

# Crown Malaysia Sustainability Report 2024

January to December 2023



# Preface

## Reporting Standards and Guidelines

This is the first edition of Crown Malaysia Sustainability Report 2024 and it is developed to share our sustainability performance, strategies, and targets moving forward. The information disclosed in this report covers all of Crown Malaysia operations and activities from 1st January 2023 to 31st December 2023, unless otherwise stated. The inventory presented in this report has been prepared in accordance with the requirements, standards and guidelines specified below:

- Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (2004)
- ISO 14064-1:2006 Specification with Guidance at the Organization Level for Quantification
- Global Reporting Initiative (GRI)
- United Nations Sustainable Development Goals (UN SDGs)
- Twelfth Malaysia Plan (RMK-12)

## Scope and Boundaries

The scope of the assessment includes Crown Malaysia operations in the following business premises, as they represent some of the largest groups of consumption of resources:

- MYKLP & Shared Services SSC, Selangor
- MYPNG, Penang
- MYENS, Negeri Sembilan
- MYJHB, Johor

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# Welcome

## A Message from **Martin Cole**

*Managing Director (Malaysia) & Senior Director of Records Management (Asia)*

We are pleased to present our first edition of Crown Malaysia Sustainability Report 2024. Over the past two years, we have made significant strides in our sustainability journey. I am incredibly happy to see our achievements reflecting significant progress, creating value to all our interested internal and external parties through our commitment to ESG.

In 2023, we launched our roadmap - **Race Towards Net Zero**. This marks the beginning of our commitment to respond to the global call for climate action, as well as continuing Crown's legacy commitments to sustainable business growth and local community support.

The Crown Malaysia roadmap places our climate action into the context of the organisation, understand the needs and expectation from various stakeholders and most importantly, our people. The specific objectives we have set and the actions we take will achieve our net-zero emission targets by no later than 2050 in line with Malaysia's international commitments. It's a very long journey, but this is our decisive step.

Last but not least, thank you to all our employees & customers. Our success as a company is deeply rooted in our ability to consistently meet and exceed your expectations. We are committed to continuing to provide you with the best service.



# A Word from the ESG Leaders

“The Crown Malaysia Sustainability Report 2024 demonstrates our commitment on the sustainability, driven by our ESG Steering Committee, we aim to effect positive change to benefit the planet. Through our multiplatform reach, we give a voice to climate causes by informing, educating, and raising green awareness in all countries. We adopt green practices across our operations and invest in environmentally friendly initiatives.”

**Kong Tze Shen**  
CEO of Asia



“One of the key steps we’ve taken at Crown this year has been to designate sustainability as a strategic priority and build an extended team committed to reducing our environmental impact. We’re proud to be driving forward with our own strategic initiatives powered by collaboration and knowledge as the climate emergency heightens, and increased action becomes imperative.”

**Joy Lam**  
Group ESG Director



# Sustainability: Our place in the world

Our approach to sustainability builds on almost six decades of corporate social responsibility (CSR) work, which has seen us stand side-by-side with our people, our clients, and the communities in which we operate.

Crown Malaysia has identified sustainability priorities under three core pillars which now define how we do business, and how we further develop and deliver our services.

## The three main pillars of our sustainability:

02

### Our People & Business

Supporting and empowering employees within and beyond the workplace, benefiting those who work for us whilst enabling our business to flourish.



01

### Our Climate & Environment

Significantly reducing the impact of our operations and services and playing our part in tackling climate change, in-line with our net zero target.



03

### Our Community

Collaborating to understand and meet the needs of our wider communities, and have a positive impact on society.



# Memberships and accreditations



**United Nations  
Global Compact**

## United Nations Global Compact (UNGC)

Crown Worldwide Group is proud to have participated in the Early Adopter Program for the United Nations Global Compact's new reporting framework this past year. This initiative aligns with our long-standing commitment to transparency and accountability. We have been a signatory of the UNGC since 2005 and operate in accordance with its ten principles.

As one of the first companies to use this new framework, we will provide feedback to help shape its future development, in areas of governance, human rights, labour, environment and anti-corruption.

We are committed to this important initiative and look forward to sharing our progress through the new framework with the UNGC community and our stakeholders.



## ISO accreditations

### ISO 14001

Crown Worldwide Group is proud to be ISO 14001 certified across 33 of our sites, demonstrating commitment to environmental management and sustainability. This certification means our environmental management systems have been independently audited and meet the rigorous requirements of the ISO 14001 standard.

### ISO 27001

ISO 27001 is the international standard providing direction for an information security management system, enabling organisations to manage their information security processes in line with international best practice. 27 Crown locations are ISO 27001 certified.

### ISO 45001

Crown Worldwide Group is proud to be certified to ISO 45001 across 21 of its sites worldwide, ensuring that its operations meet the highest standards for occupational health and safety management. This certification underscores the company's commitment to providing a safe working environment for its employees, and its dedication to continuous improvement in this critical area.

### ISO 9001

ISO 9001 is the internationally recognised standard for Quality Management Systems (QMS). It is the most widely used QMS standard in the world, with over 1 million certificates issued to organisations in 178 countries.

# Awards and certifications

Awards / Certifications	Awarding Body
ISO 9001:2015 Quality Management System (QMS)	SGS
ISO 14001:2015 Environment Management System (EMS)	SGS
ISO 27001:2022 Information Security Management System (ISMS)	SGS
Records Management Services (221310) MS ISO 11799:2011	National Archives of Malaysia (ARKIB NEGARA)
ISO ECO Label 004:2021	SIRIM
Green Label Certification ISO 14024 Type 1-ECO-Labels	MyHijau MGTC
Systematic Occupational Health Enhancement Level Programme (SOHELP) - State Level (Winner) 2023 (Excellent Level 5)	DOSH Selangor
Systematic Occupational Health Enhancement Level Programme (SOHELP) - National Level (Top 25) 2023 (Excellent Level 5)	Ministry of Human Resources (MOHR)
MY AMCHAM CARES 2023	AMCHAM Malaysia

# Our climate and environment

## Our Commitment

We will significantly reduce the impact of our operations and services and play our part in tackling climate change, in-line with our net zero by 2050 target.

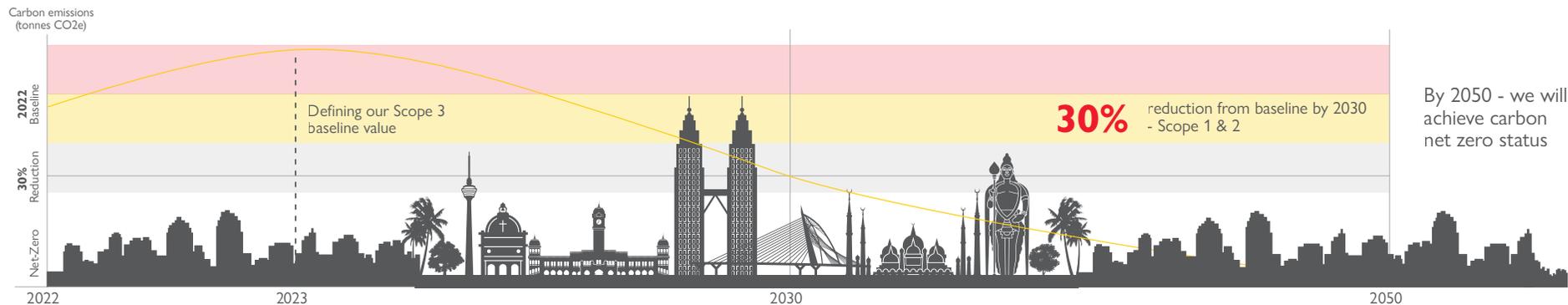
## Our Objectives

1. Accelerate decarbonisation of our warehouse & operation.
2. Reduce Carbon Emission (Scope 3) from our indirect sources.
3. Empower our people - Support positive climate change & instill a sense of responsibility towards the environment.

