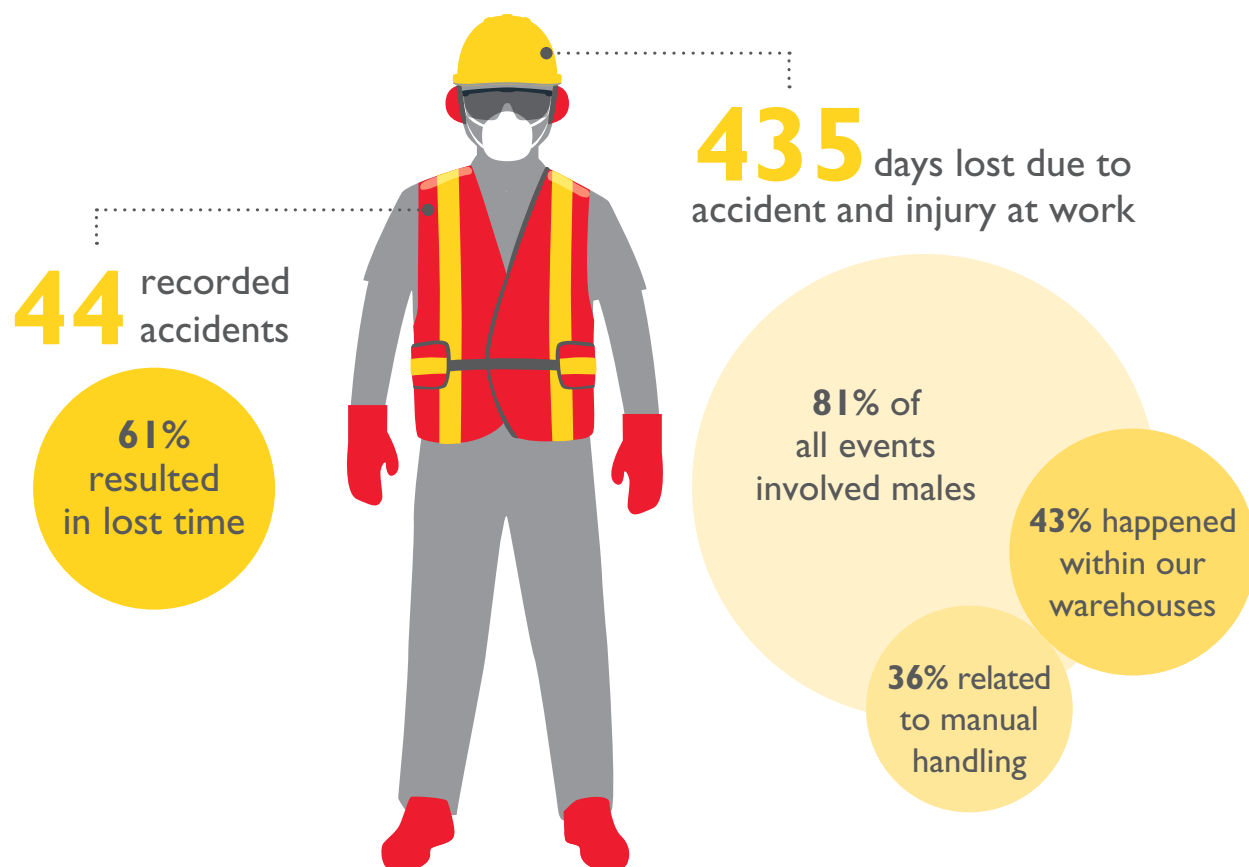


Crown Worldwide UK and Ireland has been certified to the Cyber Essentials Scheme. Cyber Essentials is a government-backed cyber security certification scheme that sets out a good baseline of cyber security suitable for organizations in all sectors. The scheme addresses five key controls that, when implemented correctly, can prevent around 80% of cyber attacks. We are now working towards Cyber Essentials Plus certification.

Health and safety

Our health and safety policy contributes to our business performance while recognizing our duty of care to our employees, customers and others we deal with during the course of our operations.

In 2016 technology played a key role in helping us improve employee safety when we implemented a global accident reporting tool. This allows us to monitor the number and extent of workplace incidents, determine how effective our approaches to health and safety are, and refine them where appropriate.



accidents don't have to happen

For the second consecutive year, Crown UK&I has been awarded a Gold in The Royal Society for the Prevention of Accidents, Occupational Health and Safety awards.



Crown Records Management, Relocations and Fine Art in the UK and Ireland have been awarded a Bronze level certificate by the Fleet Operator Recognition Scheme (FORS). This includes demonstrating dedication to driver and vehicle safety, combined with improving operating practices through effective monitoring of fuel and tyre usage.



