

Corporate Social
Responsibility Report

2019

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The scope of this 2019 Corporate Social Responsibility (CSR) Report covers global operations for the Crown Worldwide Group and highlights our progress for the 2019 calendar year. This report also provides supplemental information about our business.

Our most recent past report was Crown's 2018 CSR Report, available [here](#). To find out more about CSR at Crown or to provide feedback on our reporting, please contact us at: CSR@crownew.com.

Crown in Context

The Crown Worldwide Group companies all share a common quality – the experience and insight to accomplish anything, from the complex to the routine.



Offering comprehensive mobility services making domestic and international operations more effective.



Supporting individuals, families and employees relocating globally.



Delivering complete information, storage and access solutions.



Helping organizations achieve sustainable and inspiring workplaces.



Providing global fine art storage, handling and logistical services.



Specializing in outsourcing luxury goods supply chain management.

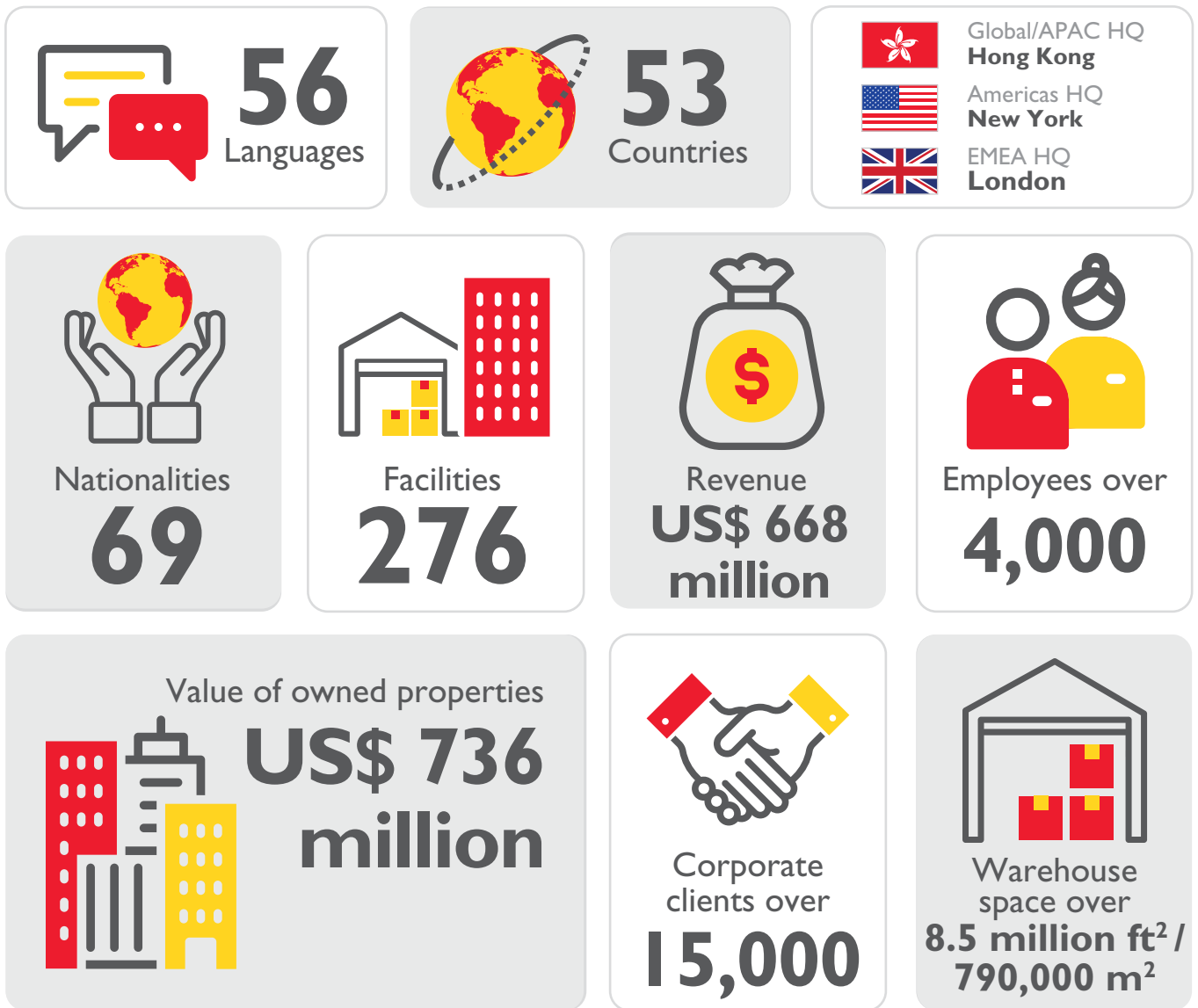


The ultimate wine storage facility and private members' club in Asia.

Crown Worldwide Group

Fast Facts

Privately held company
Established in 1965



*Correct as at October 2019

Foreword

In 2019 we saw many changes in the marketplace. We had some business losses, but we also had good business wins. We have done some restructuring, reshaping and are looking at a more sustainable and profitable organization.

One of the most prominent events of the year was the expansion of our Workspace offering, building on the acquisitions that we had made in this business.

We're excited to see that business take off and our knowledge and synergy will allow us to expand globally.

The many charitable initiatives across the group give us all a great sense of pride and ensure that we embed our core value of 'Caring'. With some 3,000 employees organizing and participating in CSR activities benefiting 127 charitable organizations, Crown continues to give.

On the environmental front, we again decreased our carbon footprint by using technology as we increased use of ePacking and virtual consultations and continued to add fuel-efficient vehicles to our fleets.

In 2020, our major focus is going to be the customer experience. Our customers are critical to the growth and sustainable future of Crown.

Providing a great customer experience is fundamental and we will ensure our employees are equipped and supported to enable them to deliver this.

To build a strong foundation for 2020 and beyond we will continue to listen to our employees through our employee engagement survey, ensuring that Crown continues to be a great place to work and continues to support our communities.

As the United Nations Global Compact celebrates its 20th anniversary in 2020, we are proud to be one of the 10,000 companies across the world who are signatories and helping to forge a brighter and more sustainable future. Especially now, as its never been more important to work together to tackle key issues as part of the global community.



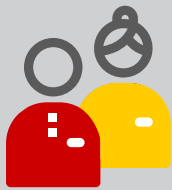
A handwritten signature in white ink that reads "K Madrid". The signature is written in a cursive, flowing style.

Ken Madrid
Chief Executive Officer

2019 Highlights

81%

Employees believe Crown is a great place to work



27,265

Training courses completed

Anti-slavery and human trafficking policy released

31,846 of CO2 and **1,910** trees saved with a 675% increase in virtual consultations

Global gender parity pay review undertaken

337

Charitable activities undertaken



3,000

Miles rowed across the Atlantic by Claire Allinson, Crown Client Relationship Manager

1,500

Items of furniture, IT and electrical equipment donated via our Workspace Giving Back Project



10%

more energy efficient in electricity

36%

reduction in workplace accidents

360

lives saved in Crown's global blood drive

14%

increase in **ISO27001** certifications

Crown and the UNGC

As a signatory of the United Nations Global Compact (UNGC), we conduct all our business in accordance with its ten principles. This report constitutes the UNGC’s annual Communication on Progress (COP). Within it we describe how we integrate its principles into our business strategy, culture and daily operations. We also commit to sharing this information with stakeholders.



