



FRAGILE

CROWN WORLDWIDE
SUSTAINABILITY REPORT 2014

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THE WORLD WE KNOW



At Crown, we aim to do business in a way that positively impacts the communities in which we live and work.

By establishing responsible policies, monitoring our impacts and continuously seeking improvements, we are determined to be an asset in each of our locations.

EVERY CROWN OFFICE IS HELPING TO MAKE US A SUSTAINABLE BUSINESS

TORONTO



We've built food hampers for needy families

MEXICO CITY



We care for baby trees

SAN FRANCISCO



We donate to an e-waste recycler

LOS ANGELES



We walk for cancer

DALLAS



We've caught fish for funds to support firefighter families

SAO PAULO



We bring fun to children with HIV

THE WORLD WE KNOW



We run to beat breast cancer



We hold Christmas parties for underprivileged children



We've donated furniture to schools

EVERY CROWN OFFICE IS HELPING TO MAKE US A SUSTAINABLE BUSINESS



We help out at a homeless shelter



We build firebreaks to protect communities



We've donated logistics to a Box of Hope



We've delivered smiles to a children's home



We share time with blind students



We team up with a client to collect furniture for charity



We mentor local teens



We've sponsored a local fair for charity



We donate cartons and transport for school books



We've created a local garden



We've planted indigenous trees

SUPPORTING THE GLOBAL COMPACT

Chairman's letter of commitment

As Chairman of The Crown Worldwide Group I would like to express our ongoing commitment to the principles of the United Nations Global Compact. The Crown Worldwide Group and all our staff members around the world are dedicated to upholding the basic beliefs that are expressed in its ten principles.

In 2015 our company will be celebrating the 50th anniversary of its founding. Throughout our years in business, we have continually embraced the rights of all people – especially our employees. I'm also very proud to say that we've worked hard to preserve the environment, and to educate our staff about what they can do at work to support a cleaner world. For the same reason, we have clear anti-corruption policies in force with our company and continually update these and train our staff to avoid becoming party to this unacceptable behavior.

In the years ahead, we intend to live by the principles of the United Nations Global Compact and look forward to working toward a better global society.

Sincerely,



James E. Thompson
Chairman



DO NOT BEND

Our commitment to the principles of the United Nations Global Compact

Fully supported by Crown’s senior management, Crown seeks to align with and uphold the basic principles of the United Nations Global Compact (UNGC). The UNGC is a call to companies everywhere to voluntarily align their operations and strategies with ten universally-accepted principles in the areas of human rights, labor, environment and

anti-corruption, and to take action in support of UN goals, including the Millennium Development Goals.

The following chart demonstrates how the content of this Sustainability Report aligns with the ten UNGC principles. Please refer to the specific policies, actions, initiatives and goals in each area.

Crown Initiative →	Environment	Health and Safety	Data Privacy	Fair Labor Practices	Community Partnership	Stakeholder Engagement	Anti-Bribery & Corruption
UN Global Compact Principles	Human Rights 1. Support and respect protection of human rights 2. Make sure not complicit in human rights 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.						

OUR VISION





The benefits of aiming high

2014 marked an important step for Crown. It was the first time that we compared actual performance against global targets. When we set them, we hoped these targets were realistic; with the right efforts, most of them were. However, the experience of missing a couple of targets – and of aiming for them to start with – has had the biggest impact of all. We can more clearly see the strengths and weaknesses of CSR efforts around our global organization, how we need to upgrade our data collection and where we most need to improve.

Telling you more

In this year's Sustainability Report we are reporting on a much broader range of sustainability topics than previously. In addition to the environment, community outreach and health and safety, we are sharing what Crown is doing in relation to human rights, fair labor practices and anti-corruption. We've aimed to uphold UN Global Compact principles for years. Starting in 2014, however, we will also comply with its requirement to externally report on our progress in these areas.

Our extraordinary people

As you can see from the figures in this report, the positive impact Crown has on communities continues to increase. Why? Improvements to our CSR structure help, like setting more CSR-related employee performance targets, creating clearer global policies and appointing senior managers to drive specific CSR issues. But that's not what makes Crown do more each year. In an effort to nurture a deeply embedded CSR culture, we encourage our people to decide on, develop and drive initiatives. The result: our extraordinary people never cease to amaze us. Because they understand and care about local needs, they have created a momentum for positive change. Their ingenuity, passion and local knowledge have brought magic to our mission yet again.

