



CROWN WORLDWIDE 2010
Sustainability Report

FOR MORE INFORMATION, CLICK [HERE](http://CROWNORLDWIDE.COM) TO VISIT CROWNORLDWIDE.COM

Copyright © 2011 Crown Worldwide. All Rights Reserved.

If you have any feedback or comments, please email us at marketing@CROWNORLDWIDE.COM

TABLE OF CONTENTS

- 3 CHAIRMAN'S MESSAGE
- 4 CROWN'S BUSINESS DIVISIONS
- 5 KEY IMPACTS OF CROWN BUSINESSES
- 7 CROWN'S CSR CORE VALUE
- 8 KEY COMPONENTS OF CROWN'S CSR MISSION
- 9 KEY PERFORMANCE INDICATORS
- 10 EXTENDING IMPACT THROUGH STAKEHOLDER EDUCATION ENGAGEMENT
- 11 2010 FIRST AND SECOND QUARTER PROGRESS
- 16 ENVIRONMENTAL STATEMENT AND POLICY



FOR MORE INFORMATION, CLICK [HERE](http://CROWNWORLDWIDE.COM) TO VISIT CROWNWORLDWIDE.COM

Copyright © 2011 Crown Worldwide. All Rights Reserved.

If you have any feedback or comments, please email us at marketing@CROWNWORLDWIDE.COM

CHAIRMAN'S MESSAGE

There are many ways to measure a company's success. In my view, however, a truly successful company is one that finds a way to return some of its rewards to the communities in which it operates. I feel a company cannot consider itself truly successful unless it makes an active effort to give back.

It's for this reason that I feel so strongly about Corporate Social Responsibility. I see so much opportunity for Crown – and the corporate community at large – to use some of our monetary successes with the energy of our spirited employees to benefit others.

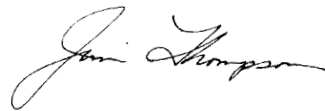
Being a socially responsible corporation can manifest itself in many ways: contributing efforts to needy causes; helping to protect the environment; making a better workplace for the employees; enhancing educational opportunities and many other activities. All of these have the goal of making life better for all we come in contact with.

So many Crown employees contribute their time and effort voluntarily which is certainly a source of pride for me. Their contributions are not simply sending donations but actual participation in charitable work that Crown supports. We've

helped with many causes, especially those related to cancer, children, education, HIV/AIDS and the environment. We will always make these activities part of the Crown culture.

We are building schools in Cambodia, distributing vitamins in third world countries, providing transportation for charities, establishing recycling programs and much more. We see constant opportunities to help make the world a better place.

It's my hope that we can set an example for other companies by demonstrating that these contributions will actually create a well-rounded company in which both management and staff can take great pride. More importantly, we believe our commercial activities should be balanced with compassionate actions to make the world a better place for future generations.



Jim Thompson



Jim Thompson is a member of various charities with particular interest in charities that support underserved children and their education. He is a member of the Fund-raising Committee of Changing Young Lives (formerly Save the Children), the Executive Committee of the Society for the Promotion of Hospice Care and Chairman of its annual fund-raising Hike for Hospice, and the Advisory Board and Chairman of the Recycling Committee of the Salvation Army. Thompson also serves as Chairman of the Community Business Leadership Team of Community Business, a nonprofit organization helping companies improve their positive impact on communities. In addition, he serves on the boards of both the Asian Youth Orchestra and Hong Kong Arts Centre. Thompson previously participated as a board member of the Outward Bound Trust of Ocean Park Corporation, a nature-themed amusement park with a mission to assist in the understanding and practice of wildlife conservation.

FOR MORE INFORMATION, CLICK [HERE](http://CROWNORLDWIDE.COM) TO VISIT CROWNORLDWIDE.COM

Copyright © 2011 Crown Worldwide. All Rights Reserved.

If you have any feedback or comments, please email us at marketing@CROWNORLDWIDE.COM

CROWN'S BUSINESS DIVISIONS

Crown Worldwide operates from over 250 locations in over 55 countries, providing governments, corporations, diplomats and private customers with the following services.

CROWN RELOCATIONS

Crown Relocations' (crownrelo.com) services include expense management, policy consulting and program administration, online tracking tools, storage, transit protection, home and school search, intercultural services, and domestic and international transportation of household goods.

