

CRAWFORD
CONSULTING SERVICES

Giving Well-Being Learning

2020 Crawford Cares Report



A Message From Our President

Our 27-year history has taught us that being a great partner and providing excellent services truly helps shape the world where we live, work, and play. We have built upon a strong foundation and strive to live up to our core values each and every day.

We will build upon our robust relationships and reputation as a leading woman-owned small business. As a place where quality services and customer relationships combine with a constant need to improve to provide outstanding construction consulting services. As a place engaged with industry, government and international partners on world-class projects delivered on-cost and on-schedule. And as a place enriched by our employees, our social responsibility as a firm, and the commitment and excellence of its people.

We believe we are accomplishing something bigger than just providing quality construction consulting services. We help deliver hospitals for our Veterans, schools for our children, and sustainable facilities to help inspire our future leaders.

This report highlights the progress we have made and continue to make in the following areas:

- Giving
- Well-Being
- Learning

With the launch of our formal Crawford Cares corporate social responsibility initiative, the achievements within this report are a reflection of the great employees at Crawford who help us fulfill our mission every day.

I encourage you to read our updated CSR report for the continuing story of how Crawford remains a responsible corporate citizen, employer of choice, good neighbor, and positive contributor to the world's economy.

Mary F. Crawford

Founder and President



Our Mission

Support great customers in shaping the world we live in by sustaining a successful partnership to deliver important projects.

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Introduction

Crawford seeks to create value, not only for our staff and their families, but the communities in which we reside. Our mission is to influence charitable acts, strengthen the skills of our staff, and support a healthy work-life balance. Together, we can make a difference!