## Race Towards Net Zero

At Crown, we aim to do business in a way that positively impacts the communities in which we live and work. Although our business nature (warehouse, relocation and records Management) poses relatively low environmental threats, we remain mindful of our carbon footprint and aim to reduce our GHG emissions while exploring greener resource options.

In the development, monitoring and reporting of our net-zero journey, we align ourselves with and are guided by global standards, frameworks (GHG Standards). Our environmental impact mitigation efforts are reflected in our ISO 14001 Environment Management Systems certification which we received since 2019.



With our approach and 2022 baseline established, we are set to establish and accelerate our actions towards meeting our net-zero ambition ( Road Map 2022-2050 )

## Our Carbon Emission 2023

We have selected 2022 as our baseline year, and we have completed the latest GHG inventory in December 2023.

### Scope 1 – Direct Emissions

- All direct sources of emissions owned or controlled by Crown Malaysia.
- This includes fuel consumed for company-owned vehicles (cars, vans, trucks & forklift), and genset



### Scope 2 – Indirect Emissions

- Indirect emission sources from purchased electricity consumed by our facilities.
- E.g., Electricity supply from Tenaga Nasional Berhad



### Scope 3 – All Other Indirect Emissions

- Emissions that are outside our direct control and which occur across the value chain.
- For Year 2023, we managed to define Scope 3 as follow:
  - ✓ Category 5 (Waste Generated)
  - ✓ Category 6 (Business Travel)
  - ✓ Category 7 (Employee Commuting)



### Advancing the United Nation SDGs

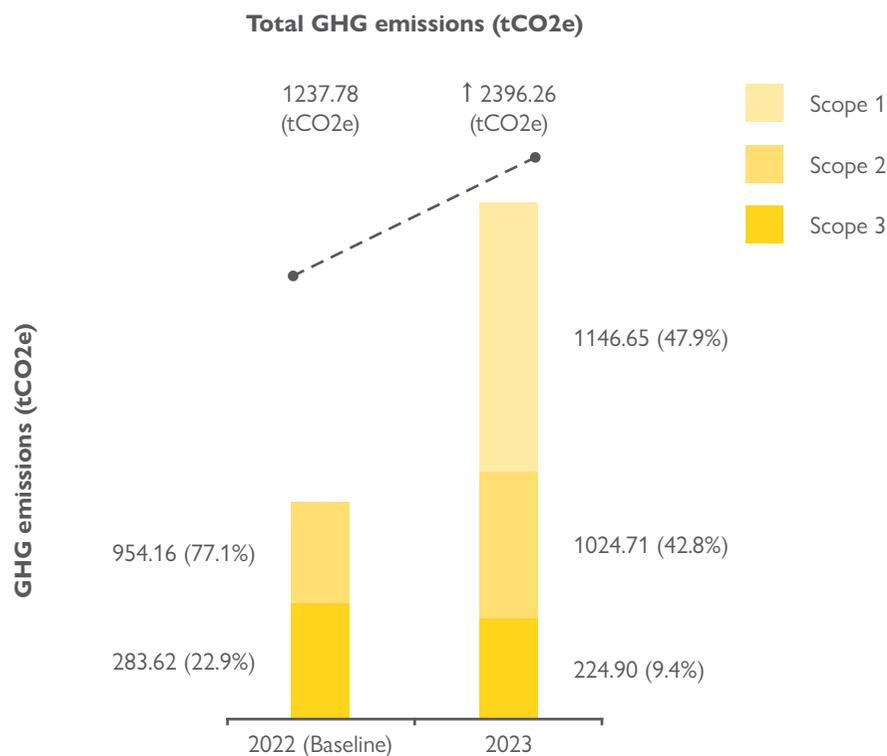


- Moving towards a sustainable energy future (SDGs 7)
- Logistic & green practices (SDGs 9)
- Crown Product with MyHijau (SDGs 12)
- Taking urgent action to combat the effects of climate change (SDGs 13)

Crown Malaysia is committed to a 30% reduction in GHG emissions for the Scope 1 & 2 by 2030. Our reporting data pertaining to GHG emissions, water, and electricity consumption on a calendar year basis (January to December).

The latest assessment which covered Scope 1, 2 and additional Scope 3, was completed in December 2023. The assessment covered Scope 1, 2 and additional Scope 3 as defined under GHG Protocol.

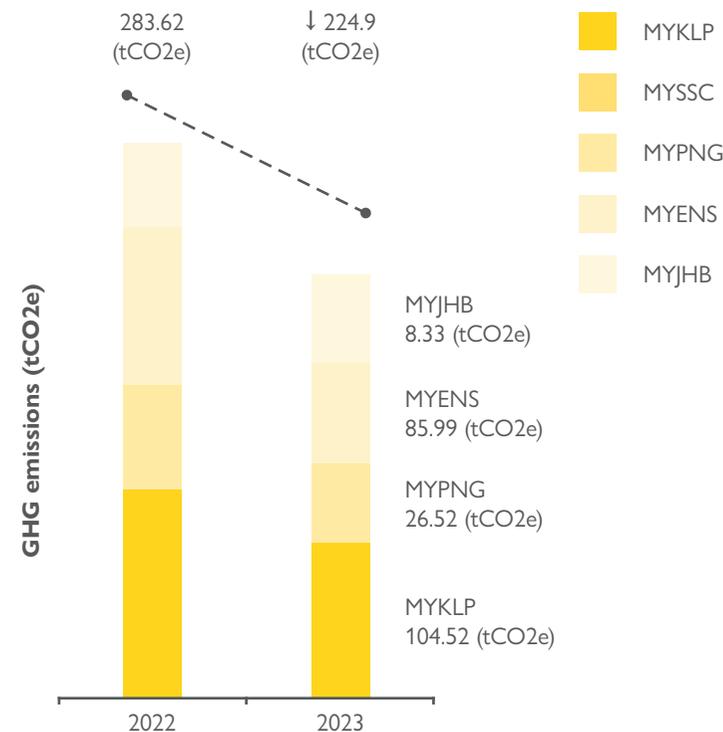
As part of our push towards a greener future, we expanded our GHG assessment to the scope 3, to be included this year. As a result, our total emissions increase 48.3% during the assessment period to 2396.26(tCO2e) compared in Y2022 1237.78(tCO2e) that covered only in Scope 1 and 2.



Restated based on updated emission factor for Malaysia, ADEME & DEFRA based on the LCOS Carbon Accounting.

### Scope 1 – Direct GHG Emissions (tCO2e)

Incorporating these retrospectively across Scope 1, 2 and 3, we saw Scope 1 emissions declined by 20.7% to 224.9(tCO2e) primarily due to the introduction of the Electrical Vehicle (EVs) in the form of light-utility van, and disposal of few units of old van / trucks.