CROWN RECORDS MANAGEMENT

Crown Records Management (crownrms.com) serves large and small corporations around the world. Services include storage of hard copies and electronic business information, scanning, imaging, data conversion, data hosting, escrow and destruction services.

CROWN LOGISTICS

Crown Logistics (crown-logistics.com) uses cutting-edge technology to serve major manufacturers in the power, energy, construction, retail and hospitality industries, providing project management, specialized handling, freight forwarding, installation and third-party distribution.

CROWN FINE ARTS

Crown Fine Arts (crownfineart.com) serves large and small museums, major art galleries and private collectors providing packing, customized crating, hanging, transportation, courier service, customs assistance, temperature controlled secure storage, delivery, unpacking and exhibition-coordination services.

CROWN WINE CELLARS

Crown Wine Cellars (crownwinecellars.com) provides storage, long-term maturation, and enjoyment of wine in advanced and purpose-built facilities. The customs-bonded facilities, located in Hong Kong and Beijing, feature underground cellars and private clubhouses, also used for auctions, formal dinners and other events.

Established in 1965, the Crown Worldwide Group is a privately held company with global headquarters in Hong Kong. For more information, visit www.crownworldwide.com.

FOR MORE INFORMATION, CLICK [HERE](http://www.crownworldwide.com) TO VISIT CROWNWORLDWIDE.COM

Copyright © 2011 Crown Worldwide. All Rights Reserved.

If you have any feedback or comments, please email us at marketing@crowworldwide.com

KEY ENVIRONMENTAL & COMMUNITY IMPACTS OF CROWN BUSINESSES

Environmental Impacts

Crown has taken concrete steps to understand, quantify and reduce any negative impacts its business has on the environment. In 2009, the company participated in the Carbon Disclosure Project which required that it respond to extensive questions about its environmental risks and greenhouse gas (GHG) emission sources. The report also required Crown to conduct an analysis of and then report its total GHG emissions. As a result of this participation, Crown has identified that across all its business divisions the primary sources of its GHG emissions are its:

- Vehicle fuel usage; and
- Electricity usage at its facilities around the world.

After identifying this, Crown created a way to consistently record its consumption, especially for these two primary emission sources, so that it could set targets for reduction. With over 250 offices in 55 countries, this was no small

task. Within the year, Crown successfully created an internal database of its natural resource consumption (NRC), including vehicle fuel, electricity and water. Through this database, worldwide offices also report on the following environmental impacts:

- Sustainable sourcing of packing materials – cardboard, paper and timber
- Recycled content of these packing materials
- Use of nonbiodegradable packing materials

This database is globally consistent and enables comparisons between locations, regions and seasons – meaningful because of the seasonality of some of Crown’s businesses. Next steps include further integration into existing databases within Crown’s operating platform to automate information and minimize error. This will facilitate meaningful goal setting and tracking for all environmental metrics.

	Office	Warehouse	Total
Kwhr:	2,150	300	2,450
m ² :	185,806	2,972,897	3,158,703
sq.foot:	2,000	32,000	34,000
Kwh/m ² :	11.571	0.101	0.776

Is your electricity generated from renewable energy sources (wind, solar)? Yes No

Fleet No.	Body	Chassis	Size (m ³)
CAT 03 Nuntar 4300 2001			42
CAT01 International 485 1980		18TSDJPF	
CAT02 International 485 1983		18TDLPEM	28

FOR MORE INFORMATION, CLICK [HERE](http://CROWNWORLDWIDE.COM) TO VISIT CROWNWORLDWIDE.COM

Copyright © 2011 Crown Worldwide. All Rights Reserved.

If you have any feedback or comments, please email us at marketing@CROWNWORLDWIDE.COM

KEY ENVIRONMENTAL AND COMMUNITY IMPACT OF CROWN BUSINESSES

Community Impacts

Mobile services and employee population

Crown's business divisions all relate to transporting people, information and goods between communities. These communities vary in social and economic privilege. Through its services that bridge such gaps, Crown is in a unique position to recognize underserved communities and causes.

Crown is also in the business of bringing diverse peoples together through transportation and information sharing, arguably bringing the world "closer together." Originating from over 55 countries and speaking as many languages, Crown employees themselves are in the unique position of having a very global and outward-looking perspective. This helps them to more clearly appreciate community needs. The global nature of Crown's business enables its employees to:

- Discern community differences and needs.
- Understand how much more various groups can do by working together to help those in need
- Recognize that helping underserved groups to sustain themselves actually makes the entire global community stronger.