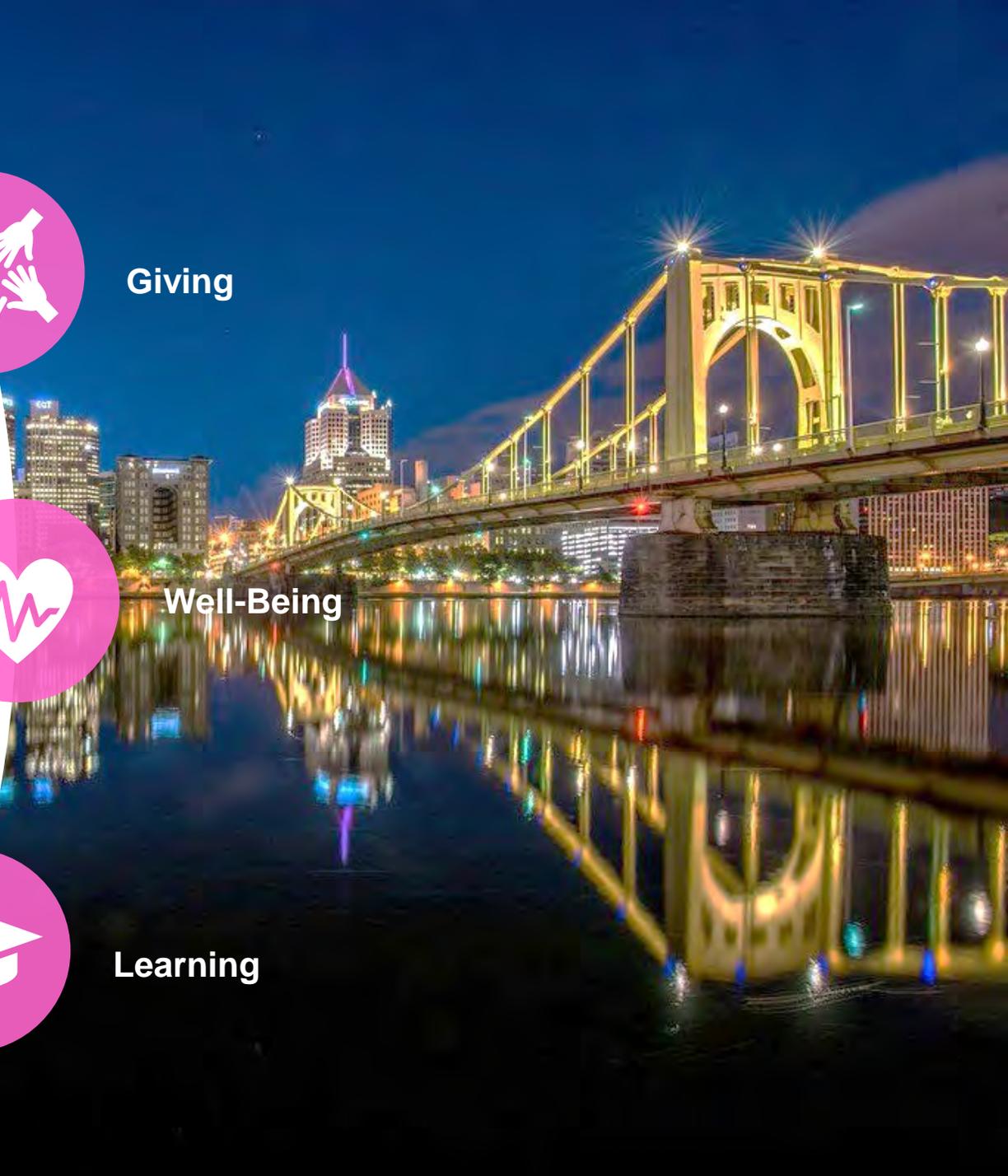
Giving



Well-Being



Learning



Core Values

Our core values serve as the foundation on which Crawford was built. With respect and dedication for upholding the ideals Mary Crawford founded; we embrace as core values:



Quality



Quality is not an act; it is a habit. At Crawford, quality is everyone's responsibility and our goal is to deliver first time quality in everything we do.

Responsiveness



Responsiveness is an attitude. We are a part of a team that is willing to help each other and our clients. The more we engage with our team, the better we can respond to our industry's changing needs.

Teamwork



We are not a team because we work together. We are a team because **we respect, trust, and care about each other** through an individual commitment to a group effort.

Accountability



Accountability starts with you and applies to one and all. **We trust our people to do the right thing, even when no one is looking.**

Safety



Safety is everybody's business. Every day! Crawford is committed to maintaining a safe and healthy environment in all our offices and on each of our projects.

Passion



Many of our projects support the men and women who volunteer to serve our country and protect our freedoms. **No matter what you are doing, do it with passion or not at all.**



Giving

At Crawford, relationships are important. Having a corporate social responsibility allows Crawford to strengthen the communities in which we live and work. Crawford Cares is aimed at giving back to our communities. By focusing on Families, Veterans/Soldiers, and Animals, we are committed to strengthening the lives of those less fortunate, those who are unable to speak for themselves and our nations' heroes. We support and invest in our communities through local giving and encouraging volunteerism to raise awareness of those less fortunate.

Families

We are committed to ensuring families, especially those from underprivileged communities residing in areas where we have a physical presence, have the resources and skills they need to build their best and brightest futures. We are focused on building long-term relationships that will have a lasting, positive impact on those families in need.



Veterans & Soldiers

Since 1996, Crawford has supported the Department of Defense and Department of Veterans Affairs on more than 2,500 projects around the world. At Crawford we work with nonprofit partners to honor the service of our veterans and support the active duty force and their families. We are proud to give back and support those who are serving and have served our nation.



Animals

Crawford is committed to the ethical and respectful treatment of all animals. We believe that they deserve an exceptional quality of life, treatment, and care. By focusing on animal welfare groups local to our community, we aim to do our part in raising awareness and contributing to their overall wellbeing.



2020 Giving Initiatives

Pillar	Events	Description
Families	<ul style="list-style-type: none"> Sister's Place Angel Tree Stuff a Backpack Miracle League Volunteer Lymphoma Cancer Awareness Senior Living Christmas Cards Jean Days 	<ul style="list-style-type: none"> Christmas gifts for Sister's Place Fill backpacks with school supplies Volunteering for Spring game 2020 focus on Lymphoma Christmas Cards \$5 donations benefiting Harper's Heroes
Soldiers/Veterans	<ul style="list-style-type: none"> Wreaths Across America Soldier Care Packages 	<ul style="list-style-type: none"> Laying wreaths at a local cemetery Purchasing items for soldiers deployed
Animals	<ul style="list-style-type: none"> Humane Society 	<ul style="list-style-type: none"> Volunteering time with a local shelter

This is not a complete listing. Check with the Crawford Cares team for more details on upcoming events.





Well-Being

Crawford strives to foster a healthy, happy and productive workforce so that we can perform to the best of our ability in order to be a best-in-class service provider to our clients. We look to educate, support, and empower employees and their families to improve and maintain their overall health and well-being through healthy lifestyle choices and to create a culture of wellness throughout Crawford.



Crawford has partnered with United Healthcare to offer services and opportunities including preventing and managing chronic diseases to lower their health and economic burden, improving employee morale and motivation, and improving employees' quality of life. Our partnership encourages employees to improve their personal and professional productivity and physical, mental, social, and community wellbeing.

Crawford champions a workplace culture that supports healthy lifestyle choices by valuing individual health and creating a supportive community through sponsored wellness challenges. These challenges provide networking, education, tools, and other resources to help employers cultivate and sustain a culture of health and wellness for employees and their families. We are proud to advocate for Crawford employees to “have their voice be heard and valued,” by valuing employee input and using the Wellness Committee as a vehicle of change.