30
certified sites

Crown Jakarta was recognized by the Banten Province Government for another zero accident year in 2017. Our new QA and OHS Supervisor, Tri Juwita Nurcahyawening, attended to receive the award. Crown was one of only 100 companies of 15,000 in the province to make the achievement. The award was presented by the Secretary to the Governor. Crown Jakarta has now achieved a total of 3,770,186 man hours without accident.

Service partners

We only work with service partners who have completed a thorough qualification process, managed by our Quality and Risk teams. All service partners commit to uphold the highest ethical standards of business behavior and employment practices.

Our 2017 service partner performance reviews identified several improvement opportunities. Where opportunities were identified, we were able to work with our service partners to implement these improvements. We also extended our due diligence process to specific services such as immigration and customs clearance. In other cases, to demonstrate our commitment to these principles, we have suspended those service partners whose business practices did not meet our requirements.

Our aims for 2018:



Ensure our supply chain is compliant with all legislation relating to modern day slavery.



Make sure all areas of our business are compliant with the EU General Data Protection Regulation (GDPR).



Increase collaborative activities with partners that have a positive effect on the communities we serve.



Focus on sustainable business with partners that drive customer loyalty.

100% of our service partners sign our **Code of Conduct**

OUR PEOPLE

**Empowering our people to
do the best work of their lives**



Supporting our people

To succeed as a business, we are dependent on attracting, inspiring and growing remarkable people.

To support our employees we are strengthening our development programs across the organization. This includes embedding best practice in areas such as diversity, talent acquisition and retention, and building a robust learning and development program.

In the year ahead, we hope to introduce a number of initiatives to further enhance our employee experience:

- Launching our internal cultural awareness program to ensure cultural awareness is embedded in all parts of the business.
- Extending our internal mentoring program using a common platform to identify internal mentors and mentees.
- Introducing our talent swap program, which allows our employees to experience different areas of the business.
- Celebrating success through our Crown heroes initiative; with the aim of better engaging our employees and recognizing their hard work and commitment.



Celebrating diversity and inclusion around the world



During D&I week, one of our mobility teams in Basel took the opportunity to have a team lunch with delicious home cooked dishes from around the world.



Crown showed its caring spirit by coming together to support Crown Pride's first ever food sale to raise funds for the Pink Alliance, which supports the LGBT community in Hong Kong.



Crown Johannesburg's staff took to the streets on 1 December for a 5 km walk in solidarity for World AIDS Day.



Staff in our Kuala Lumpur office celebrated International Women's Day by dressing in purple to show their support.



Ken Madrid, CEO APAC, opens our newly renovated offices in Kuala Lumpur. We have incorporated a prayer room and a nursing room for breastfeeding mothers ensuring an inclusive work environment for our staff.

Improving diversity and inclusion



“I am me. You are you.
Together we are Crown.”

Enhancing diversity and inclusion is an ongoing commitment. One part of this are our employee networks. We launched our women’s network – the Crown Coronets – in 2016. This was followed by the launch of Crown Pride – our LGBT network – in 2017.

We understand that employee networking groups are an invaluable source of mentoring, skill sharing, social development and volunteering for their members. We are committed to expanding the scope of both the Crown Coronets and Crown Pride. This includes building both their membership base, as well as the role they play in helping to develop policy within the business.

In 2017 we refined our HR systems to collect diversity data, optionally and confidentially. This provides a better understanding of our employees across the world, allowing us to tailor our D&I programs more effectively. For example, increasing emphasis on LGBT support in some offices and territories.

Females account for 41% of our global workforce, 64% of our middle and upper management and 33% of our Executive Board. We recognize some of our operational areas naturally have a higher concentration of men, but remain committed to offering equal opportunities across the organization.

D&I is not just about statistics, yet knowing how diverse our workforce is, is critical if we are to continue building an organization that fosters and supports diversity and inclusion, encourages the empowerment of women and continues to attract diverse talent



“D&I policy at Crown isn’t just about creating a more inclusive and tolerant working environment for our employees. It’s incorporating those principles into how we do business with customers and partners too.”

