

CROWN PAINTS



2019/2020 Corporate Social Responsibility

A part of  **HEMPEL**

It's not just paint.
It's personal.[®]



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FOREWORD

2019 was a great year for Crown Paints and we have taken great steps in our sustainability efforts across all areas of the business. We take this opportunity to look back over our successes of the last year, examine where we have met and, in some cases, exceeded our targets as well as look ahead to 2020 and beyond.

We have many positives to report from 2019, which I hope you will find of interest. Our new targets for the year have now been set and I am hopeful that we can work together to ensure that by this time next year they are realised.

Managing Director
UK and Ireland



Thank you for taking the time to read the 2020 Crown Paints Corporate Social Responsibility Brochure. There are many positives to report from 2019 and some great initiatives to share for 2020:

POSITIVES FROM 2019

- Transition to the new ISO 9001:2015 for all three Decorative Europe businesses as well as the retention of our ISO5001, ISO14001, OHSAS18001, BES6001 & ISO17025 management certificates for all relevant sites
- Hosting our inaugural FLT Driver of the Year competition for the business, which was designed to promote safety and awareness
- Completing a full waste mapping programme across all Decorative Europe sites to identify our wastes in order to prioritise our objectives
- World Safety Day 2019, all three Decorative Europe businesses carried out safety walks across the business and played safety games

INITIATIVES FOR 2020

With regards to 2020 we have many objectives and projects that we are focusing on as we continue our progress on promoting sustainability and the circular economy with our customers. As we have previously stated, it is our ambition to be at the forefront of these initiatives, ensuring that our products and associated services meet the requirements and demands of our customers by constantly challenging and improving our working practices.

We are still on our journey to minimise waste and reduce our carbon footprint with our continuing ambitious targets for electricity consumption (-5%) and waste to landfill (-5%) in 2020, whilst maintaining a strong emphasis on Safety Excellence throughout the business.

Our 2020 targets also include the transition to the new ISO45001 Health & Safety standard for the whole of the Decorative Europe business and retaining our FSC and BES6001 responsible business standards (more of which is contained in this report).

We will also have more challenges during the year with issues such as the re-classification of Titanium Dioxide due in 2021, which will be a focus for our R&D departments as we continue to collaborate with suppliers, universities and partners to develop innovative products and solutions that have a positive environmental impact.

I hope you enjoy reading about our progress in our latest report and if you have any questions or suggestions please feel free to contact either myself or the team.

QHSE Manager
Decorative Europe



OVER
1100
EMPLOYEES



Our rich heritage is something that we are incredibly proud of at Crown Paints. We have more than 200 years of knowledge, wisdom and skill that goes into each and every tin of paint we produce.

From our head offices in Darwen, Lancashire, across to our manufacturing site in Hull and our ever-growing network of Crown Decorating Centres across the UK and Ireland, we are made up of more than 1100 colleagues.

We are proud to hold the Royal Warrant as Manufacturer of Paint – which we received in 1949 - a tribute to our never-ending commitment, passion and experience in the industry.



By Appointment to
Her Majesty The Queen
Manufacturers of Paints
Crown Paints Limited
Darwen, Lancashire

We are proud to hold the Royal Warrant as Manufacturer of Paints, a tribute to our never-ending commitment, passion and experience within the industry.

A part of **HEMPEL**

- Production/Distribution Site
- Crown Decorating Centres
- HQ Location



Our best-known brand. Crown offers an extensive range of quality paints for the DIY market. This includes our Breatheasy® range – a 99.9% solvent free paint, which is Certified Asthma and Allergy Friendly.



Tailored for decorators, tradespeople and specification teams. Get the right paint for your job with our range of professional products, which include flame retardant and highly durable coatings.



With over 150 stores across the UK and Ireland, we offer our customers market leading brands, expert knowledge and first class service.



For superior woodcare protection and colour, we offer Sadolin, a technically advanced range of products for interior, exterior and garden woodwork.



Sandtex is the UK's number one retail masonry paint; protecting homes for over 50 years, it's the ideal way to enhance the exterior of your home.



Established in the 1960's, Sandtex Trade has been protecting buildings for over 50 years with its wide range of professional products designed to combat all weather extremes.



Macpherson is our range of trade paints that offer quality and value for any painting requirement.



The Berger brand has over 150 years of heritage in offering a wide variety of quality paints for the independent retailer.



ELLE DECORATION by Crown offers a diverse colour palette of 60 calm, earthy tones mixed with bold stamps of colour to create a stunning statement collection.

CREDENTIALS



FM 543424 ISO 9001
EMS 543425 ISO 14001



OHSAS 18001



INVESTORS IN PEOPLE

Investors in People




A VISUAL JOURNEY THROUGH OUR ILLUSTRIOUS 200-YEAR HISTORY.


The Crown Paints archives are overflowing with posters, letters, paint tins, colour cards and artefacts collected over the years, that present the story of our colourful company history in great detail. We have hand-picked some of our key events to walk you through our history, starting with the establishment of the Dob Meadows Print Shop in 1777...

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1777
James Greenway establishes Dob Meadows Print Shop for calico printing in Darwen.



1821
John Potter (uncle of Beatrix Potter) takes over the printing business.




1830/40s
Following experiments in wallpaper printing, full commercial wallpaper production begins.




1880s
In the late 1880s we began producing wallpaper for brands such as Lincrusta and Anaglypta, some of the best-known and oldest wallpaper brands today.


1904
With a growing demand for colour in the home, the first experiments into water-based paints begin.



1906
First batch of paint produced and sold under the brand name Hollins Distemper, with the company becoming the Walpamur Paint Company by 1910.




1980
Crown's first to market with matchpots®, offering consumers the chance to 'try before you buy' for the first time.




1970
Crown introduces a number of market firsts, including Crown Solo one coat paint and unique Non Drip Gloss and Satin ranges.


1968
Queen Elizabeth II visits the Darwen site for the official opening of a brand new emulsion plant facility.



1966
First range of paints created and sold under the Crown brand name.




1949
Walpamur is granted the Royal Warrant as supplier to King George VI, with the warrant then renewed six years later by Queen Elizabeth II in 1955.




1939-49
Walpamur manufactures blackout, reflective and camouflage paints as part of the war effort and also supplies the paint used for the demarcation stripes on the D-Day landing planes.


1920/30s
Walpamur grows from strength to strength, with the mills then fully converted to produce water-based paint.




1914-18
Walpamur produces varnish for ammunition used in WWI.




1982-88
Crown Paints sponsors Liverpool FC through some of the club's most successful seasons.




2001
Crown launches its Breatheasy® range, the market's first 99% solvent free formulation perfect for the home environment.




2008
Crown introduces its Sustainability programme Earthbalance®.




2011
Crown Paints becomes a part of The Hempel Group, a world leading coatings supplier to the decorative, protective, marine, container and yacht markets.




2015
Hempel celebrate their 100th anniversary. Here's to the next 100 years!




2018
Crown Paints becomes first to market with packaging made from 100% PCW plastic.



2018
Hempel acquire J.W. Ostendorf and the Hempel Decorative Europe Region is formed, including J. W. Ostendorf, Crown Paints and Renaulac.



