


CROWN
PAINTS



—
OUR
COMPANY &
SUSTAINABILITY
REPORT
2015/2016
—

It's not just paint
It's personal.®



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It's not just paint
It's personal.[®]



INTRODUCTION



When we launched our earthbalance® sustainability programme back in 2008 we set targets which used 2015 as a benchmark date. Now with 7 years of experience under our belt, we've taken the opportunity to evaluate our progress and to set new targets in line with where we are as a business.

As you will see we've taken the key learnings from the past few years and incorporated them into new targets set for 2016 and beyond. Re-establishing our baseline in the areas of Greenhouse Gas Emissions and Energy and Waste reduction, we've also introduced water usage across the company as a new area of focus.



With 2015 dedicated to reviewing and realigning our earthbalance® programme, it seemed timely that its success was recognised at the 2015 Lloyds Bank National Business Awards.



Described by David Cameron as 'the Oscars of great British business', Crown Paints took home the title of Sustainable Business of the Year. A real credit to our company and teams.

Last year also saw success with our Kick Out The Can recycling campaign celebrating its most successful year to date. With over 8,000 containers of unwanted paint returned to our network of Crown Decorating Centres, we recycled more paint than ever and brightened a number of community projects across the country as a result.

For our parent company Hempel, 2015 was a milestone year. With the company established by JC Hempel in 1915, July 2015 saw Hempel celebrate 100 years of business!

Today the Hempel Group are stronger than ever, with a presence in over 80 countries across the globe, and a Foundation that supports the education of over 55,000 children across 22 projects worldwide. 100 years is a momentous achievement for any company and just one of the reasons that we're proud to be a part of the Hempel Group.

I'd like to take this opportunity to thank our sustainability team for all of their hard work and dedication in establishing and running our earthbalance® sustainability programme. All of the achievements to

date, including the many award wins, just go to prove what a success it's been so far and the difference they've made across the company.

Thank you for your interest in Crown Paints and our sustainability report. I hope that you find it an enjoyable read, and as always, we welcome your thoughts and feedback as we continue towards our targets and goals.

Joe Devitt

Managing Director



INTRODUCTION TO CROWN PAINTS

With a heritage dating back to 1777, at Crown Paints we've been making paint for longer than most. So you can be sure that every tin is crafted with over 200 years of knowledge, experience and passion.

Crown Paints at a glance...

- Head offices based in Darwen, Lancashire
- Supporting manufacturing site in Hull
- Network of over 130 Crown Decorating Centres located throughout the UK and Ireland
- Over 1200 employees make up our Crown Paints team
- Proud holders of the Royal Warrant as Manufacturer of Paints
- Part of the Danish Hempel Group, a world leading coatings supplier to the protective, marine, container, yacht and decorative markets

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



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



OUR BRAND FAMILY



A household favourite, Crown is the perfect brand for the DIY market.



Our premium quality professional paint brand.



With over 130 stores across the UK and Ireland, we offer our customers second to none products, knowledge and service.



For superior wood protection we offer Sadolin, perfect for interior, exterior and garden woodwork.



Sandtex Trade products work as a system to protect exterior substrates for refurbishment programmes and commercial protection and restoration.



Sandtex is the UK's number one masonry paint and the ideal way to protect and enhance the exterior of the home.



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



The Berger brand has over 300 years of heritage in offering a wide variety of quality paints for the independent retailer.



OUR HISTORY

Bringing our history to life

Our Crown Paints archives are full to the brim with posters, paint tins, letters, colour cards and artefacts from years gone by, presenting the story of our colourful company history in fine detail.

We've handpicked some key events to walk you through our history, beginning with the establishment of Dob Meadows Print Shop in Darwen in 1777...

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.



1980s

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



1970s

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.



1982-88

Crown Paints sponsors Liverpool FC through some of the clubs most successful seasons.



2001

Crown launches its Breatheasy® range, the markets first 99% solvent free formulation perfect for the home environment.



2008

Crown introduces its Sustainability programme earthbalance®





1830/40s

Following experiments in wallpaper printing, full commercial wallpaper production begins.



1880s

In the late 1880s we begin 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.



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.



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!



COLOUR INFLUENCES

With a world of colour at our feet, it's not always easy to know where to begin when choosing the perfect colour.

