





GLOBAL SUSTAINABILITY REPORT

A MESSAGE FROM OUR PRESIDENT



hen you operate a smart business, sustainability is planted, nourished, cultivated and grown in every step and business decision. It becomes a part of who you are.

Crown Equipment is a privately held, family-owned company that has grown to become one of the world's largest lift truck manufacturers. With operations in more than 80 countries, Crown serves as a link in the

global supply chain that can and does make a difference.

Think about it: a forklift impacts people every day as it has likely moved everything around us. This widespread influence empowers us to use our greatest assets employee ideas, community feedback and customer input-to make smart, sustainable business decisions and have a greater impact beyond lift truck operations.

As a vital link in the ever-evolving global supply chain, we take responsibility for our part. While we continue our path toward continuous improvement and acknowledge our progress, we present the latest issue of this report.

Jim Dicke III President

ecologic

Clean Environment. Smart Busines

The Crown ecologic[™] brand represents Crown's commitment to a clean environment and smart business through product development and manufacturing processes that minimise waste, manage energy and maximise lifespan—a lifespan significantly longer than industry averages-while creating products that optimise productivity.



Crown's commitment to environmental stewardship and sustainability reflects the nature of its rural, small-town roots-take care of your resources, look out for your neighbour and prepare for the future. Crown acknowledges that our people are our most important asset. These are the values instilled in the company decades ago and they carry on today at Crown locations throughout the world.

As a company, we have a responsibility and opportunity to contribute to the health, prosperity and sustainability of future generations and we take this responsibility seriously. From product design to truck operation, Crown reduces its environmental footprint through increased energy efficiency, lean business processes, reduced resource consumption and elimination of waste.

As a privately held business, Crown has the ability to do what's right, the agility to change when needed and the resiliency to maintain our focus in challenging business environments.

With more than 80 prominent international design awards, Crown is known globally for design excellence. From the smallest pallet truck to the high-lifting turret truck and innovations such as the QuickPick[®] Remote order-picking technology, Crown provides safe, efficient and ergonomic products that provide sustainable operation through increased productivity and efficiency.

Sustainability is more than a conservation promise it's about exploring and implementing ecologically conscious practices in every facet of our business. Th annual report illustrates our commitment to employees communities and customers, while providing a look in our business practices-an integrated value chain of sustainable processes that minimise waste, manage energy and maximise life span.

Crown by the Numbers



Billion Forklift Manufacturer & Material Handling Provider Manufacturing Plants Worldwide

Trust and honesty is a part of who we are at Crown-it's part of our DNA. People apply to Crown for its reputation of being honest and hardworking. From the people on the factory floor to the account representatives talking to our customers, we treat people right and with respect.

	Lew Manci
his	Vice President, Engineering
s,	Crown Equipment
nto	New Bremen, Ohio, USA

Commitment to Our People

rown knows that our sustainable commitment begins with our employees—it's about our people, their safety and health and their everyday behaviour. Our employees know that small actions can make a big difference, and they are empowered to improve processes. Thanks to our dedicated team, Crown is able to emulate best practices throughout our organisation.

New Knoxville's Team Effort Awarded by Ohio EPA

Crown's New Knoxville plant earned the first-ever, gold-level **Environmental Excellence Award** from Ohio EPA's Encouraging Environmental Excellence Program (E3). Crown's dedicated employee teams emulate best practice in every facet of our organisation. They possess a strong discipline for quality, safety and environmental sustainability.

Efficiency Initiatives and Achievements:

- Implemented an industrial recycling programme
- Switched from solvent-based resins to water-based resins
- Initiated a forklift parts repair programme
- Installed energy-efficient lighting and injection molding machines
- Adjusted production processes to shut down idle equipment
- Reduced compressed air use
- Achieved zero landfill status in 2009, with 96 percent of facility waste recycled, and the remaining four percent converted into energy
- Received ISO 14001 Registration



I am pleased to recognise Crown Equipment and its New Knoxville team for their achievements. This facility shows that being environmentally responsible is good for the economy and part of being a good corporate citizen. We hope other Ohio businesses and organisations will follow Crown's lead.