2019
Asthma & Allergy accreditation for 2019 addressing the growing awareness of health and wellbeing.



A WORLD-LEADING COATINGS SPECIALIST SINCE 1915

As a world-leading supplier of trusted coating solutions, Hempel is a global company with strong values, working with customers in the protective, marine, decorative, container and yacht industries. Hempel factories, R&D centres and stock points are established in every region.

Across the globe, Hempel's coatings protect surfaces, structures and equipment. They extend asset lifetimes, reduce maintenance costs and make homes and workplaces safer and more colourful. Hempel was founded in Copenhagen, Denmark in 1915. It is proudly owned by the Hempel Foundation which ensures a solid economic base for the Hempel Group and supports cultural, social, humanitarian and scientific purposes around the world.

VISIONS & VALUES

At Hempel, we conduct our business responsibly with respect for individuals and the communities where we operate.

As a company, we comply with all relevant laws and regulations in the countries where we operate. But mere compliance is not enough. So, we work actively in six main areas to improve our business.

OPERATING IN
80
COUNTRIES



SUPPORTING
102,000
CHILDREN

DONATED
€21 MILLION
TO PHILANTHROPIC
CAUSES IN 2019



DEDICATED TO MAKING A DIFFERENCE

Hempel is proudly owned by the Hempel Foundation, a commercial foundation dedicated to making a positive difference around the globe. The Foundation is the sole owner of the Hempel Group – an ownership structure that is unique in the coatings industry, and in most industries around the world.

It serves a dual purpose. Its key mandate being to provide a solid economic base for The Hempel Group, while the Foundation's second purpose is more philanthropic and provides support for cultural, social, humanitarian, scientific and artistic purposes around the world.

In its philanthropic work, the Foundation focuses its efforts on three main areas: empowering children living in poverty to learn; promoting independent research within sustainable coatings science and technology; and sustaining nature's biodiversity. The Foundation's contribution in these areas is something every Hempel employee can be proud of.

The Hempel Foundation's latest project in Peru aims to develop and implement bilingual education, so the children have a better chance of understanding the teacher.

One of the key focuses for The Hempel Foundation is to aid the education of children in need who have little access to the necessary resources, including:

HELPING CHILD LABOURERS TO PURSUE EDUCATION: More than 72 million children today do not attend school at all. A major focus for the Hempel Foundation is to remove as many children from labour and provide support for them to spend their youth in the learning environment instead.

IMPROVING LOCAL SCHOOLS: 350 million of the children who do receive an education only have access to poor quality instruction. A bad education can almost be as bad as none, which is why the Hempel Foundation dedicates some of its resources to improving the standard of local schools.

BUILDING NEW SCHOOLS: Lack of access to schools is one of the main barriers to many children gaining an education. As such, the Hempel Foundation aims to highlight areas where this is the case and build and continue to support new schools worldwide.

AFTER SCHOOL AND EDUCATION CLUBS FOR THOSE IN NEED: Sometimes the best way to help is to provide after school and education clubs. This can supplement and help to improve the education they already receive or provide the opportunity to learn for those who can't do so within conventional times and institutions.

VOLUNTEERS HEAD TO GUATEMALA: In early 2020, eight colleagues from across Hempel, including two from Decorative Europe, had the chance to work alongside the foundation at one of their projects in Rabinal, Guatemala.

Catherine Cotton of Crown Paints and Carolin Aehling of JWO spent one week volunteering at two schools in Rabinal, working with the foundation to assist.

ETHICAL BEHAVIOUR - At Hempel, we are committed to working responsibly and ethically at all times, both in terms of how we conduct our business and the products and services we offer.

HEALTH AND SAFETY - As a company that uses chemicals, we have an increased responsibility to ensure the safety and health of our employees and customers. This responsibility is our number one priority.

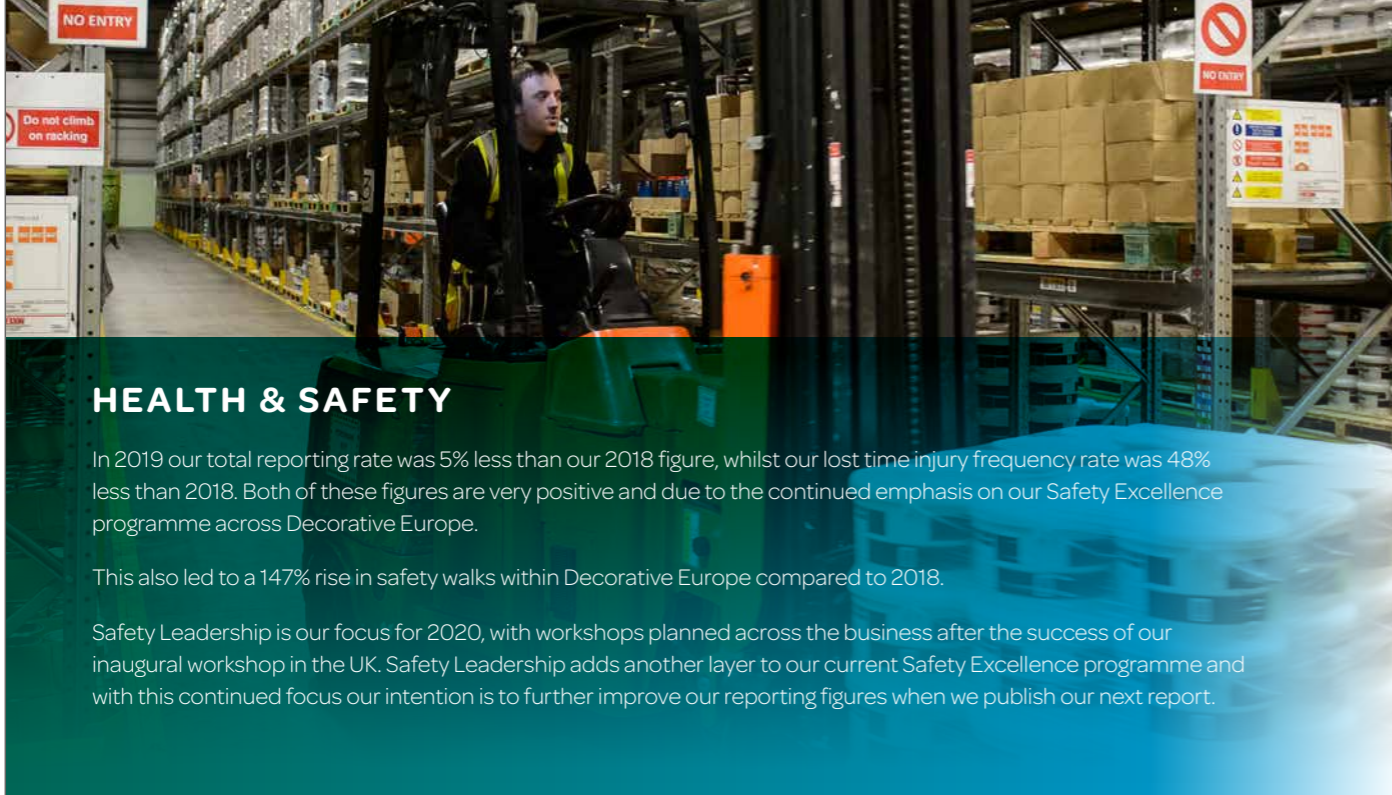
ENVIRONMENT - We believe that our work should contribute to a better environment. Therefore, we invest in developing products that help our customers achieve their environmental targets, including reducing their impact on the climate. In addition to this, we also strive to reduce emissions and waste from our own operations.