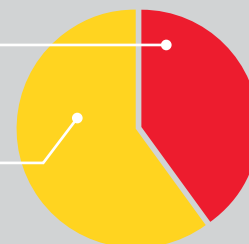
Magali Delafosse
Group Vice President
Human Resources



Employees by gender

40% female

60% male



Employees by generation

16% Baby Boomers

41% Millennials

41% Gen X

2% Gen Z



Gender by position

33%

67%

20%

80%

24%

76%

40%

60%

41%

59%

■ Female ■ Male

Board

Executive Management Group

M4+ (Senior Management)

M1-3 (Management)

IC (Non-Management)

**Senior Management is defined as Director and above.*

Crown Coronets

In 2016, we launched the Crown Coronets – a women’s network created to support and inspire the development of women within the organization. Since then, six lean in circles have been formed with 48 members across three regions. Crown remains committed to growing this network to better help represent women’s skills and insights throughout 2018.



“Diversity is critical for an organization’s ability to adapt in a fast-changing global environment. Diversity is not so much a strategy, but a mindset. We want to build diverse teams not just because it’s good in itself, but because it helps us do business more effectively. The Crown Coronets was developed so women can discuss challenges, support each other both personally and professionally and mentor one another. This is an illustration of how we create an inclusive work environment. Women’s groups also have the ability to educate the company at large on gender issues and ways we can all do better to challenge unconscious bias and stereotypes.”

Liana Ciatto

Vice President Account Management
Crown World Mobility

Crown Pride



CROWN PRIDE

In August 2017, we launched Crown Pride – our LGBT network – to create a safe and open environment to discuss LGBT workplace issues and provide support and networking opportunities. Crown Pride is open to all employees.

Unconscious Bias

Unconscious biases show up in the workplace in many different ways; some positive and others negative. They can be based on variables, traits or characteristics that we attribute to people we see every day. We want to make people aware of unconscious bias; we encourage employees to take e-learning courses, attend webinars or get involved in activities where diversity is discussed.



Mavis Po

Upon winning our “Unconscious Bias” competition held over D&I week, Mavis Po, Systems Analyst, in Hong Kong said “The course let me understand what unconscious bias is and how it is influencing decision making. Diversity means understanding. We learn to appreciate each other and understand each other’s struggles.



“ This is a great initiative that not only supports an inclusive environment but also encourages our employees to really feel part of the business and have a say on issues important to them. I am very proud to be a part of the network and be able to offer help and advice to others in it. ”

Steve Parker

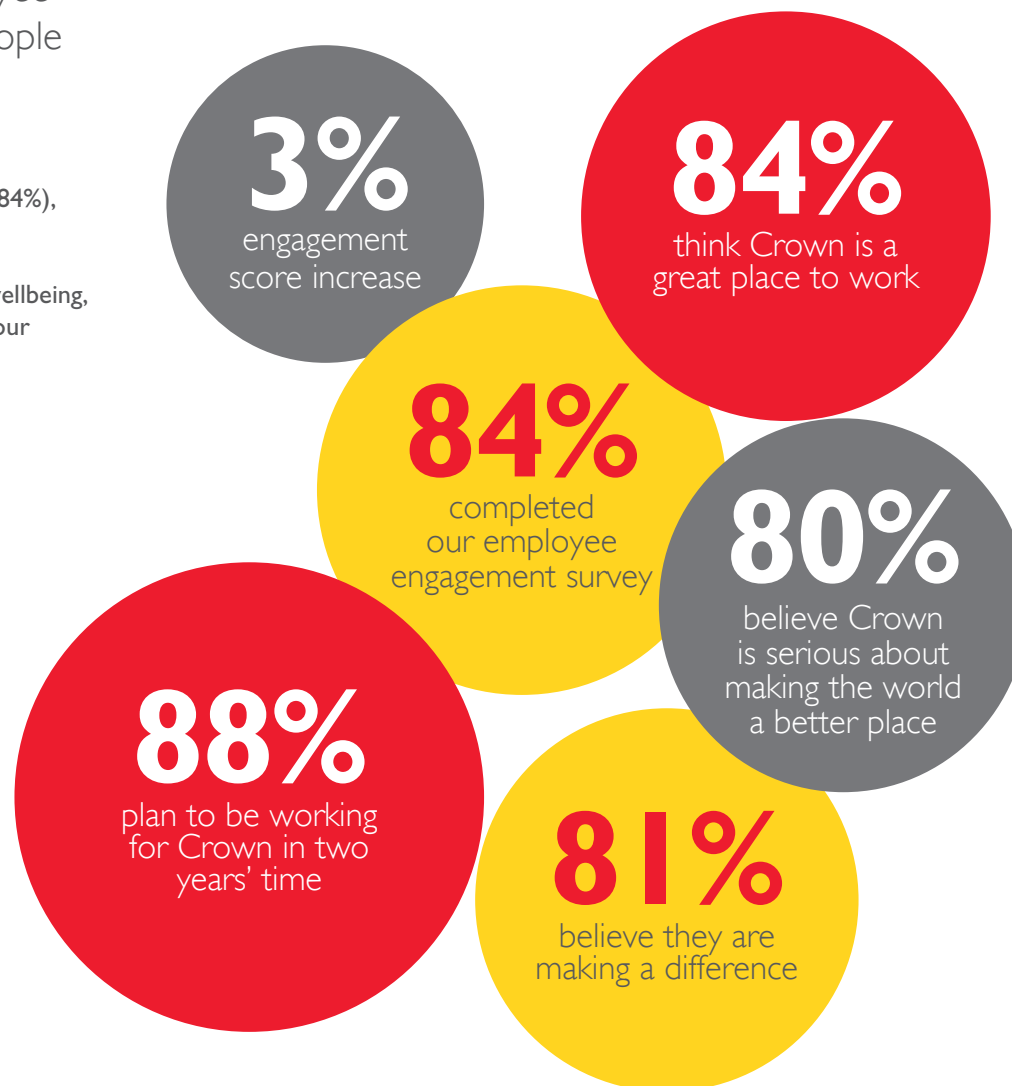
Group Learning Solutions Manager and Chair,
Crown Pride