Materiality ahead

As we look to the coming year, we are focused on issues material to our business activities. We will scrutinize our environmental performance, especially those areas where we missed our targets. To enable us to keep doing good, we aim to share the value of what we bring to communities to also strengthen our company. Most importantly, we will keep looking for new practices and ways to leverage our core business activities, so that we can have a positive impact every single day.



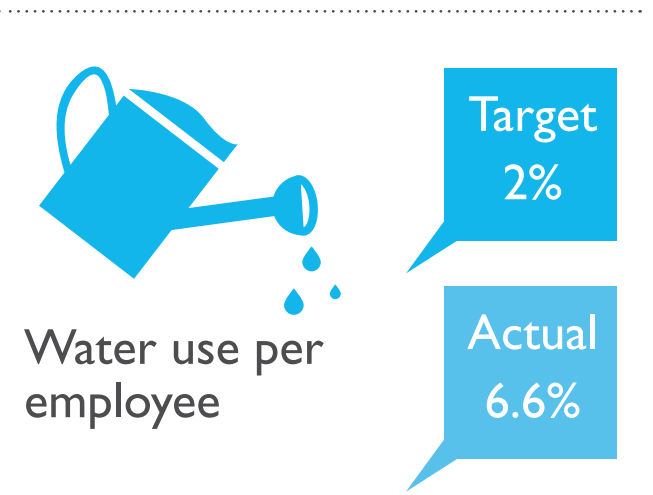
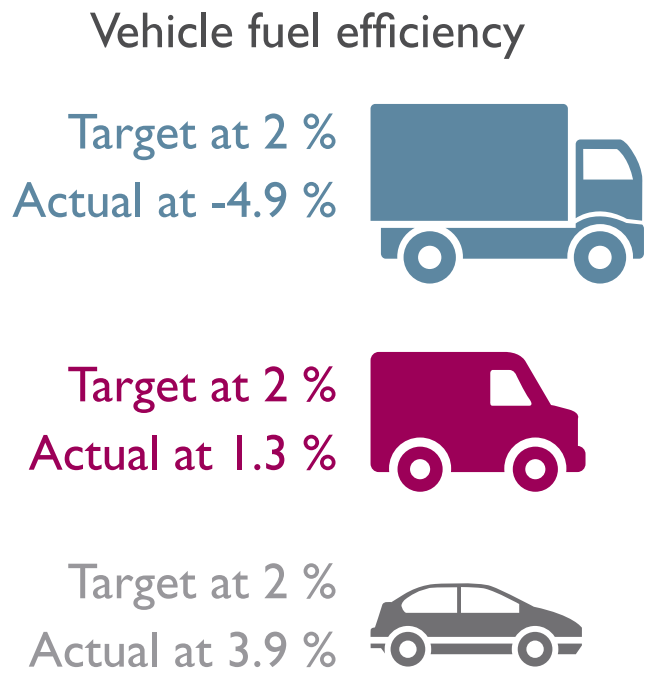
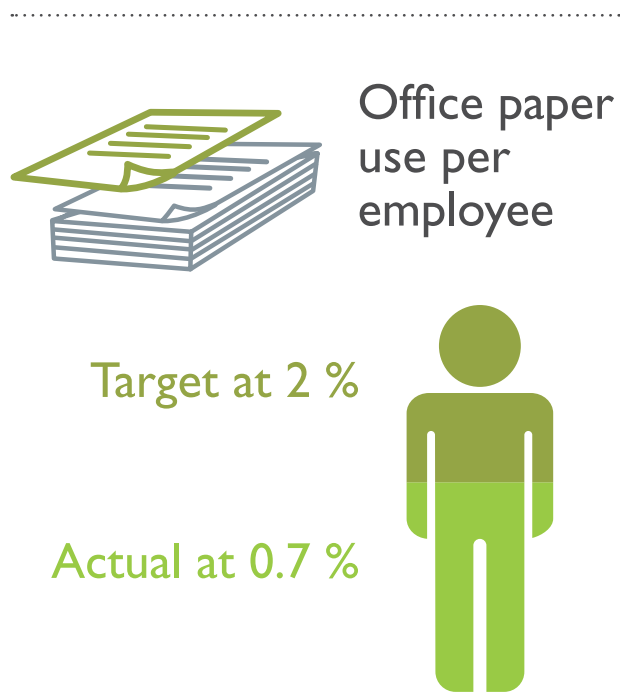
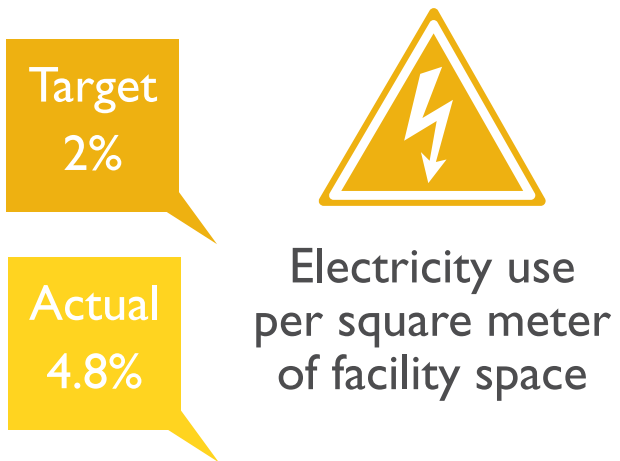
Jennifer Harvey
Director of CSR,
The Crown Worldwide
Group