Transferring expatriates

Through its mobility management and relocations businesses, Crown brings together people of varying cultures and socio-economic standing. Often, a client employer moves more privileged transferees to developing markets where people have much lower per capita incomes. These transferees may have nice homes, schools and health care in a city where many people do not. This disparity need not be a bad thing, however, if some transferees become involved in helping the community. It is Crown's goal to encourage and provide tools that enable client employers and transferees to do this.

Sustainability

Crown also recognizes that it has its own responsibility to support and protect the health of the markets it operates in. It is Crown's philosophy that seeking profits without regard for local needs is irresponsible and short-sighted. A healthy, sustainable local community helps the local economy prosper. This, in turn, will make Crown's business grow. Crown supports local needs recognizing that it will reap the rewards of a healthier marketplace, more trusting customers and more loyal employees.

As such, the company has begun to track worldwide community activities in attempt to quantify the value of such events and set goals for improvement. This CSR Activity Database records details about each activity, its estimated value and whenever Crown partnered with an external stakeholder. In addition to facilitating goal-setting, the Database – which is accessible to all employees – serves as a source of inspiration and idea-sharing between worldwide business locations.

CROWN		CSR Activity Record	
Activity Information			
Activity Information			
Branch:	CWW Hong Kong	Region:	East Asia
Activity Name:	Box of Hope 2010		
Description:	Crown provided logistic support for three days in mid November 2010 with vehicle and crew to collect and deliver all the donated Boxes of Hope from schools and other organisations across Hong Kong. We collected over 7,000 boxes for Y2010.		
Charity/Organization Benefited:	Box of Hope Ltd.		
Type of Event:	Community		
Place/Venue:	Hong Kong	End Date:	30 Nov 2010
Start Date:	15 Nov 2010		
Organizing Employee Name(s) (if Applicable):	Josephine Law	Approving Manager/Supervisor:	Maurice Wong
Donation Type:	Services in kind	Value Of Services Donated:	HK\$9,000 (truck and labour cost)
No. of Employee Hours Donated:	64 hours		
Estimated No. Of People In The Community Benefited/ Served:			
Partnered With Corporate Client Or Supplier?:	No		
Corporate Client Or Supplier Invited And Attended?:	No		
Comments:			

FOR MORE INFORMATION, CLICK [HERE](http://CROWNWORLDWIDE.COM) TO VISIT CROWNWORLDWIDE.COM

Copyright © 2011 Crown Worldwide. All Rights Reserved.

If you have any feedback or comments, please email us at marketing@CROWNWORLDWIDE.COM

CROWN'S CORE VALUES

Crown's company strategy and business conduct is based on its five core values, one of which states its commitment to maintaining a sustainable relationship with the communities where it operates.

1. *Our people are our greatest asset*
2. *Our strength is our network*
3. ***We positively impact our communities***
4. *Delighting the customer is our mission*
5. *Growth and profit are imperatives*

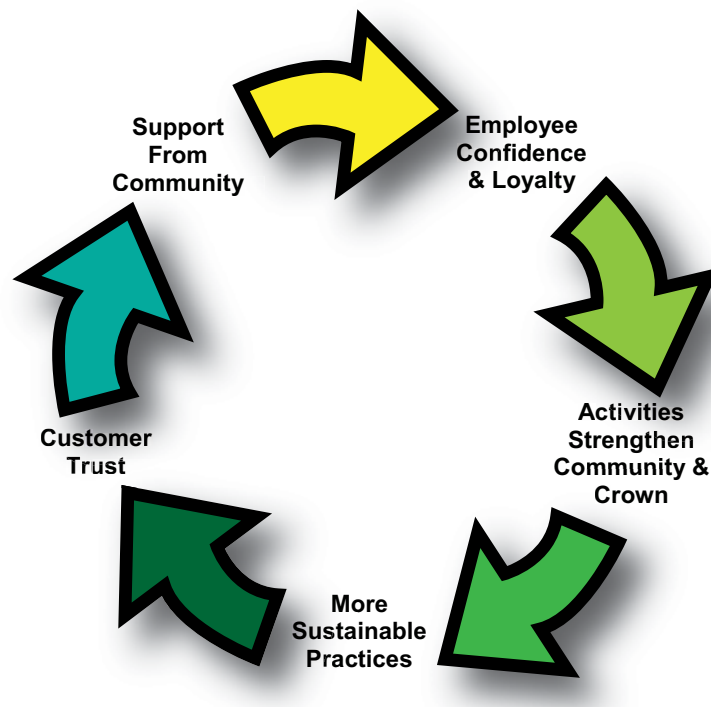
This core value is further defined as follows:

Our commercial activities should be balanced with compassionate and responsible actions to make the world a better place for future generations. Through environmental, charitable and employee activities, the company helps sustain itself and the communities it serves.