PROCUREMENT - We strive to ensure that we have an ethical, efficient supply chain at all times and all places. We expect our suppliers to work with respect for their employees and the environment. Our aim is to work only with suppliers who share our business values.

PEOPLE - Hempel is a truly multicultural organisation, and we believe that this diversity is one of the foundations of our business success. We strive to provide all Hempel employees with opportunities for professional and personal development and give them a great place to work. We are committed to the implementation of the UN Guiding Principles on Business and Human Rights.

COMMUNITY ENGAGEMENT - We encourage our employees to take an active role in corporate responsibility. All Hempel offices are encouraged to support causes or events that can have an impact on their local communities or the wider world. Every year, Hempel employees volunteer to join one of the education projects supported by our owner, the Hempel Foundation.





HEALTH & SAFETY

In 2019 our total reporting rate was 5% less than our 2018 figure, whilst our lost time injury frequency rate was 48% less than 2018. Both of these figures are very positive and due to the continued emphasis on our Safety Excellence programme across Decorative Europe.

This also led to a 147% rise in safety walks within Decorative Europe compared to 2018.

Safety Leadership is our focus for 2020, with workshops planned across the business after the success of our inaugural workshop in the UK. Safety Leadership adds another layer to our current Safety Excellence programme and with this continued focus our intention is to further improve our reporting figures when we publish our next report.



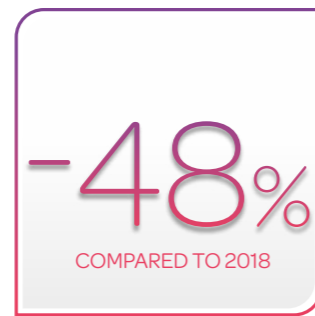
THE EMPLOYEE ENGAGEMENT SURVEY

The Hempel Employee Engagement Survey, created in conjunction with external partners Ennova, has successfully been run across Crown Paints for the last 4 years, with positive results year-on-year. The survey allows for colleagues across the business to give an anonymous, open and honest view of how they see the workplace, scoring elements from the working environment, teamwork, how they perceive Hempel as a whole, as well as their direct manager and management team.

In 2019, Crown Paints completed the survey with an 82% response rate, posting more than 200 actions to be worked on across 2020.



TOTAL REPORTING RATE



LOST TIME INCIDENT FREQUENCY RATE



SAFETY EXCELLENCE AUDIT - NCR'S

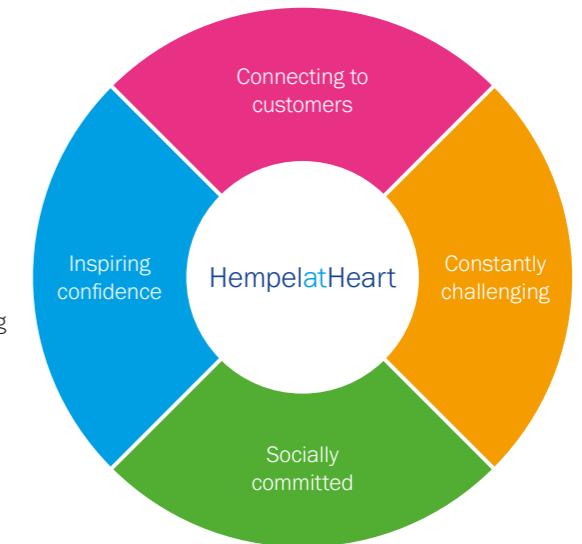
LET'S TALK

We aspire to grow faster than our competitors. Highly motivated and highly engaged employees drive high performance. At Hempel Decorative, we therefore invest in our colleagues' professional growth and provide opportunities to develop both personally and within the workplace.

Let's Talk is our annual process for development conversations between manager and employee. The process enables a constructive conversation of what the individual employee has accomplished as well as the direction he/she wants to develop going forwards. The process is unique as it can also include feedback from peers, directors or other managers via a feedback provider functionality.

Furthermore, a number of online learning programmes can be accessed via our learning portal and coupled to the development opportunities agreed during the conversations.

"It is the will to want that creates the skill to do". **J.C. Hempel**



OCCUPATIONAL HEALTH

A structured, well-managed health and wellbeing programme is integral to the success of any business. People are the most important asset of any company and we support our colleagues by providing programmes and activities to promote wellbeing both inside and outside of the workplace.

During 2019 we ran a number of health campaigns for our employees, including:

- ◇ Health and wellbeing clinics covering blood pressure, weight, heart rate, lung health and diabetes screening
- ◇ Muscular skeletal workshops
- ◇ Stress management and mental health awareness campaigns



APPRENTICES

In 2019, Crown Paints welcomed 13 students into the business, offering placements within our Marketing, Digital, Finance, People & Culture and Research and Development Labs.

We work with a number of schools, colleges and universities up and down the country including:

- ◇ Edge Hill University
- ◇ Blackburn College
- ◇ University of Chester
- ◇ Chesterfield College
- ◇ Winterbourne Academy





10 YEARS OF EARTHBALANCE®

2018 was a key year for us at Crown Paints. We were pleased to be able to celebrate the 10th anniversary of our earthbalance® scheme, which sets out the company's commitment to being more sustainable and less wasteful, as well as helping customers and staff make responsible decisions.



As part of the earthbalance® scheme, Crown hold Environmental Product Declarations (EPDs) through BRE on six of our most popular products, demonstrating our compliance with the European Standards EN 15804.

And to top off a successful decade of earthbalance®, 2018 saw Crown Paints become the first paint manufacturer in the UK to launch paint containers made from 100% recycled post-consumer waste (PCW) plastic, which marks a significant improvement to the plastic paint containers manufactured from 25% recycled plastic currently available in the UK.

The earthbalance® scheme touches on all aspects of the business, from manufacturing to packaging and applies to staff and operations at our two manufacturing plants in Darwen and Hull, as well as our network of more than 150 Crown Decorating Centres in the UK.

Over the last 10 years, we are proud to have reduced our overall electricity consumption by 15%, reduced packaging waste by approximately 15% and recycled more than 800 tonnes of paint.

We have reduced the amount of waste going to landfill with 65% of waste being reused or recycled, including 39,000 litres of paint which have gone on to benefit a number of deserving community projects thanks to our Kick out the Can, Can Back and Nimtech schemes.