TARGETS

How we performed against our 2013 goals

TARGET FOR ENVIRONMENT

Improve efficiency in the use of natural resources



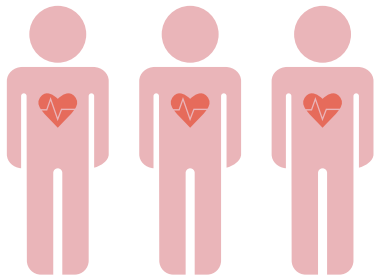


TARGET FOR HEALTH AND SAFETY

Provide 100% of Crown's employees across the globe with access to the Company's Health and Safety guidelines, upholding the standards of OHSAS 18001.

Outcome: Achieved.

100%



TARGET FOR STAKEHOLDER ENGAGEMENT

Employees

Implement a corporate volunteering policy - allowing every employee paid time to volunteer in their local community - in every one of our countries by the end of 2014.

Outcome: Pending and on course for end-2014.



We are delighted to report that we improved in all areas of our environmental performance with the exception of vehicle fuel efficiency for trucks. Steps are being taken to rectify this and we are determined that when we publish next year's Sustainability Report we will be able to demonstrate improvement in every single area.

We also aimed to increase the number of Crown branches that have achieved the externally-audited ISO 14001 environmental standard. This accreditation process ensures that each business carefully reviews its environmental impacts and finds ways to manage, monitor and continuously improve performance.

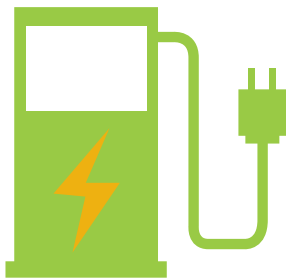
Outcome: Achieved.

In 2013, eight additional Crown businesses established the necessary policies and practices to successfully achieve certification.

GOALS FOR 2015

ENVIRONMENT

Improvement to 85% on-time and accurate reporting of natural resource usage.



Improve fuel and electric efficiency by 2%.



Increase the number of community support events

Increase the number of community support events in which Crown participates by 10%. Aim for 50% of employees to participate in CSR projects.