Craig Butler Director Ohio Environmental Protection Agency Columbus, Ohio, USA

Safety

At Crown, we understand the importance that our customers place on employee safety because we insist on that same care for our own employees. This is all part of the total Crown experience. Safety at Crown is a collaboration of supportive leadership, a lean design and manufacturing process, and employees who care. Crown provides a comprehensive approach to safety throughout the lift truck design process, as well as our technological advances and robust training programmes.

Safety in the Crown Manufacturing Process



Safety Programmes Vital to All Operations

From our offices to the manufacturing floor in all regions, safety is a fundamental part of the Crown value chain.

- Crown SafeSteps is an employee behaviour-based safety programme that has resulted in more than one million safety observations by employees.
- Injury prevention teams across the globe identify and solve problem conditions on the factory floor.
- The Crown Challenge encourages employees to give feedback to one another on sustainability, safety and ergonomic practices.
- Crown Australia's Risk Department conducts workshops to focus on hazard identification and risk management.

Health

Happy, healthy employees are motivated and productive employees. Through our HealthWise programme and other regional health initiatives, Crown offers preventative and age-appropriate screenings, self-care manuals, diabetes-care programmes and insurance benefits, as well as health challenges and fitness centre incentives.

Education

Crown supports a sustainable workplace with a strong commitment to educate, train and develop employees. We strive to ensure we have the right people in the right job and we partner with local educational and training institutions to develop programmes that provide job training and increase workplace safety. Personal development is one of many reasons that approximately 1,000 current employees have worked at Crown for 25 years or more.



Health Initiatives



Our New Knoxville safety leadership committee has 15 subcommittees that are led by local employees with the support of a management sponsor. They're tackling important topics such as job safety analysis, ergonomics, and hoist and lifting attachments. Once a week you'll find employees conducting a safety walk to identify areas with potential safety risks.

Jim Dicke III President Crown Equipment New Bremen, Ohio, USA

Commitment to Our Communities

ur commitment to sustainability also extends into our communities. Crown has redeveloped more than half a million square metres of brownfield space to date. This reuse of land and buildings helps to revitalise communities and preserve green space.

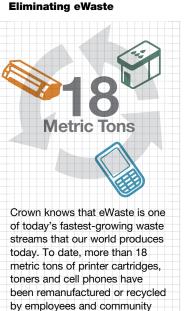
As our company grows, we find new opportunities to integrate sustainability best practices with the latest, cleanest and most efficient technology and reuse. For instance, Crown also has five zero landfill status facilities and ISO 14001 certification of our environmental management systems.

Crown Partners with New Bremen Foundation

The New Bremen Foundation supports its local community by connecting people who care with causes that matter. It exists to make charitable giving more efficient by investing in a permanent endowment to better the New Bremen, Ohio community and enhance the quality of life of its citizens.

- Developed the Kuenning-Dicke Natural Area into 287,000 square metres of woodlands, prairies and wetlands for the recreational and educational enjoyment of visitors and the community. The area is populated with more than 800 trees and a 12,000-square-metres lake to encourage habitats for native plant and animal species.
- Received a grant to facilitate the Auliwood Audubon Center's programme for K–6th-grade students titled "The Sounds of Nature" at the New Bremen elementary school.





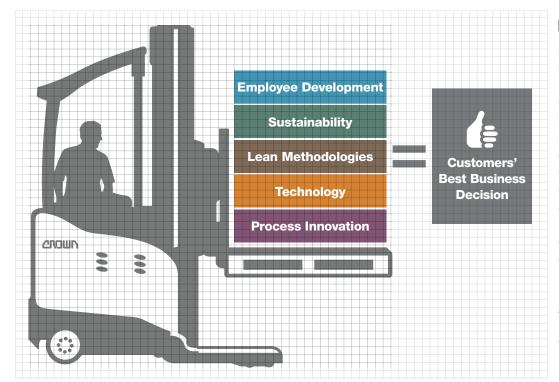
members.

Commitment to Our Customers

rown's long-term business strategy utilises a vertically integrated supply, manufacturing and distribution supply chain. This approach enables us to efficiently develop and continually improve standardised global processes. Each of our operations is focused on product innovation, technology, lean methodologies and sustainability designed to make Crown our customers' best business decision.

