2020

Environmental, Social & Governance Report

CROWN CASTLE

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About this Report

Report Boundaries

This report was published in December 2021 and, unless otherwise indicated or the context otherwise suggests, reflects our activities for calendar year 2020. This report provides qualitative and quantitative information on our approach to managing sustainability issues, and we intend to continue publishing our sustainability report annually.

In this report, the term "including," and any variation of such term, means "including without limitation." The use of the word "or" in this report is not exclusive. Unless this report indicates otherwise or the context otherwise requires, the terms "we," "our," "our company," "the company" or "us" refer to Crown Castle International Corp. and its subsidiaries. In addition, unless the context suggests otherwise, references to "US" are to the United States of America and Puerto Rico, collectively.

Reporting Guidelines

We prepared this report leveraging as guidance (1) the Task Force on Climate Related Financial Disclosures (TCFD) framework, (2) the Sustainability Accounting Standards Board (SASB) standards for Real Estate and Telecommunication Services and (3) the Global Reporting Initiative (GRI) Standards: Core Option.

In 2020, we engaged with internal and external stakeholders and conducted a benchmarking of external information (or sustainability materiality assessment) to inform our sustainability priorities. The process and results of the sustainability materiality assessment are described on page 9 of this report. The topics covered in this report were defined based on the results of the materiality assessment.

The terms "material" and "materiality" as used in the context of this report, including the indices, and in our materiality assessment relating to this report (see page 9) are different from such terms as used in the context of filings with the Securities and Exchange Commission (SEC). Issues deemed material for purposes of this report may not be considered material for SEC reporting purposes.

Reporting Uncertainties

Non-financial information contained in this report, including fuel and energy consumption and GHG emissions calculations, is subject to measurement uncertainties resulting from limitations inherent in the nature and the methods used for determining such data. The selection by management of different but acceptable measurement techniques could result in materially different measurements. Many of the standards and metrics used in this report continue to evolve, and the precision of different measurement techniques may also vary. Calculations and statistics included in this report are in part dependent on the use of estimates and assumptions based on historical levels and projections and are therefore subject to change and should not be considered guarantees.

Disclaimer

This report contains forward-looking statements about our activities and expectations. Statements that are not historical facts are identified as forward-looking statements. In addition, words such as "estimate," "anticipate," "project," "plan," "intend," "believe," "expect," "potential," "predicted," "continue," "likely," "target," "seek," "goal," "will," "may," "plan," "aim," "should," and any variations of these words and similar expressions are intended to identify forward-looking statements.

Such forward-looking statements should, therefore, be considered in light of various risks, uncertainties and assumptions, including prevailing market conditions, risk factors described in our most recent Annual Report on Form 10-K and Quarterly Reports on Form 10-Q filed with the SEC, and other factors. Should one or more of these risks or uncertainties materialize, or should any underlying assumptions prove incorrect, actual results may vary materially from those expected. Forward-looking statements in this report speak only as of the date made, and we do not undertake any obligations to update any forward-looking statements, whether as a result of new information, future events, or otherwise.

Our filings with the SEC are available through the SEC website at www.sec.gov or through our investor relations website at investor.crowncastle.com

We use our investor relations website to disclose information about us that may be deemed to be material. We encourage investors, the media and others interested in us to visit our investor relations website from time to time to review up-to-date information or to sign up for email alerts to be notified when new or updated information is posted on the site.

Leadership Letter

Jay Brown
President & CEO

J. Landis Martin
Chair of the Board

Tammy Jones
Chair of the Nominating,
Environmental, Social and
Governance Committee

At Crown Castle, we provide profitable solutions to connect communities and people to each other. Our business model of providing shared communications infrastructure is inherently sustainable because we build once and use our infrastructure for multiple customers. This model, along with our commitment to continue making decisions that are good for our business and the environment, is core to our goal to be carbon neutral by 2025 for Scope 1 and 2 emissions. Additionally, our colocation model allows for a robust, high quality wireless environment in this country, paving the way for consumers to benefit from lower cost access to connectivity.

Since the beginning of 2020, the world has evolved, but what has remained constant is the importance of connectivity in how we live, work and interact with each other. Crown Castle's infrastructure plays an important role in enabling the connectivity necessary for communication, remote work, online learning, virtual healthcare and many other aspects of our daily lives. Over the years, we've invested more than $40 billion in communications infrastructure, including approximately $10 billion in low-income areas, based on our belief that our infrastructure is essential to connectivity and creates value for our shareholders.