ACHIEVE EXTERNAL CERTIFICATIONS AT ADDITIONAL CROWN BUSINESSES AROUND THE WORLD IN 2015



- a) ISO 14001 (environmental)
 - a minimum of nine more locations
- b) OHAS 18001 (health and safety)
 - a minimum of seven more locations
- c) ISO 27001 (customer data privacy)
 - a minimum of four more locations

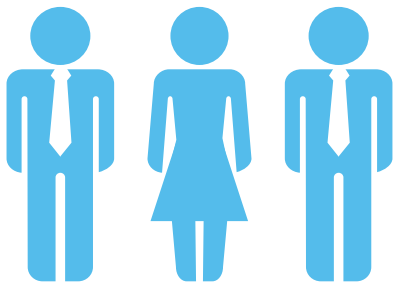


GROUP POLICIES TO 100% OF EMPLOYEES

Communicate the following Group policies to 100% of employees: Code of Conduct, Health and Safety, Environment, Employee Volunteering, Anti-Bribery & Corruption.

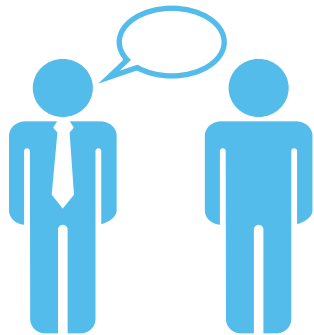
**DO NOT
DROP**

STAKEHOLDER ENGAGEMENT



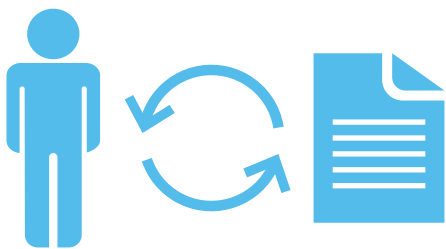
Employees

- Increase number of Crown sites which engage in CSR activities by 10%.
- 100% of Crown employees and new hires to undergo Crown's Anti-Bribery & Corruption e-learning curriculum.



Clients

- Partner with external stakeholders in CSR initiatives in 30% of our countries.
- Develop measurable goals for joint initiatives within key client relationships.



Supply chain

- Develop e-learning material specifically designed to educate our supply chain on Crown's code of conduct and CSR expectations throughout 2015.
- Goals for 2016 include ensuring that 100% of partners have completed the CSR-related elements of Crown's qualification process and enhancing due diligence to ensure responsible conduct for the higher-risk parts of the supply chain.

ENVIRONMENT



New types of hybrid-electric trucks and electric vehicles are becoming available in worldwide markets where Crown provides transportation services. This has enabled Crown to better understand how investment in these energy-efficient technologies can best serve customers while reducing emissions. These trucks have smaller capacities and driving distance ranges but have proven well-suited to records retrievals and other small intra-city deliveries. With every new purchase, Crown also learns more about how to make these investments financially sustainable so that we can continue to expand the fleet further. Throughout 2014, the company has added hybrid and electric trucks to each of its geographic regions.



Carefully handling our Earth

We are paying more attention than ever to our impact on the environment. We know that our greatest impacts are from vehicle fuel and the electricity consumption at offices and facilities around the world. We're also looking at how we can improve our packing materials and our waste management.

The company collects data on all of these areas in a natural resources consumption database. The database offers a consistent global view of business energy use with comparisons between locations, regions and time periods. The quality and completeness of the data held in the system improved in 2013, largely because of better communication and training of correct reporting. The database also benefited from ongoing feedback, through better dashboard views for managers and greater executive management involvement.

In 2013, our key performance indicators showed the following trends in efficiency:

- Vehicle fuel efficiency
- Electricity use per square meter of facility space
- Office paper use per employee
- Water use per employee

In 2015, Crown aims to find solutions on how to better quantify and monitor its packaging consumption and waste globally. While geographically-varying practices in the packaging and recycling industries have posed significant challenges, we want to find meaningful metrics to help us better understand our performance in this area. We are also reviewing various global emissions offset opportunities. If feasible and sustainable, this is another way in which we plan to further enhance our goal of positively impacting the environment.

In 2014, Crown received a **“PATT” Environmental Impact Award** for being the business to plant the most trees in 2013 at this environmental charity's Thailand tree farms. Forest restoration through tree planting helps to accelerate the recovery of forest structures and reinstates both ecological functioning and biodiversity levels. In conjunction with its reforestation projects, PATT conducts environmental education programs for school children.