Recycled more than
800 tonnes
of paint cans

“ Sustainability is about being aware of how our actions impact on the environment around us. This can be individual actions or company actions. The journey has begun, as can be demonstrated over the last 12 – 24 months with huge reductions in VOC's, reduced energy usage and reduced waste leaving the Darwen site. We as individuals can, and will, do more, but change has already taken place with 'sustainability' being discussed more. It is this cultural change that will drive further improvement going forward. Kathryn Lloyd, Crown Colour Specialist ”



NEW 100% RECYCLED PACKAGING



PCW PACKS

It has now been almost 2 years since Crown Paints launched paint containers made from 100% recycled plastic, making us the first paint manufacturer in the UK to do so, and beating the industry standard of just 25%.

The plastic containers, which can be found across trade and retail products are manufactured by packaging solutions expert Emballator, using 100% post-consumer waste plastic.



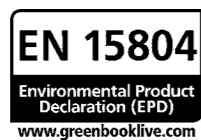
The innovative manufacturing process involves separating polypropylene plastics such as shampoo bottles, yoghurt pots and plastic water bottles from unusable plastic, in turn saving thousands of tonnes of PCW plastic from ending up in landfill.



OUR PRODUCTS AND ACCREDITATIONS

Crown Paints are proud to be certified to ISO 14001 for Environmental Management and ISO 9001 for Quality Management Systems (QMS) from the International Organisation for Standards, meaning we have demonstrated that we are able to measure and improve our environmental impact and that we have quality management systems in place across our company's departments.

We also have a number of additional certifications, which you can see below:



CERTIFIED ASTHMA & ALLERGY FRIENDLY

There is ever-increasing awareness of the chemicals we come into contact with every day, particularly by those who suffer from asthma or allergies.



Products such as paint or cleaning sprays consist of lots of different chemicals. However, our Breatheasy Matt and Silk Emulsion range in our unique Breatheasy 99% formulation, which is kinder on the environment, is now CERTIFIED Asthma & Allergy Friendly. This means it has been scientifically proven to help create a healthier indoor environment and limit exposure to airborne triggers of asthma and allergies.

ALL CROWN PAINTS PRODUCTS COMPLY WITH THE RELEVANT REQUIREMENTS

ENVIRONMENTAL PRODUCT DECLARATIONS (EPDs)

Six of our products hold verified EPD certificates complying with the European Standard EN 15804:

- ◆ Crown Trade Clean Extreme Scrubbable Matt
- ◆ Crown Trade Fast Flow Primer Undercoat
- ◆ Crown Trade Fast Flow Gloss
- ◆ Crown Trade Matt
- ◆ Crown Trade Covermatt
- ◆ Crown Trade Steracryl Antibacterial Acrylic Eggshell

The EPDs are full lifecycle assessments of the environmental impacts of the products, from raw materials and manufacturing through to use and end of life, carried out using the standardised method defined by EN 15804. Each EPD is independently verified to ensure that the data, data handling and resulting report are reliable, giving specifiers and architects confidence in their credibility. The EPDs are aligned with the environmental requirements of BREEAM and LEED and also meet the requirements of the SKA rating scheme, meaning these products can be confidently specified in projects where environmental considerations are key.

The Crown Paints EPD certificates can be found online at GreenBookLive, a unique listing of environmental products and services.

SKA RATING

SKA rating is an environmental assessment tool for sustainable fit-outs, owned and managed by the Royal Institute of Chartered Surveyors. It benchmarks the environmental performance of a project and includes both refurbishment and new build projects.

Paints are included in the Materials issue of the SKA rating (M14). There are three criteria to choose from in order to be compliant with the scheme, one of which is that the paint should carry an environmental product declaration (EPD) written in accordance with ISO 14025. Our six products that hold EPDs, as mentioned above, comply with these criteria and hold the SKA rating product compliance label.



WHAT IS THE EQUALITY ACT?

When it comes to paint and colour scheming, the Equality Act is designed to help people navigate around a building more easily. This is important when you consider the ageing population (our eyesight deteriorates as we get older) and the thousands of people that are visually impaired or registered with some form of sight loss.

Large buildings such as hospitals, conference centres and care homes can contain a warren of corridors and be confusing to navigate at the best of times.



Priority factors ensure doors and handrails are clearly visible, floors and walls are clearly defined and patterns are also mentioned as these can distort vital way finding information. It is instinct to seek out the doorway when in a new environment and being able to locate a door is reassuring and highly useful in case of an emergency. Having the floor a totally different colour to the ceiling helps to establish a sense of space, something many of us think nothing of, but for others, spatial perception can be a problem.



ELLE
DECORATION
by CROWN

ELLE DECORATION

Last year we proudly launched our partnership with ELLE DECORATION, a leading international interiors magazine showing insights, ideas and innovations of today's outstanding trends market.

ELLE DECORATION by Crown offers a diverse colour palette of 60 calm, earthy tones mixed with bold stamps of colour to create a stunning statement collection.

Trend colours of today stand next to new, exciting colour shades of the future, as well as popular evergreen colours.

The palette was selected by the Crown Colour Influences Team in collaboration with ELLE DECORATION.

The range can be shopped online as well as at the full network of Crown Decorating Centres across the UK, not to mention multiple retailers across Europe.

THE RANGES



Obsidian

An ode to earthly materials, a compilation of classic monochromatic shades, ranging from warm concrete to a cool gemstone.



Drift

Starting at the ocean floor and rising up to a light breeze. Carelessly adrift, these hues evoke quietude and calm.



Botanical

Colours for the unencumbered, this is nature's colour card. A diverse palette from scorched earth to forest vista.



Crafted

This collection takes its inspiration from beautiful textures and fabrics, with colours ranging from a sumptuous burnt orange to a light-as-mist pink.



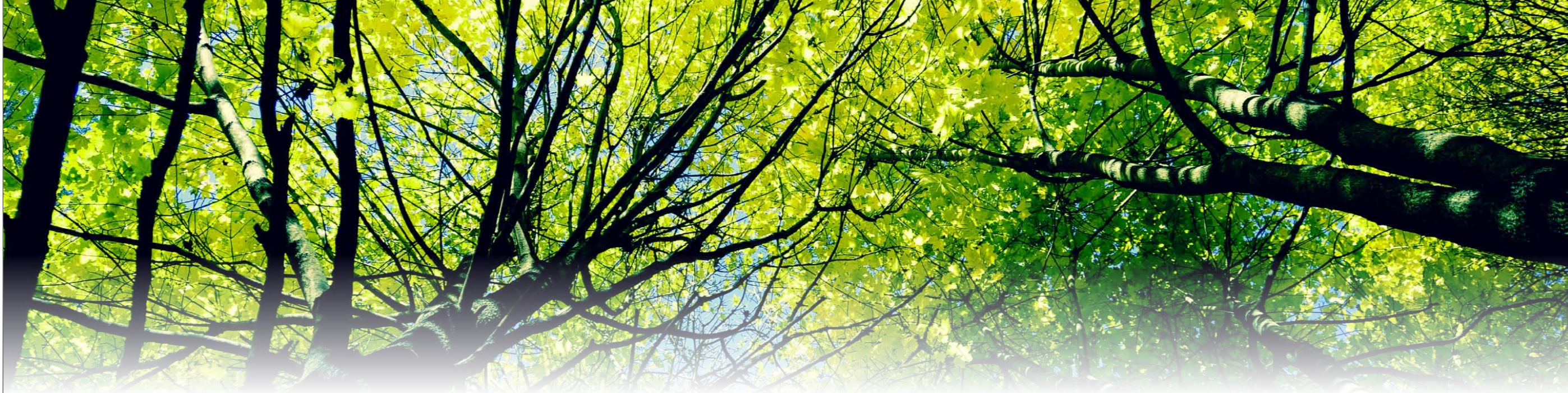
Powder

Natural shades with a shimmer of something unexpected. From warm taupes to a soft beige with a hint of purple, these are complex and beautiful.