Employee engagement

For the third consecutive year, we carried out our employee engagement survey. 84% of our workforce – or 3,300 people – participated in this survey, giving us a good insight into opinion throughout our organization.

While our participation rate declined slightly from the previous year (from 86% to 84%), our engagement score increased by 3%.

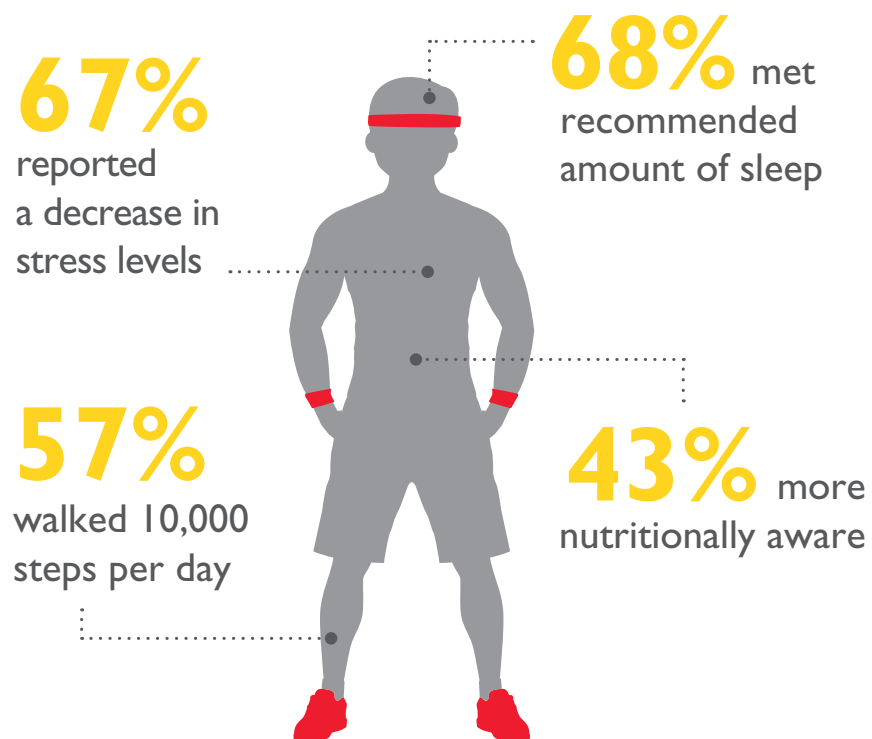
There are still areas that our employees are telling us to improve upon, including wellbeing, benefits and reward and recognition. All employee feedback is being factored into our strategic planning during 2018 and beyond.



Health and wellness

An innovative part of our health and wellness program in 2017 was our participation in the Virgin Pulse Global Challenge. In the 100 day challenge teams around the world competed to improve their mental and physical health. 1064 employees in 152 teams participated in this our third year, with some amazing results.

Improved Health:



Engagement:



Reflecting on the Global Challenge

Founder and Chairman Jim Thompson – who himself averaged 24,000 steps per day – shared his experience, saying:

“I’ve always enjoyed a good challenge, especially one related to fitness. When I joined the Board and the Restless team, I decided to give it everything I could. I know a lot of others in Crown are doing the same and it’s great to know that more of our worldwide team will be healthier for the challenge.”