HEALTH AND SAFETY



In 2013, the Royal Society for the Prevention of Accidents awarded Crown UK & Ireland a silver occupational health and safety award. A rigorous assessment process included preparing a detailed review of all health and safety policies and procedures, accident statistics, actions taken to prevent accidents and how health and safety issues are communicated to staff.

Crown has taken part in this award scheme since 2008, encompassing every branch in the UK&I region.



ENHANCING EMPLOYEE WELLNESS

Promoting health and safety at work helps boost the physical and mental well-being of our people. Healthy and happy employees make Crown more productive and customers better cared for – a win for everyone.

In 2013, Crown created a globally-accepted Health and Safety Manual. This manual is now available to all worldwide businesses and forms the basis of our global OHSAS 18001 policy. Following external audits, we have retained our OHSAS 18001 at all 21 sites within our existing certification.

To further embed good practices, we have also published easy-to-read pocket guides on general health and safety advice and on safe driving for all our employees.

Our goals for 2015 include expanding our OHSAS 18001 health and safety certification to at least 30% more international locations. This will enable us to further spread and embed safe work habits for our employees around the globe. We will also continue our work to establish a common global accident record to help us monitor our worldwide performance and set targets for improvement.

DATA PRIVACY



Data security meets charity fundraising: To encourage compliance on a daily basis, and between audits, one Crown team came up with a novel initiative. Any employee caught leaving their computer unlocked while away from their desk makes a small donation to the team's nominated charity for that year.



SAFEGUARDING PERSONAL INFORMATION

Being a responsible company means making sure we protect our customers' and our employees' rights to privacy.

Consistent procedures

To minimize the dangers of identity theft, we have established consistent policies and practices. Crown's Binding Corporate Rules (BCR) on data privacy – which comply with international legislative requirements and recommendations – are mandatory privacy procedures for all our entities. They help keep personal information safe and ensure prompt reporting to management if there is any data breach of loss. We are certified with the US Department of Commerce's Safe Harbor Program which means that we handle customer data according to the standards of EU countries. The majority of Crown's offices also ensure that individual customers sign a consent form prior to the processing of their personal data.

We recognize that in some cases sensitive information is also handled by our service partners. This is why Crown has released a supply chain management system which emphasizes compliance with data privacy policies through the qualifying and contractual stages of an engagement. This industry-leading compliance system has resulted in external accolades and the awarding of major contracts.

Consistent management attention

All of the above are driven by Crown's Chief Risk Officer and a dedicated Group Compliance Officer.

External audits

ISO 27001 is an externally-audited information security standard that Crown has achieved and is extending to its businesses around the globe. At the end of 2013, 20 Crown businesses were certified; 20% more are targeted for certification by the end of 2015.

FAIR LABOR PRACTICES





BEING THERE FOR OUR PEOPLE

Working with dignity

We are committed to treating our employees fairly. Beyond complying with local employment laws, we seek to uphold the labor principles of the UN Global Compact by fostering a work environment where individuals are treated with respect and dignity and given equal employment opportunities. The company does not allow discriminatory practices, forced labor or the employment of children under 16 years of age, all of which Crown views as violations of fundamental human rights.

Policy of fairness

These policies are described in detail in our documented Code of Conduct – acknowledged annually by all employees – which describes Crown’s fair labor practices. They include policies on:

- Equal opportunity employment
- Prohibiting child labor
- Prohibiting mistreatment by workplace bullying
- Prohibiting sexual harassment
- Prohibiting retaliation to employee seeking to invoke his/her rights

Our human resources teams maintain and manage these labor policies.



In 2014, Crown in the UK and Ireland was again accredited as an Investors in People (IiP) employer. This most recent award had a special distinction in that it included all divisions across the region, including Relocations, Records Management and Fine Art, which represent some 600 employees. It followed a comprehensive assessment, as part of which 50 employees were interviewed across a number of branches. While the company has held IiP accreditation since 1998, it will continue its work with IiP to further develop its people management and engagement strategies.

COMMUNITY PARTNERSHIPS



The Crown Foundation supported our global Philippines typhoon relief effort, matching worldwide fundraising, to total US\$ 32,000.