COMMUNICATION ON PROGRESS

Crown has been a signatory of the United Nations Global Compact since 2005

UNGC Principle	Crown Alignment
Human Rights	We are committed to supporting the human rights of the people that work for and with us, of those communities we live and work in and of society in general. To ensure this commitment is met, we have a robust set of policies and processes which are continually reviewed to ensure human rights abuses do not occur.
Labor	It is our policy and duty to comply with all applicable labor laws and ensure we operate fairly in the following areas: Equal opportunities, working conditions, hours and wages, child and forced labor, harassment and bullying, diversity and inclusion, health and safety and freedom of association.
Environment	We are committed to looking at our operations and finding ways to lessen our negative impact on the environment. Our Environmental Manual and Policy formalizes our commitment.
Anti-corruption	Operating as a responsible business means strict rules around ethics and compliance. Our Anti-Bribery & Corruption and Conflict of Interest Policies are two of the many policies we have in place which help guide our global operations.



2019 Progress



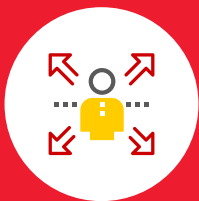
Commitment:
Encourage increased involvement in CSR activities

Result:
2% increase in the number of Crown countries that got involved.



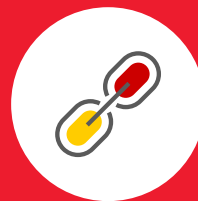
Commitment:
Grow our D&I networks

Result:
The foundations were laid for the creation of our latest D&I network which we plan to launch in 2020.



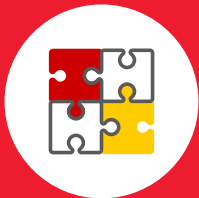
Commitment:
Continue to train and develop all our employees

Result:
Crown employees took 27,265 courses in 2019, a 119% increase compared with 2018.



Commitment:
Work more closely with our service partners on CSR issues

Result:
Online service partner CSR training course created to be launched in 2020.



Commitment:
Create a strategy to encourage more of our locations to gain ISO certifications

Result:
We saw a 14% increase in ISO27001 certifications.



Commitment:
Improve our environmental performance

Result:
Vehicle fuel efficiency:
8.31 km/l (average across all vehicles, excluding motorcycles). 11% less efficient

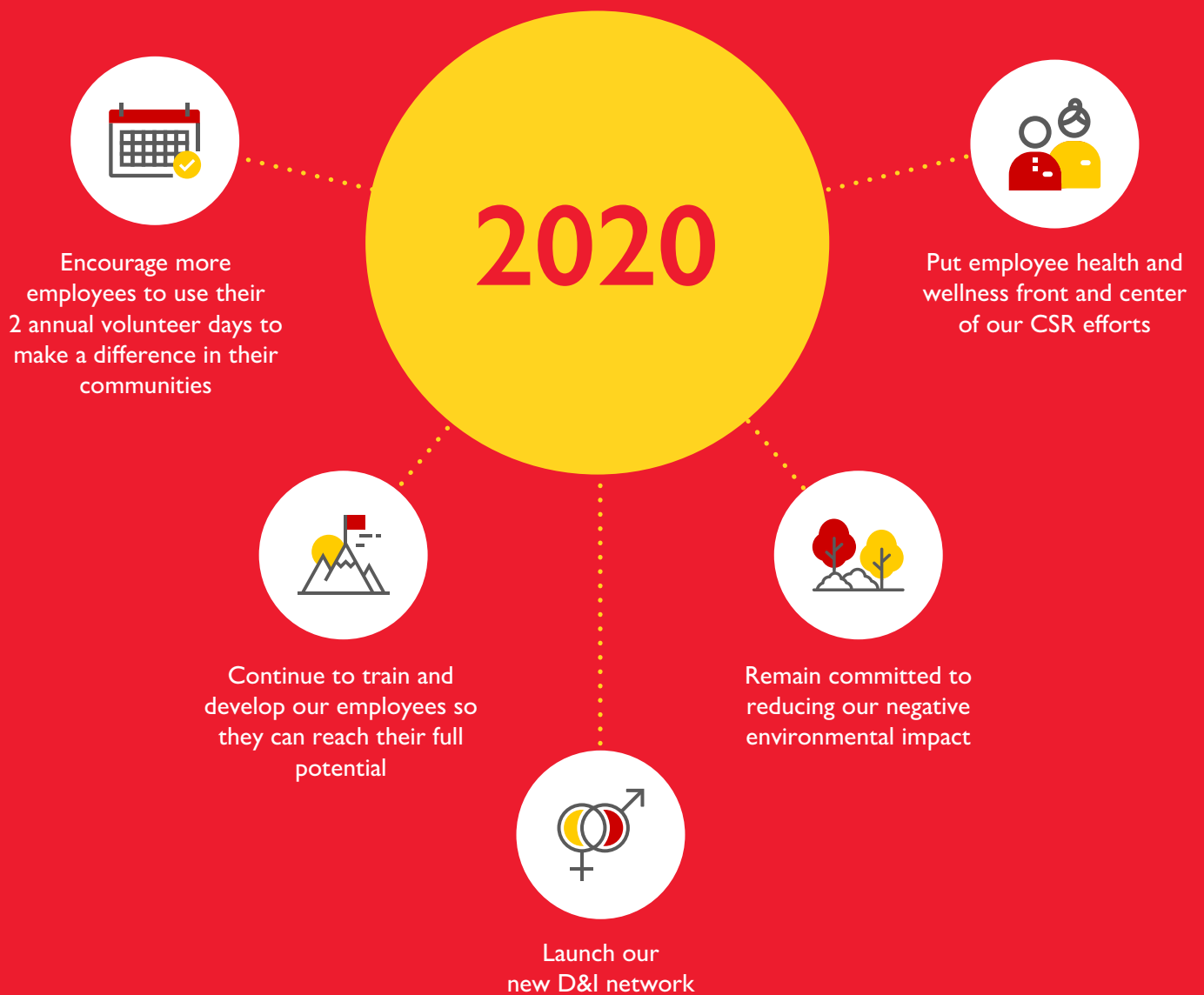
Electricity:
2.31 KWH/M2; 10% more efficient

Water:
2,275 litres per employee. 16% less efficient

Office paper:
1.06 reams/per employee; 15.6% more efficient

2020 Commitments

In 2019 rather than set targets, we set some key commitments to help steer us in the direction we wanted to go. In 2020 we will continue with this approach and commit to:



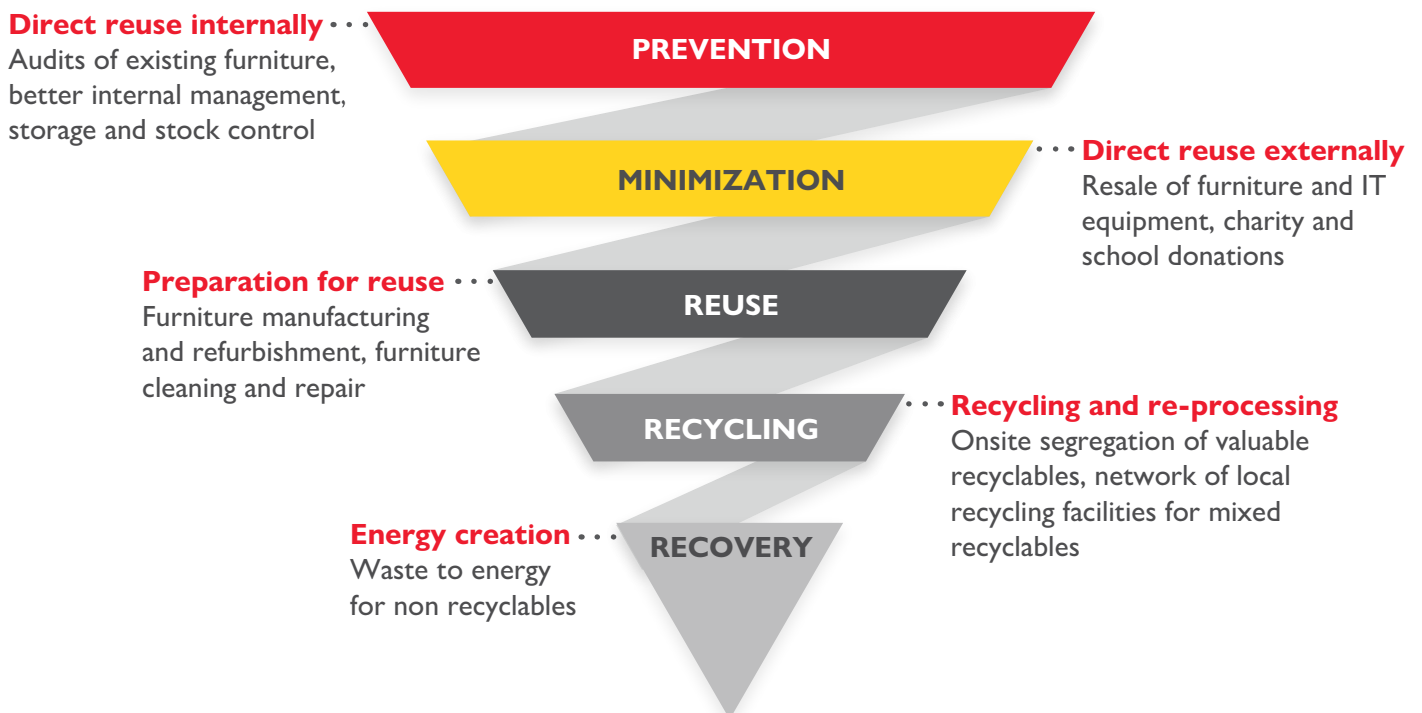


Introducing Workspace

Crown was thrilled to announce the acquisition of Premier Workplace Services in 2018, one of the U.K.'s leading workplace change service providers. Now rebranded as Crown Workspace, our newest brand specializes in commercial relocations, interiors, storage, specialist IT services, and sustainable clearances.

We help our clients achieve the best social, environmental and financial outcomes. Moving towards a more circular office approach to the management and clearance of these assets.

Our comprehensive range of sustainable workplace solutions are designed around the waste hierarchy. Our services positively contribute to environmental accreditations such as BREEAM (Building Research Establishment Environmental Assessment Method), LEED (Leadership in Energy and Environmental Design), and Ska.

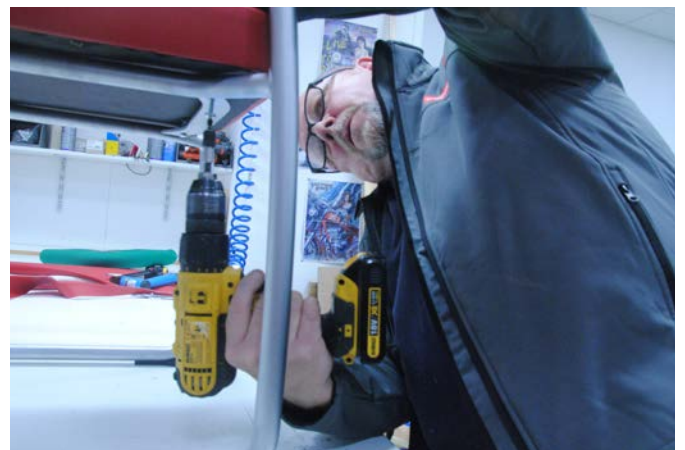


Our award-winning remanufacturing hub, the Renew Centre



We provide award-winning innovation with our Renew Centre, which is the U.K.'s leading independent, commercial facility dedicated to remanufacturing, refurbishing and repairing office furniture.

In April 2016, Premier Workspace Services won a Queen's Award for Enterprise, the U.K.'s highest accolade for business success. The award is in recognition of the sustainable office furniture services delivered by us and particularly for our remanufacturing hub, the Renew Centre.



The Giving Back Project

The Giving Back Project, which we run as part of our sustainable clearance service, makes it easy for our clients to donate their unwanted furniture, IT and electrical equipment to local charities, schools and social enterprises. On completion of projects, we provide our clients with a Certificate of Giving.

“ The number of young people in London made homeless has doubled in just two years. That’s why City YMCA are on a mission to support more of London’s most at-risk young people by increasing the number of bed spaces available. This once-loved furniture, reused from clients that the team has moved will help give hope and a future to homeless young people. ”

Chris East
Appeal Director, City YMCA London



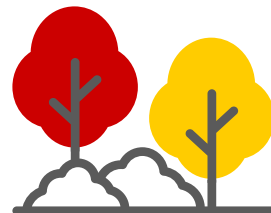
30 tons of waste diverted from landfill



100+ charity partners benefited since 2011



20,000 items donated since 2011



104 tonnes CO2(e) saved in 2018/19



Crown Business

Governance, Compliance and Ethics

Crown is committed to conducting business in an ethical manner. We take a zero-tolerance approach to bribery and corruption in all countries where we operate. Our Anti-Bribery and Corruption Policy give direction to employees to be able to recognize all corrupt behavior. This policy, along with our Code of Conduct and Binding Corporate Rules, underlie how we do business.

Code of Conduct

One of Crown’s essential objectives is our conviction to uphold ethical standards in all our corporate activities. These standards apply to all of Crown’s activities in every market that it serves. All employees are trained on the Code and are asked annually to acknowledge this.

Anti-Bribery and Corruption

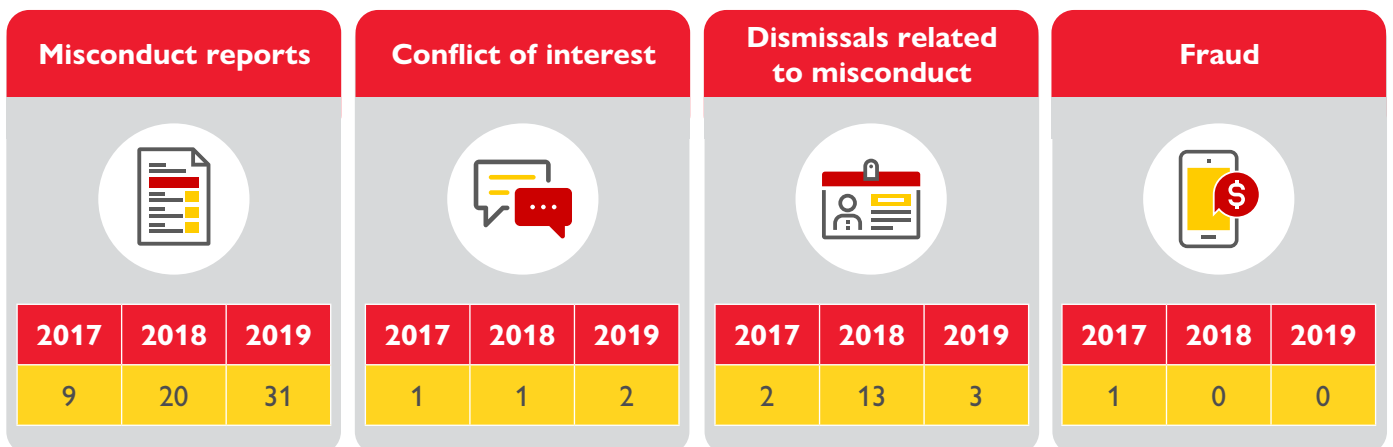
Our Anti-Bribery and Corruption Policy applies to all Crown employees and any other person doing work for us, or any of our subsidiaries or their employees, wherever they’re located. Training on this forms part of the induction process for all new employees. All employees receive regular, relevant training on how to implement and adhere to this policy.