Jim Thompson, Chairman



Rewards and recognition



Tenure Policy

We recognize the value of long-serving employees and believe in rewarding their commitment. That's why we introduced our Tenure Awards Policy in 2017. The policy is designed to mark employee milestones, reward faithful service and encourage ongoing commitment. Our employees receive plaques, a monetary award and – after 10 years' service – additional vacation.

◀ Mikko Loikkanen receives his five year long service award



Worldwise Employee Awards Program

The Crown Worldwide Employee Awards Program recognizes our brightest and best across all divisions and throughout all regions. This is a chance for our employees to nominate their colleagues for the amazing contribution they make in living Crown's values. In 2017 we had over 1000 nominations and 80 regional winners. Our overall winners in our five categories each win a trip to a Crown location of their choice.

Jenny Stobbs, our global award winner for **'Sharing'**, and Janine Shaw our EMEA regional award winner for **'Being There'** ▶



Attracting and developing talent

We are always looking at new ways of attracting and developing talent. In 2017 Crown UK launched the Crown Aspire program, which will be used to upskill existing employees across all UK business units, as well as traditional entry level apprentices.

"Investing in our people is an integral part of how we develop human capital. The Crown Aspire program will give employees the development opportunities needed to ensure Crown has a highly flexible, skilled workforce, giving us a competitive advantage in the marketplace."

Lilley Deevey, Apprenticeship and Recruitment Co-ordinator ▶

Learning and development (L&D)

Giving our employees the tools and opportunities to develop themselves is essential if we are to welcome, develop and retain talent.

To do this, our L&D policy needs to be flexible, so we continually evaluate what we're offering our workforce. In 2017, we piloted some new initiatives to encourage self-development.

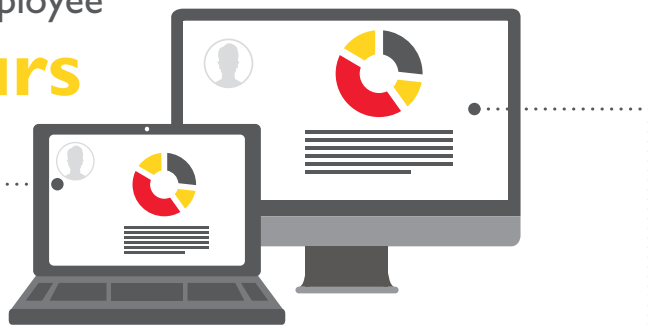
We held several workshops coaching our employees on Insights Discovery, a tool exploring personal work styles. Employees took part in a series of exercises giving them a greater understanding of themselves and others. One of the key objectives was for people to be able to adapt more effectively to change; improving the services we offer in the process.

We also piloted a 360 degree assessment tool, giving employees insight into their own self-development goals and helping them improve in their existing roles.

As we move into 2018, we will continue to improve the way our employees learn with the launch of iLearn – a new learning management system that provides all Crown employees with a mobile-accessible, interactive learning experience.

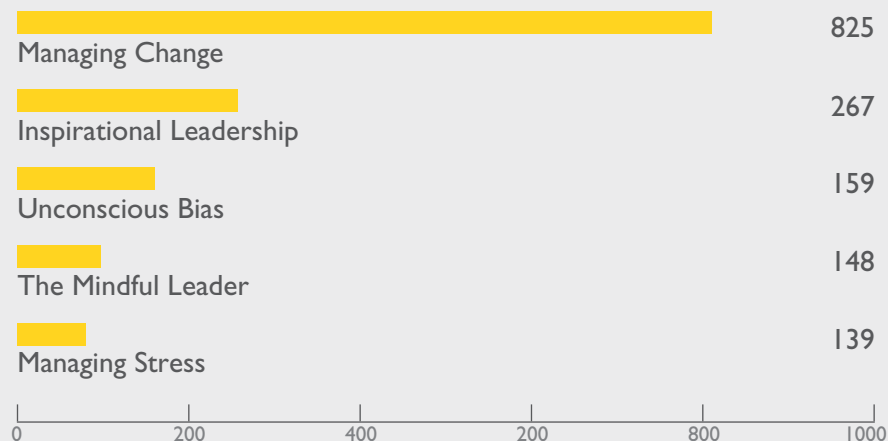
Average training hours
per full time employee