Crown's vertical integration strategy impacts virtually every phase of the customer experience. Our award-winning design team is inspired to innovate based on direct customer input regarding where, when and how they use our products. Our integrated manufacturing approach begins with the production of up to 85 percent of the components used in our forklifts, enabling us to maintain precise control over the entire process. Our customers' purchase and long-term support experience is also directly influenced by our extensive sales, distribution and service network anchored by hundreds of Crown Lift Trucks branches throughout the world. By taking responsibility for the entire customer experience, we can achieve - and help our customers achieve - a commitment to sustainability that is difficult for other manufacturers to attain.

We are committed to helping our customers keep their product moving with reliable and sustainable products that last—a long time. We focus on the near-term operating efficiency improvements with a long-term vision to produce products, services and solutions that provide sustainable value to our customers.



Sustainability is not an afterthought or a special programme at Crown-it coexists with our day-to-day business practices. It begins with the mind-set of our employees and extends throughout our organisation. At our core, our employees have a strong focus to conserve, reduce, reuse and renew whenever possible and this focus permeates into where, when and how we do business.

Brian Duffy

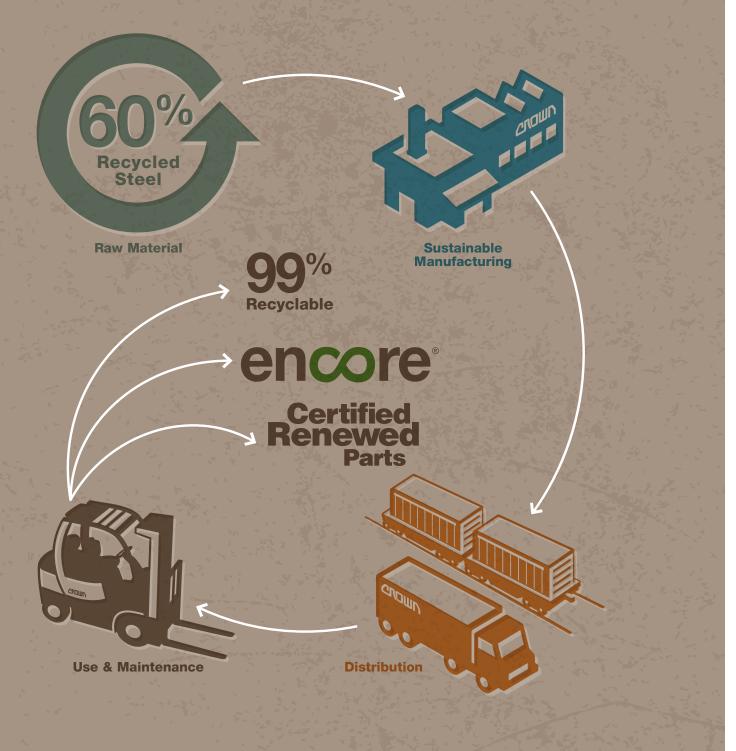
Director of Corporate Environmental and Manufacturing Safety Crown Equipment New Bremen, Ohio, USA

A deep commitment to environmental stewardship and sustainability has always been an inherent part of Crown's business. Crown has often achieved national attention of the efforts and dedication of our employees to not only use a sustainable approach to business, but also to provide our customers with highquality, sustainable 77 products.

Tonja Rammel E, H & S Manager Crown Equipment New Bremen, Ohio, USA

OUR SUSTAINABLE VALUE CHAIN

Crown's long-term vision allows us to deliver lift trucks, parts and technology that truly make a difference within the value chain. By designing, engineering and manufacturing forklifts with reliability in mind, Crown ensures that our equipment remains up and running efficiently for a very long time.



Product Design and **Development**

hrough every step of our product development, we consider the impact of our design on people, our processes and the environment. We continually seek new ways to design lift trucks with long-lasting, durable and recyclable materials while reducing energy consumption and improving safety.