Every year, our team of colour consultants, colour specialists and designers bring their knowledge and creativity together to enjoy lively conversations around the influences that will inspire colour trends in the year ahead.



Sun Drenched City



Organic Discovery



Playtime

“

For consumer and professional markets, interior and exterior, Crown Paints Colour Influences is a celebration of colour, sharing with you our viewpoint on future colour developments.

”



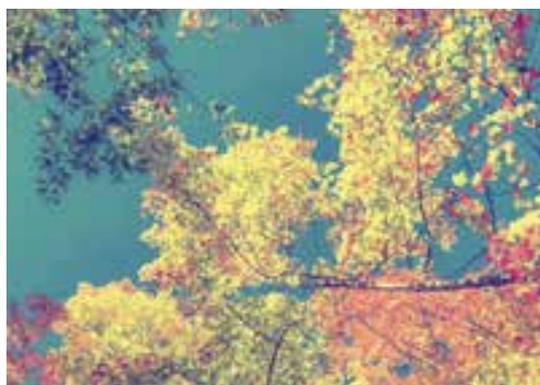
OUR COLOUR SERVICE

Our passion for colour encompasses not only trends and inspiration, but also the knowledge behind the practical use of colour in diverse environments.

Every day our Trade sales teams are creating specifications for the education, healthcare, housing and commercial sectors, and whilst getting the best product for the job is vital, so is the use of colour.



Our in house Colour Services team provides a selection of tailored services and packages for professional customers. From bespoke colour schemes and colour cards to face to face consultations for complex or prestigious projects, the team ensures that customer requirements are met with fine detail.



HURST GREEN
C6660X

RED DARK
W6134W

K4311Y

ART DECO 12
F0490P



SUSTAINABILITY



Firstly I'd like to say what a rewarding and exciting journey it has been for both myself and the team since we started in 2008.

When I sat down with Brian Widdop (Crown Paints Technical Director) in 2008, we could never have imagined that we would achieve so much in just seven years.

Since we began the earthbalance programme we have managed to carbon footprint every product that we manufacture, which we did initially in 2010 (a first in our industry), setting a baseline on which we based our challenging GHG emission targets, achieving a 6.3% reduction by the end of 2014.



We have also significantly reduced our energy usage across our business and have completely overhauled our waste management programme to focus on the benefits of reduction, reuse and recycling. This has seen our partnership with social enterprise NIMTECH blossom, with them now training and employing people across both of our main sites.

“

I am proud to say that there has been a change in mind-set across the business over the last seven years as we have set ourselves challenging targets to build a sustainable future for the business.

”

Programmes such as our Best in Class initiative, which strove towards implementing best practices in every area of the company and the pioneering Kick out the Can programme, which promotes the re-use of unwanted paint for deserving causes, have been two of our favourites.

On top of everything else we have won several International, National, Regional and Sector Sustainability awards over the last seven years, winning at least one award every year for our ongoing initiatives. The latest success being the proud winners of the Sustainable Business Award at the Lloyds Bank National Business Awards.

I hope you enjoy the read.

Mark Lloyd

Sustainability Manager

OUR TARGETS

Since our first sustainability report in 2008, where we introduced our now award winning earthbalance® sustainable development programme, we have made some significant achievements and learnt some valuable lessons along the way.

Following on from last year's achievement of a 6.3% reduction in our GHG emissions and having previously surpassed our electricity reduction target, amongst other successes, we felt that this was a good point to re-focus and re-evaluate our targets before setting some new ones.

In order to build on this knowledge and success, to not only further improve our performance using our current metrics but also widen the scope of the programme, we are re-establishing our baseline at 2015 and setting some new targets for the coming years:



Energy

10%
REDUCTION
BY 2016
per litre manufactured



Water

5%
REDUCTION
BY 2016
per litre manufactured



Waste

10%
REDUCTION
BY 2016
per litre manufactured



Greenhouse
Gas Emissions

7.5%
REDUCTION
BY 2020

15%
REDUCTION
BY 2025



MANUFACTURING & DISTRIBUTION

Energy Update

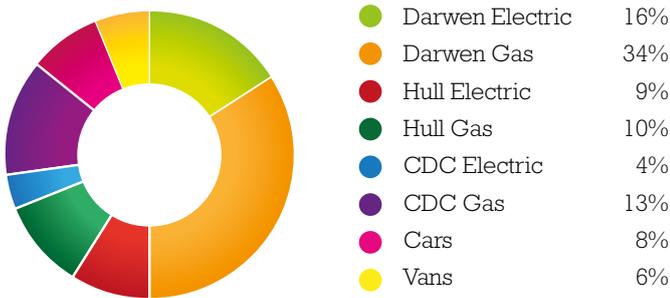
In our 2014 report we mentioned that we had engaged with our consultant Carbon Decoded to progress our ESOS compliance, and we are pleased to report that we completed our submission well ahead of the 5th December 2015 deadline.