Ethics Training

In 2018, we made the completion of compliance e-learning courses an annual mandatory process to ensure our employees remain up to date with all aspects of our ethics and compliance policies. The four courses cover bribery, data privacy, data protection and information security.

Ethics and Compliance Hotline

We encourage employees to raise concerns about any suspicion of improper actions within the Group. Any incidents or suspicious activity can be anonymously reported on our independently hosted Ethics and Compliance hotline. The hotline has been in operation since 2017 and throughout 2018 and 2019 we saw an increase in the number of incidents reported. This highlights the effectiveness of our processes, giving employees and customers confidence that our ethics will not be compromised.



Modern Slavery

Modern slavery can occur in various forms, including servitude, forced or compulsory labor and human trafficking – all of which deprive a person’s liberty and exploit them for personal or commercial gain. In 2015, the Modern Slavery Act was enacted in the UK. Under the Act, modern slavery is a criminal offence. It gives law enforcers the tools to fight modern slavery, enhance support and protection for victims and ensure perpetrators receive appropriate punishments.

Crown operates to a set of values that reflect how we behave. In 2019, Crown published its Anti-Slavery and Human Trafficking Policy. As a company we have a zero-tolerance approach to modern slavery. We are committed to opposing modern slavery in all its forms and preventing it by whatever means we can. We demand this of all who work for us and expect it of all we have business dealings with. We are also committed to implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in our own businesses or those of our suppliers.

All employees have an obligation to familiarize themselves with our procedures to help in the identification and prevention of modern slavery and to conduct business in a manner such that the opportunity for and incidence of modern slavery is prevented. Adherence to this policy forms part of all employees’ obligations under their contract of employment and within our employee Code of Conduct.

Employees are also encouraged to undertake the Company’s Modern-Day Slavery e-learning course, which will be made mandatory in 2020.

Commitment on Land and Land Rights

Crown is committed to developing its business in a way that complies with national laws and respects human rights. The following principles govern Crown's land acquisition policy:

1. Crown abides by the United Nations Permanent Forum on Indigenous Issues (UNPFII).
2. Crown recognizes and respects the land rights of families and communities equally for women and men.
3. Crown is opposed to any form of land acquisition that is illegal or has an adverse impact on local communities' livelihoods.
4. Crown will promote and implement operational practices to manage and ensure that land acquisition is legal and will have no adverse impact on local communities' livelihoods.
5. Crown will follow all applicable national laws and respect international human rights standards relating to the rights to land and natural resources.
6. Crown will always seek free, prior, and informed consent regarding the land rights of indigenous peoples.
7. Crown ensures zero tolerance for land grabs.



Information Security

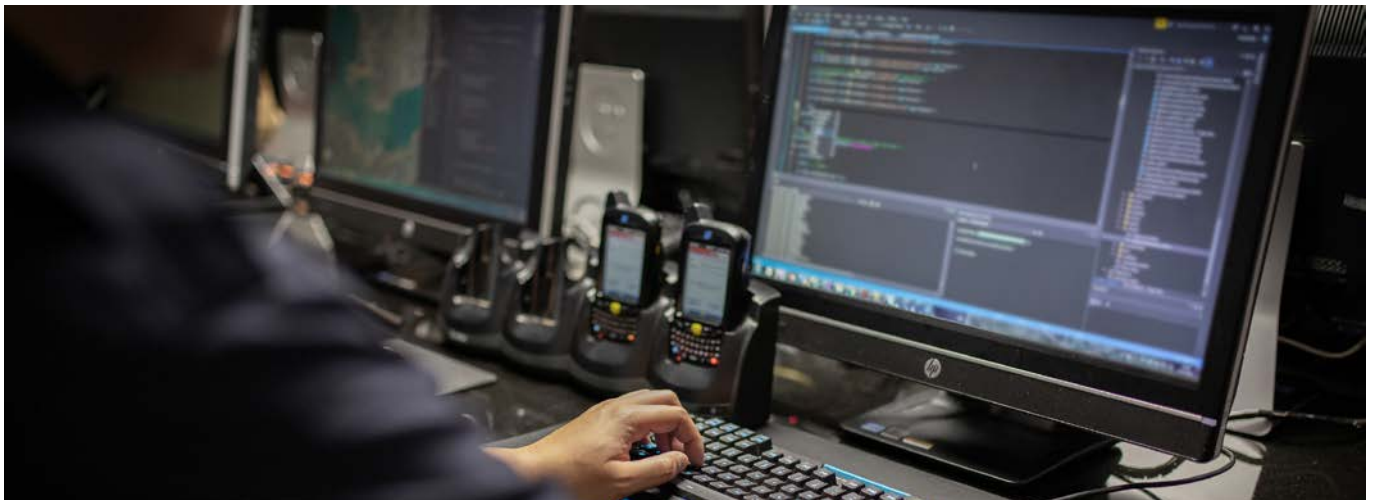
Information that we manage must be appropriately protected against breaches of confidentiality, failures of integrity, interruptions to availability and non-compliance with legal, statutory or regulatory requirements. We've established an information security management system to support the maintenance of policies, processes and systems to manage risks to our information assets and ensure acceptable levels of information security.

Information security training

Our Information Security Awareness e-Learning course is mandatory and must be completed by all employees annually for continued access to systems and resources. Our employees are also required to familiarise themselves with our Data Classification Policy and Ransomware and Cybercrime courses.

Data privacy and protection

We take the protection of our customers' and employees' right to privacy seriously. Our Binding Corporate Rules, practices and other policies are there to safeguard personal information and reinforce robust procedures that guide employees.



Cyber security

As well as ensuring we are GDPR compliant, we also operate email encryption and Azure Information Protection. Crown U.K. and Ireland are Cyber Essentials Plus certified demonstrating our commitment to cyber security. In 2019, to further bolster cyber security, we updated our phishing reporting method, enabling employees to quickly report an attack.



E.U.-U.S. Privacy Shield Program certified

We are E.U.-U.S. Privacy Shield Program certified meaning our U.S. and European locations comply with data protection requirements when transferring personal data from the European Union and the United States.



ISO27001 Certification

ISO27001 is the international standard which provides direction for an organization to manage their information security in line with international best practice. 32 Crown locations are now certified. In 2019, our offices in Mumbai and Chennai were the latest to achieve certification.

Work Environment

Crown maintains a safe and healthy working environment in all locations that it operates from: for our staff, our customers, members of the public and any other third party that we interact with. We have robust policies, processes and a reporting tool in place that allow us to train, guide and support our employees.