Through life cycle analysis (LCA), Crown evaluates the ecological and human-health impact of our products and processes over time. LCA helps us understand the cradleto-grave environmental performance of our product throughout its life cycle. Our engineers develop products that use less energy but work better and faster-reducing energy use without sacrificing performance.

Products designed for long life have a tremendous impact on the environment throughout the life of the truck-increased uptime and fewer repairs resulting in fewer replacement parts, less waste and lower emissions.

Efficiency Advantages Built In From the Beginning

RM 6000 Series

- Xpress Lower[™] increases top lowering speeds from 0.56 to 1.22 metres per second without consuming additional energy.
- Standard regenerative lowering replenishes energy and provides 25 percent more run-time than a typical battery.
- A suspended floorboard reduces shock and vibration and enhances work performance.
- The truck offers programmable performance settings and advanced diagnostics for the fuel cell power unit.
- MonoLift[™] Mast provides unmatched visibility.

ESR 5200 Series

- Optional regenerative lowering system replenishes energy as the mast is lowered.
- Optimised cornering speed automatically adjusts speed and acceleration for safe performance based on real-time operating conditions
- Narrow-chassis model (1120 mm) makes efficient use of space with drive-in racking and narrow aisles.
- The offset clear-view mast and patented overhead guard minimise obstructed views during driving and lifting.

We build intrinsic efficiency within our trucks. It is in our pedigree to develop a premium product that is geared toward efficiency -letting the machine's efficiency do the job it's supposed to do with minimal effort.

Ron Ziegler

Director of Engineering Crown Equipment New Bremen, Ohio, USA



Purchasing and Procurement

Integrated Manufacturing

e collaborate with suppliers to improve the eco-efficiency supply chain through optimised logistics that reduce energy expense and subsequent emissions. Through our returnable packaging programme, we partner with regional suppliers to reuse materials and reduce waste streams. Relying on intermodal transportation that includes the use of rail and transporting full, consolidated loads whenever possible, we use less fuel while moving goods more efficiently.

CO, Transportation Improvement

Crown Before 2013: Metric Tons of Stee Truck Loads



Saves Over Metric Tons of CO.

rown's manufacturing operations in the U.S., Mexico, Germany and China include the production of engines, handles, motors and more, as well as embedded connectivity and technology solutions. Vertically integrated manufacturing enables us to be flexible and affords us complete control over our design and manufacturing process, supporting our ongoing sustainability focus.

Through regular Kaizen events and Continuous Improvement programmes, Crown continuously finds new ways to improve efficiencies, while eliminating waste and advancing the health and safety of our employees.

TSP Manufacturing Cell

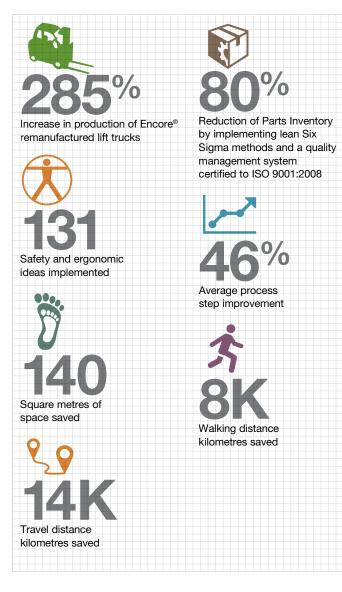
To increase efficiency at Crown's Celina, Ohio manufacturing facility, employees worked to decrease the movement within its welding area by using our own products and technology. Through this unique, patented approach, Crown employs its TSP Series trucks on the factory floor-building vertically rather than horizontallyto consolidate previously disparate welding, brake press, warehousing and material handling functions into one 1,900-square-metres manufacturing cell.

Overall Efficiency Improvements Include:

- 20% improvement in labour efficiency.
- 33% reduction of total inventory.
- 100% elimination of wood transport skids by utilising returnable containers.



Crown completed 61 continuous improvement events with 464 employees participating to achieve the following:



Our integrated manufacturing business strategy allows us to develop and continually improve standardised manufacturing processes globally. As a result, each of our manufacturing operations is focused on process innovation, technology, lean methodologies, sustainability and employee development.