Benefits of CSR

It is Crown's philosophy that conducting business responsibly and ensuring a positive impact on its markets will, in turn, benefit its own long-term health.

- *Employee engagement to inspire and motivate staff*
- *Improvement of community well-being to generate new business and branding*
- *Reduce energy use and waste generation to lower cost where possible*
- *Development of sustainable services to increase market share and loyalty*
- *External stakeholder engagement to strengthen relationships*



FOR MORE INFORMATION, CLICK [HERE](http://CROWNORLDWIDE.COM) TO VISIT CROWNORLDWIDE.COM

Copyright © 2011 Crown Worldwide. All Rights Reserved.

If you have any feedback or comments, please email us at marketing@crownglobal.com

CROWN'S CSR MISSION

The key components of Crown's formal CSR commitment relate to its environmental performance, community support and employee engagement. Each of these is defined as, but not globally limited to, the following:

Environmental Performance

- Measure and reduce consumption of natural resources
- Implement energy efficient operating procedures for office and warehouse
- Acquire fuel efficient vehicles
- Establish and reinforce fuel efficient driving and vehicle maintenance practices
- Increase indigenous greenery at company property and in local community
- Establish process for ensuring environmentally responsible service partners
- To maintain and expand ISO 14001 accredited businesses.

Community Support

- Identify and support local organizations that promote health & education to underserved communities
- Donate services in kind or at cost to support these organizations
- Conduct formal programs to expand AIDS awareness training for employees, clients and local community
- Identify and pursue opportunities to work with clients and Crown offices to maximize benefit to charitable causes

Employee Engagement

- Advocate employee volunteerism and participation to support local environmental efforts and organizations that promote health and education to underserved communities
- Conduct formal programs to expand AIDS awareness training for employees, clients and local community
- Create local environmental campaigns then advocate and recognize employees' environmentally responsible actions
- Encourage communication about local CSR activities between offices

Aligning this Mission with Employee Goals

All employees of the company are counseled to set personal CSR goals in these and related areas. These goals must be measurable to enable year-end review by supervisors. This is implemented through TARGET, the company's proprietary Performance Management platform. Through this program all employees are required to set performance objectives in each of the five areas of Crown's Strategy Map; these five areas correlate directly with the company's five core values. This results in employee goals aligning directly with corporate goals, allowing Crown to more effectively and efficiently achieve its short- and long-term objectives.

FOR MORE INFORMATION, CLICK [HERE](http://CROWNWORLDWIDE.COM) TO VISIT CROWNWORLDWIDE.COM

Copyright © 2011 Crown Worldwide. All Rights Reserved.

If you have any feedback or comments, please email us at marketing@crowncanada.com

KEY PERFORMANCE INDICATORS

Crown has identified the following measurable indicators of Crown's corporate social responsibility performance worldwide. All of these metrics are to be reported by every branch worldwide to facilitate performance measurement and goal-setting

ENVIRONMENT

Electricity and other natural resource use

- *KwHr/m2 of facility space*
- *M3 water used per employee*

Paper and packaging content and use

- *Reams of office paper per office employee*
- *Percentage recycled content of office paper*
- *Whether office paper content is FSC certified or similar*
- *Whether packing materials are reused*
- *Percentage recycled content of packing materials*
- *Whether non-biodegradable packing materials are used*
- *Whether wood used in crating is FSC certified or similar*



Vehicle fuel use

- *Fuel efficiency per company vehicle*
- *Type of fuel per vehicle*
- *number of low emission vehicles in fleet*



Community outreach

- *Number of organized events/donations*
Depending on event/donation type:
- *Cash value of donation*
- *Number of employees participating in event*
- *Value of services/employee time donated*
- *Estimated number of people in community served*
- *Whether or not external stakeholders were involved*



FOR MORE INFORMATION, CLICK [HERE](http://CROWNORLDWIDE.COM) TO VISIT CROWNORLDWIDE.COM

Copyright © 2011 Crown Worldwide. All Rights Reserved.