As a company, we are aware that energy is a cost both to ourselves and the environment and as reported in previous years, we have exceeded our 15% reduction target for electricity from the 2008 baseline.

The ESOS report has helped us identify areas for focus to continue our drive towards energy efficiency across our sites, which we will be progressing over the coming months.

With this in mind, we are re-establishing our baseline at 2015 and are aiming to reduce our energy usage by 10% during 2016.

Total Energy Consumption



Ireland Energy Reduction

Energy efficiency projects have been running at our Coolock distribution site since 2004 and to date the team have achieved an amazing 55% reduction in energy consumption.

In addition, heating control improvements and new LED lighting across Cardiff Lane, Ashbourne and Annesley Bridge Crown Decorating Centre branches have resulted in an average of 38% reduction in consumption against the equivalent previous billing period.

LED Lighting

Last year we carried out a major investigation in to the lighting requirements within our Darwen Distribution Centre, which led to an investment in a new LED lighting system for the area.

The old system used a mixture of 400w/250w sodium vapour lamps and 400w/250w metal halide lamps. These type of lamps are of a high energy usage and they provide the warehouse operatives a varying level of LUX (brightness) to operate within.

Replacing the current high energy usage lighting units with low bay, highly energy efficient, controllable LED fittings provided the department with a more controllable lighting system. This optimises all the potential savings from daylight and movement of personnel with dimming and auto switch off.

“With the reduction of energy consumption, the new lighting is contributing to a reduction in Crown Paints’ carbon footprint whilst also reducing maintenance costs. In addition, it provides a more comfortable, safer and healthier environment to work in.”



The success of this project has led to LED lighting also being installed in the water-based manufacturing department, with more installations planned in 2016.



Distribution Efficiency

Radial deliveries – By taking the Best in Class approach to our operations, tracking delivery profiles and optimising schedules, we have achieved almost a 10% reduction in deliveries over 2015 compared to the previous year. This means around 9000 less deliveries on the road in 2015.

Artic Fleet – Working with our transport partners CEVA, we doubled the use of double deck trailers over single deck trailers, resulting in 25% less artic journeys in comparison to 2014 – around 450,000 vehicle miles off the road.

Telematics – A CEVA Driver Telematics system is fitted in each of our vehicles using a number of metrics to measure driver and vehicle performance, with the aim of improving fuel efficiency and safety. Our fleet had an overall rating of B for 2015, with some drivers scoring straight A's.



Employee Workshops

Staff engagement is an important element of our earthbalance® sustainability programme which is why we run regular awareness workshops focussing on specific topics.

Last year we ran energy awareness workshops to link in with ESOS, as well as waste awareness workshops looking at the waste hierarchy, the importance of waste segregation and waste reduction. Delivered by environmental charity, Newground, these informal workshops are designed to encourage open discussion amongst our teams.

“
Helps you understand
how much can be saved
by small changes.”

“
Inspiration to recycle!”



