

TRANSPARENCY

HONESTY

SUSTAINABILITY

COMPLIANCE

RESOURCES

INTEGRITY

ETHICS

RESPONSIBILITY



# CORPORATE SOCIAL RESPONSIBILITY

DECEMBER 2022



# CORPORATE SOCIAL RESPONSIBILITY AT CRC

We believe CSR provides an invaluable foundation that serves to strengthen our operations, enhance risk management, attract, and develop talented employees, uphold our reputation, and cultivate an even stronger connection with our consumers. As a global company, and market leader, we feel it is important to include environmental, social and governance considerations in our approach to corporate social responsibility.





**GLOBAL  
OPERATING  
PRINCIPLES**

## QUALITY



We continually improve the value and quality of our products and services to maximize customer satisfaction.

## SAFETY



We are committed to the safety, health, and wellness of our employees as they are our most valuable resource. We provide training, support and monitoring programs that adhere to the highest safety standards.

## OWNERSHIP



Every CRC employee has a 'voice' to take ownership and present ideas for growing our company and nurturing corporate culture and responsibility.

## CUSTOMER FOCUS



We aspire to serve our customers better than anyone else, as they are the core of our business.

## INNOVATIVE



We develop unique solutions by recognizing the opportunities for improvement in the marketplace and understanding the values and requirements of our customers.



## GOLDEN RULE

We act in a respectful and responsible way to everyone we interact with.

## TEAMWORK



We work together to quickly adapt to the ever-changing needs of our customers and the market to achieve our goals together.



# ETHICAL CONDUCT AND COMPLIANCE

CRC aims to be a responsible business that meets the highest standards of ethics and professionalism. Every CRC employee is required to honor a corporate “Code of Business Conduct.” Our code represents our minimum standards and expectations and defines the boundaries within which we operate.



# HUMAN RIGHTS

CRC supports and respects the protection of internationally proclaimed human rights and we ensure that our business activities are not complicit in human rights abuses.



# LABOR

CRC does not use child or forced labor in any of its global operations or facilities.

CRC is an equal opportunity employer as a matter of law, ethics and good business practice. It does not discriminate on grounds of race, color, religion, gender, national origin, age, disability, sexual orientation, political affiliation, union membership or any other status protected by law.

CRC abides by a strict Anti-Harassment Policy and will not tolerate any form of discriminatory harassment.

CRC pays workers according to applicable wage laws, including minimum wages, overtime and legally mandated benefits, and complies with the laws on working hours in the countries in which it operates.

CRC respects the rights of workers, in accordance with local laws, to associate freely, join or not join labor unions, seek representation, and join workers’ councils.

CRC prioritizes the health and safety of our employees by regularly assessing our facilities and ensuring that the best preventive and protective measures are in place.



## ANTI-CORRUPTION

CRC stands against corruption in all of its forms, including extortion, bribery, or money laundering. We compete fairly and ethically for contracts and other business opportunities. We will not use any illegal or unethical practices, such as improperly obtaining proprietary information of a competitor, or price-fixing, coercion, or collusion, in an attempt to obtain business.



## QUALITY MANAGEMENT

Maintaining the quality of CRC products and the raw materials used in production is essential to the success of the company. All CRC manufacturing sites have a detailed Quality Management System, most of which are ISO9001:2015 compliant and utilize modern manufacturing principles such as Lean and appropriate Good Manufacturing Practices. We maintain and continuously improve our management systems to ensure compliance to each country's quality, environmental, health and safety standards.



## LEGAL COMPLIANCE

CRC complies with all applicable laws in the countries in which we do business including the following:

- ◆ Anti-boycott laws
- ◆ Import and export controls and economic sanctions
- ◆ Securities laws
- ◆ Laws applicable to contracts with any government

CRC will cooperate with appropriate government investigations. We have reporting systems in place and encourage all employees to report suspected cases of non-compliance with any government regulation or CRC policy.



# OUR PEOPLE

We value and respect all people touched by our business. We will ensure that we don't risk the health and safety of our employees, the local community, or our end users. We support diversity, equity and inclusion in our workplaces. We are committed to developing our partnerships with our suppliers and customers and we are dedicated to the well-being and development of our people.



# 100%

Completion rate on Code of Conduct training for active employees

## CODE OF CONDUCT

CRC is committed to complying with our Code of Business Conduct which represents our effort to meet and exceed the requirements of the law and industry practice. All employees are required to participate in regular training relative to the Code of Conduct.