Feather

This selection of colours celebrates the ethereal majesty of white. Delicate and light shades ideal for creating an airy space that invites openness.



PROGRESS AGAINST 2019 TARGETS

5% REDUCTION IN ELECTRICITY CONSUMPTION FROM MANUFACTURING ON A 2018 BASELINE PER LITRE OF PAINT PRODUCED

The 5% reduction was achieved in 2019.

5% REDUCTION IN WASTE TO LANDFILL IN 2019 ON A 2018 BASELINE PER LITRE OF PAINT PRODUCED

Another challenging year for waste due to some process changes which meant the target was not achieved in the UK. A new recycling route for one of our waste streams means this should improve in 2020. Our JWO & Renaulac businesses are already zero waste to landfill.

ZERO LOST TIME INCIDENTS IN 2019

Six lost time incidents were recorded in 2019 across the Decorative Europe business.

HEMPEL GROUP CARBON FOOTPRINT RESULTS

	2019	2018	2017
Carbon Footprint Scope 1*	0.02	0.02	0.02
Carbon Footprint Scope 2*	0.08	0.09	0.10
Carbon Footprint Scope 3*	3.22	4.05	N/A

*Tons CO₂/1,00L paint produced

Scope 1 – covers direct emissions originating from Hempel sites, linked to energy use and fuel oils.

Scope 2 – covers indirect emissions from purchased electricity and district heating at Hempel sites.

Scope 3 – covers waste, consumed raw materials, purchased packaging and volatile organic compounds in products and toll manufacturing.

HEMPEL GROUP CARBON FOOTPRINT TARGET

12% reduction in GHG emissions from manufacturing operations per litre manufactured by 2020 (2017 baseline)

For further details on our carbon footprint calculations, please visit www.hempel.co.uk and download the Hempel Annual Report 2019 located in the footer.

TARGETS FOR 2020

5%

reduction in energy consumption per litre manufactured (2019 baseline)

5%

reduction in waste produced per litre manufactured (2019 baseline)

Zero lost time incidents in 2020





BES 6001 RESPONSIBLE SOURCING

We are proud to hold BES 6001 Responsible Sourcing certification for our water-based products manufactured at Hull.

The scheme is owned by the BRE (Building Research Establishment) and we undergo an annual assessment by BSI, looking at our supply chain policies and processes as well as our environmental, health and safety policies and performance.

This certification compliments our ISO 9001 and ISO 14001 Quality and Environmental Management Systems in demonstrating that we are a responsible business, raising our profile in terms of our sustainability and environmental credentials for tenders and specification, particularly for projects where sustainable issues are a key feature, such as those looking to gain green building scheme accreditations.



“

Our stores team have incorporated the Hempel values, linking socially committed to looking after all our waste stream and sustainability. This demonstrates how the whole team takes our social responsibilities seriously.

By also utilising continuous improvement meetings to drive daily actions, we are constantly challenging where we can improve, increasing recycling, lowering waste costs and reducing our carbon footprint.

Steve Lomax (Supply Chain)

”



MODERN SLAVERY ACT

Whilst our paint products are manufactured in the UK (Darwen and Hull), some of our raw materials are sourced from overseas, none from high risk countries. To ensure that they are sourced from suppliers who are not involved in slavery or human trafficking, we take the following steps:



- ◇ We issue a Supplier Assessment Questionnaire and use the responses to decide whether to engage the potential suppliers. Questions relate (amongst other things) to the potential supplier's (i) human rights policy, (ii) human rights process, (iii) employment of child labour, (iv) employment of forced labour, (v) non-discrimination process, (vi) employee's right to rest, leisure and paid holidays, and (vii) respect for the right to living wage.
- ◇ Our staff are trained in and provided with a copy of the group (i) Code of Conduct, and (ii) Business Ethics Policies. We have launched our Business Partner Code of Conduct for acceptance by our suppliers, distributors, agents and other business partners.

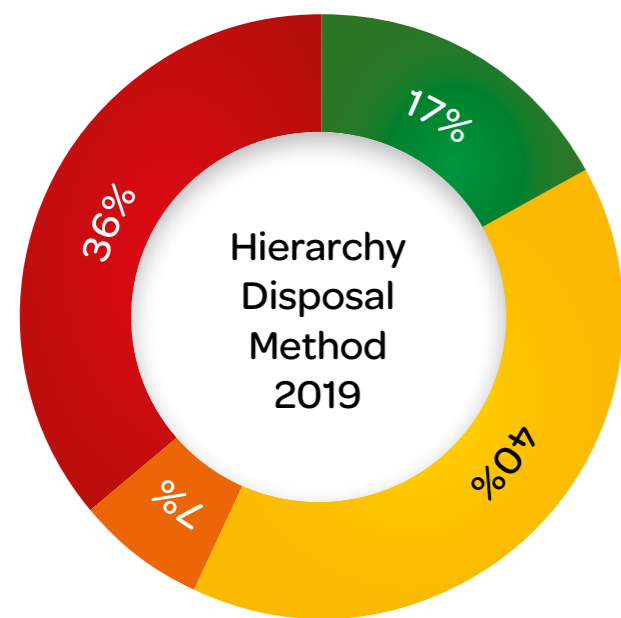
- ◇ There is currently a draft Anti-Slavery and Trafficking Policy which will be published and circulated internally shortly.
- ◇ Our Purchasing Policy also contains an Ethical Policy which states our position on discrimination, working time legislation, minimum wage legislation, working conditions, child labour, forced labour, abuse in the workplace and training.

We have added warranties to our standard terms and conditions of sale and purchase to prohibit non-compliant activities.

We are in the process of investigating the sourcing of our sundry products to ensure they are sourced from suppliers who are not involved in slavery or human trafficking.



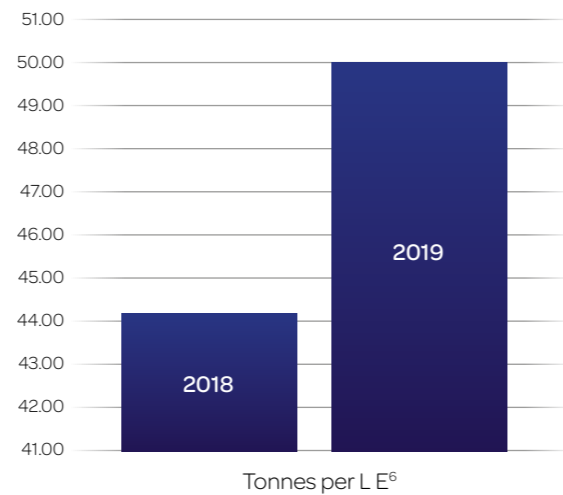
WASTE



- Reuse
- Recycle
- Incineration
- Landfill

A new recycling route for one of our waste streams will lead to a reduction in landfill in 2020.