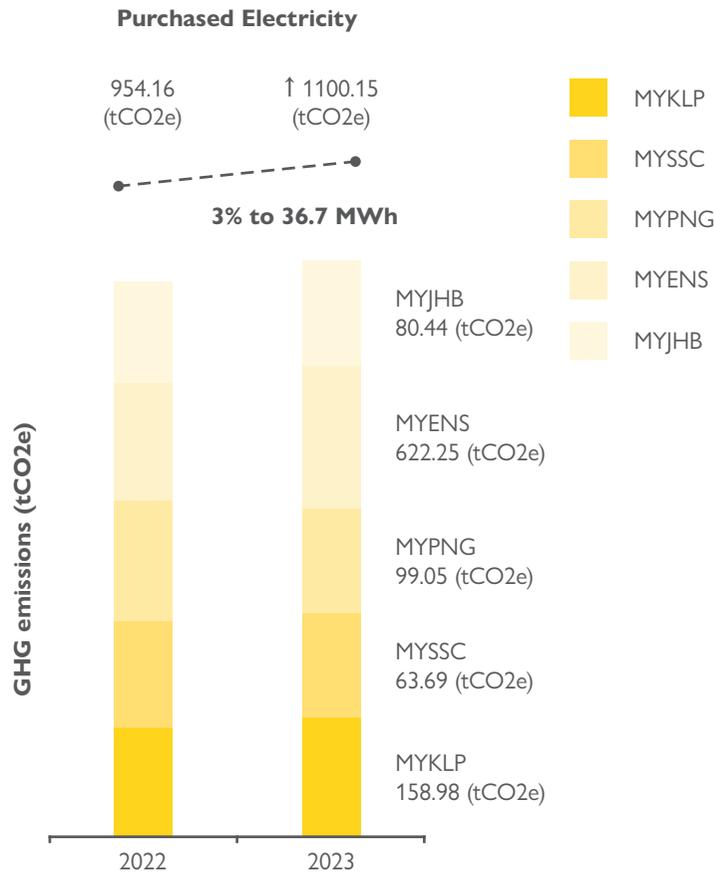


MYSSC Scope 1 Carbon Inventory is Zero as there is no purchased vehicle.

## Scope 2 – Indirect GHG Emissions (tCO2e)

Emissions from purchased grid electricity are the second main contributor Scope 2 to our carbon footprint, accounting for 42.8% of all emissions in the reporting period.

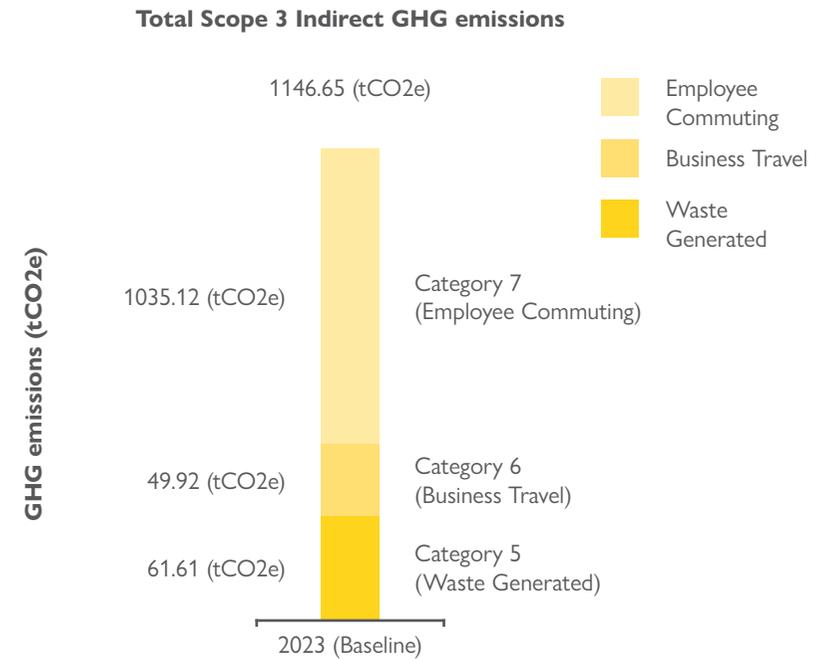
This is due to the 24/7 air conditioning units in vault room, Fan Coil Units (FCU), pantry appliances, as well as the electricity consumption for daily operation. We continue to progressively substitute all conventional lighting with energy-saving LED lights and increase the ambient temperature in our main offices by up to 2°C to conserve energy.



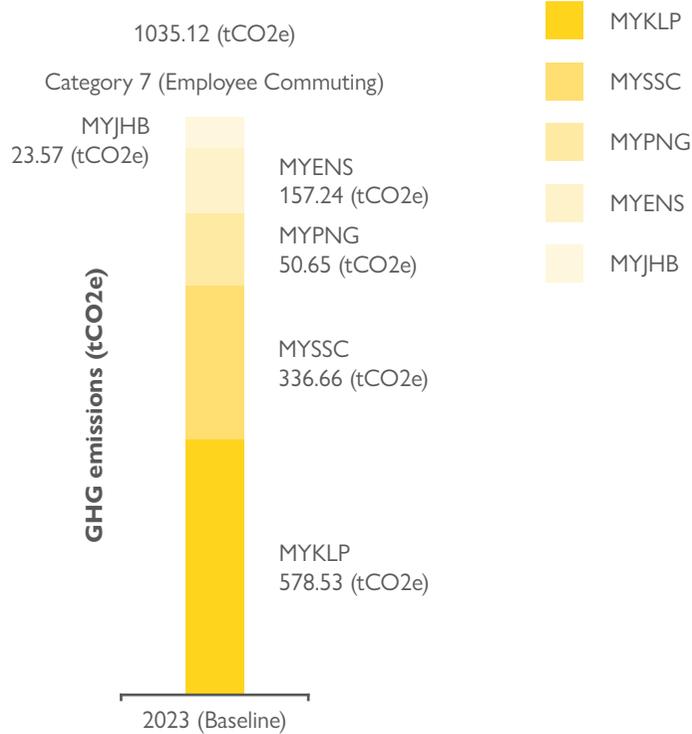
We now maintain an optimal temperature of 24°C, and practice daily off-hour AC control and create awareness to our employees to keep the window always closed. This is not only to avoid dust and humidity from outdoor, but most importantly, to avoid the AC compressor running longer to get to ideal temperature. However, our overall electricity consumption in 2023 increased by 3% to 36.7 MWh compared to previous year, primarily due to the EV charging & ineffective electrical usage.

## Scope 3 – All Other Indirect GHG Emissions (tCO2e)

We have selected 2023 as our baseline year for Scope 3 and incorporated the emissions in our reporting. This is part of our commitment to strengthen the reporting mechanism and manage climate-related actions in a more responsible manner.



**Total Scope 3 Indirect GHG emissions**

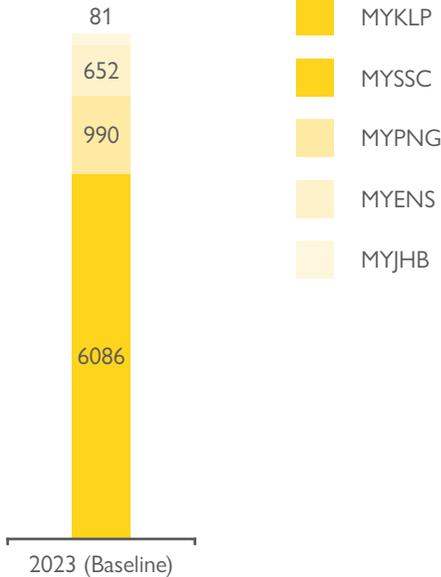


**Water Consumption ('000 m3)**

We manage and consume our water resources responsibly. At key sites, we continue to apply environmental-friendly practices to reduce water usage.