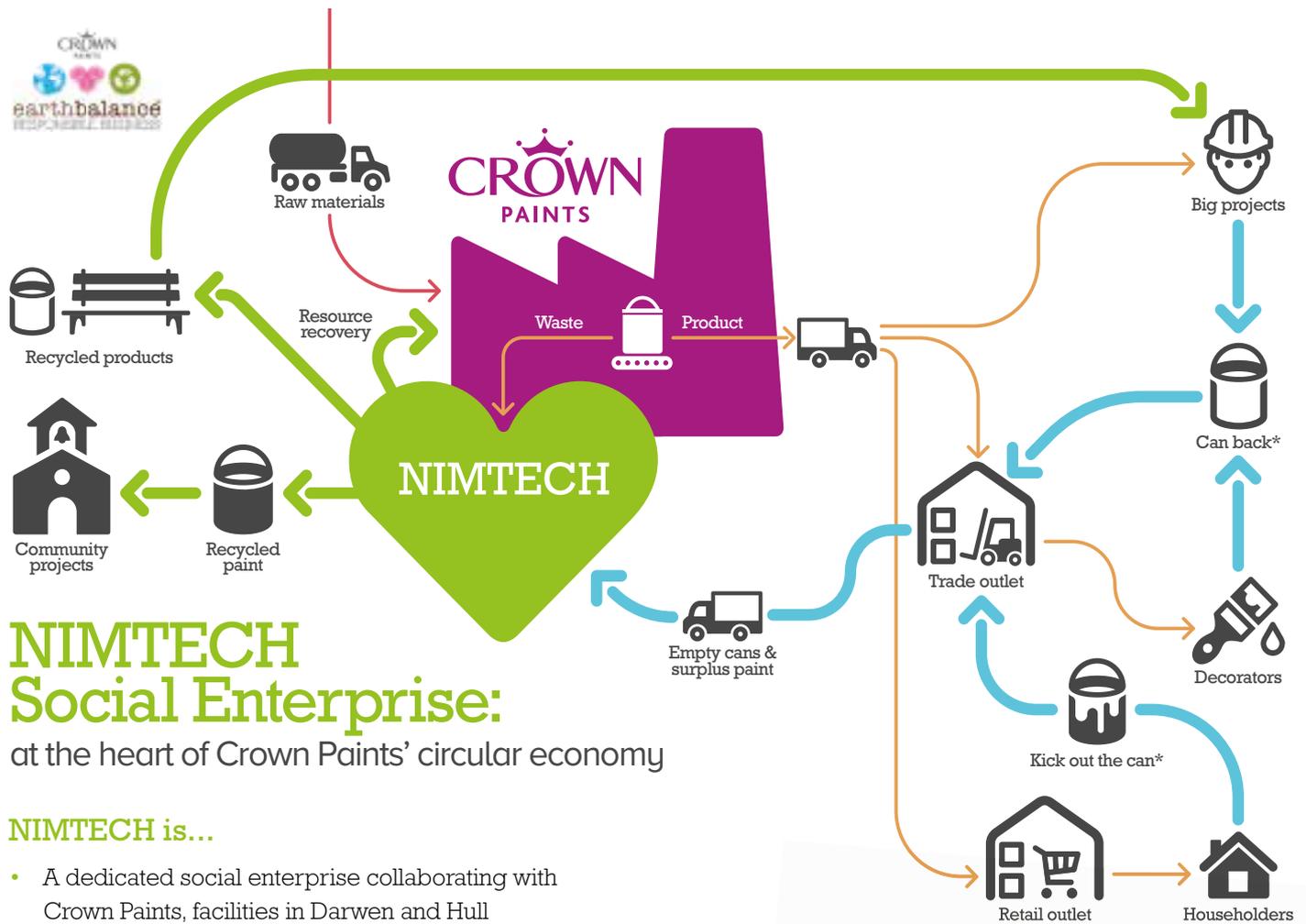
Darwen Distribution Centre

Employees in the Darwen Distribution Centre are enthusiastic ambassadors of our earthbalance® programme and have instigated a number of initiatives across the department.

- Utilising redundant containers as planters, the team have created a garden area for employees to use during break times, with a vegetable garden in the plans for 2016!
- Roof panels in their canteen area have been replaced with clear ones to allow more natural light and reduce the need for artificial lighting
- Following quality trials, the team have introduced a lighter weight stretch wrap, resulting in less plastic
- Unwanted items, such as waste string, redundant point of sale materials etc. are regularly donated to a local scrap store which provides art and craft resources to local schools and community groups
- All activities are communicated to the Distribution Centre teams through a quarterly newsletter



NIMTECH & WASTE UPDATE



NIMTECH Social Enterprise: at the heart of Crown Paints' circular economy

NIMTECH is...

- A dedicated social enterprise collaborating with Crown Paints, facilities in Darwen and Hull
- Providing jobs and training for hard to reach and long term unemployed
- A key part of our Can Back service and Kick Out The Can initiative
- Managing waste from across our business, helping us to improve our recycling rates
- Exploring innovative ways of dealing with waste and bringing it back in to the loop

The Crown Paints NIMTECH partnership is a prime example of how Crown Paints' commitment to sustainability and corporate social responsibility translates into practical activity that delivers significant environmental and social benefits.