Dave Besser Senior Vice President Crown Equipment New Bremen, Ohio, USA

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Warehousing and **Distribution**

hrough Crown's vertical integration approach, we are able to manage our warehouse footprint by only manufacturing what is needed-resulting in a very small spare-parts inventory.

Crown extends this efficient manufacturing approach to our transportation process. We reduce highway fuel emissions and energy consumption since we manufacture the majority of our forklift components. We also have more than 500 retail locations that are in close proximity to our customers' operations, reducing unnecessary fossil fuel emissions.

Mast Component Cell: Innovation and Sustainability at Work

Saving Over:



Many of Crown's projects begin with sustainability as the driving force. At Crown's Celina, Ohio plant, employees developed a component cell that eliminated the need to transport component parts between manufacturing sites-saving over 16,000 Km in transportation and 24 metric tons of greenhouse gasses annually.

The project required an in-depth analysis of component part processes and operations

between two facilities. Once travel patterns were documented and analysed, a new strategy was developed to consolidate manufacturing at one facility. This patented approach uses the TSP 6000 VNA truck, a series of conveyor delivery systems and a computerised documentation system.

Overall, this project increased manufacturing efficiency, decreased transport miles and reduced cost. This is just one example of Crown's commitment to streamlining operations to save resources.

Service and Support

rown continuously researches innovative ideas that add value to our material handling products and help increase safety, performance, efficiency and overall productivity. We leverage technology to help customers operate safely and efficiently.

Safety Performance

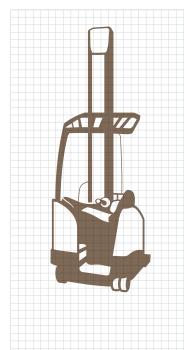
Crown offers complete, tailored Operator and Service Safety Training Programmes across the globe. Our flexible and comprehensive Operator Training Programmes focus on safety while improving operator productivity, and the efficiency of the truck itself.

Crown's Train-the-Trainer and Demonstrated Performance® Service Training are educational programmes that provide customised lessons and hands-on exercises that connect classroom instruction with real-world application.

Crown is committed to:

- Providing information, educational programmes and advanced technologies to assist in promoting safe driving practices
- Playing a leadership role in vehicle safety research and innovation
- Advancing research and development relating to connected vehicles

On-The-Truck Technology Improves Safety Performance Through:



Crown MonoLift[™] mast. on RM. RR and TSP models. provides significantly more visibility at nearly all rack levels, ensuring that operators of all sizes can safely lift and move loads at any height while eliminating the fatigue associated with bending, leaning or straining for an unobstructed view.

Crown InfoLink® helps fleet managers monitor and reduce collisions or impacts and ensures that only trained and gualified operators have access to their trucks. Customers have reported up to an 80 percent reduction in major impacts.

Crown's Intrinsic Stability System proactively supports safety and efficiency.

Crown Access 1 2 3° Comprehensive System Control. which is a common system across our product line, provides programmable performance settings and feedback via an intuitive display. Performance levels such as lift and travel speed can be tuned to match specific requirements to encourage safe driving operations.

Crown WT 3040 won the Design for Safety Award from the British Industrial Truck Association (BITA). BITA recognises products that contribute to safety awareness or injury reduction in material handling operations.

The Crown Equipment safety

culture begins at design and continues through manufacturing to training. And we are leveraging new technologies on and off the forklift to improve safety every day.

Ron Brewer Manager of Operator Training **Crown Equipment** New Bremen, Ohio, USA

Keep Trucks Running Efficiently

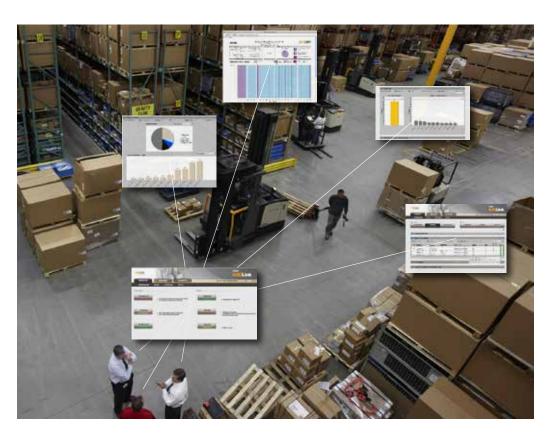
Crown offers an integrated approach to operational efficiency through Crown Integrity Service and Parts. Crown invests in its people and its processes to ensure our components and parts contribute to overall system performance. Technicians are continually trained and have access to the latest updates and repair information through Crown's Mobile Service Platform (accessed with tablets).