We target to build an in-built rainwater harvesting system at our warehouse, located at Enstek, Negeri Sembilan by Q3 2024. This rainwater harvesting system is capable of storing thousand litre of water, which is utilised for weekly cleaning of van / trucks, and daily landscaping maintenance works at the warehouse.

We also will explore the use of efficient motion-sensor water taps and toilet flushing systems at our existing warehouse to reduce water wastage.



We focus on our operations in Peninsular Malaysia by including Scope 3 all other indirect emissions under Category 5 (Waste Generated), Category 6 (Business Travel), and Category 7 (Employee Commuting).

The inclusion of Scope 3 emissions reflects our commitment to monitoring and reducing direct and indirect environmental impact as well as fostering collaborative efforts along the business value chain for a more sustainable future.

From 2024, we will expand our efforts to gather and analyse data with at least another one additional category under the Scope 3 across the value chain of Crown Malaysia’s business operation, which includes collaboration with suppliers and vendors to collectively reduce environmental impact and enhance sustainability across the supply chain.

*Water usage analysis above focuses on buildings where water usage is within our control, whereas other regional buildings/warehouse are rented spaces located in buildings with shared amenities*



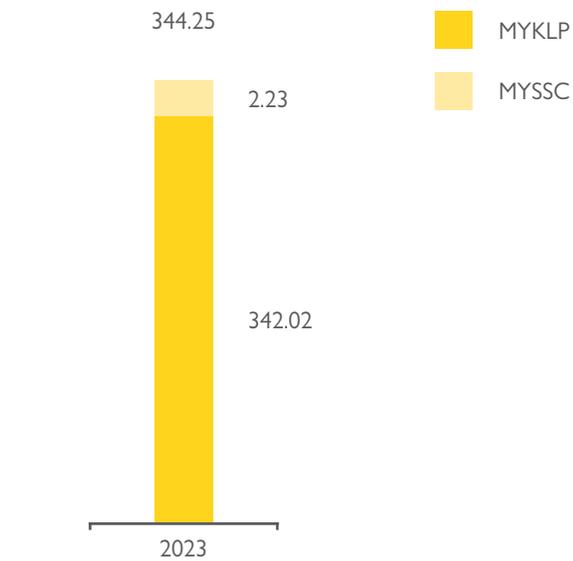
### Total Waste Recycled (MT)

Internally, we continue to advocate the minimisation of waste to the landfill and aim to improve & implement green packaging and reduce all single use plastics within our premises by 2027.

Centralised waste bins to segregate paper, plastics and aluminum are now conveniently located in our building. By Q2 2024, our goal as follows:

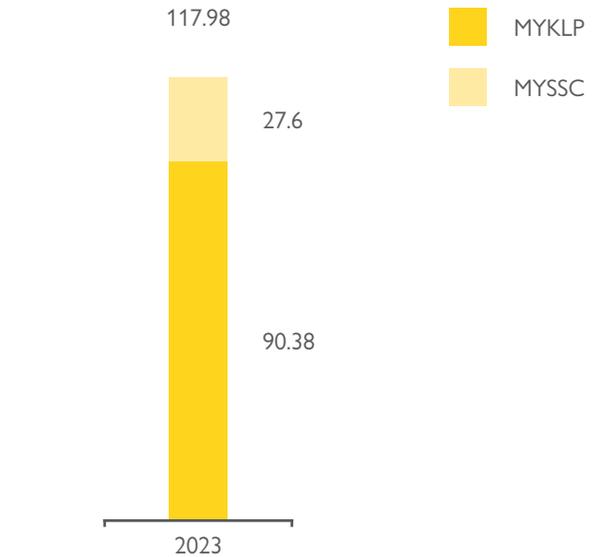
- Goal 1: Improve the current waste management
- Goal 2: Increase the diversion rate
- Goal 3: Sustainability and better data management
- Goal 4: Cost-saving from monthly waste spend

Total Waste Recycled (MT)



Recycle from records destruction.  
Data received from recycle collection centre

Total Waste Sent to Landfill (MT)



Data received from licensed waste collector

# Sustainability Performance Highlight 2023

## 01



- Measured & managed our carbon emission and abatement by using a cloud-based management platform – Carbon Footprint inventory for Scope 1 and Scope 2.
- Completed inventory on Scope 3 (Category 5, 6 and 7), covered all sites including office space occupied by Shared Services SSC.

## 02



- Reduced carbon footprint in Scope 1 with our EVs – 85,000 clean kilometres of last-mile delivery.
- 13.7 tCO<sub>2</sub>e Carbon Avoidance



## 03



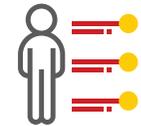
- Scope 1 emission recorded a significant reduction of 20.7%

## 04



- All cleaning chemicals replaced with non-toxic and renewable ingredients.

## 05



- Supporting Climate Governance Malaysia's action plans on climate change - working closely with Malaysian Green Technology and Climate Change (MGTC) in steering our sustainability challenge.
- Joined GHG Awareness Training organised by MGTC. The training not only gave us ample awareness on GHG but also environmental awareness that made us realise the impact of our individual responsibility to the environment.
- In addition, a total of 104 employees have completed mandatory courses in environmental and sustainability through iLearn.



# 06



- Awarded with the SIRIM INTERNATIONAL Eco Label & MyHIJAU Mark with the Environmental Claim (100% recycled paper & Non-Hazardous) for Crown boxes.
- MyHIJAU Mark is Malaysia's official green recognition scheme endorsed by the Government of Malaysia, bringing together certified products and services that meet local and international environmental standards under one single mark.
- Adopting greener practices will allow us to operate in a more sustainable manner.



### Our effort in reducing the carbon footprint

Jan - Oct (151,000 KG) Crown Box



2,567 trees are saved



2.718 tCO<sub>2</sub>e avoidance

# 07



- Released our first edition of sustainability Report 2023. Through this report, we disclosed our sustainability strategy and performance i.e. Roadmap Towards the NetZero, Total GHG on Scope 1, 2 & 3 as well as our efforts to contribute to climate action and a circular economy.

# 08



- Reduced Energy Usage by having "Daily Off Hour" of AC Control at MYKLP office.
- Increased the temperature at our main offices by 2°C to conserve energy.
- Maintained an optimal temperature of 24°C

# 09



- Installed LED bulb that is up to 55% more energy efficient at our warehouse.

# 10



- Minimised the usage of plastic by replacing bottled mineral water with sustainably produced water in paper-based pods.

# 11



- Protecting our environment through recycling – Destruction of client records.
- Doing our part to conserve natural resources, recycling not only reduces pollution and GHG emissions, but also saves energy and natural resources versus extracting new raw materials from the earth.

### Total Waste Recycled

Jan - Dec (344.25 MT)



5,852 trees are saved



6.1965 tCO<sub>2</sub>e avoidance

# Initiatives Planned for Year 2024



- Defining more categories in Scope 3 – all other indirect resources i.e. Category 3 (Fuel & Energy Related Activities).



- Working on solar panel installation by Q3 2024 at MYKLP office in Shah Alam.



- Increase Carbon Neutral Activities - Mangrove tree Planting.
- Target implementation in July 2024 in conjunction with International Day for the conservation of the mangrove ecosystem.