DURING 2015
51%
TOTAL WASTE
REUSED OR
RECYCLED

*CDC's only



NIMTECH have continued to develop their operations across both of our sites.

At our Darwen site the team recently relocated into new buildings, bringing them into the heart of our manufacturing area.

And now NIMTECH also have a second operation on our Hull site, creating new job opportunities within the area. The Hull operation mirrors Darwen in its activities and will develop over the coming years as it becomes more established.



Professor Peter Fielden (Head of Chemistry at Lancaster University), Ian Coote (Waste Manager), Joshua Wardrop (Graduate) and Rachel Demaine (Environmental Sustainability Manager)

Knowledge Transfer Partnership

Crown Paints recently entered into a Knowledge Transfer Partnership (KTP) with the aim of finding innovative solutions for water based paint manufacturing streams.

KTP's are funded by Government organisations led by Innovate UK. KTP's form a 3-way partnership between a company (company partner), an academic (knowledge base partner), and a graduate (associate). They enable collaborative activity with innovative businesses that require access to skills and expertise to help their companies to develop, often by improving their competitive position, and benefit the UK economy.

Our KTP sees Crown Paints teaming up with Lancaster University's Chemistry and Chemical Engineering Departments and graduate, Joshua Wardrop with a project objective to use chemistry to design and develop processes to reduce, reuse and recycle paint manufacturing and post-use waste, helping to create a circular economy.

This is a very exciting collaboration and we look forward to seeing this progress during the coming year.



SPECIFICATION SERVICES



We appreciate that projects can often be complicated and ensuring that the right coatings are specified can be a challenge.

Through our Specification team we offer a variety of services to help create effective specifications for projects.

The perfect specification will help to make the process simpler and ultimately increase associated maintenance cycles, resulting in a more sustainable solution as an end result.



PaintSpec Finder[®], our web based Specification tool, available via the Crown Paints specification website www.crownpaintspec.co.uk offers the following tools and benefits;

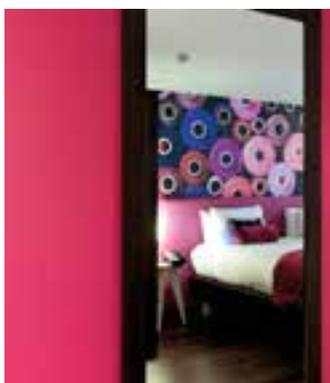


- Tools suitable for both professional and DIY markets
- Creates professional looking specification sheets for customers
- Guides user through specification writing
- Contains interior and exterior products from our professional brands
- Printable PDF of bespoke specification
- Download product and safety data in an, all-in-one, site specific document



Our Specification sales team provide:

- Site visits including conditions surveys and flake analysis
- Full technical specifications and asset management programmes
- Training for specifying clients and painting contractors
- Assessment of climatic, atmospheric and environmental conditions to ensure the correct specification
- Specification writing service, writing NBS M60 specifications or manufacturer specifications for any relevant project
- Assistance in developing sound cyclical maintenance programmes to ensure optimum value
- Guidance in dealing with fire safety legislation and fire risk analysis
- Colour scheming advice
- On-going site support and setting key performance indicators
- Zoning to aid effective use of labour and products
- BIM objects available on Crown Trade, Sadolin and Sandtex Trade products
- Guidance on fire safety using our Crown Trade Timonox Flame Retardant Coatings range



SPECIFICATION SERVICES



Different Shades of Green Sustainability CPD Certified Training Module

Crown Paints have launched a new CPD (Continuous Professional Development) module, a learning activity which allows professionals to develop and enhance their abilities.

Approved by the CPD Certification Service, the modules are designed for qualified professionals such as Architects and Surveyors to provide them with training to keep abreast of developments in their industry.

Client feedback indicated that green issues were coming to the fore again after the recession, so the 'Different Shades of Green' module has been designed to tell the Crown Paints Sustainability story, describing what we do and why we do it.