If you have any feedback or comments, please email us at marketing@CROWNORLDWIDE.COM

EXTENDING IMPACT THROUGH STAKEHOLDER ENGAGEMENT

A cornerstone of Crown's Corporate Social Responsibility effort is stakeholder engagement. There are many ways that the company is working to achieve this. Offices are encouraged to invite and join forces with clients, service partners and fellow employees in its environmental and community activities. This increases impact and also provides a powerful opportunity to strengthen relationships and align with companies that have common CSR values.

Crown is also active in educating stakeholders. Internally, the company communicates worldwide environmental projects and campaigns through its internal ticker and its CSR Activity database, visible to all employees. The company has also launched an eLearning course to educate employees on the environmental and social impacts of Crown's businesses; what Crown is doing to continuously improve in these areas; and what employees themselves can do to help.

This education also extends to its clients. In 2010, Crown conducted a webinar to help relocation clients improve the environmental and community impact of their corporate practices (see "Client Webinar," pg. 15) and also published an educational article on the same topic.

Similarly, Crown branches have begun to offer information to newly relocated transferees about environmental issues in their host city. This can include local recycling practices, sources of sustainable consumer items and local environmental organizations. Similar information is also offered to transferees interested in helping underserved local communities. This helps extend Crown's positive impact all over the world. It also helps transferees to establish a social network in their new home.



Crown seeks to positively impact the communities we serve. As part of this effort, we would like to tell you about some opportunities you have to help in your new city. Whether you care most about the environment, the needy or both, the following information will help you get started and hopefully meet new people in the process:

Local Recycling Rules

<http://www.tceq.state.tx.us/assistance/P2Recycle/RecylInfo/RecyclingContacts.html>

Depending on the area you live in the following could require separation from normal trash vs. recyclable materials. Below is a website that lists contacts in cities and countries that can provide information on local recycling services.

Earth 911

<http://earth911.com>

Recycling database – can help find over 100,000 recycling locations across the country. With information provided by local governments, industry insider, organizations and everyday consumers, you can recycle hundreds of products from packing peanuts to computers.

Stores offering environmentally friendly products:

Target Eco friendly shopping

FOR MORE INFORMATION, CLICK [HERE](http://crownworldwide.com) TO VISIT CROWNORLDWIDE.COM

Copyright © 2011 Crown Worldwide. All Rights Reserved.

If you have any feedback or comments, please email us at marketing@crownworldwide.com

CSR INITIATIVES : 2010 FIRST AND SECOND QUARTER PROGRESS

ENVIRONMENT

Seeking Carbon Neutrality

Sustaining tree plantations through PATT Foundation

Crown has partnered with Plant-A-Tree Today (PATT) Foundation in an attempt to offset the carbon emissions from its UK and Ireland facilities by planting trees. After offsetting 2008 carbon emissions (1,800 tons) by planting 2,200 trees in Thailand, the branches then reduced its total CO2 emissions in 2009 to 886 tons. The offset was achieved by engaging the help of Crown Thailand's employees to actually plant trees in a village there. In 2010, Crown in the UK and Ireland successfully achieved carbon neutrality; other offices will follow their lead.

By supporting the PATT Foundation, Crown will also support rural Thai communities, because money is donated to the villagers in exchange for planting trees and continuing to protect and maintain them. The scheme then enables villagers to access credit to allow them to start businesses or run community projects.

Crown's partnership with PATT allows us the opportunity to do something proactive about climate change by planting trees. It also enables us to improve the lives of disadvantaged people in their communities. It's good to know that there are win-win solutions like this, where companies like Crown can help to alleviate poverty and contribute to a greener future. It means that fulfilling our corporate social responsibly is more meaningful than just buying carbon credits.

- Steve Slade, Quality Compliance
Manager for Crown U K & Ireland

Developing Sustainable Services

Eco-crate Service

In 2010, Crown began offering Eco-crate services for transportation of items within Malaysia, Vietnam, Singapore, Thailand and Indonesia. These durable reusable crates drastically reduce waste created from disposable materials. Most popular with environmentally conscious individuals and corporations, customers have also found new crates are especially easy to pack and unpack. As Crown gains experience in this area, it will explore developing a variety of crates and offer this service in other geographic regions.



FOR MORE INFORMATION, CLICK [HERE](http://CROWNORLDWIDE.COM) TO VISIT CROWNORLDWIDE.COM

Copyright © 2011 Crown Worldwide. All Rights Reserved.