- Switching from diesel to electrical forklift.
- Purchase done (pending completion of charging station).
- Target to complete by Q1 2024.



- Water harvesting at MYENS in Negeri Sembilan
- Target to complete by Q3 2024



- Energy Audit by Q2 2024
- To establish the current energy consumption baseline and identify potential energy saving in our premises.

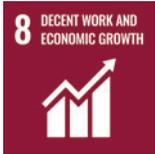


# Our people and business

## Our Commitment

Support and empower employees within and beyond the workplace, benefiting all those who work for us whilst enabling our business to innovate and succeed.

## Health, Safety and Well-being



- Safety and well-being of our people and workplace (SDGs 3)
- Productivity and achievement of employees (SDGs 8)

The health and safety of our employee remains our utmost priority. We will ensure that the well-being of employees is valued and protected. Workplace injuries and incidents can lead to adverse consequences for employees, such as long-term stress, financial burdens, potential disabilities and, in the worst case, loss of life.

We had zero incidents of non-compliance pertaining to environmental, occupational safety and health regulations in year 2023. All operating procedures, processes and frameworks have been developed and implemented to comply with relevant laws, regulations, and other requirements. The HSE team conducts frequent audits and inspections to ensure that all onsite workers adhere to the requirements outlined in the policy.

In 2022 & 2023, Crown Malaysia received certificate of appreciation for the achievement of Level 5 (Excellent) from Ministry of Human Resource and DOSH Selangor under the industrial hygiene including ergonomics & manual handling, noise & chemical safety management in the Systematic Occupational Health Enhancement Level Program (SOHELP) DIY Program. SOHELP is a national platform for strategic and synergistic cooperation between the government, industries, and employees to enhance industrial hygiene standards in the workplace.

### Total No. of Incident

Total no. of incident	2021	2022	2023
	6	6	7

### Total No. Occupational Accident

Total no. of Occupational Accident	2021	2022	2023
	3	3	1

### Total No. of Loss Time Injury (“LTI”)

Total no. of LTI	2021	2022	2023
	90	123	45

### Total No. of Fatal Occupational Accident Rate

Total no. of Fatal Rate	2021	2022	2023
	0	0	0

\*Year 2023 as of 31st Dec 2023

We conduct annual fire inspection and fire drills across Crown warehouse & offices to ensure we are prepared for emergencies. Our qualified in-house Emergency Response Team teams up with the Fire Rescue Department, Police Headquarter of Selangor to conduct mock drill exercises in Shah Alam. The Crown’s MY First Responder Team, with a total strength of 25 members from various departments, was involved in the exercise, which provided more skills and experience to deal with any emergency and security incidents at our premises.

Our occupational accident rate year in 2023 declined by 67% to 0.4 per 100 employees compared to the latest available national average of 1.41 per 1000 employees under Warehouse & Transportation sector, according to the National Occupational Accident and Disease Statistics 2022 released by Ministry of Human Resources (MOHR). No fatal accidents reported in the last three years.

Regrettably, we recorded one case of occupational lost time injury in 2023 compared to three cases each in 2021 and 2022. This unfortunate event occurred during a manual handling by our Records Management Team, with the employee sustaining musculoskeletal disorders (MSDs) caused by an awkward posture. We continue to educate and reinforce health & safety compliance to minimise the occurrence of such incident. We remain committed to protecting our people at all costs, as we strive to continuously improve our safety practices.

## Diversity, Equity and Inclusion



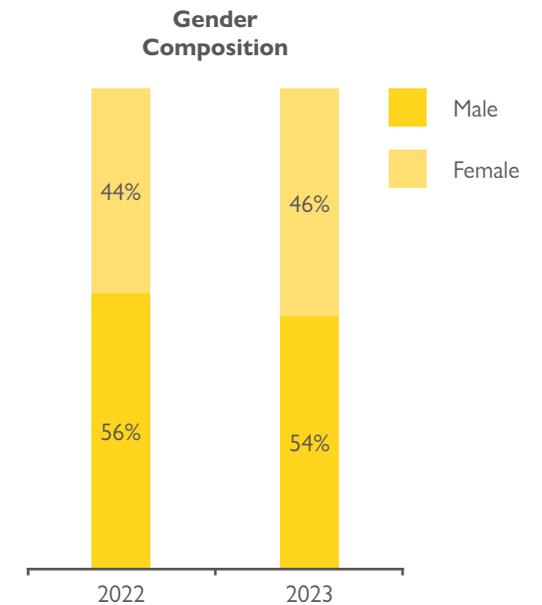
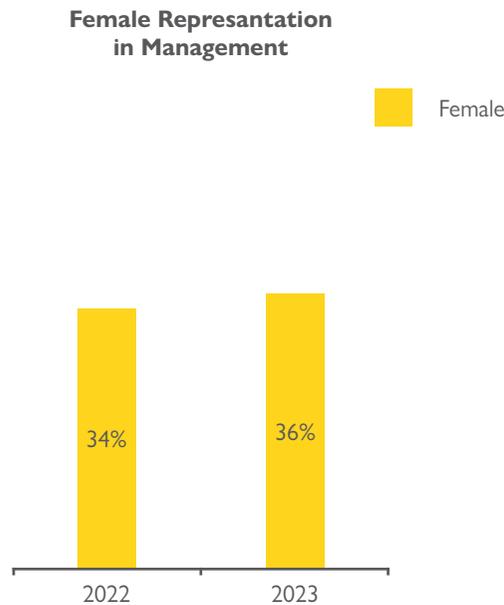
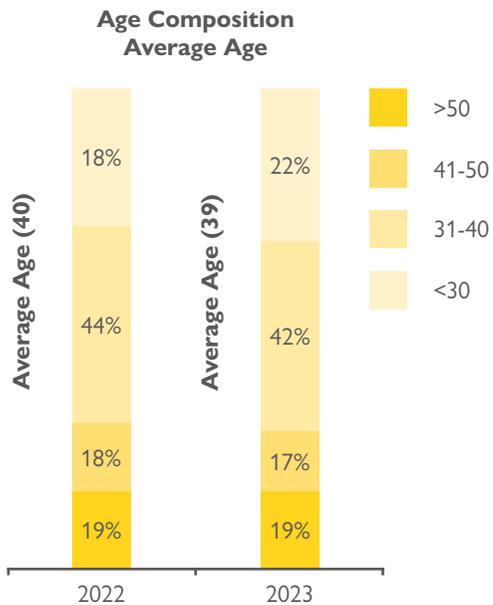
- SDG Goal 5: Achieve gender equality and empower all female
- SDG Goal 10: We combat inequality regardless of gender, race, religious beliefs or economic status within our organisation

Crown Malaysia is committed to recruiting, training, and retaining employees across diverse backgrounds, both fresh graduates and experienced professionals alike. We practice an equal opportunity policy without discrimination based on race, religion, gender, age, or disability. All employees have an equal right to speak, give opinions, rights to be heard through various channels within the company.

They are also provided equal opportunity for career advancement and promotions based on their merits and qualifications. Out of our 218 employees, 46% are women. Notably, 36% of our management team are women. 99% of our peoples are Malaysian with an ethnic composition reflective of our nation's demographic makeup, granting us a deeper understanding of our customers' varied needs.

Our employees are relatively young, with an average age of 39, and 64% of our workforce are aged 40 and below. 98% of our employees are permanent hires, with the remaining being contract-based. The turnover rate of our permanent employees has improved from 1 percentage point to 14.75% in year 2023.