The module covers a number of different aspects of sustainability in terms of paint, including:

- What sustainability means to a specifying client
- Clarification on the various rating systems used by the building industry and how paint products achieve compliance
- What sustainability means to a modern manufacturer
- How Crown Paints looks at carbon footprinting and how we can offer it to clients or painting contractors
- How product performance can be used to reduce carbon footprint and environmental impacts
- How the use phase of paint and the recycling of empty paint cans can be utilised to minimise impact on the environment whilst supporting social enterprise at the same time
- Discussing common preconceptions about green credentials within the paint industry
- The future of environmental impact measurement



We also offer the following CPD's:

- Burning Issues**
- The Hazard of Painted Walls and Ceilings**
- Colour in Education**
- Effective Paint Specification**
- The Role of Colour in Buildings**

PRODUCT FOCUS



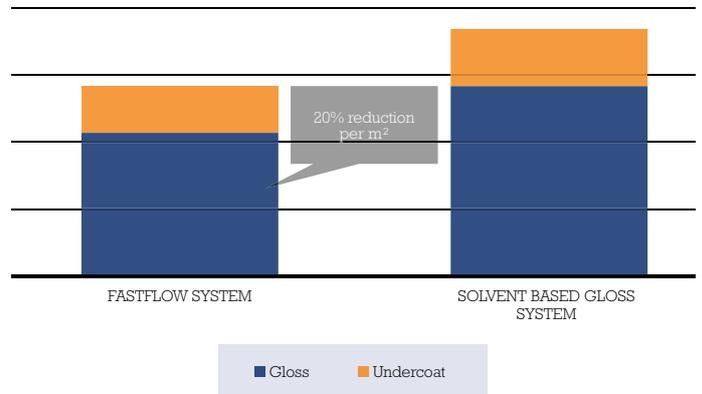
Crown Trade FastFlow

The Crown Trade FastFlow Quick Dry Gloss & Undercoat system has recently been introduced to the market, with the following features and benefits:

- ✓ Introducing alkyd emulsion technology
- ✓ Excellent flow and a high gloss finish usually associated with solvent borne paints
- ✓ Water based system reduces VOC levels
- ✓ Fast drying system allows two coats to be applied in one day, reducing time and labour costs
- ✓ Carbon footprint reduced by 20% per m² in comparison to equivalent solvent borne system

Carbon Footprint Comparison

System - 1 coat Undercoat, 2 coats Gloss



Environmental Product Declarations

Key products now hold verified EPD certificates complying with the European Standard EN 15804.



EPD's are full life cycle 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.

EPD's 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.



KICK OUT THE CAN & CAN BACK



Kick Out The Can

Each year our innovative national paint recycling scheme offers customers the chance to clear their homes, sheds and garages of any unwanted paint tins by returning them to their local Crown Decorating Centre.

Run over the Easter period, Kick Out The Can sees the paint and containers re-processed and recycled by social enterprise NIMTECH, before the paint is then donated to help brighten community projects across the UK. To date we've received, re-processed and recycled over 30,000 tins of unwanted paint tins.



Can Back

Our Can Back recycling system was introduced to provide painting contractors with an easy to manage way of recycling empty paint cans and avoid generating landfill waste.

Implemented across our network of CDC's, Can Back was originally set up in 2008 based on demand for Site Waste Management Plans driven by the Code for Sustainable Construction.

Painting contractors simply return their empty cans to their point-of-purchase and we take it from there, with both metal and plastic paint containers returned to Crown's main distribution centres where they are then further processed into the recycling chain by NIMTECH.





APPRENTICE DECORATOR OF THE YEAR

The Crown Trade Apprentice Decorator of the Year is the UK's leading painting and decorating skills competition. Celebrating its 37th year in 2016, the national contest offers apprentices from across the UK the chance to test their skills against peers at the National Skills Show, a major industry event.



“ The Apprentice Decorator of the Year competition is a real showcase for the industry, so to win the title was a massive deal for me. ”

Ben Deer 2015 ADY Winner

Every year, tutors and employers all across England, Scotland, Wales and Northern Ireland encourage their best students and apprentices to participate in regional competitions, either at new entrant level or in the main competition. Regional heats for the annual tournament are held throughout the country during the summer months, with twelve finalists chosen to battle it out at the final in November.