Health and Safety

Reporting and recording workplace incidents are critical. It not only allows us to monitor the number and extent of all incidents but also allows us to assess workplace risks and develop appropriate solutions. All incidents are recorded in our global accident reporting tool. Recorded incidents fell by 36% in 2019 as too did the days lost due to accidents and injury. Manual handling was again the primary cause with the majority happening in our warehouses. We will

continue to provide our employees with the relevant training and ensure they familiarize themselves with our health and safety policy and processes, so they are better able to safeguard themselves.

Training

Our employees have access, via our iLearn platform, to a wide range of health and safety courses and programs.

	2018	2019
Recorded accidents	47	30
Days lost due to accident and injury at work	181	65
	<ul style="list-style-type: none"> • 82% of events involved males • 34% happened within our warehouses • 47% related to manual handling 	<ul style="list-style-type: none"> • 90% of events involved males • 10% happened within our warehouses • 43% related to manual handling



29 certified sites

Service Partners

As we reshape our service model, the role of our service partners across the world increases. The supplier management team is focusing on better compliance with our partners and extending the number of quality partners to meet our growing needs. The role they play and the way we manage our partners is a critical part of our future growth.

We expect the same high standards from all our contractors, suppliers and other business partners with regards to our business commitments to governance, compliance and ethics. This includes tackling modern slavery throughout the supply chain, consistent with legal obligations. Therefore, our service partners go through an extensive due diligence process and are asked to acknowledge and sign our Service Partner Code of Conduct.

In 2019, we created an e-Learning CSR course for our service partners. The course provides an overview of Crown's CSR policies and processes. This course will be rolled out in 2020.



“ We have a set of business values that are founded upon honesty and integrity in all our business dealings. It is important to us that our service partners share our commitment to treat everyone in a manner that creates a favorable and lasting perception of the Crown Worldwide Group.

Their conduct is our reputation. Which is why we expect our service partners to conduct business in a legally compliant, ethical and courteous manner. ”

Stuart Lawson
Global Alliance Manager



Crown People



Supporting our People

Our people are our biggest asset. To succeed as a business, we need to ensure that all our employees are heard, supported and developed. Only by working together and leveraging the expertise, diversity and creativeness of our employees will we be able to provide an exceptional experience to our customers and clients. In 2019, we continued our commitment to ensuring Crown is a rewarding, fulfilling workplace where our current employees are supported, and our future employees would want to work.

2019 saw many people-focused initiatives launch and flourish, including:

- Increased HR and talent management resources
- Re-developed our leadership development program
- Re-designed our employee onboarding process
- Drove promotion of internal career opportunities
- Enabled our employees to access their employee records and learn on the go with our mobile app

Learning and Development

We are committed to the development of our employees. In 2019, we increased the number of courses available and launched our e-Learning tool – iLearn – as a mobile app, making learning on the go easier.



Employee Engagement

Crucial to Crown’s development is hearing our employees’ opinions and then using their feedback to drive change. As well as our annual employee engagement survey, we have also been sending short “pulse” surveys to gauge opinion on specific issues. One such survey focused on collaboration and communication. We listened to our employees and have seen regular “town hall” meetings being held across our offices, where company updates and local news is shared.

Employee Recognition

Launched in 2015, our employee recognition program celebrates individual and team efforts globally. More than 1,500 nominations were received in 2019. Each of our five global winners showed value-driven behavior worthy of recognition across the Group and aligned to one of our company values: Determined, Caring, There, Open minded and Sharing. Each will be given the opportunity to travel to a Crown location of their choice.

Employee Engagement Survey

Our annual employee engagement survey provides us with an insight into employee opinion across our organization. In 2019, 79% of our global workforce completed this, a slight increase of 1% from the previous year.

Making a Difference

77% of our employees are telling us that both they and Crown are making a difference, that their opinions count and that their work directly contributes to Crown's success.

Investment in Me

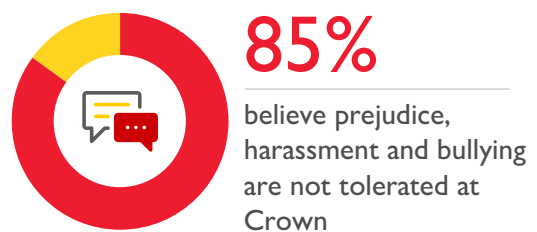
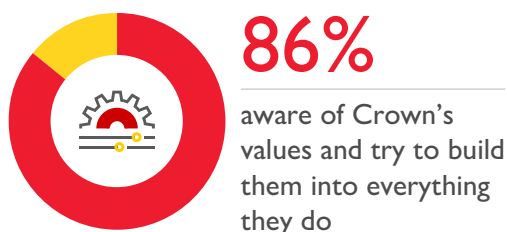
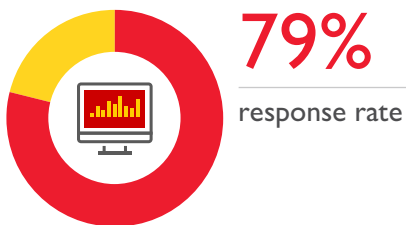
72% of our employees believe that Crown is investing in them, providing the right tools and training to enable them to do their jobs well, discussing career progression and regularly reviewing their performance and helping to develop their skills.

Reward and Recognition

While 55% of our employees believe that extra effort is rewarded, promotion opportunities are available for those who are successful, and that Crown offers competitive benefits, our score in this area could be improved.

Overall, our scores reflect an engaged and happy workforce and we will continue to build on our successes and focus on those areas that need more work.

Other key 2019 survey highlights



Crown's Next Generation

Each year we enhance our development and training program, ensuring all employees are provided with learning and development opportunities throughout the year. We're also passionate about giving young adults a chance to learn more about our business and have apprenticeship and intern programs in Hong Kong, Brazil and London.

Apprenticeships at Crown London

Building on the success of our apprenticeship scheme in 2018, Crown U.K. recruited three more apprentices in 2019 via our Crown Aspire Program. We asked three of them to tell us more about their apprenticeships:

<p>Why did you choose the apprenticeship scheme?</p>	<p>Kaan It was a wonderful opportunity to gain experience in many different fields and expand my knowledge of a professional working environment.</p>	<p>Lucy I have noticed Crown vans nearly all my life as I live near one of the offices. I was really intrigued to see how they operate and what they do.</p>	<p>Emily I found a love for business at college and believe this apprenticeship will give me the chance to continue in a professional working environment.</p>
<p>Where is your placement?</p>	<p>Kaan For my first placement I'm working at Crown Fine Art in Stockwell.</p>	<p>Lucy I'm currently based in Ruislip working in the Relocations team.</p>	<p>Emily Working as part of the EMEA Marketing team based in Enfield.</p>
<p>What are you enjoying most?</p>	<p>Kaan Everything! The people, the work, the atmosphere, it's all great.</p>	<p>Lucy Working with the people in Relocations. All of the individual teams in the office are so welcoming and friendly.</p>	<p>Emily I am currently enjoying writing my own content which goes onto Crown's websites. I like seeing something I wrote published and sharing with others!</p>



Supporting Trainee Partnerships

As well as our Aspire Apprenticeship Program in the U.K., Crown Fine Art U.K. is proud to support the Royal Armories with their Registrars' Training for the Future programs.

The program has many benefits for trainees, who leave with a great experience and knowledge of the organizations involved and their collections. Since launching in 2010, all former apprentices on the program have continued to work in the museum and cultural sector, including at prestigious organizations such as National Galleries Scotland, the V&A, National Gallery and the Tate.