Waste per unit of production



Unfortunately, 2019 saw a 28% increase in total volume of waste generated, due to a number of challenges within the business. However, we are working on a number of improvements, which include:

- The effluent cake from our Hull site will now be recycled (Darwen effluent was already being recycled).
- A weighing regime is being established at Hull to provide accurate departmental weights as part of a Hempel Group trial.
- The effluent treatment plant at our Darwen site has been refurbished and should allow us to treat more waste streams.
- A project group has been established to investigate the reuse of waste streams from our Polymer plant.

“ Sustainability is about being aware of how our actions impact on the environment around us. This can be individual actions or company actions. The journey has begun, as can be demonstrated over the last 12 – 24 months with huge reductions in VOCs, reduced energy usage and reduced waste leaving the Darwen site. We as individuals can, and will, do more, but change has already taken place with “sustainability” being discussed more.

It is this cultural change that will drive further improvement going forward.

Mark Walton (Darwen Solvent-based Operations Manager)

WASTE MANAGEMENT

Crown Paints’ waste operations are based around the widely recognised waste hierarchy, Avoid & Reduce, Reuse, Recycle, Recover, Landfill, focusing on improving our performance year-on-year.

The key to any successful waste operation is an efficient logistics system and structured material processing, with the fundamental elements being segregation, compacting and minimal transportation/handling. Waste disposal is a very dynamic subject and it is imperative that the organisation is alert to the changes within the industry in order to adapt quickly and accordingly to ensure the best results are obtained.

To ensure legal compliance and to maintain control of the entire process, it is imperative that the system is documented and monitored from beginning to end. Analysing trends and changes create the platform for instigating continual improvement initiatives.

Applying the hierarchy, if the creation of waste can be avoided wherever and whenever possible, will have the greatest impact on the operation. If nothing is generated, there is nothing to throw away! This principle needs to be applied throughout all areas of the business, particularly in the early stages of the processes, such as procurement and planning.

Reusage of potential waste needs the use of the imagination and innovation to have any significant impact, but can result in dramatic reductions in volumes and cost of disposal and is often overlooked. Crown Paints makes great effort to reuse all forms of material as a matter of course at every opportunity. Recycling waste is the most common prevention measure to avoid disposal and the company is always reviewing the various waste streams to ensure the best option is being utilised as well as looking for alternative recycling options.

Crown Paints’ general waste, the material not suitable for reuse or recycling, is sent for recovery rather than landfill. Recovery is when the waste is used for another purpose, usually the controlled incineration, which is used to generate energy for either commercial or household use. Some waste streams, due to legal requirements and practical restrictions, have to be sent to landfill sites. Any waste going via this route is pre-treated before disposal to ensure it is completely inert, minimising impact on the environment.

In line with the organisation’s CSR philosophy, a social enterprise, Nimtech, is the primary partner for waste processing. A methodology has been developed over the years to improve the efficiency and performance of the waste generated by not only the two manufacturing facilities, but the entire network of Crown Decorating Centres located nationally.

Refining the process is a never-ending task and Crown Paints will endeavour to keep looking for every opportunity to improve its performance and reduce its impact on the environment by constantly minimising the use of resources and disposal of waste.



COMMUNITY

Charity and community work thanks to our CDC Network

Some great community work from our CDC team in Manchester, who have recently worked alongside The Princes Trust to give a garden space at the North Manchester Hospital a makeover. A generous donation of Sadolin has helped to transform the space into a tranquil and peaceful space for patients and relatives to enjoy. A fantastic project that will benefit so many, keep up the good work!

Our Driffield CDC team have been doing their bit for the local community over the last couple of years, building up a strong relationship with charity group, Friends of the Beck. The Charity organises litter picks, painting and decorating, as well as general maintenance work throughout the local area. This year Driffield CDC has donated paint for benches and railings, as well as masonry paint for the main 'Beck' building. The charity's main aim is to improve and conserve the local area and the natural habitat of many forms of wildlife in the area. They have also donated a range of florescent paint for a project of working ducks which are to be placed in various places along the beck.



CAN BACK

Did you know...

Crown Paints metal and plastic containers* can be recycled via participating Crown Decorating Centres.

Returned, empty containers are sorted by our waste partners, social enterprise, NIMTECH, with the material being recycled for use back into new packaging or other products.

*This includes all containers that held paint or woodcare products from Crown Paints Ltd.

YOU CAN...USE IT:

Wherever possible, make sure you and your customers use up all the paint, leaving cans empty and dry.

WE CAN...TAKE BACK:

- ✓ Crown Paints containers
- ✓ Empty cans – up to a maximum of 1cm of dried paint in the bottom
- ✓ Dry cans
- ✓ Metal and plastic cans with lids separate

We reserve the right to refuse acceptance of specific cans.

WE CAN'T...ACCEPT:

- ✗ Containers from non-Crown Paints brands
- ✗ Unreadable cans
- ✗ Cans with more than 1cm dried paint inside
- ✗ Dripping or leaking cans
- ✗ Cans containing hazardous specialist coatings, strippers or thinners
- ✗ Aerosols

By supporting this initiative, you are helping to protect the environment and reduce the amount of metal and plastic cans sent to landfill each year.

For details on how to take part in our Can Back Scheme ask at your local Crown Decorating Centre.

NIMTECH

In 2019, we continued to work with our waste partners, social enterprise, NIMTECH, to ensure that we maximised the reuse and recycling potential of our waste streams.



NIMTECH
Reuse and Recycling >

1 Tonnes

39⁺ Cardboard Reused

14⁺ IBC Cages Reused

110⁺ Metal Recycled

64⁺ Paper Recycled

106⁺ LDPE Film Recycled

22⁺ Recovered paint donated to charitable causes

65⁺ PP & HDPE Plastics Recycled

Along with providing support in managing, minimising and recycling our waste, the NIMTECH team also play a key part in some of our national recycling initiatives such as our Kick out the Can campaign and our Can Back service.

The introduction of new granulating machinery adds a new dimension to our capabilities with NIMTECH, enabling our team to prepare on-site all used plastic containers, which are then ready for reprocessing. The plastic is granulated down into small pieces, which are then bagged and sent off-site for reconstituting into new plastic products.

This on-site facility means the need for bulk transportation is no longer required, therefore removing the large-scale transport and mileage implications for thousands of containers.

In 2012 we embarked on a partnership with NIMTECH, a social enterprise providing employment opportunities for the hard to reach and long-term unemployed in the local community.

Based at Crown Paints' headquarters in Darwen, UK, NIMTECH provide waste recovery and recycling services to the whole of the UK's operations, including the network of over 140 Crown Decorating Centres.