Crown Insite[™] Productivity Suite

Crown Insite helps customers collect, measure, benchmark, analyse and utilise data generated by their lift truck fleet. This technology represents our commitment to helping customers make more informed business decisions that boost efficiency and safety.

Crown FleetSTATS® helps users understand operating costs for service and repair-leading to the replacement of older, inefficient trucks.

Crown InfoLink® is a wireless forklift fleet and operator management system that monitors battery usage, impact history, truck utilis±ation, regulatory compliance, service needs and more.





With InfoLink, end users gain a holistic look into their material handling environments. As the forklift evolves to become the most connected piece of equipment in the warehouse, it is critical for our customers to extract the actionable information they need to help their businesses operate at the most efficient, productive level.

Jim Gaskell

Director of Global Crown Insite Products **Crown Equipment** New Bremen, Ohio, USA

MEASURING OUR IMPACT

At Crown, we take responsibility for the entire customer experience. To do so, we must understand not only how our actions impact our own operations and environment, but also how our business processes, products and services impact our customers' results. We measure and evaluate these internal and external impacts by reviewing our processes and our product performance.



Crown Europe



Reduced transportation and risk of spills with a new central hydraulic oil supply system that only pumps oil when the filling nozzle is opened.

Participates as an active member of the BMWT-an association of importers/



Global More than one-half million square metres of Brownfield space.

Crown North America

greenhouse gases saved

Zero Landfill status.

1,200 metric tons of

due to transportation

improvements.

Five facilities have all achieved

1 million kWh of Energy saved per year due to lighting upgrades.



Each service van is equipped with GPS tracking to dispatch the nearestavailable technician to a customer location, reducing travel time and fuel consumption.

Participates in the following programmes and organisations: Public Waste Agency of Flanders (OVAM), European Polar Board programmes and Vehicle Certification Agency (VCA) programmes.



Implemented an employee suggestion of installation of a sheltered bicycle parking area and employee showers to promote green transportation.

producers of building machines, storehouse furnishing, road construction machinery, and transport material.

Outfitted three welding robots with new fume extraction systems to reduce the risk of fire.

Installed heat and air compressor regeneration systems to supply base load needs.

Participates in a VCA annual audit system focusing on quality, safety, health and environment.



Eliminated noise pollution by replacing older equipment which averaged 115 dBAwith new equipmentaveraging 78 dBA.





Crown Australia Received certification in AS/ NZS4801 and OHSAS 18001 Safety Management Systems.

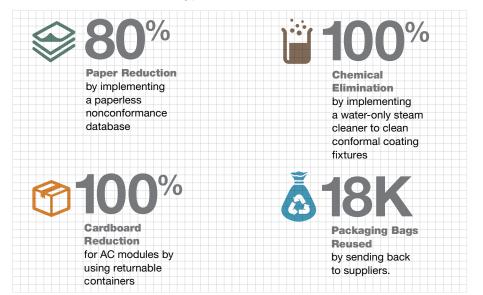
The Impact of Our **Business Processes**

e invest in the development and utilisation of advanced technologies that help us reduce energy consumption and greenhouse gas emissions throughout our manufacturing process.

On a global scale, we strive for superior efficiency while maintaining ongoing initiatives to reduce unnecessary use and waste. These efforts directly influence our ability to produce more with less, while also minimising our impact on the environment. It's not just a reflection of how we manage our business, but how our employees approach their jobs every day.

Process Efficiency

Crown's electronics manufacturing plant has achieved:



Our customers expect Crown to invest in the development of our products, by not only making them more efficient, reliable and durable, but also developing the products in respect to the preservation of our environment. We understand that this investment is a big win for our communities and planet as a whole.