## Annual Employee Engagement Survey

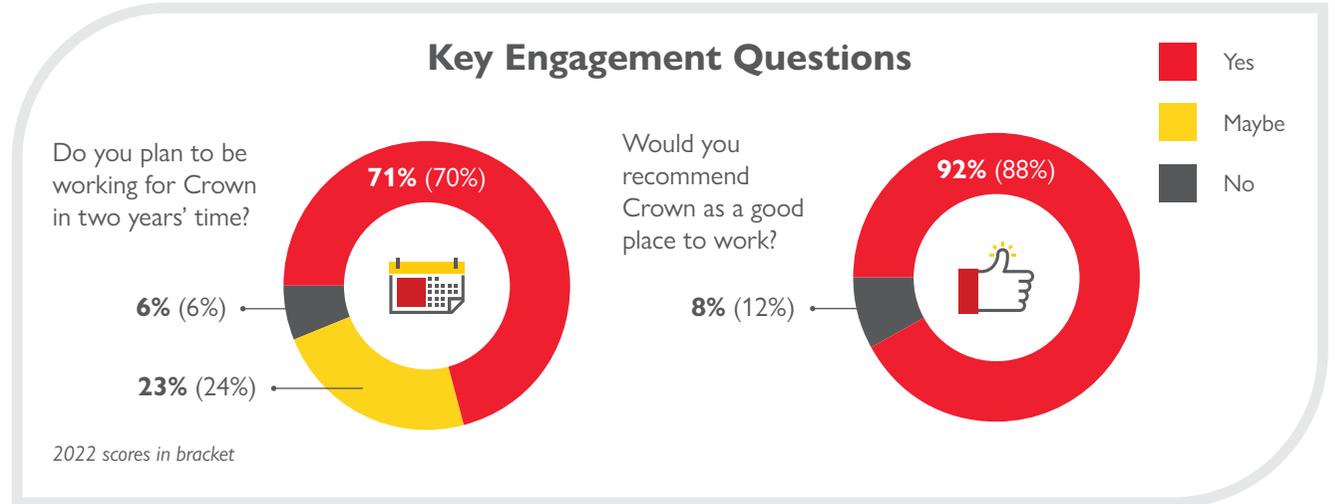
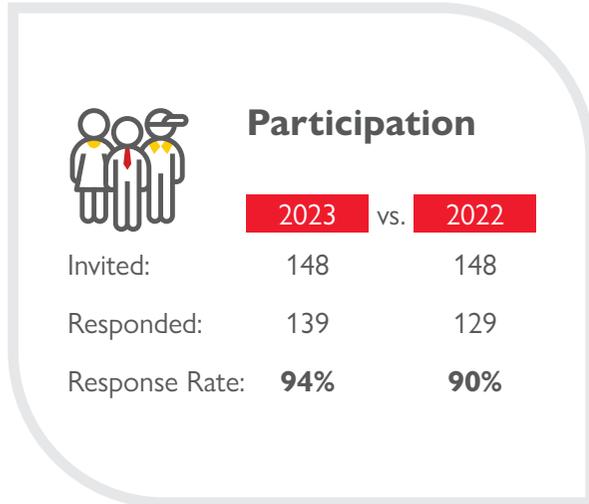
As part of our commitment to enriching employee experience at Crown, each year we deliver a survey to the entirety of our workforce.

Employee engagements are carried out consistently and we encourage all staff at Crown Malaysia to take ownership of their welfare and realign themselves on business matters. Through our top-down approach, the management team also shared critical information with employees via townhalls and other events.

An employee engagement survey was conducted in September 2023 for staff to voice honest feedback about their working experience. Actionable feedback was gathered, allowing for areas of improvement to be identified and addressed.

In summary, our annual employee experience survey is to improve the employee experience that produce happier, more engaged employees in line with our human resources' tagline – **Passionate about people, your experience matters.**

Summary - Crown Worldwide Group (Malaysia)



### Driver Averages

#### Environmental, Social & Governance



#### Diversity, Equity & Inclusion



#### Health, Safety & Wellbeing



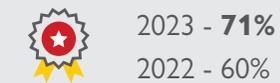
#### My Experience



#### Invest in Me



#### Reward & Recognition



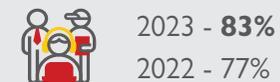
#### Teamwork & Relationship



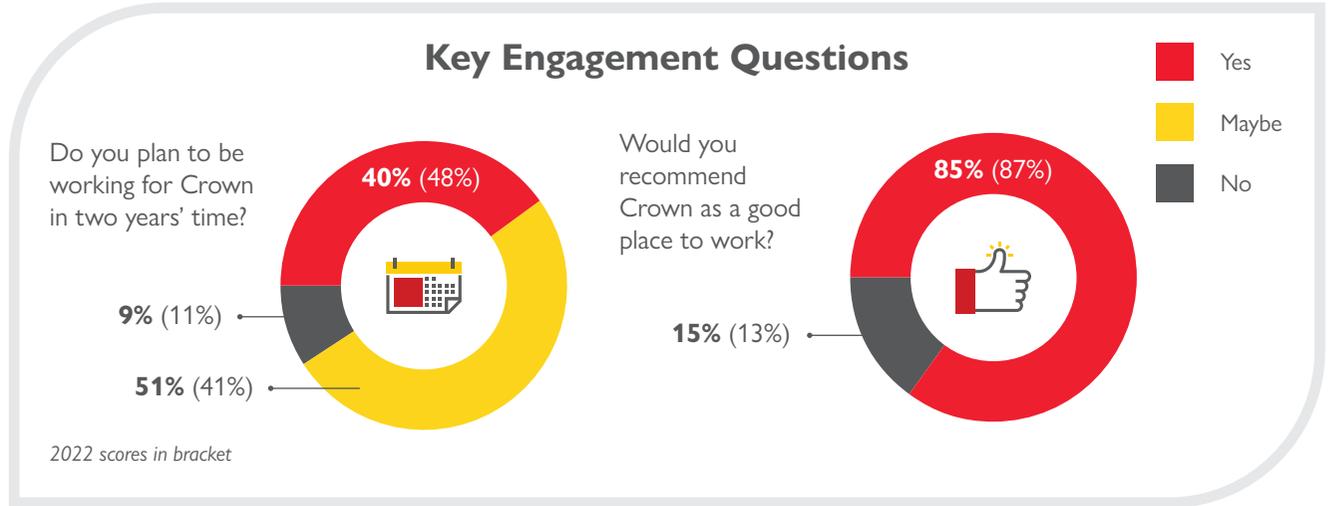
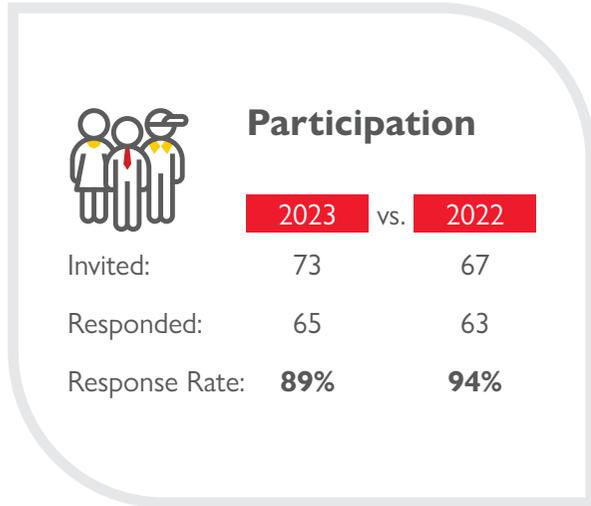
#### Day to Day Leadership



#### Leadership from the Top



Summary - Crown Shared Services (SSC)



### Driver Averages

#### Environmental, Social & Governance



#### Diversity, Equity & Inclusion



#### Health, Safety & Wellbeing



#### My Experience



#### Invest in Me



#### Reward & Recognition



#### Teamwork & Relationship



#### Day to Day Leadership



#### Leadership from the Top



## Learning and Development

Upskilling and reskilling employees are critical to future-proofing our workforce, as these ensure that employees have the right skills and knowledge to thrive in a fast-changing environment.