Supporting the circular economy, the partnership represents a move away from just making, using and disposing of goods, and instead keeping them in use for as long as possible, then recovering and regenerating the associated products and materials accordingly.

In taking responsibility for its waste, Crown Paints with NIMTECH, dramatically increased recovery and reuse of resources which in turn have created significant revenue and rebates.

Along with providing support in managing, minimising and recycling waste, the team at NIMTECH also play a part in some of the other recycling initiatives at Crown Paints, such as the Kick Out The Can campaign and the Can Back service.

Examples of this are:

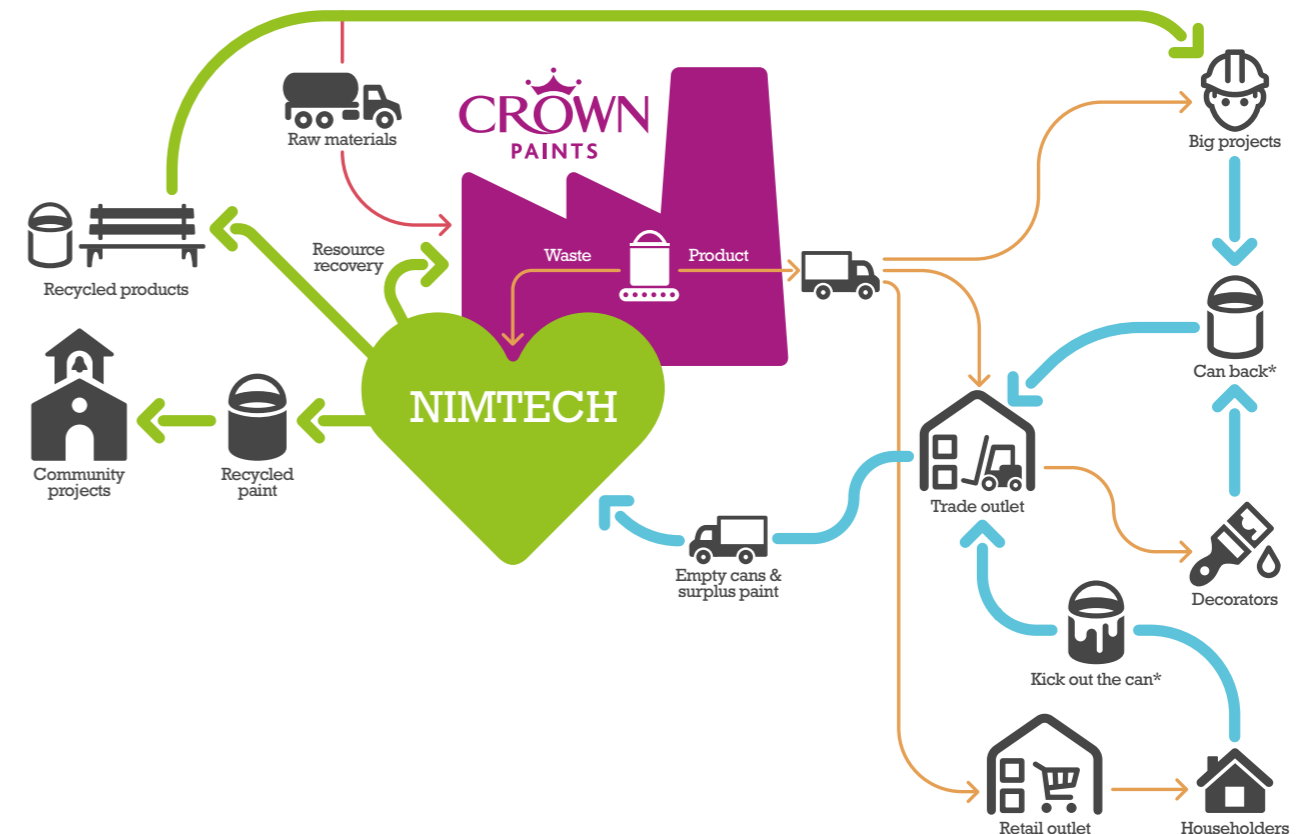
Recovery of paint materials from:

- ◇ Damages in transport or handling where paint is bulked and returned to the process
- ◇ Residues of raw materials that collect in the bottom of Integrated Bulk Containers (IBCs) that are removed, bulked and sold to secondary paint processors
- ◇ Marketing campaigns such as the successful Kick Out The Can scheme where returned paint is bulked by types or colours, reprocessed and either donated to good causes or sold to secondary paint processors

Reuse of resources through:

- ◇ Segregation of cardboard that can be used by secondary box manufacturers which moves it up the waste hierarchy and produces a higher revenue return than recycling
- ◇ Dismantling the IBCs and using them as receptacles for the collection of recyclable waste on Crown Paints sites and/or selling them on for refurbishment and reuse
- ◇ Collecting, reconditioning and returning plastic and metal drums to use many times before being processed for recycling

THE PROCESS





EARN YOUR STRIPES



It is the largest multi-trade competition in the UK for construction trainees and apprentices and covers a range of skills and sectors, from bricklaying and cabinet making to plastering and stonemasonry.

Tutors and employers from across England, Scotland, Wales and Northern Ireland encourage their best students and apprentices to participate in regional competitions. Using a range of Crown Paint products, students are put through their paces as they tackle tests of skill, dexterity and accuracy all within a tight timescale.

2019 saw the ADY competition celebrate its 40th anniversary, with the final once again held as part of the SkillBuild event, organised as part of Worldskills UK Live at Birmingham's NEC.

2019 WINNER

Bell Group's Gatis Celmins, 35, emerged as the winner in November 2019.

The Inverness UHI apprentice triumphed over eight other finalists thanks to the quality of his careful setting out and excellent time management, completing the complex design we set to an exceptionally high standard.

Gatis had impressed the judges with his attention to detail and good brushwork in the regional heats earlier this year, but the final required a step up from all competitors, as well as the ability to deal with the pressure-cooker environment of the packed NEC conference hall, with lots of noise and potential distractions all around.

He was joined on the podium by silver medallist Lewis Metcalfe and bronze medallist Abi Johnson, both of whom studied at Leeds College of Building and are employed by Bagnalls.

In the final, the competitors had 18 hours over three days to complete the decorating challenge, which was a celebration of our 40-year sponsorship of the Apprentice Decorator of the Year competition and featured metallic paint as well as a complex multi-coloured streamer effect, half of which the finalists had to paint freehand.





CROWN PAINTS CHARITY EFFORTS

As a company, Crown Paints believe strongly in supporting as many charities, worthwhile causes and communities as possible. Since 2010, the Crown Paints Charity Team have raised over £140,000, which has been donated to a variety of deserving charities.

In 2020, Alzheimer's Society became the principal charity partner for Crown Paints, alongside charities local to Crown's Darwen and Hull manufacturing sites, these being East Lancashire Hospice and Dovehouse Hospice. These charities were each hand-picked by colleagues, with many holding them close in their hearts.