2.9 hours

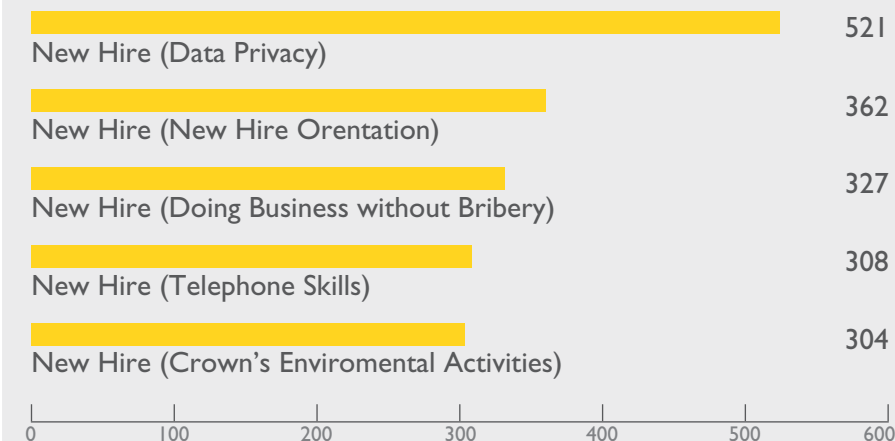


Total e-learning
courses completed **11 445**

Top 5 Courses – Accredited Skills Online



Top 5 Courses – Crown University Online



OUR PLANET

**Managing natural resources
to do better business**

ZERO EMISSIONS VEHICLE

A close-up, low-angle shot of the side of a bright red electric delivery van. The van is parked on a grey asphalt surface. The words "ZERO EMISSIONS VEHICLE" are printed in large, white, sans-serif capital letters along the side of the van. The van's body is highly reflective, showing a clear reflection of the surrounding environment, including trees and a fence. A black side mirror is visible on the right side of the van. The background is slightly out of focus, showing green foliage and a chain-link fence.

Caring for the environment

Recognizing our activities can sometimes have a negative environmental impact, we are committed to raising awareness within our organization, while monitoring and limiting these effects. At the same time we continue to look for innovative ways of working and improving efficiency.

In 2017 we installed LED lighting in four of our facilities – in India, the UK, Denmark and Ireland. As well as being more energy efficient, LED bulbs have a longer lifespan compared with fluorescent bulbs significantly reducing bulb waste and making disposing of them less hazardous.

Alongside our LED roll-out, we continued to look at alternative ways to power our facilities, including investing in solar and wind energy at some sites.

UK and Ireland – Modernizing Infrastructure

Crown UK and Ireland are leading an initiative to upgrade our infrastructure to greener alternatives. London based Art Central is running completely on LED lighting, bringing reduced CO2 emissions, lower maintenance requirements, brighter working environments and less heat pollution. Electric vehicle charging points are also being installed.

Crown Dublin have partnered with a renewable energy provider to run entirely on power from sustainable energy.



India – Rethinking Energy

Crown India is converting to solar power at our facilities in Mumbai and Chennai. These are likely to start generating power from April 2018. Post installation we will be able to generate a capacity of 145 kWh and 100 kWh respectively, allowing us to be self-sufficient in produced electrical energy, with the added benefit of lowering our CO2 output. These sites are also earmarked for LED bulb installation.

Vietnam – Innovative Life-Cycle Thinking

Crown Vietnam locally purchased and refurbished second hand shipping containers. With the addition of fire resistant paint, rock wool insulation and CCTV cameras, the containers are now being used to house items such as secure high value documentation and geological rock samples for oil and gas companies. An added benefit is that they are completely transportable. Initially, the containers were thought of as a cost effective green option to building new fire proof vaults, but we are now considering repurposing them for use as potential office space.



Workplace Relocations – Making Moving Better

As part of our workplace relocation services we are often asked to clear redundant furniture from office buildings. We make it company policy to dispose of unwanted furniture in environmentally friendly ways – recycling via resale, donations to charities, or working with specialist organizations who manufacture biomass fuel.