In 2023, we carried out several training sessions for our employees:

Mandatory training applies for all employees, upon completion, there is a requirement to complete and pass an online assessment. The modules are:

1. Carbon Awareness Training
2. Crown Anti-bribery and Corruption
3. Crown Data Privacy
4. Data Protection for Crown Employees
5. Information Security Awareness

“ Crown Malaysia completed **3,649 courses** as registered across all types of training with **1,885 hours** in total in year 2023. ”



# Our community



## Our Commitment

Collaborate to understand and meet the needs of our wider communities and have a positive impact on society.

## Corporate Social Responsibility (CSR)

### Making A Difference In Our Community



The enthusiastic team from Crown Malaysia came together to participate in Corporate Social Responsibility (CSR) programs at Zoo Negara and Orang Asli Kg Tekir.

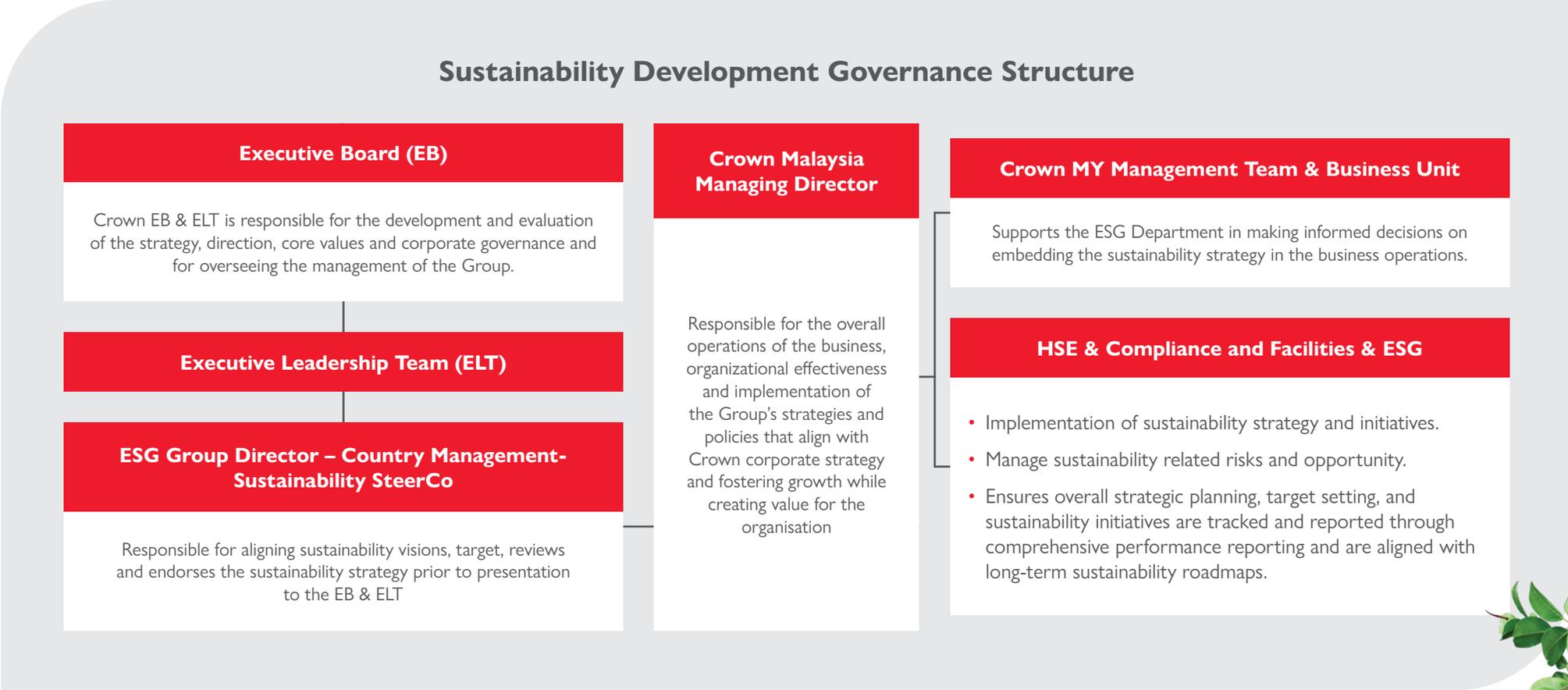


Their mission is to contribute to the welfare of our furry and feathery friends, as well as to assist Zookeepers in providing daily care for our wildlife including husbandry, cleaning of animal exhibit, food preparation & animal behavioral enrichment activities. Whereas for Orang Asli Kg Tekir, their mission is to contribute to the welfare of the native people, and to ease their burden by donating used clothes, toys, and others.

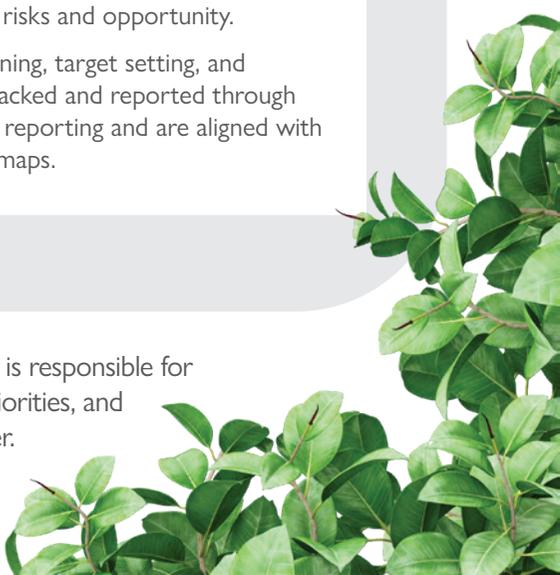
# Good Governance

We are committed to good corporate governance that is essential to the sustainability of the business and performance.

A strong sustainability governance and leadership structure are vital to spearhead our sustainability agenda and provide us with clear and definitive guidance to achieve our net zero by 2050. It ensures that we conduct our business in a way that safeguards the rights and interests of all our people and customers, thus contributing to sustainable value creation.



Crown Sustainability Steerco was established in 2022, followed by the new ESG Department in Crown Malaysia. Today, the ESG Department is responsible for overseeing sustainability governance and to weigh up the Group's sustainability considerations and ascertain that all sustainability strategies, priorities, and targets, as well as the performance against these targets, are communicated to internal and external interested parties in a transparent manner.



In the third quarter of 2023, Martin Cole, Managing Director of Crown Malaysia appointed Sustainability Focal Person to serve in advisory role on Crown Malaysia's overall sustainability development activities.