If you have any feedback or comments, please email us at marketing@CROWNORLDWIDE.COM

CSR INITIATIVES : 2010 FIRST AND SECOND QUARTER PROGRESS

Expansion of ISO 14001 Accreditations

An important environmental initiative at Crown has been the development of its global ISO 14001 Policy and Environment Management System. ISO 14001 is an external accreditation to certify a company’s environmental performance management system. This standard requires documented evidence of continuous improvement in specified areas material to the business’s environmental impacts. The company has an active accreditation in the UK and Ireland. The policy has now been adapted for global application and is currently being integrated at businesses representing all regions of the company, namely Asia-Pacific, EMEA and the Americas. Crown expects to have nine additional countries accredited within 2011, with an objective having all worldwide offices included within three to five years.

Service Partner Review

Crown will extend a greater positive influence and reduce the indirect sources of emissions created by services it offers by more closely monitoring the environmental performance of its service partners. This has begun already through the incorporation of the Supplier Questionnaire, which is completed and reviewed annually according to Crown’s global ISO 14001 Policy.

In 2011, all service partners who wish to continue to work with Crown will be required to sign an agreement that covers important areas ranging from fair trade practices and anti discrimination to responsible general management practices. Crown will monitor compliance through audit and regular review. In addition, it is Crown’s mission to educate and engage service partners, however small, to positively impact the environment and community.

- Stuart Lawson, Global Alliance Manager responsible for developing Crown’s service partner relationships worldwide

A second, significant step to more closely and effectively monitoring all service partners and suppliers was Crown’s appointment of its first Global Alliance Manager. Announced in June 2010, the position is held by Stuart Lawson who has over 20 years of industry experience in quality assurance, health and safety, external ISO accreditations and training. His responsibilities include increasing the value of Crown to clients by identifying qualified partners, providing training on policies and procedures, establishing performance standards and measuring results across all business divisions. This will include more thorough and defined monitoring of responsible general management practices. It will also focus on greater engagement and education of service partners to positively impact the environment and local community.

Key Performance Indicator (KPI) Data

The efforts and methods to measure established KPIs still need improvement. At present, approximately 70 percent of branches worldwide are reporting their environmental data consistently. Some of the challenges relate to access to energy usage data because of local landlords or metering configurations. Others relate to local reporting resources and discipline.

One alternate measure for electricity and fuel efficiency is the ratio of dollars spent on each in proportion to overall revenues. Modest improvement in efficiency can be estimated from the following global figures:

Expenditure as percentage of Revenues	Jan - Jun	Jan - Jun	Jan - Jun
	2010	2009	2008
Vehicle Fuel	0.87%	0.89%	1.18%
Electricity	0.54%	0.55%	0.55%

FOR MORE INFORMATION, CLICK [HERE](http://CROWNORLDWIDE.COM) TO VISIT CROWNORLDWIDE.COM

Copyright © 2011 Crown Worldwide. All Rights Reserved.

If you have any feedback or comments, please email us at marketing@CROWNORLDWIDE.COM

CSR INITIATIVES : 2010 FIRST AND SECOND QUARTER PROGRESS

REGIONAL ENVIRONMENTAL PROJECTS

Take a Break Low Carbon Action Campaign

Crown Hong Kong participated in a corporate fuel efficient driving initiative. Promoted by the Hong Kong's government, its objective was to raise awareness of options to reduce fleet emissions and private car usage. As part of this campaign, Crown also participates in a Green Driving Workshop to learn new techniques to reduce fleet emissions. As a result, the team adopted a 2 percent to 2.9 percent increase in fuel efficiency by the end of 2010.

To learn more, visit www.takeabrake.com.hk



10:10 Campaign

The 10:10 campaign was a UK-government-backed initiative to encourage businesses and individuals to reduce their carbon emissions by 10 percent during 2010. Crown UK & Ireland participated in this program and took a baseline measurement from July 1, 2008 to June 1, 2009. Upon measuring the same period the following year Crown succeeded in using just 74 percent of the diesel and using 90 percent of the electricity than had been used in the base year. This represents a total net reduction in CO2 emissions of 14 percent. As part of this campaign, Crown UK and Ireland have also pledged to purchase carbon offsets for any business flights in 2011.