Crown are now
ISO 14001 compliant
across **56** certified sites

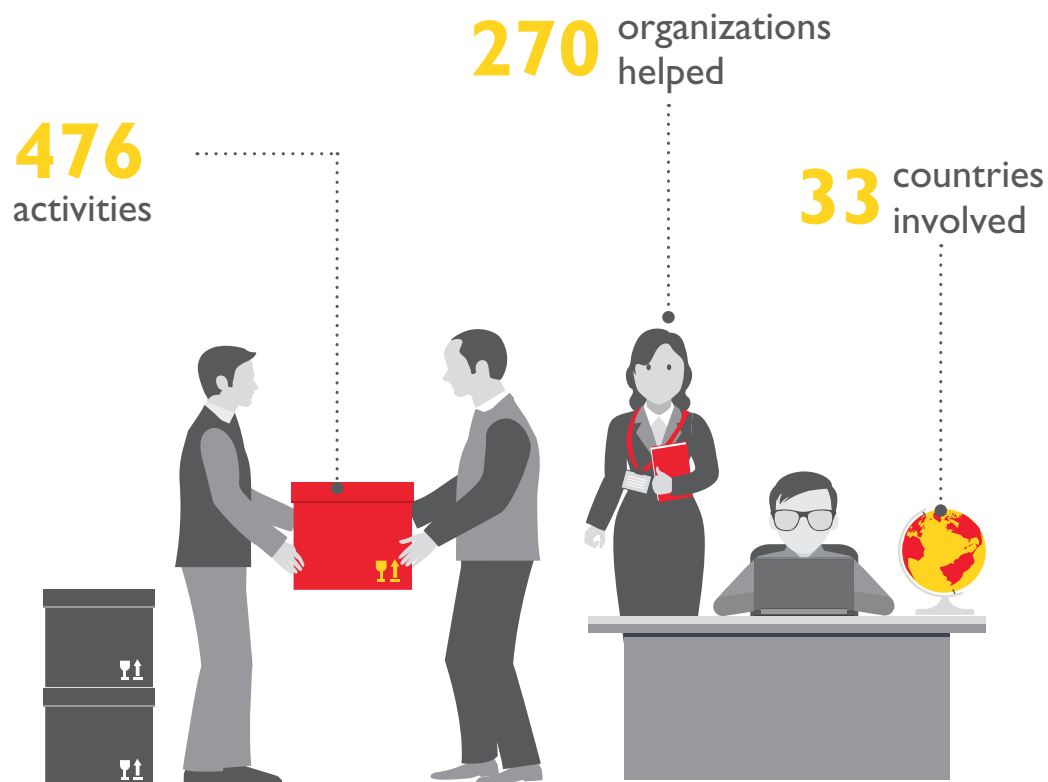
OUR COMMUNITIES

**Positively impacting the communities
in which we live and work**



Giving back

2017 was a phenomenal year for giving back. Employees continued to dedicate a significant amount of their time to CSR activities. Not only did we smash our CSR activity target, but the solidarity displayed by different regional offices during natural disasters was an inspiring demonstration of our values.



Our employees are entitled to **2 paid volunteer days per year**

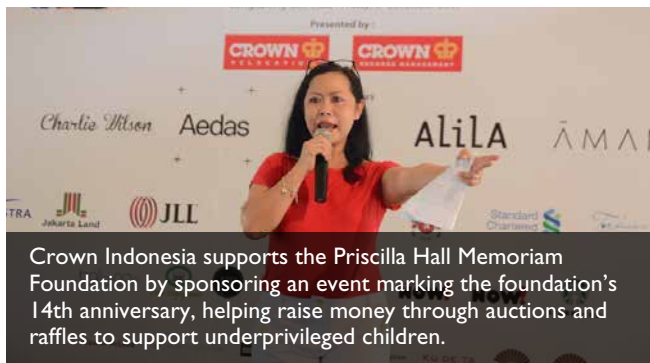
Meet Qiana Jones



Qiana Jones, one of our Move Managers, from Houston, has organized and taken part in innumerable CSR activities. In 2017, she won the regional "Giving Back" Caring award.

- 1. How long have you worked at Crown?**
Four years
- 2. What has made you so passionate about giving back?**
Growing up, my mother always taught us the importance of helping others. Ultimately I believe this life is not about us. Life is about helping others.
- 3. Has working at Crown made it easier to become involved in CSR activities?**
Yes, it has. In fact, the passion for CSR was a factor in accepting my position with Crown.
- 4. Do you have a stand out CSR moment from 2017?**
There were so many great moments! Honestly, anytime I'm helping someone else is a great moment. If I had to choose, I would say throwing a Christmas party for the underage victims of sex trafficking at Freedom Place. That was truly a life changing experience.

CSR stories of 2017



Crown Indonesia supports the Priscilla Hall Memorial Foundation by sponsoring an event marking the foundation's 14th anniversary, helping raise money through auctions and raffles to support underprivileged children.



Crown France participated in the annual Color Run to support The Red Cross. Winning is not the focus – the event encourages groups of friends and strangers alike to take advantage of the day and run for the sheer fun of it.



Crown Johannesburg supports children with life-threatening illnesses by fundraising on Wear Slippers To Work Day, an initiative from the Reach For A Dream Foundation.