## We Practice Good Governance

### Business Continuity Management (BCM)

Our Business Continuity Management (BCM) aims to minimise the impact of business disruption through enhancing operational resiliency to effectively respond to threats and disruptions .

We carried out two (2) drills in year 2023 with involvement from the management and witnessed by our clients mostly from the financial institutions and supported by BCM secretariat. In addition, drills to test readiness of business entities in crisis scenarios such as fire, power outage and etc were carried out according to plan. Improvements were identified from post-mortems and implemented to close the gaps.

Further improvement to the effectiveness of Crown Malaysia's Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) through regular Tabletop Exercise (TTX) & Simulation, we target to be certified in BCP and DRP process improvement by Business Continuity Management System (BCMS ISO 22301:2019).

Recognising our core business, especially in Records Management, and understanding the challenges, internal and external needs and the expectations, we hope the certification (BCMS ISO 22301:2019) will contribute significantly and have a high impact on our organisation.

We work closely and collaborate with Cyber Security Malaysia, which is the Certification Body and Securelytics Consultant of Ministry of Communications and Digital. Cyber Security Malaysia will assess all existing documentation, identify areas for improvement, and provide expert guidance during the development and implementation process.

## Crown Corporate Policies and Guidelines

Our Group-wide policies and procedures have been approved by the ELB, ELT and Management, to ensure ethics and internal control principles and mechanisms are embedded in business operations. These policies and procedures are consistently reviewed for relevance and effectiveness. Among others, the Group policies and procedures in place are:

Crown Anti Bribery & Corruption Policy	Crown MY Quality Policy
Crown IT Security Policy	Crown MY Information Security
Crown Data Protection Policy	Crown MY Safety & Health Policy
Crown Diversity, Equity & Inclusion Policy	Crown MY Employee Handbook
Crown Internal Investigation Policy	Crown MY Contractor Safety Guideline
Crown Flexible Working Policy	Code of Conduct for Crown Employees
Crown Computer Usage Policy	Conflict of Interest Policy
Crown Social Media Policy	Corrective Action for Violations of Data Protection Policy
Crown Travel Policy	Data Privacy Guideline for Service Partners
Crown MY Environmental Policy	

## Legal and Regulatory Compliance

We have placed a structured mechanism to monitor our compliance to all other applicable acts and regulations and established necessary mechanisms to prepare for compliance to any emerging laws.

We shall meet our obligations by observing all government regulations pertaining to health and safety, the environment and information security. Compliance will be checked by regular internal and external audits, suggestions, and annual review of legislation from external consultants.

The ISO standards for environment, health and safety, anti-bribery and information security recommend that each organisation shall determine and provide the resources needed to identify and address legal and regulatory requirements. It is the purpose of this Legal Register to demonstrate compliance with these standards. Each procedure, policy, or process is in place to ensure that we are legally compliant with all relevant legislation. This register is to be checked annually at minimum, i.e OSHA 1994, EQA 1974, PDPA 2010, Employment Act 1955, Malaysia Anti-Corruption Commission Act 2009 and etc.

## iLearn on Integrity

In 2023, all Crown Malaysia employees completed the mandatory yearly training on Data Privacy, Data Protection, Anti-Bribery and Corruption and Information Security.

## Ethic & Compliance

Crown Malaysia provides an anonymous reporting mechanism to facilitate easy and accessible reporting of possible illegal, unethical or improper conduct when the normal channels of communication have proven ineffective or are impractical under the circumstances.

Our Ethics and Compliance Hotline (Malaysia – One Trust + 6015 4877 0383) is available 24 hours a day, seven days a week, to all Crown employees, clients, Service Partners and others in a business relationship with Crown. All submissions result in an alert to Crown's Chief Risk Officer only and the Hotline is designed to protect confidentiality and anonymity, if requested. The number of reported incidents is used to measure the effectiveness of our processes and instils confidence in our employees and clients that our ethics will not be compromised.

Our policy provides an avenue for employees and other stakeholders to safely report any improper conduct such as illegal, unethical or corrupt activities.



# About Crown Malaysia

Crown Malaysia is part of Crown Worldwide Group, a privately owned, global logistics company founded in 1965 and headquartered in Hong Kong. Managing a broad portfolio of complementary brands, Crown Worldwide Group is committed to making it simpler to live, work, and do business anywhere in the world.

Signatories to the United Nations Global Compact (UNGC), Crown Worldwide Group commit to the UNGC's ten principles, covering human rights, labour, environment and anti-corruption, and report annually on progress against goals set for each principle.



*Standing behind from left: Muhamad Alif Firdaus, Richard Thiagaraj, Nivasini Jegatheesan, Lyn Ng, Josephine Chen, Faisal Yusof, Raymond Chong  
Sitting in front from left: Reuben Nayagam, Husna Abu Zarim, Martin Cole, Henry Tattersfield, Yusni Yunus, Kesvaran Krishnan*

## Our Values



Determined

**Determined** to be the best we can for our customers, our colleagues and ourselves. Our hunger to find ways of improving all that we do, inside and out, is what gives us our edge in our market place.



Caring

We **care** about people. We care about their experience, their feelings, and their environment, whether personal, local or the wider world.



There

We're truly "**there**" for our customers and colleagues when and where they need us. Attentive, with genuine interest and guidance.



Open minded

To lead the way we have to think differently. To overcome challenges we embrace them with **open** and inventive **minds**. Whether it's using innovative techniques or adapting the way we work, we're constantly thinking of new ways to achieve more for all.



Sharing

What is a network without knowledge? Physical infrastructure and technology are mere carriers. The experience and the insight that is shared between people, offices and countries, that is the network.

**Sharing** knowledge and experience is the platform for wisdom.



## Our Business Unit



Through our unique perspective, service range and network facilities, Crown Records Management works with organisations to maximise value from their corporate memory. This is achieved through digital and hard copy storage, active management, and smart and timely distribution of information assets across the enterprise.



Crown Workspace is dedicated to supporting clients' workplace needs as they change and grow. Our services and expertise span across relocations, moves and changes, IT services, furniture reconditioning, interiors and storage.



With priceless artifacts, choosing a reliable partner is critical. Developing the world's first, integrated international art logistics service, Crown Fine Art makes it possible to have the security and reliability of one supplier for fine art movements across the world.



To the corporate assignment manager, Crown World Mobility offers a range of business critical assignment – services backed by a unique international network of offices and experienced people.



Crown Relocations supports families on the move whether across the country or the world, we are there to make it simpler. Our network and our heritage in moving, combined with the expertise of our people in delivering relocations and destination services, give confidence to all.

Making it **simpler** to live,  
work, and do business  
**anywhere** in the world





**CROWN**  
RECORDS MANAGEMENT

**CROWN**  
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The power of memory.

**CROWN**  
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**FULLY ELECTRIC**

Pioneering sustainable data management.

BDM 2600KG  
BTM 1910 KG

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**Crown World Group** is a privately owned logistics company founded in 1965 and headquartered in Hong Kong. Committed to making it simpler to live, work and do business anywhere in the world. The Group manages a broad portfolio of complementary brands, including; Crown Workspace, Crown World Mobility, Crown Relocations, Crown Records Management, Crown Fine Art, Crown Logistics and Crown Wine Cellars.

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## Discover Crown

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[crownworldwide.com](http://crownworldwide.com)

- **World Mobility**
- **Relocations**
- **Records Management**
- **Fine Art**
- **Logistics**
- **Workspace**