Alongside the day-to-day charity work, Crown Paints also hold an annual Charity Golf Day, where customers, partners and suppliers are invited to play 18 holes at the beautiful Brocket Hall in the heart of Hertfordshire.

As always, we take this opportunity to say thank you to all who have supported the efforts of the Charity Team over the years and donated towards the charitable endeavours. Without you, none of this would be possible.

DARWEN COMMUNITY AWARDS

Introduced in 2012, the Crown Paints Community Awards were established to support local community groups, projects and teams within the Darwen and Blackburn area.

Through this scheme we have awarded more than £100,000 to local community groups. Donations across 2019 and 2020 have included:

- ◇ Darwen Heritage Centre
- ◇ Bold Venture Park Scout Group
- ◇ Darwen Royal British Legion
- ◇ Friends of Square Meadow
- ◇ Hoddlesden Village Bowling Club
- ◇ Derwent Hall



The work we do with Darwen Town Council to provide funding to these local good causes always fills me with pride, and this year it is particularly important for us to help community groups and not-for-profit organisations.

As ever, we have a wonderful range of good causes and I am delighted that Crown Paints has been able to make a difference in the lives of so many people in our local area.

Geraldine Huxley - Customer Services Director at Crown Paints



At Crown Paints we are proud to be able to support those in our local communities, be that through our work with local hospices, community groups or donations of paint to worthwhile causes. We are excited to welcome Alzheimer's Society on board as our new principal charity partner, and we look forward to working closely together over the coming three years. Thank you to all the colleagues and customers who continue to support us in our mission to give back to those in need.

Rebecca Haynes - Head of People & Culture at Crown Paints



A BIT ABOUT ALZHEIMER'S SOCIETY

Alzheimer's Society is the UK's leading dementia charity. They campaign for change, fund research to find a cure and support people living with dementia today.

Dementia is the UK's biggest killer. Someone develops it every three minutes and there's currently no cure.

The word 'dementia' describes a set of symptoms that may include; memory loss, difficulties with thinking, problem-solving or language. These changes are often small to start with, but for someone with dementia they have become severe enough to affect daily life. We know it is scary facing up to it, but we must confront the biggest health and social care challenge of our time.



CROWN PAINTS SUPPORTS BLACKBURN ROVERS COMMUNITY TRUST

Crown Paints were pleased to be able to support the inaugural Blackburn Rovers Community Trust Awards 2019 earlier this year, with 11 winners taking the crown on the night.

The evening, which was aimed at showcasing the fantastic collective achievements of the people behind the charity, saw awards such as 'Outstanding School Sports Partner', 'NCS Ultimate Graduate' and 'Volunteer of the year' being scooped up.

Josie Cawdry, Mark Bannister and John Vause attended the event on behalf of Crown Paints, who proudly supported the final and most prestigious award of the

night, the 'Special Recognition Award' which was won by Nigel Baker thanks to his fine support and assistance over the past 10 years.

John joined Blackburn Rovers legend Colin Hendry on stage to present the trophy to worthy winner Nigel.

A great evening was had by all, with monies being raised for a worthy cause in the local area.



NIGHTSAFE

We are pleased to share with you that a group of Crown Paints volunteers have, together with the Blackburn Round Table, injected colour into the lives of some of the most vulnerable people in the local community.

Nightsafe is a local Blackburn-based charity which provides holistic services to homeless and vulnerable young people aged 16 – 24. Along with offering emergency accommodation and housing, Nightsafe also operates a day centre, Platform 5, which offers young people in the community a place to drop in and relax, take a shower, wash their clothes or, if needed, speak to a counsellor one-to-one.

Earlier in 2019 Crown Paints were approached by Nightsafe to assist in the redecoration project of platform 5. Working with Jan Larkin, Nightsafe CEO, Crown Paints stepped in to donate the paints needed to get the space back to its former glory. Working with the young people who use the centre, a colour scheme of calming blues, greens, oranges and pinks were selected. Over the course of three days, a group of volunteers from Crown Paints and Blackburn Round House worked around the clock to redecorate the communal areas, bathroom and private one-to-one rooms to the ground floor.

“ The refurbishment has improved the centre no end, and as the young people we work with were able to choose the scheme themselves, they really feel they have a stake in the place now. As you can see, the volunteers have done an amazing job, turning the space into a place the service users can enjoy. ”

Jan Larkin

BTs ADOPT A KIOSK

As part of the ‘Minutes Matter’ scheme launched by BT and the Community Heartbeat Trust, life-saving defibrillators have been installed in local phone boxes which were first refurbished with free paint donated by members of the British Coatings Federation (BCF).

To date Crown Paints has supplied undercoat and red paint via the Crown Decorating Centre network to renovate 130 phone boxes, which have each been equipped with a defibrillator to provide urgent treatment following a cardiac arrest. This equates to almost a quarter of all paint donations made under the Minutes Matter scheme so far.

Well done to the Crown Decorating Centres for continuing to support this amazing, lifesaving scheme.



STAR OF THE SHOW AT HISTORIC GLASTONBURY FESTIVAL

When we were approached by contemporary artist Paul Insect to assist with a sculpture destined for the iconic Glastonbury Festival, we knew we just had to get involved. A giant 6-meter-tall sitting rainbow sculpture, which took more than three weeks to create, could be seen overlooking the park field at the festival, creating a real focal point for all in attendance.

Painted in more than 50 litres of Crown Trade Matt Vinyl and Sadolin Outdoor Varnish in each colour of the rainbow, the sculpture provided a fun new fixture, which complemented the famous Glastonbury sign perfectly. As you can see, the final sculpture looks incredible and it was a great honour for Crown Paints to be asked to support local artists and the famous Glastonbury Festival.



PAINT DONATION FOR LOCAL BRASS BAND

As part of the Crown Paints Community Awards, in partnership with Darwen Town Council, last year we were pleased to be able to support a local brass band, with an award of money to help the band purchase new instruments for its younger members to make use of.

Following on from the donation, the band sadly found themselves without a space to practice in, having to relocate to a new space which was in dire need of a makeover. Thanks to the team at NIMTECH we were able to donate a selection of interior and woodwork paints, to help clean up the space and create a bright and inviting room for the band members, both old and young to flourish in. To say thank you, the band have kindly offered to come along to our Christmas lights switch on in December – keep your eyes peeled for more information later in the year.

Without the help of NIMTECH, donations of paint like these just wouldn't be possible. Crown Paints have supported the local enterprise scheme for more than seven years now. In that time NIMTECH have developed from an initial pilot project to become the agency that process the bulk of the waste produced across our sites. NIMTECH recover waste paint which has been damaged during transport or brought back into one of our Crown Decorating Centres as part of our annual Kick Out the Can campaign. Paint is repurposed, reused and recycled, often being donated out to worthy community projects and causes, similar to the Darwen Brass Band.

SUSTAINABILITY AWARDS 2011 – 2019



REGIONAL



SECTOR



NATIONAL



INTERNATIONAL



TO CONTACT A MEMBER OF OUR CROWN PAINTS TEAM, PLEASE SEE THE CONTACT DETAILS FOR THE UK & IRELAND OFFICES BELOW:

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