Learning

Learning and development is a fundamental component of our successful strategic plan for recruiting and retaining employees. Our blended learning approach of workshops, mentoring, instructor-led training sessions, online webinars, and web-based training enables our employees to improve their skills and competencies while enabling us to meet our strategic objectives.

Crawford University

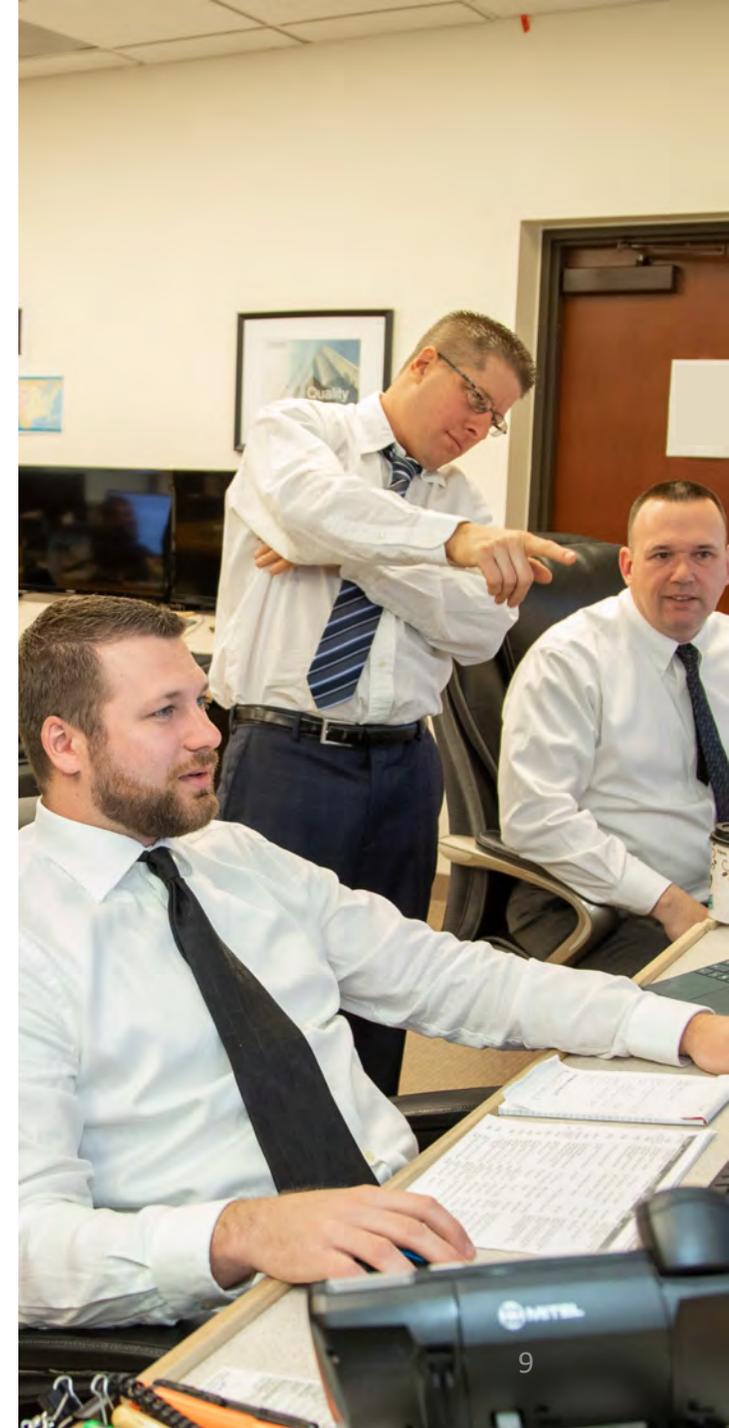
Established in 2020, Crawford University will offer hundreds of courses covering a wide array of professional development topics for all levels of employees, from early career professionals to senior staff. Employees also have access to corporate paid continuing education units through Crawford University as well as through professional organizations, such as AACE International, which has been serving the total cost management community since 1956.

Setting goals for our employees and discussing the value during reviews is key to ensure they are engaged, and that content is relevant and applicable to our business. Beyond keeping things fresh to improve our understanding of fundamentals and best practices, learning helps us keep pace with a rapidly changing business environment.

Our Train Trust team also designs and facilitates leadership/management training programs for project managers, supervisors, functional managers, and senior managers.



By effectively applying technology, we've made employee learning and development available on a nationwide scale. Online learning opportunities help to develop skills, knowledge, and abilities while also meeting employee compliance and certification requirements. We will also create customized web-based and/or instructor-led training to meet the specific requirements of projects and departments throughout the company.



Crawford Cares Team

The Crawford Cares Team was set up to serve as a link between the community and our employees. The Team is constructed of members who develop and champion the initiatives that make up our annual program. Each member is dedicated to supporting our mission and inspiring the group to make a difference in the Pittsburgh area.



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