To learn more, visit www.1010global.org



FOR MORE INFORMATION, CLICK [HERE](http://CROWNORLDWIDE.COM) TO VISIT CROWNORLDWIDE.COM

Copyright © 2011 Crown Worldwide. All Rights Reserved.

If you have any feedback or comments, please email us at marketing@crownworldwide.com

CSR INITIATIVES : 2010 FIRST AND SECOND QUARTER PROGRESS

COMMUNITY

Donating Services in Kind

Shipping and Distribution services for Vitamin Angels

In January 2010, a dedicated team of indigenous health-care providers, ministries of health and education, other NGOs, the staff of Vitamin Angels and a group of Crown employees once again joined forces to provide and deliver vitamin A and anti-parasitic tablets to needy children and pregnant mothers in multiple locations in India

Crown has supported Vitamin Angels -- an organization dedicated to providing basic nutrition for children and fighting vitamin A deficiency and childhood blindness in children around the world -- since 2007.

Our implementation partners are honestly saints. They are working in the most extreme conditions, at enormous personal expense to themselves, and their commitment to the children we are serving is just incredible. The shipping and other assistance contributed by Crown has been an integral part of the success of this project. I can tell you two main things after visiting India this year: one, our work there is needed more than ever. In Bihar alone, there are 40 million people living on less than \$1 per day, and two, we could not be doing this work without Crown! On behalf of the children I met, we thank you.

- Howard Schiffer, founder and president of Vitamin Angels explains his program's dependence on donors

Howard also thanks Crown in this video:

http://easylink.playstream.com/crownvod/Crown_WMVV9.wvx
F
or more information, visit
<http://www.crownrelo.com>

EMPLOYEE ENGAGEMENT

Crown's Blankets for Chile Drive

After the massive earthquake in February 2010, the team at Crown Chile wanted to leverage the size of Crown to help its victims. They came up with the idea for a campaign to help victims by raising money for heavy wool blankets. Their hope was to be able to collectively donate enough funds for 1,000 heavy wool blankets. Within two weeks, teams and individuals at Crown offices around the world far exceeded their expectations, raising money for over 1,600 blankets. These supplies were then delivered personally by the Crown Chile employees to needy families across southern Chile.



All the help pledged from our colleagues at Crown is incredible. It makes us so proud of being in this big family. We've just had a long weekend in Chile and I traveled to the south, where there are a lot of needy people. I have seen and felt what the people there are going through, and believe me, these blankets are going to be a big help. That's why we are so happy for what everyone has done for us. All we can do is offer a very big THANK YOU !

- Carolina Morales Herrera, on behalf of her entire team at Crown Chile, after fellow Crown employees around the world helped raised nearly double the target of a post-earthquake blanket drive

FOR MORE INFORMATION, CLICK [HERE](http://www.crownworldwide.com) TO VISIT CROWNORLDWIDE.COM

Copyright © 2011 Crown Worldwide. All Rights Reserved.

If you have any feedback or comments, please email us at marketing@crownworldwide.com

CSR INITIATIVES : 2010 FIRST AND SECOND QUARTER PROGRESS

Crown Interview in SCB Sustainability Report

Crown's exceptional participation in Standard Chartered Bank's Living with HIV educational initiative was documented and published in January 2010 in SCB's 2009 Sustainability Review. This web-based report contains an interview with Crown Chairman Jim Thompson:

[http://sustainability.standardchartered.com/
community_investment/living_with_hiv.html](http://sustainability.standardchartered.com/community_investment/living_with_hiv.html)