We have passion for apprenticeships and have had several trainees join our team through our wider apprenticeship scheme over the past two years.

We are looking forward to supporting people with their career progression and helping them gain valuable practical experience and expertise in their field of interest.



Health and Wellbeing

The health and wellbeing of our employees is important to us. Healthy employees mean a healthy company.

We have robust policies in place covering all aspects of health, wellbeing and safety at work and all locations deliver and promote individual health and wellbeing initiatives, for example, yoga classes, after-work hikes, fruit bowls, and onsite massages to name a few.

In 2019, we held a health and wellness month across all our regions focusing on mental and physical health, work-life balance and eating well. We encouraged employees to think about their health and organize activities. Offices organized yoga sessions, smoothie bars, health MOTs, healthy lunches, massages, mental health talks and breathing classes.



Promoting Diversity and Inclusion

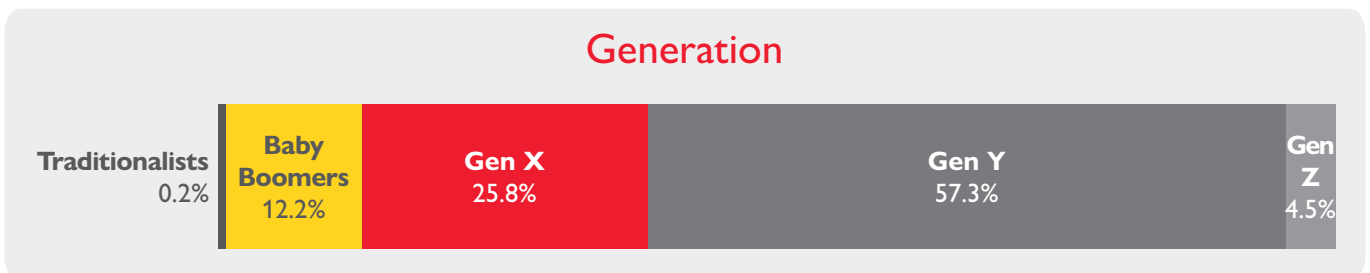
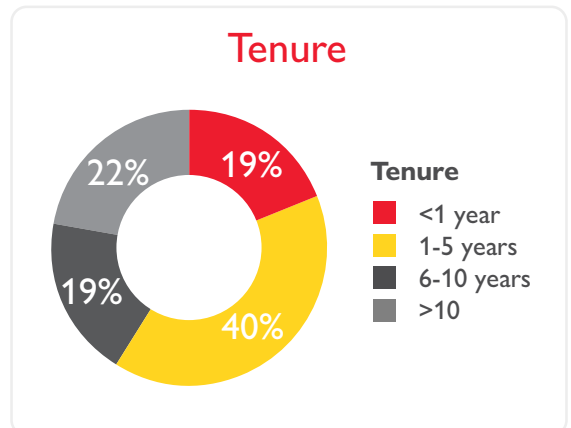
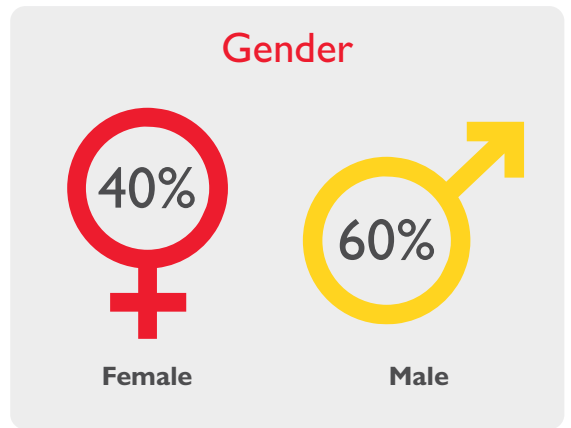
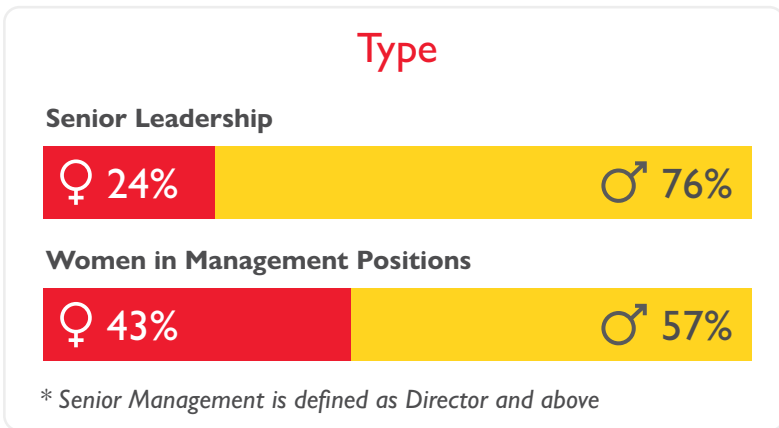
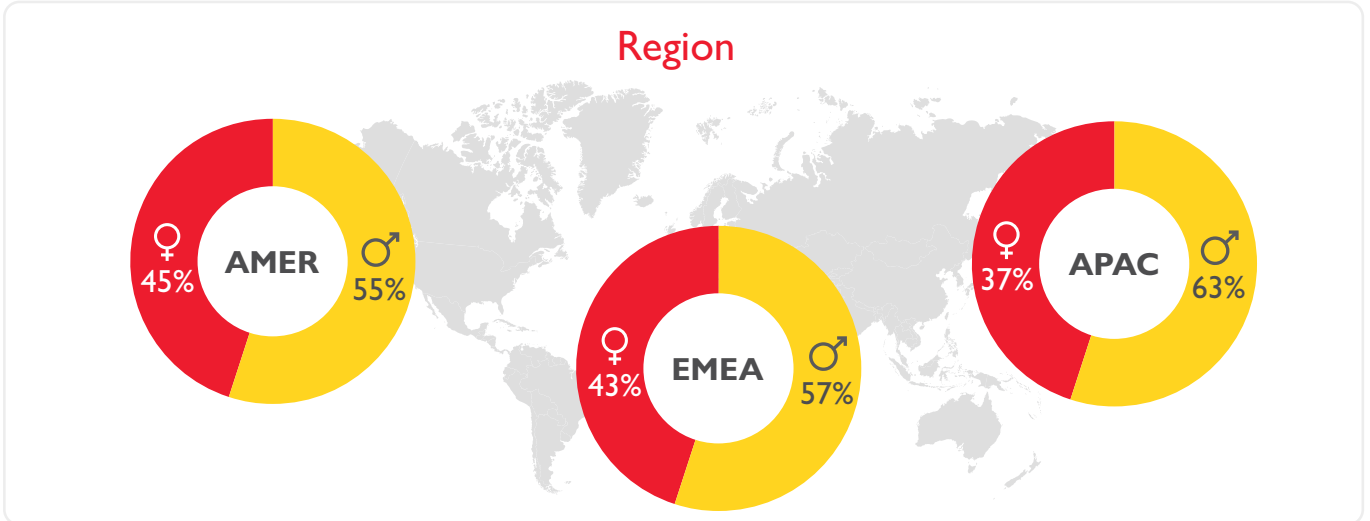
We are committed to making Crown a best place to work and do business. Our workforce has to reflect our clients and customers. Workforce diversity allows us to innovate and succeed; inclusivity allows our employees to grow regardless of their differences. That's why our focus has been on laying solid D&I foundations. Although still early on in our journey, we are proud of the progress we've made.