Pere Carles Branch Manager Crown Lift Trucks S. L. Barcelona, Spain

Sustainability Incorporated in New European Headquarters Reduced Overall Energy Consumption by 49 Percent

Recently, Crown renovated an existing building complex in Feldkirchen, Germany to enhance customer service throughout Europe. The renovation included a new high-efficiency data centre, which features cold aisle containment, energy-efficient cooling units and a fire suppression system that utilises environmentally friendly chemical agents.

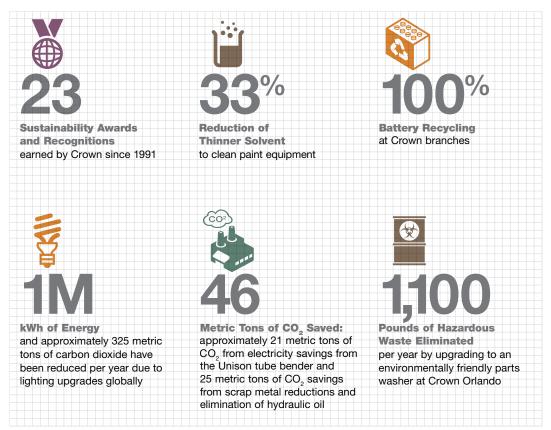
Cold aisle containment ensures a separation of hot and cold air with fans that pull cold air through the server to cool the processor. Power consumption throughout the data centre was reduced with the installation of

energy-saving cooling units. With these upgrades, Crown reduced energy consumption by approximately 49 percent in the data centre alone.



Crown is committed to reducing our environmental footprint around the world. Installation of lighting upgrades, reuse of packaging and tote boxes, widespread use of environmentally friendly building materials, and upgrades to our paint booth technology are just a few examples that signify our commitment to sustainable Operational Excellence.

Crown Environmental Process



Utilising Sustainable Thinking to Expand Roding, Bavaria Operation

Crown's manufacturing operation in Roding, Bavaria was recently expanded to include a production hall and threestory office building. During construction, Crown:

- Installed a waste container station to store sorted waste
- Added permeable pavement to facilitate natural discharge of storm water
- Installed infrared radiant heaters in the production hall to save energy and prevent dust circulation

We work hard to 6 keep a sustainable environment with a selective recycling of all residual products while maintaining a clean, safe atmosphere. Initiatives such as adequate light and LED technology not only improve the quality of illumination, but reduce waste and electrical consumption.

Fernando Gutierrez Branch Manager Crown Lift Trucks S. L. Madrid, Spain



Crown Stuttgart, Germany Branch's roof is 1,637 square metres and is covered in vegetation. By adding an extensive green roof above the office building. Crown is able to improve the microclimate and reduce energy costs.

Green roofs help absorb rainwater to reduce storm water runoff and provide additional insulation for the building. A green roof also creates a habitat for wildlife, helps to lower urban air temperature and filters pollutants and carbon dioxide out of the air.

The Impact of Our **Product Performance**

ocusing on our own efficiency and its effect on the environment is an important component of our sustainability story, but its impact is limited to not just one company. By designing our products to perform optimally for our customers, we extend our sustainability effort to thousands of companies around the world.

Our goal is to provide customers with products that operate with maximum efficiency while minimising waste, extending our sustainability impact as a natural part of their operations. Crown works tirelessly to deliver high-quality, energy-efficient lift trucks that use fewer parts, require less maintenance and produce less waste, all while enhancing the customer experience through longer usable life.

On-The-Truck Technology Improves Performance Efficiency:

	Xpress [™] Lower op
	the RM 6000 that dra
	increases lower spee
	reduced cycle times
	improved productivit
	On-Demand Steer
	energy-the steer m
	starts when the stee
	is engaged.
	e-Gen [®] Braking eli
Regenerative Lowering on	the need to replace of
the RM, TSP and SP models	wearable parts.
achieves a 12-15% energy	
improvement.	eSmart Accurate
	Tracking maximises
AC Technology lowers	available fuel usage.
emissions during operation	
by using a drive system that	
enables faster speeds and longer	
operation per battery cycle.	