On November 8, 2013, Super-Typhoon Haiyan devastated parts of Asia. Though the Philippines experiences many typhoons each year, this one was the deadliest in recorded history with over 6,000 people killed and 4 million displaced from their homes.

With operations in two cities – Manila and Cebu – and a long history of doing business in the Philippines, Crown employees responded and – in the process – set a company record. Through donations and fundraisers our people collectively raised US\$ 16,000, more than any previous company-wide effort.

Some things Crowners did to help

For weeks, Crown Philippines employees took shifts packing relief items for victims.

Crown Manila donated cartons for relief goods, truck transport and packing crew assistance.

The Manila team raised Php 37, 200 for the Philippines Red Cross.

Crown HK held a food sale that raised over US\$ 1,000 (a very lucky HK\$ 8,888).

In the USA, the Crown Chicago set up a collection box for staff to donate canned food to existing charity partner Move for Hunger. The office then donated the equivalent value of the total food donation to the Red Cross' Philippines Typhoon Fund.

Crown Cebu escaped the worst of the storm but nearby outlying islands were amongst the hardest hit areas. Branch Manager Sid Hilario and his wife delivered relief goods to an area that was particularly difficult to reach, located 10 kilometers from the main road. Some 300 families benefited from their work. Crown also donated cartons to help with this distribution. Sid's son, Paul, cancelled his seventh birthday party and donated the money for the party to the Red Cross to buy food and medicine for the victims.

The Christmas party is a much-loved tradition in the Philippines; local employees look forward to this event with great excitement. In 2013, however, the Crown team collectively decided to donate the money that would have paid for their party to help typhoon victims.

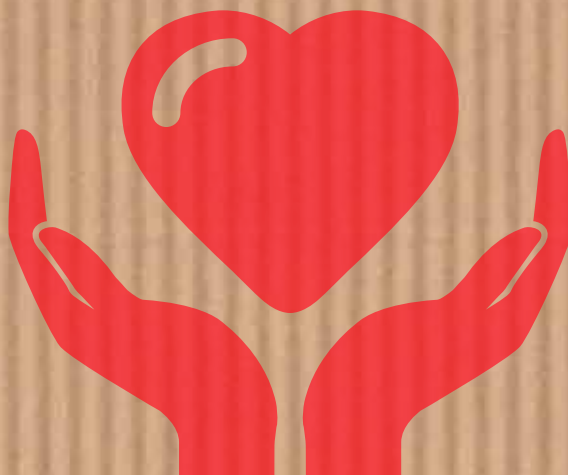
The American Red Cross reported that within the first week of creating its Philippines Fund, 20 employees of Crown USA collectively donated over US \$1,000.

Crowners across EMEA raised an impressive US\$ 4,300. Dubai, whose Crown staff made a very generous contribution to help the victims, has a particularly large Filipino community.

The Crown Basel team held a "Jeans and cupcake day", raising money by selling cupcakes and the right to wear jeans to work one day.

COMMUNITY PARTNERSHIPS





THERE TO BOOST OUR COMMUNITIES

We aim to do business in a way that benefits the local community. This helps under-served communities and also helps us. We've learned that helping to keep our communities healthy assists our business through a more robust local economy, customer loyalty and employee trust. The enthusiasm of Crown employees who lead these efforts has been an inspiration – motivating to Crown management and peers alike.

Over the years, we have learned the value of partnering with local organizations who help us to effectively support people and communities who need help. We keep looking for innovative ways to do this, giving our employees' time, raising funds and donating our professional expertise.

We keep track of all our community activities around the world to ensure that we stay active and improve our impact everywhere. These details can be viewed by any Crown employee as a source of inspiration and ideas.

In 2013, we grew the number of activities which support communities by 14% to 305 individual events. We aim to keep increasing this number, as well as the geographic diversity and employee participation rates.



Sharing Smarts with Special Students

15 employees of Crown Hong Kong volunteered their time as mentors to 60 students from Hong Kong's poorest areas. Partnering with the non-profit organization Community Business and its Engage program, these Crown employees met their students every month for six months. Together, they visited Crown facilities and those of other companies, experienced industry-specific training and worked on projects to help the community. This program enabled our employees to make a big commitment to the local community, investing a significant amount of their own time to share experience, industry knowledge and encouragement and ensure these young people have a good start to their careers.