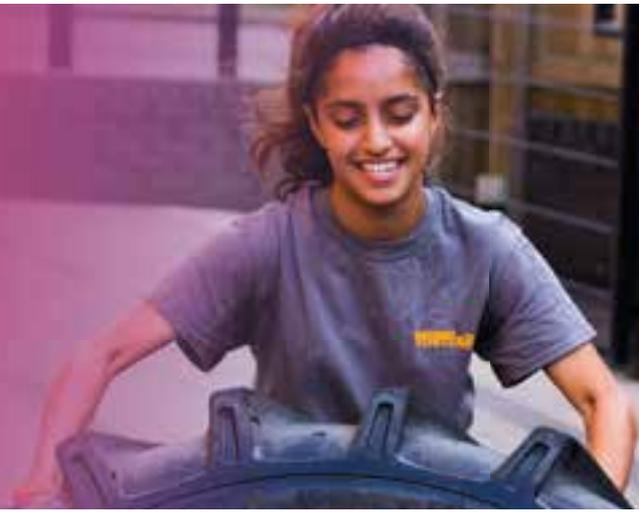
With recent figures from the Construction Industry Training Board revealing that more than 13,000 painters and decorators will be needed before 2018 to meet growing demand, developing our apprentices is now more important than ever before.

“ This is a competition which touches the lives of hundreds of young people at the start of their careers, encouraging them to strive for excellence in their craft and reach the highest standards. ”

Debbie Orr Trade Marketing Manager



OUR COMMUNITY



Introduced in 2012, the Crown Paints Community Awards were established in the hope of supporting local community groups, projects and teams.

Run in partnership with Darwen Town Council, to date we've invested over £55,000 back into our community.



BLACKBURN YOUTH ZONE

We're really proud to be a founder patron of our local OnSide Youth Zone, a charity with one simple aim, to build a network of 21st Century Youth Clubs.

Led with the principle of 'starting where young people are, going where young people take us', Blackburn Youth Zone opened in 2012 with the aim of creating a more positive future for young people of the Borough. Helping them to gain increased levels of confidence and self-esteem and raising aspirations, the Youth Zone has good knowledge of the Borough's young people with an already established membership of 3,500 and 1,000 visits a week.



“

Crown Paints has been an incredibly supportive patron of the Youth Zone since its opening and the Youth Zone team are all inspired by the company's commitment and passion for the young people of the borough. None of the Youth Zone's achievements would be possible without this support and we cannot thank you enough for everything you have done and continue to do for us.

”

OUR CHARITIES

At Crown we take charity personally, with each of our supported charities handpicked by our own employees.

Since 2010 we've donated over £80,000 to a variety of amazing charities and causes, including Macmillan Cancer Support who we've been in partnership with since 2014.

With the aim for no one to face cancer alone, Macmillan ensure that patients and their families have the support they need from diagnosis, through treatment and beyond.

Along with Macmillan we also support two hospices local to our Lancashire and Hull sites. Dovehouse Hospice in Hull and the East Lancashire Hospice in Blackburn work endlessly to support those in our local community who need it most, keeping them close to the hearts of many of our employees and their families.



Each year we host our Crown Paints Charity Golf Day.

Held in aid of Macmillan Cancer Support, we welcome customers, partners and suppliers from across the UK to the picturesque surroundings of Brocket Hall in Hertfordshire, one of England's finest stately homes.

Glorious days of golf, followed by evenings of fine dining and entertainment have seen us raise over £20,000, helping Macmillan to support patients, families, nurses and hospitals right across the UK.

Thank you to everyone who has helped us to raise such fantastic amounts for all of our charities, your support and generosity will make such a difference to those who need it most.



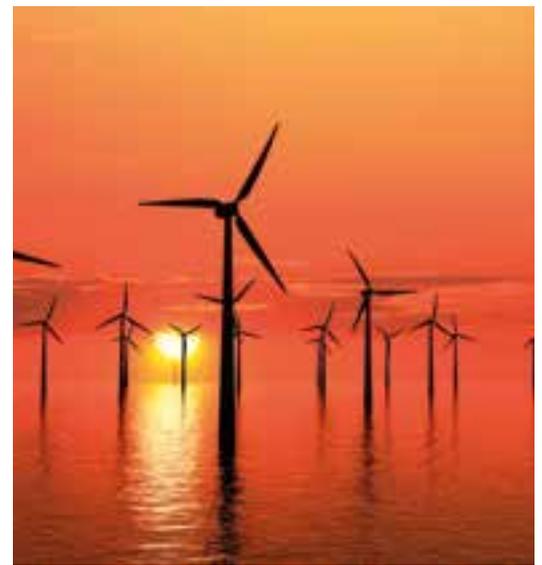
HEMPEL

Since 1915 Hempel has been a world-leading coatings specialist, providing protection and inspiration to the world around us.