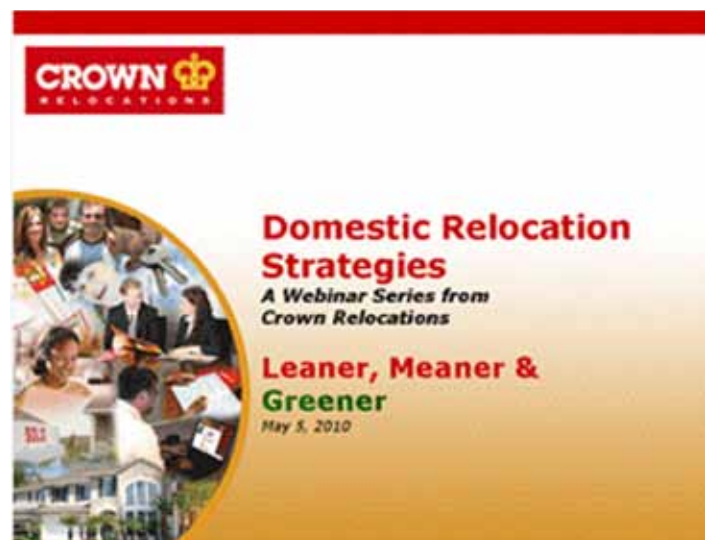
Living with HIV

Living with HIV seeks to prevent the spread of HIV and AIDS. In this initiative, trained employee HIV champions educate peers and other stakeholders – such as partners, suppliers and clients – about how to make safe lifestyle choices to prevent the infection or spread of the disease. Crown has participated in this campaign since 2007, when a Crown representative in Botswana learned about SCB's efforts during the course of business. After sending a few Crown employees to SCB's training, these employees conducted internal training of other Crown employees. Since then, Crown has trained over 6,000 employees, partners and clients in 10 countries, with plans in place to expand training to additional locations. This participation influenced Crown to engage in other AIDS awareness and outreach activities, including the building of two schools for HIV-positive children in Cambodia in 2008 and 2009.

Client Webinar: Leaner, Meaner and Greener

In May 2010, Crown conducted a webinar for North American clients entitled "Leaner, Meaner and Greener." As the name suggests, the webinar content included detailed recommendations on how to improve the environmental and community impacts of clients' employee mobility programs. Presented by Crown's Director of CSR Jennifer Harvey, the recommendations were based on the Crown's global experience and practices of clients across various industries and regions. This webinar can be accessed via Crown's website:

<http://www.crownrelo.com/relo/webinars/index.html>



To educate other corporations involved in employee mobility, Crown also published an article on this topic in Worldwide ERC's Mobility Magazine:

[http://www.worldwideerc.org/Resources/MOBILITYarticles/
Pages/1210-Harvey.aspx](http://www.worldwideerc.org/Resources/MOBILITYarticles/Pages/1210-Harvey.aspx)

FOR MORE INFORMATION, CLICK [HERE](http://www.crownworldwide.com) TO VISIT CROWN WORLDWIDE.COM

Copyright © 2011 Crown Worldwide. All Rights Reserved.

If you have any feedback or comments, please email us at marketing@crownworldwide.com

ENVIRONMENTAL STATEMENT & POLICY

While Crown's Corporate Social Responsibility efforts address many issues that impact the communities it serves, the company recognizes that those most directly related to its business activities are environmental. As such, Crown has developed the following formal environmental statement and policy.

Crown Worldwide Group is committed to providing its employees and the wider community with a level of environmental awareness, management and control that is in line with community expectations and standards.

The company recognizes that its services and activities impact the environment. It understands the necessity for an environmental policy to help monitor and limit those impacts within its control. All staff are made aware of this Policy to promote and assist in its implementation.

The principles of this policy are as follows:

-  *To conduct business activities with a view to protecting and conserving the natural environment to meet or exceed community expectations*
-  *To aim to prevent and reduce all forms of pollution within our control*
-  *To monitor and continuously improve the fuel-efficiency of its vehicle fleet, by replacing retired vehicles with those of greater efficiency and lower emissions*
-  *To establish and continuously improve fuel-efficient driving techniques and vehicle maintenance practices*
-  *To adopt energy efficient operating procedures and policies at company offices and warehouse*
-  *To monitor electricity consumption at company premises to enable goal setting for improvement*
-  *To periodically review company packing material content, as well as alternatives available, to seek opportunities to continuously improve its environmental impact*
-  *To establish, reinforce and review practices to reduce waste, reuse materials and recycle wherever possible*
-  *To endeavor to work with environmentally responsible suppliers and contractors*
-  *To communicate with and make internal and external stakeholders aware of the company's environmental goals and seek support*
-  *To maintain greenery and indigenous plantings at company premises, wherever possible*
-  *To review and amend its policy and practices should any business activity change*
-  *To ensure that all legal requirements are met in accordance with any relevant legislation*
-  *To maintain global and regional environmental committees to conduct regular checks of performance in accordance with this policy*
-  *The above incorporates best practices within the company's Destination Green and Charity In Motion programs*

FOR MORE INFORMATION, CLICK [HERE](http://CROWNORLDWIDE.COM) TO VISIT CROWNORLDWIDE.COM

Copyright © 2011 Crown Worldwide. All Rights Reserved.

If you have any feedback or comments, please email us at marketing@crowncanada.com