# ~90%

employee participation in Engagement survey

## EMPLOYEE ENGAGEMENT

In 2019 CRC began conducting an Annual Employee Engagement Survey to understand and respond to the needs and suggestions of our employees. Regional Engagement Teams champion activities to lift engagement and lead continuous improvement ideas.



## SAFETY

Employee safety and well-being is paramount. We comply with country and regional Health & Safety legislation as a minimum requirement.



Zero Accident Target



## WELLNESS PROGRAM

We will continue to take steps and provide support services to ensure the health, safety and mental well-being of our team through programs such as CRC's Employee Assistance Program.



## EDUCATION & EMPLOYEE DEVELOPMENT

We strive to build a high performing culture that motivates people to meet their potential. We invest in our people and in doing so attract and retain talent.

- ◆ Individual Development Plans to support high potential talent and grow our leaders
- ◆ Women in Leadership Program – 43 women have graduated from the program since its launch in 2020
  - ◆ Amplify Leadership Program
- ◆ Broad recruitment process fostering equal opportunity and diversity



## COMMUNITY & CHARITABLE SUPPORT

Some of the ways we support our communities:

- ◆ Provide product to assist disaster relief efforts in times of earthquake, tornado, floods, bushfires, and other natural disasters.
- ◆ Partner with organizations to outsource work that provides employment for people with disabilities, bringing them a sense of purpose and social inclusion.
- ◆ Support the next generation of Automotive Technicians and Leaders with products, training, and scholarship programs at organizations such as Universal Technical Institute, TechForce Foundation, and Women in Auto Care.
- ◆ Partner with many of our customers in their charitable endeavors. Some of the organizations we have supported include the Intrepid Fallen Heroes Fund, Homes for Heroes, St. Jude Children's Research Hospital, the National Civil Right Museum, Habitat for Humanity, Rescue Services, and Children's hospitals.



## SUPPLIERS

We are implementing Ethical Sourcing Policies based on Ethical Trading Initiative Base Code and the International Labour Organisation Conventions. We have built strong and collaborative relationships with our supply chain to ensure open communication and monitor regulatory compliance.



# OUR PRODUCTS

We strive to create high quality products that are environmentally responsible, safe for the people that work with them and perform at or above the expectations of our customers. We are committed to incorporating sustainability goals into the development of new products and assessing the environmental impact of the full product life cycle.



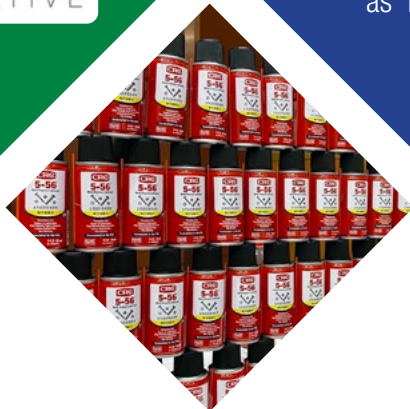
## PROMOTION OF RECYCLING

Aerosol containers are fully recyclable!

### Goals of the Aerosol Recycling Initiative:

Achieve at least **85%** Recycling access rate in the US

Label at least **90%** of aerosols with recyclability messaging by **2023**



The CRC Belgium facility has partnered with Air Liquide to source the carbon dioxide propellant used in their aerosols. This carbon dioxide is certified "Green Origin" meaning that energy consumption from production to delivery utilizes renewable sources.



CRC Australia is a member of the Australian Packaging Covenant Organisation. Their packaging sustainability program is rated as 'Leading' which shows significant progress towards APCO initiatives.

CRC Belgium's annual purchases of CO<sub>2</sub> resulted in:

**7.1**  
metric tons of CO<sub>2</sub> emissions prevented







# SmartWasher®

BIOREMEDIATING parts washing system



## ECO-TECHNOLOGY

CRC has invested in industry leading technologies targeting environmental impact, waste and hazard reduction.

Our SmartWasher® parts washers utilize advanced bioremediation technology that breaks down oily contaminants in the cleaning fluid and allows continual re-use. There is no need to change out the cleaning fluid. **A circular solution!**

- ◆ A typical Solvent Parts Washer generates around 831 lbs/ 377 kg of hazardous waste annually
- ◆ SmartWasher cleaning fluids are water-based and do not produce hazardous emissions.