As the nation's next generation of wireless technology began to deploy at scale in 2021, Crown Castle has experienced record levels of tower activity and a continued need to deploy small cells for network density. In 2020, we announced a partnership with DISH to help build out the first open, standalone and virtualized 5G network in the US. More recently in the first quarter of 2021, we signed the largest small cell deal in our company's history to build 15,000 new small cells to support Verizon's 5G Ultra Wideband and 5G Nationwide deployment.

Our focus on building and maintaining the country's largest shared communications infrastructure portfolio is as important as our focus on the culture and values guiding our world-class workforce, who make it all possible. We'll continue to foster an inclusive culture, where a more diverse workforce, comprised of unique perspectives, can thrive. Additionally, we're committed to increasing our spend with quality, diverse suppliers and have established a goal to be in the top quartile for diverse supplier spending by 2026.

As we continue on our ESG journey, we are committed to furthering our progress, as demonstrated this year by establishing our carbon neutral and supplier diversity goals this year. While those two goals are new, our ongoing commitment to operate responsibly and ethically has for over 25 years remained foundational to our strategy to provide profitable solutions to connect communities and people to each other.

ESG Highlights

ENVIRONMENTAL

Established goal to be **Carbon Neutral** by 2025 — Scope 1 & 2 emissions[1]

Added **Sustainability-Linked Structure to our Credit Facility** focused on renewable energy investments and energy consumption reduction[1]

>100x
lower carbon intensity than the S&P 500 average[2]

61%
of renewable energy contracted beginning in 2022[4]

53%
of lit towers converted to LED lights[3]

SOCIAL

Established goal to reach **16% in diverse supplier spend** by 2026, currently representing **Top Quartile** in US diversity spend among 100+ large companies[1,5,6]

32%
of our 2020 workforce were women[3]

~$10B
invested in communications infrastructure in low-income areas[7]

30%
of 2020 new hires were people of color[3]

GOVERNANCE[8]

ESG oversight through our Nominating, Environmental, Social and Governance Committee

14 areas of expertise
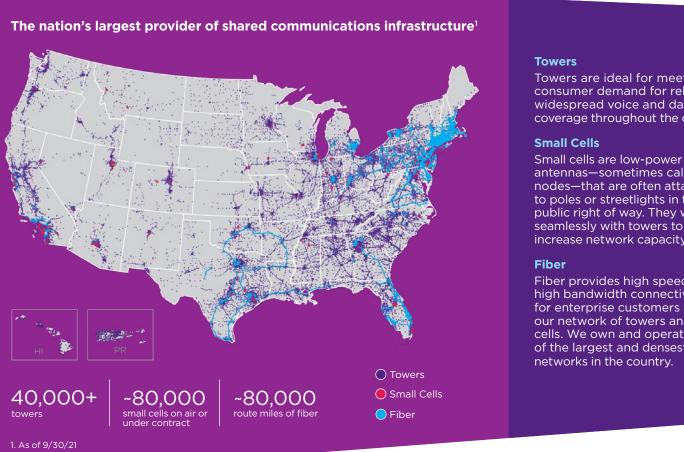across our Board, including:

> Telecom
> Fiber
> Academia

> REITs
> Finance
> Supply Chain/Logistics

50%
of our current Board is comprised of women or persons of color

1. Established or added in 2021.
2. See page 11 for further description of carbon intensity.
3. As of December 31, 2020.
4. Contracted in 2021, with percentage calculated based on 2020 total electricity consumption. See page 13 for further information regarding the 2020 electricity consumption.
5. Source: The Hackett Group, 2021 Supplier Diversity Study.
6. Crown Castle diverse supplier spend is calculated as spend with diverse suppliers, as described on page 23 of this report, divided by our total addressable spend.
7. Based on capital invested in Crown Castle assets that are located within, or provide service coverage (entirely or partially) to, US Census blocks with 2020 median household income at or below $50,000, which is the threshold to qualify for federal student aid.
8. As of August 2021. Reference to Board of Directors (Board) and its committees as of August 2021.

Our Business

The nation's largest provider of shared communications infrastructure[1]

○ Towers
● Small Cells
● Fiber

40,000+
towers

~80,000
small cells on air or
under contract

~80,000
route miles of fiber

1. As of 9/30/21

Towers
Towers are ideal for meeting consumer demand for reliable, widespread voice and data coverage throughout the country.

Small Cells
Small cells are low-power antennas—sometimes called nodes—that are often attached to poles or streetlights in the public right of way. They work seamlessly with towers to increase network capacity.

Fiber
Fiber provides high speed and high bandwidth connectivity for enterprise customers and our network of towers and small cells. We own and operate one of the largest and densest fiber networks in the country.

Founded in 1994, Crown Castle works in every major US market to build, operate and maintain the communications infrastructure essential to connecting people, communities and businesses.