Gender equality remains one of our key focus areas. While our gender split remains the same as 2018, with females accounting for 40% of our global workforce, we saw a 3% increase in women in management positions.

In 2018, as required by UK law, we produced our first gender pay gap report and in 2019, furthering our commitment to equality, we conducted a global pay parity review.

Our employees are our main asset and only by advancing our commitment to D&I will we be able to attract, retain and develop talent. Which is why in 2019, two members of our board became executive sponsors of D&I. By promoting, supporting and being advocates for change, D&I can be truly ingrained into our DNA and across our brands







Pay Parity Review

In 2018, as required under new U.K. legislation, Crown U.K. reported its gender pay gap data to the Gender Pay Gap Service. In 2019, we decided to go beyond legal requirements and carried out a global pay parity review to assess workplace composition, determine potential gender inequality and pay gap conditions and to raise awareness of gender equality.

We looked at all of our employees, career level, job function, generation, new hires and average annual base salaries and bonuses. We found:

Roles

Women dominate Human Resources, Customer Services and Finance functions, whilst men Operations, IT and Sales.

Geography

There are slight differences to what male and female employees are paid dependent upon region with the pay gap being more obvious in APAC, less so in EMEA and the opposite in AMER.

Generations

In most generations, women are paid higher than men. However this flips when the operations function, which attracts a lesser salary than office-based functions and is male dominated, is excluded.

Job Bands

There are more men at senior leadership level and junior entry level where manual labor positions constituted the majority.

Pay

The difference in what women and men are paid is minimal across all regions.

These findings will guide the development of related policies assuring training and promotion opportunities to men and women equally, and the facilitation of women taking up senior management positions.

Diversity and Inclusion Research

No matter the industry, Diversity & Inclusion (D&I) is central to the conversation – whether it’s innovation, organizational agility or the importance of attracting, engaging and retaining talent. D&I has become a differentiator and a necessity in business.

In 2019, we conducted research to better understand how D&I was reflected in our clients’ organizations. We surveyed 100 global mobility and HR professionals across a wide range of industries and regions.

68% said they have a D&I strategy in place.

47% said attracting and retaining talent was the main reason for having a D&I strategy, whilst **27%** said because it’s the right thing to do.

100% of companies said that gender is their top D&I priority.

66% said gender was the most visible D&I priority in their organisation, with **26%** saying LGBTQ.

D&I strategies are now the norm for most companies and are recognized as business critical in every industry. Companies that are open to employees’ differences are often also open to new ways of working, new ideas and change.

Crown has undertaken several studies on diversity and inclusion including “Increasing the number of female assignees”, “Unconscious bias towards female assignees”, “Supporting millennials” and “Are you ready for Gen Z”.

Geographies Experiences Other
Multi-generational workforce
Military veterans
Religion **Gender**
Culture Disabilities
LGBTQ Race Ethnicity

Celebrating Success

Crown Brazil Leads the Way in Giving Back

We spoke with Rui Ferreira, winner of the Giving Back Award in our Crown Worldwide Employee Recognition Awards about his win:

1. How long have you worked with Crown?

I started in 2018 as an Intern and was made permanent in 2019 as a Mobility Advisor.

2. What inspires you to organize and get involved in CSR activities?

I believe CSR is essential to making a business sustainable. It's logical – it's impossible to work if the environment is damaged and people are disadvantaged, because there will be nothing left in the long run. Everyone should do what they can to make the world a better place, starting in our workplace and community.



3. What has been your favorite CSR activity of 2019 and why?

Human Rights Day in December. The Sao Paulo office decided to donate school materials to children in foster care. Seeing the happy faces of children, we realized that everything we do matters. We can make a difference through simple actions. We were there for the kids, caring about their future, sharing our time and love with them and were determined to come back.

4. What does winning this award mean to you?

Everyone in the office was rooting for me because they not only recognized my efforts in making CSR happen, but they also saw themselves as part of this great project, which I was representing. So, I can say that the Giving Back Award, in reality, goes to Crown Sao Paulo.

5. And finally, which Crown location will you be visiting as part of your award?

I want to go to Hong Kong. I've been studying Mandarin and Japanese; and I want to get to know all Crown brands and operations. There's no better place for that than the global headquarters. I'd also like to meet Jim Thompson, our founder, in person, since he's my main inspiration to continue doing great work at Crown.



Crown Planet

Global Technology

Technology continues to change the way we work, increasing our productivity, enabling efficiencies and decreasing our negative impact on the environment.

Virtual Consultations

In 2016, we launched virtual relocation consultations and have been integrating this technology into many of our locations. Since 2016, virtual consultations have increased by 675%, not only removing travel time and geographic restrictions but also reducing our negative impact on the environment.



(*carbon emission savings calculation is based on 100 virtual consultations saving 2t of CO2, equating to 12 trees)

e-Packing

Our e-Packing app, introduced in 2018, uses barcodes and photos to capture digital inventories of our customer’s belongings. These give our customers peace of mind whilst reducing paper usage. Previously printed inventories used 15 sheets of paper per move; ePacking has reduced this to 4 sheets, a saving of 11 sheets per move.



(*Figures based on 1 tree =16.67 reams of copy paper or 8,333 sheets)

Crown Records Management – moving the world towards green invoicing

The growing pace of technology and an increased passion for environmental issues are now combining to accelerate changes in how companies do business.

Crown introduced electronic invoicing 15 years ago. Currently, 60% of our Records Management clients receive electronic invoices. Of those, 75% also ask for a hard copy. We’re trying to remove that hard copy altogether and we need to be able to outline the reasons and benefits clearly.

From an environmental perspective, we are using less energy, are no longer sending physical items around the world or using toxic inks and, although saving paper does not necessarily equate to saving trees, there are still significant benefits in using less paper.

From a business perspective, information is cheaper and quicker to produce, easier to access, easier to share and makes the resolution of any queries more efficient.

Being a global company, we see big differences across the world in how businesses invoice and the level of comfort with new technology. There are still countries where it’s currently not possible to offer only electronic invoicing. However, it’s a diminishing number and we must keep pushing, both for seamless commercial transactions and the immense environmental dividend.



47 certified sites

Local Initiatives

France gets new eco-friendly vehicles

Crown France introduced ten new and modernized vehicles to their fleet. Improving security and the environmental performance of our fleet was one of the main drivers for acquiring the new vehicles. The new vehicles are aligned with the Euro 6 European emissions standards.



Switzerland planting forests in Nicaragua

Crown Switzerland supported a reforestation project in Nicaragua, the second poorest country in the Western Hemisphere where families with small farms are reforesting 1,000m² of unused parts of their land with local tree varieties. The program combines practical nature conservation with the creation of new income sources for local families.



Philippines taking upcycling to a new level

Our office in Manila has taken upcycling and recycling to a new level. When designing the new office space, a used shipping container was used as a design feature and a refurbished Crown truck was converted and used as a coffee stand.



U.K. diverting waste from landfill

Our Enfield office in London, which houses over 100 employees, works with a waste management company that collects our mixed waste, sorts and recycles this, diverting 90% of it from landfill. The office also set up a recycling point – collecting crisp packets, plastic bottle lids, stamps, pens and dental items to donate to local schools and organizations who recycle and raise money for charity.