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or adjust Fuel

Metres ift Height on the RM and TSP saves green space by allowing customers to store more product in a smaller footprint by building up and not out. Research has shown that warehouse workers may walk up to 24 kilometres and carry up to

MonoLift[®] Mast

V-Force

High-Frequency Charger

Operating Efficiency

Advantage

kWh O Energy

Savings

4,500 kilogrammes per day. With that information, our focus is always to improve productivity and efficiency while keeping operators comfortable and safe. With QuickPick Remote, operators experience much less fatigue from this demanding work environment, and they are more productive.

Jim Kraimer

Director of Industrial Design - Europe Crown Equipment Corporation Munich, Germany

QuickPick Remote Improves Workflow Efficiencies

Crown's QuickPick® Remote order-picking technology earned its third international design award for design quality, workmanship, ergonomics and functionality.

Crown's QuickPick Remote is one of the first systems of its kind to utilise technology to reduce operator fatigue while improving efficiencies and safety.

Order selectors press a button on a wireless transceiver glove to remotely advance the forklift to the next pick location, virtually eliminating the need to return to the operator compartment while picking. Nonproductive steps are eliminated and physical stress is reduced so operators feel less fatigue.

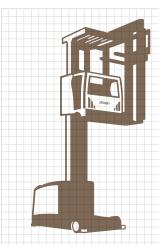
Encore and Renewed Components

Crown has a strong history of reclaiming and remanufacturing lift trucks and components to minimise waste and maximize productive life spans. Crown's Encore[®] line of Renewed Lift Trucks enables customers to enjoy the lowest cost of ownership over the life of their vehicles and gives the original truck a second life.

Crown's conservation-minded, one-of-a-kind renewed drive units, lift truck motors and electronic modules give customers access to nearly new components that have been remanufactured and tested to Crown's exacting standards, saving valuable resources.

The Encore remanufacturing process begins with Crown technicians stripping each forklift down to its frame and meticulously inspecting, repairing and/or replacing every part that goes back into it. Components are reused, when possible, while the rest are recycled.

On-The-Truck Technology Improves Performance Efficiency:



Crown's Very Narrow-Aisle lift trucks, coupled with efficient warehouse design, enables customers to build up and not out, achieving significant energy reductions associated with temperature control and preserving green space.

Predictive Prognostics reduce hydraulic oil waste by optimising part life through monitoring failure rates of parts and replacing only when needed.

Regenerative Lowering extends forklift-running time by returning energy to the battery, supporting fewer battery charges and extending battery life.

Crown PowerBrake uses fewer parts and provides longer brake pad life, reducing waste generated by replacements.

Less Oil Waste through extended service intervals

encore





The Federal Attorney for **Environmental Protection** Agency in Mexico presented Crown Queretaro with the **Clean Industry Certificate** on behalf of the Mexico **Clean Industry Programme** (Programa de Industria Limpia). It is one of only 22 private companies in the state to receive this certification. Crown Queretaro also received the Competitiveness Award from the governor, recognising its quality and environmental practices.

ENVIRONMENTAL POLICY STATEMENT

Our Statement

Crown is committed to leading the industry as the manufacturer of choice by providing our customers with preferred products, parts and services that will support their success, as well as our own. As a part of this commitment, Crown conducts its business activities through an environmentally ethical and honest relationship with employees, customers, suppliers, contractors and communities. We strive to be industry leaders in preserving the environment for future generations.

Guiding Principles

Crown is committed to continually evaluating, reducing and eliminating the environmental impact of its business activities, products and services. Crown provides an environmentally friendly and safe work environment for all employees, suppliers, contractors and our communities. Crown practices and promotes pollution prevention through maintenance, education and operational improvements. Crown complies with all applicable national and international rules and regulations. Crown's environmental policy is communicated to employees, customers and contractors, and is available to the public. Crown seeks opportunities to recycle waste and strives to purchase and use environmentally sustainable products. Crown will regularly review its Environmental Policy Statement to ensure its validity and compliance throughout its facilities.

Contact Information

Your feedback is important to us.

GLOBAL:

Brian Duffy

Director of Corporate Environmental and Manufacturing Safety brian.duffy@crown.com