STAKEHOLDER ENGAGEMENT



In May 2014, Crown teamed up with a valued client to actively support the local environment on Novartis' Community Partnership Day. Held annually, this massive global volunteering event gives Novartis

employees and partners around the world, like Crown, another chance to make a positive difference in local communities. In 2014, over 19,000 Novartis employees and partners across 55 countries participated in a wide range of local projects. As part of this tremendous effort, eight employees from Crown Basel helped to clear the ground of fallen trees in Ettingen forest, near Basel, Switzerland. Clearing the forest floor allows for new growth, which will help to remove carbon dioxide from the atmosphere. In past years, Crown participants in Novartis' Community Partnership Day have painted benches, built sheds for a local hospital and helped pack bags of food. Crown is grateful to Novartis for a chance to be part of this exceptional example of business partnership to benefit community needs.



WORKING TOGETHER TO HAVE A POSITIVE IMPACT

Employees

From the top down, every manager and employee sets performance goals – including those aligned with Crown’s CSR goals. CSR goals help each employee to reflect on the impact of their role and find measurable ways to improve. Crown’s global Employee Volunteering Policy allows employees to take paid time to support local community issues. They are encouraged to organize local events, invite clients and share their achievements through Crown’s internal social media network.

Clients

A focus in 2015 is to increase Crown’s partnership with key clients in CSR initiatives. We can accomplish even more for the community at large by working together. Partnering with clients to help the community has the added benefit of helping teams to communicate and function even more successfully in business activities.



We can accomplish even more for the community at large by working together with our clients.