Crown Taiwan supports World Cleanup Day 2019



Crown Taiwan cleans up Wai'ao Beach

Crown Taiwan joined the community action brought by ANZCham Taipei to support “World Clean-up Day” in September. More than 20 million people from 180 countries volunteered to clean up waste from beaches, rivers, forests, and streets. More than 60 people took part in clean-ups on Wai’ao Beach.

Members of our Records Management team joined other volunteers to clean up the beach and together they collected over 295kg of rubbish. The feedback was very positive. Not only did volunteers feel a sense of achievement by cleaning the beach, we also encouraged people to take action and protect their favorite beaches in Taiwan.





Crown Communities

Giving Back



Our employees are entitled to:

2 paid volunteer days per year



337
activities
organised



40
countries
involved



127
charities
helped



3,042
employees
got involved

Crown has always put giving back at the centre of our operations. Two of our five core values reflect this - **Caring** and **There** – highlighting how important goodwill and generosity are to us as an organisation. In 2019, our employees **balanced for better** on international Women’s Day in March, **saved 360 lives** by donating blood in April, **celebrated Pride** in June and **raised money and awareness of breast cancer** in October. One employee took her charitable giving to the next level in 2019 as she (and her team) **rowed across the Atlantic** in the Talisker Whiskey Challenge raising money to support three charities in her local community – Cornwall Blood Bikes, Carefree and Hospiscare Exmouth and Lymptone.

Helping Our Communities

In 2019 our employees raised money and donated time and items, such as toys, clothes and food to over 120 local charities, making a difference to children and adults in their communities and the environment.



Crown Spain

Crown Spain prepared boxes with toys, school supplies and toiletries for the Samaritan International Project, before joining other volunteers at a process center where items were sorted ready for shipping and distribution to children in developing countries.

Crown South Africa

Crown South Africa got together on Mandela Day to serve food to the elderly and children who can queue for hours at the Alexandra River Park Clinic awaiting treatment for chronic conditions.



Crown Hong Kong

Crown Hong Kong joined the Oxfam Rice Event, selling rice to raise money for the Oxfam Smallholder Farmers Development Fund which supports small holder farmers in poor communities around the world as they face challenges like climate change.

Crown Mexico

Crown Mexico spent a month collecting cigarette butts as part of the Colilla Challenge. The challenge aims to stop toxic chemicals inside cigarettes from leaking into the environment. All butts were delivered to Eco filter, a local charity, which recycles them into paper.



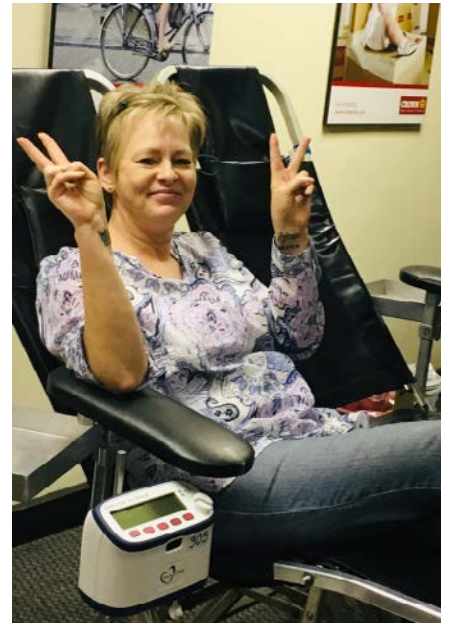
Saving Lives

Every 3 seconds someone needs blood. One out of every 10 people entering a hospital needs blood. Just one pint of donated blood can help save as many as 3 people's lives. In April, we organized a global blood drive, which saw employees from South Africa to Brazil, the U.K. to Indonesia, and Botswana to the U.S., take time out to donate blood to help save lives.

  **11**
locations

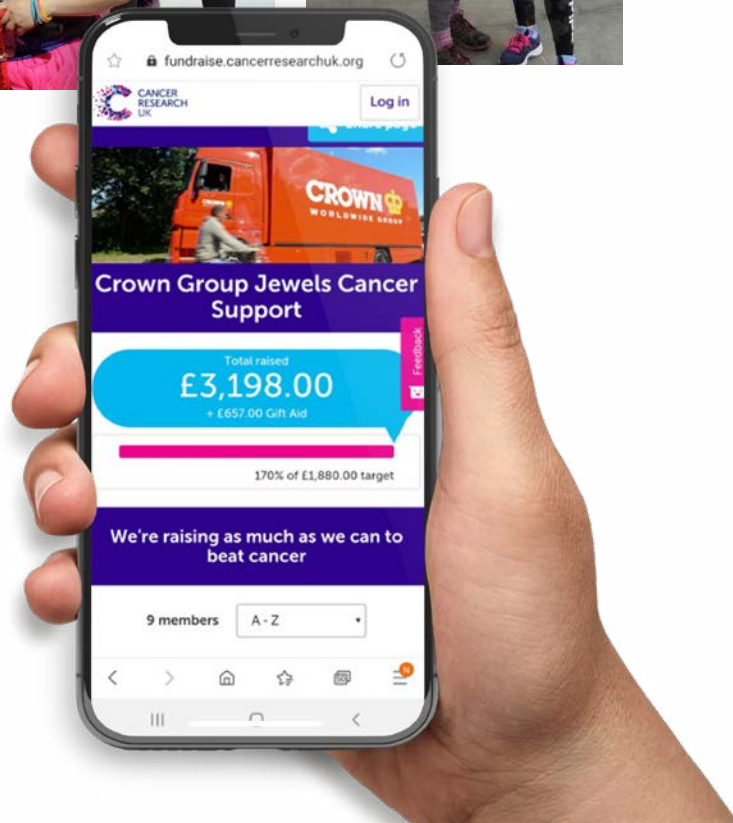
 **120**
employees

 **360**
lives saved



Annual Charitable Cause

Each October Crown marks breast cancer awareness month and our offices around the world dress in pink, hold bake sales, organize talks and raise money and awareness for and about breast cancer.



Supporting Women



Last year's International Women's Day theme was #balanceforbetter and staff from around the Crown world showed their support by striking the #balanceforbetter pose.



Proud of Pride

Crown is a diverse and inclusive organization and in June, we celebrated Pride, with offices around the world raising money and awareness of LGBTQ rights by arranging pop up photo booths, dressing in rainbow colors, organizing talks and celebrating our diverse and valuable employees.



Recognition for CSR Contribution

Crown Singapore



Crown Singapore received the 2019 AmCham CARES Award for being a company that has demonstrated a strong understanding of the link between responsible business operations and society, and conducts business in a sustainable way that creates both long-term economic and social value for Singapore.

Crown Malaysia



Crown Malaysia was recognized for the second year running by the American Malaysian Chamber of Commerce for Excellence in Corporate Social Responsibility (CSR) under the MY AMCHAM CARES program. Out of 100 companies who voluntarily participated, we were one of the 32 companies that were recognized to have successfully developed and deployed CSR activities and achieved high scores across the category pillars (Strategy, Sustainability, Measurability and Communication).

The Talisker Whiskey Atlantic Challenge



The Atlantic Challenge is considered the toughest rowing challenge in the world. It involves a 3,000+ mile journey from the Canary Islands to Antigua taking up to 60 days. Crown Records Management is proud to have sponsored one of its Customer Relationship Managers, Claire Allinson, along with her teammates, Bird Watts and Mo O'Brien - the Oarsome Foursome - in their endeavor to cross the Atlantic.



49 days, 13 hours, 49 minutes



Fastest female trio



First mother-daughter team to row the Atlantic



First deaf woman to row the Atlantic

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