Crown Chicago fulfilled Christmas wishes by gifting essential items to the Women's and Children's Horizons Shelter, a charity supporting victims of domestic violence and sexual assault. The shelter provides a safe place and independent living. Our donations helped 31 people and nine families.



Crown Bahrain conducted a clean-up of Malkiya beach, collecting plastic waste including 300 bottle tops. These were donated to the Bahrain Association for Parents and Friends of the Disabled, who used the funds from recycling to provide customized wheelchairs to children with disabilities.



Crown Shanghai held a RE:FORM Sorting Party to help tackle China's 26 million tons of annual textile waste. They sorted through 4000kg of waste clothing and other recycling to distribute reusable items to local charities, including the Yunnan HIV Center.



Crown UK welcomed the Cambridgeshire Fire and Rescue team to our Peterborough center for a training exercise; allowing them to gain experience in a real facility.



Crown Moscow continued their tradition of visiting the First Moscow Hospice, an organization supporting terminally ill cancer patients. The team worked in the gardens for patients to enjoy, planting flowers, mowing lawns, removing weeds and cutting hedges.



Crown Netherlands comes together for the second year to prepare meals at a homeless shelter in Amsterdam. The shelter is open every night during winter months and up to 50 homeless people are supported with meals and overnight accommodation.

Our community spirit



Distributing essentials during Mexico earthquake

Two earthquakes devastated parts of Mexico leaving thousands of Mexican families destitute. Our employees immediately sprung into action, collecting essentials and distributing to survivors.



Donating to Grenfell Tower families

The Grenfell Tower tragedy in London left hundreds of families destitute. We pulled together raising funds, collecting clothes and essentials and, along with two of our service partners, delivered items to help centers supporting victims.



Welcoming a new team member in the Czech Republic

Yoggie is a labrador retriever puppy who will spend 10 months at our Crown Czech Republic Office before she goes to live with professional trainers to be a guide dog.



Supporting colleagues and friends during Houston storms

On August 30 Houston was hit by Hurricane Harvey, leading to the worst flooding the city has ever seen. Our offices across the US were there for our colleagues and friends, providing support and raising money in all sorts of ways, including company "hoe downs".

Working with a charity partner

CLAPA: CSR champion Janine's story



Some of our best work comes from people who have an intimate connection to the causes they support. Janine's work for CLAPA is one such example.

1. How long have you been a CSR Champion at Crown?

For about three years and it is a great team of people.

2. What are some of your most memorable CSR moments?

The moments that have touched my heart have been through volunteering. To see the efforts and sacrifices people make to make sure that loved ones have a better future.

3. CLAPA was chosen as our charity partner last year, what does the work of CLAPA mean to you?

My CLAPA journey started many years ago. My elder brother had a cleft when he was born and my mom had a horrendous time trying to feed him. Through CLAPA's help and specialized feeding equipment she got through it.

Fast forward a few years I met my wonderful husband who also had a cleft. In his case however, there was no support as CLAPA was not founded at this time, which reinforced how much my family owed to them.

My husband underwent 16 operations throughout his life. Despite enduring bullying and missing school, he achieved top grades and built a very successful career as an Engineer. Looking at how the stigma affected my brother and then my husband motivates me to help CLAPA in any way I can.

4. Can you explain about some of the great things that the charity do?

CLAPA provides a range of support. From helping to fight prejudice in the workplace, to ensuring all those with a cleft receive the best possible care. They also organize residential weekends, charity runs and have a young people's council.

CLAPA and Crown

Crown UK has partnered with CLAPA since 2016 and our employees have raised just under £4,500 in that time, with Crown fund matching, £8,997.54 was donated in total. Here are some of the fundraising highlights from the last year:

- **Abseil Challenge** – Olly Koolen, Daniel Antwi and Barry Koolen braved the Orbit Abseil Challenge. They took to the sky before descending 262 feet to the ground below.
- **Scavenger Hunt** – teams took part in scavenger hunts around London
- **Christmas Jumper Day** – staff in our Enfield office paid to wear Christmas jumpers on Christmas Eve
- **World Smile Day** – guess the baby and tea and cakes were all part of the fun on World Smile Day

Just some of the things CLAPA are doing with our donations:

- Distributing over 13,000 specialist feeding bottles and related materials.
- Gifting 458 new families of a child with a cleft a welcome pack.
- Recruiting and training 12 volunteers on how to better engage with those who have a cleft and their parents.



Email us at CSR@crownww.com

Connect with us



www.crownworldwide.com

© 2018 Crown Worldwide. All rights reserved.