Today Hempel have over 5,500 people in 80 countries delivering trusted solutions in the protective, decorative, marine, container, industrial and yacht markets. This includes many recognised brands like Crown Paints, Schaeppman and Jones-Blair.

Hempel is proudly owned by the Hempel Foundation, which supports cultural, humanitarian and scientific causes across the world.

Find out more about Hempel online at www.hempel.com





HEMPEL FOUNDATION

In 1948, JC Hempel established The Hempel Foundation, a commercial foundation and the owner of the Hempel Group.

Whilst the Foundation's primary purpose is to provide and maintain a solid economic base for the Hempel Group, its secondary purpose is to provide assistance for cultural, social, humanitarian, scientific and artistic purposes.

With a special focus on education for children in need, the Foundation supports education across four areas:



HELPING CHILD LABOURERS TO LEAVE WORK AND PURSUE AN EDUCATION

IMPROVING LOCAL SCHOOLS

BUILDING NEW SCHOOLS

AFTER-SCHOOL EDUCATION AND CLUBS

Hempel employees are fortunate enough to be given the opportunity to spend time in some of the Foundation's supported projects.

Visiting areas such as Bolivia, Indonesia and Mozambique, the Hempel Volunteer Trip invites employees to spend time teaching in schools, visiting communities and spending time with families to experience first-hand how the work of the Hempel Foundation helps to change lives.

Today the Hempel Foundation supports over 55,000 children across 22 projects worldwide.



AWARDS



“ We found that Crown Paints were exceptional in the way that they promoted sustainability throughout their business ”



AWARDS OVERVIEW

2013

- Green Apple Awards**
Environmental Best Practice
- European Business Awards**
National Champion
- Lancashire Business Environment Awards**
Community Contribution for Large Companies
- Investors in People Gold**

Manufacturer of the Year Awards
Green Manufacturer of the Year

2014

- International CSR Awards - Environmental Endeavour**
Sustainability & Overall Gold Scorer
- BCF Awards**
Coatings Care Award for our Hull site

2015

- EEF Manufacturing Award**
Environmental Efficiency (North West)
- National Business Award**
Sustainable Business of the Year





CUSTOMER RELATIONS MANAGEMENT



Whether our customers are enquiring about Crown's latest trend colours, the best preparation techniques for Sadolin or the features and benefits of Sandtex Trade, our CRM team have the experience and knowledge to support our customers across all markets.

At Crown we aim to provide products and services that are second to none, however we understand that there will be times where our customers aren't one hundred percent satisfied. Our CRM team work around the clock to address and resolve these issues for our customers, and as such have reduced our level of customer complaints by 21% versus 2014.

To contact a member of our Crown Paints team, please see the contact details for the UK & Ireland offices below:

UK

Crown Paints Limited
PO Box 37
Crown House
Hollins Road, Darwen
Lancashire BB3 0BG
United Kingdom
Switchboard: (+44) 01254 704951

CRM Contact

Retail helpline Trade Helpline
0330 024 0281 **0330 024 0297**

CRM e-mail;
crm.team@crownpaints.co.uk

Ireland

Crown Paints Ireland Limited
Malahide Road
Dublin 17
Ireland
Switchboard: (01) 816 4400

Credentials

ISO 9001 & 14001 OHSAS 18001 Investors In People



FM 543424
ISO 9001



EMS 543425
ISO 14001



INVESTORS
IN PEOPLE



Inside this tin
are dreams
conceived,
Freedom to paint
& breathe with ease.

Breatheasy® is Crown's unique 99% solvent free formula. As well as being better for the environment, it's virtually odour free meaning you can get back in your room in no time. **Giving you the confidence to truly make your mark.**

99% SOLVENT FREE
breatheasy®
EXCLUSIVE TO CROWN



It's not just paint.
It's personal.
www.crownpaints.co.uk



MyRoomPainter
Download the app now