



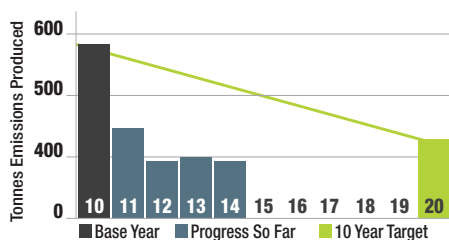
- Silver Pledging Partner
- Sector: Financial and Insurance
- RCI Membership since 2009
- Reduction Target: 40% reduction commitment from 2010
- Reductions to Date: 194.16 tons (absolute)
- Full-time Employees: 370

## About

Crawford & Company is the world's largest independent provider of claims management solutions to the risk management and insurance industry as well as self-insured entities, with an expansive global network serving clients in more than 70 countries. The company's shares are traded on the NYSE under the symbols CRDA and CRDB.

## Sustainable Journey

Crawford's vision is to create a healthier, sustainable environment while inspiring environmental conscience along the way. Crawford recently appointed a VP of Sustainability to ensure it is part of the organizations global strategic initiative.



## By the Numbers

Hitting their Bronze target 8 years ahead of schedule, and then setting a new silver target is an ambitious feat!

## Awards

In 2013, Crawford became a Corporate Friend of the Network for Business Sustainability. This recognizes their participation in RCI events and programs, the quality and measurements of their GHG reduction projects.

## Green Team

Crawford's Green Team is comprised of staff from every level of the organization, and many different departments. The team has led several initiatives, including the installation of a bike rack, conducting of an energy audit and setting up an electronics recycling program. Several campaigns to increase employee engagement and awareness are held; April is Earth action month and employees are encouraged to go "paperless" during the month of November.

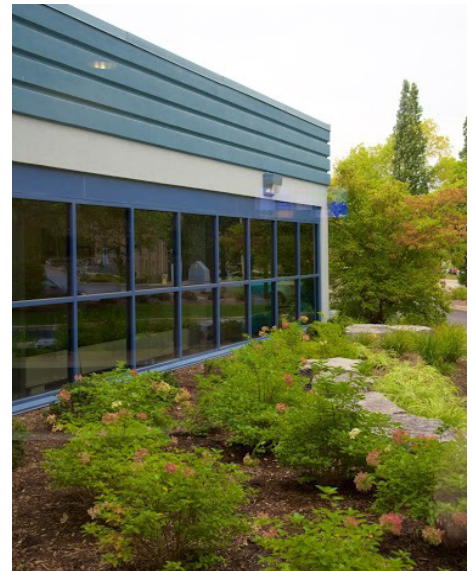
## Key Projects

### Building and Equipment

- Began shutting down the boiler during the summer, saving an estimated \$8,000 annually
- The boiler was replaced in 2014, realized a significant increase in efficiency and less use of natural gas. A conservative payback period is estimated at 5 years depending on the price of natural gas
- Replaced an aging HVAC system with a more energy-efficient model while improving the ventilation system

### IT & Office

- 146 desktop computers were updated across Canada, each using 85% less energy than older models
- Replaced four storage area network's (SAN). The new SAN's will use 61% less BTU per hour
- Establishing and implementing consistent power-saving settings to reduce computer usage from 0.6W/ft<sup>2</sup> to 0.5W/ft<sup>2</sup>
- Updated 39% of the printer fleet (reducing energy use up to 59% and 98.4% recyclable at end of life), decommissioned another 26%, promote toner recycling, and campaign for a 'paperless' office during the month of November



Sustainable Waterloo Region (SWR) is a not-for-profit that advances the environmental sustainability of organizations across Waterloo Region through collaboration. SWR's flagship program is the Regional Carbon Initiative (RCI), which facilitates voluntary target-setting and reductions of greenhouse gas emissions by local organizations. For a full list of SWR's programs, please visit [www.sustainablewaterlooregion.ca/programs](http://www.sustainablewaterlooregion.ca/programs).

The Regional Carbon Initiative (RCI) is Sustainable Waterloo Region's flagship program that helps local organizations advance the sustainability of their operations through greenhouse gas (GHG) emission reductions. RCI membership enables organizations to make GHG reduction commitments, collaborate with area leaders in environmental sustainability, and learn how to implement cost-effective reduction projects.