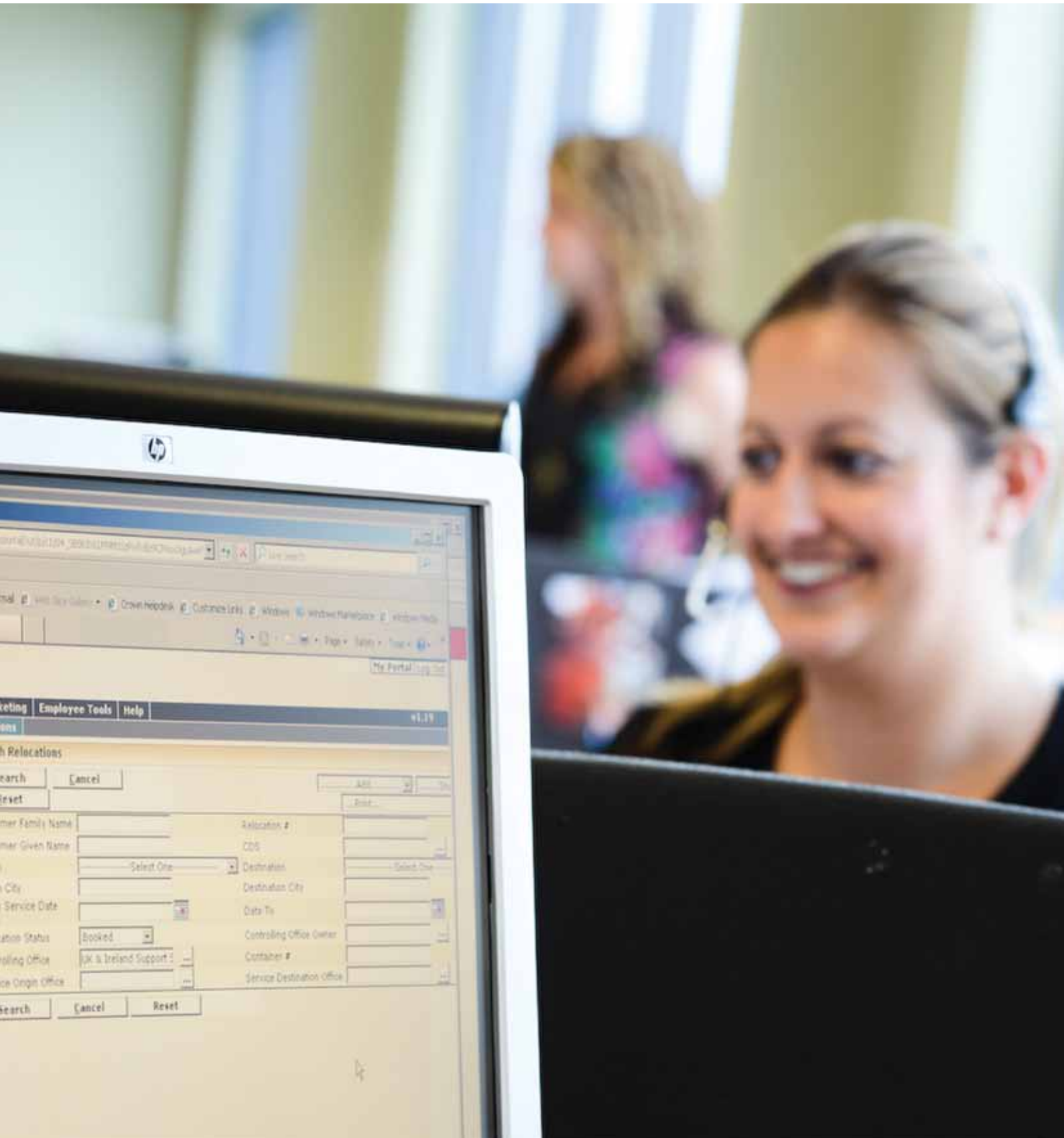


Supply chain

Since Crown’s impact extends to the actions of its service partners and suppliers, we keep working to ensure that members of our supply chain are aligned to Crown’s sustainability goals. Crown has launched a website, code of conduct and an enhanced database to heighten service partner compliance. A hotline has been established for service partners to report potential breaches legal compliance and unethical behaviour. Improved contractual documentation supports the commitments made by Crown to its clients and includes topics such as legal compliance and fair employment practices. All of these activities have helped Crown to streamline its partner network by 60% whilst diversifying services offered.

By 2015 Crown will implement e-learning material to help service partners and suppliers to understand the issues of corporate social responsibility.

ANTI-BRIBERY AND CORRUPTION





A SHARED BUSINESS ETHIC

Crown's mission to be responsible everywhere

It is Crown's policy to conduct business honestly and ethically, with a zero tolerance approach to bribery and corruption. We are committed to acting professionally, fairly and with integrity in all business dealings and relationships wherever we operate and implementing and enforcing effective systems to counter bribery and corruption within the company. This is not a small undertaking when doing business in every country of the world.

Crown's response to this subject is to create a process for identifying the various risks associated with our business, to educate those people working for and with us in minimizing that risk and to create mechanisms for reporting behavior that is not consistent with our Code of Conduct.

A common message and voice

Our documented global Code of Conduct covers our expectations of every employee when it comes to business integrity. Acknowledged by employees annually through Target - Crown's performance management system - these include rules on appropriate practices related to:

- Conflicts of interest
- Securities and antitrust laws
- Agreements with competitors, customers or licensees
- Relationships with public officials
- Bribery, kickback and fraud
- Sanctions and trade embargoes

In addition, we have established an Anti-Bribery and Corruption (ABC) Policy, which clearly explains the issues and goals to stakeholders, even those in high-risk markets. This is complemented by both face-to-face and e-learning ABC training, completed by employees annually.

Also available to all our employees is a "Report Fraud" link to anonymously report any suspicious activities.

Integrity in the supply chain

Crown conducts business globally, even in countries with less developed ABC legislation. For this reason, we extend compliance with ABC policies to our service partners. Through our supply chain management system, this is emphasized during the qualifying and contractual states of an engagement.

Getting better and better

In late 2014, we aim to set specific targets for improvement in: # of employees completing ABC training courses, number of new markets for face-to-face training, number of employees acknowledging Code of Conduct and results of internal audits.

Impartial oversight

All of the above are driven by Crown's Chief Risk Officer and a dedicated Group Compliance Officer. These roles work independently and impartially to uphold corporate objectives to work against corruption in all forms.

www.crownworldwide.com

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