# 99%

**Hazardous waste output that can be reduced by SmartWasher®** compared with traditional solvent parts washers



# OUR ENVIRONMENT

Our company recognizes the need to protect the environment. Keeping our environment clean and unpolluted is a benefit to all. We'll always follow best practices for the facilities of our manufacturing and distribution operations to minimize our environmental impact.



CRC completed the EcoVadis questionnaire and was awarded the EcoVadis Bronze Medal for 2022.



# GLOBAL ESG

CRC reported our Climate Change impacts through CDP during 2022.



# ENERGY EFFICIENCY

We optimize and reduce our electricity consumption by employing energy efficiency best practices at our manufacturing, warehousing, and office facilities:

- ◆ Sleep consumption measurements
- ◆ Motion sensor lighting
- ◆ Variable speed drive motors
- ◆ LED lightning
- ◆ Using sleep mode for electrical equipment



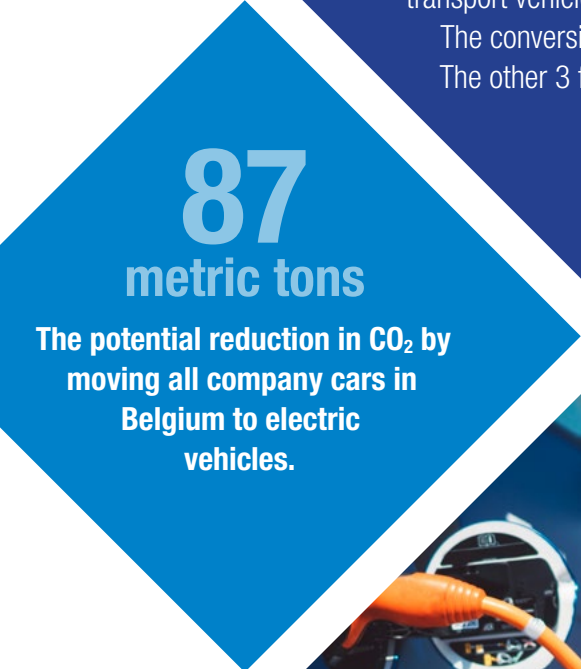
# ENVIRONMENTAL MANAGEMENT CERTIFICATION

CRC's UK manufacturing facility is ISO 14001 certified.



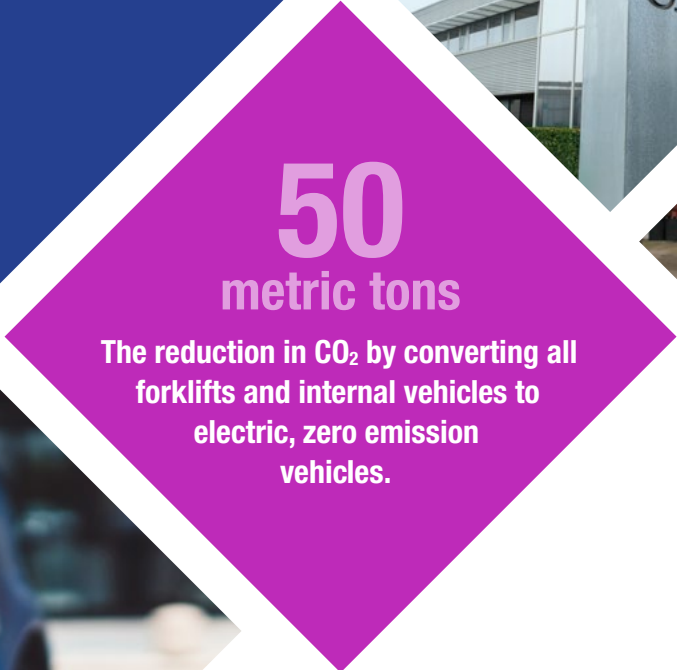
## EMISSIONS REDUCTION

We are transitioning all forklifts and other internal transport vehicles to electric, zero emission vehicles. The conversion is complete at 4 of our facilities. The other 3 facilities will transition during 2023.



# 87 metric tons

The potential reduction in CO<sub>2</sub> by moving all company cars in Belgium to electric vehicles.



# 50 metric tons

The reduction in CO<sub>2</sub> by converting all forklifts and internal vehicles to electric, zero emission vehicles.





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