As a real estate investment trust (REIT), we lease space on our shared communications infrastructure through long-term contracts with our customers—the leading US wireless carriers and other enterprises. Our colocation model allows our customers to build and operate their networks with increased efficiency, less environmental impact and reduced cost, paving the way to lower cost access to connectivity.
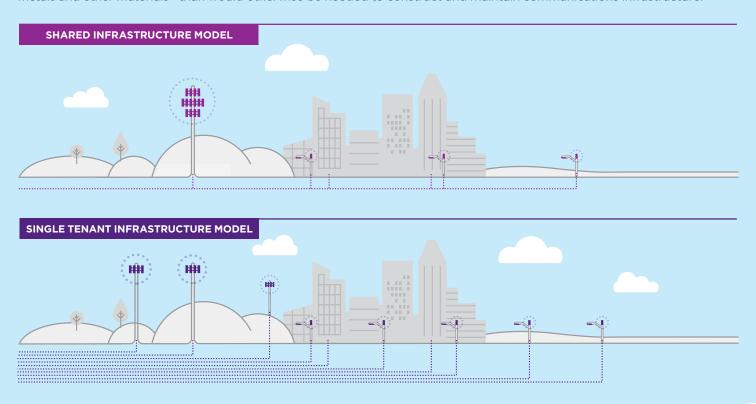
An Inherently Sustainable Business Model

Crown Castle provides profitable solutions to connect communities and people to each other. For over 25 years, we have met the increased need for data and connectivity through a shared communications infrastructure model, which is inherently sustainable. We build once and use our infrastructure for multiple customers.

Multiple customers sharing space on our assets lowers the number of total assets that would otherwise be needed and reduces overall emissions by decreasing the use of materials and other resources. Our business model translates to Crown Castle having a carbon intensity more than 100 times lower than the S&P 500 average and nearly 9 times lower than the median.[1]
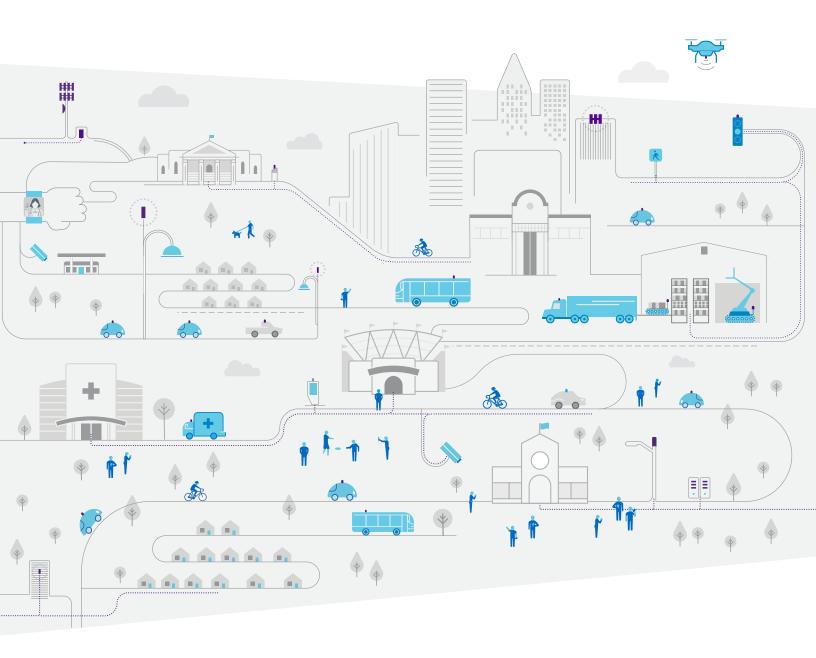
We are not resting on our strong foundation and have set a goal to be carbon neutral by 2025 in Scope 1 and 2 emissions by continuing investment in energy reduction initiatives, sourcing renewable energy, and to a lesser extent, utilizing carbon credits or offsets.

Benefits of Shared Infrastructure

Our shared infrastructure model supports multiple customers and results in the use of fewer resources—including water, energy, metals and other materials—than would otherwise be needed to construct and maintain communications infrastructure.

SHARED INFRASTRUCTURE MODEL

SINGLE TENANT INFRASTRUCTURE MODEL

1. See page 11 for further information.

Life Connects Here

We understand that **connectivity is the lifeline** to public safety, learning, employment, transportation and many other services that allow communities to thrive.

Our business model goes beyond resource efficiency; it paves the way to **lower-cost access to connectivity**, because colocation translates into cost savings to our customers, making connectivity more affordable.
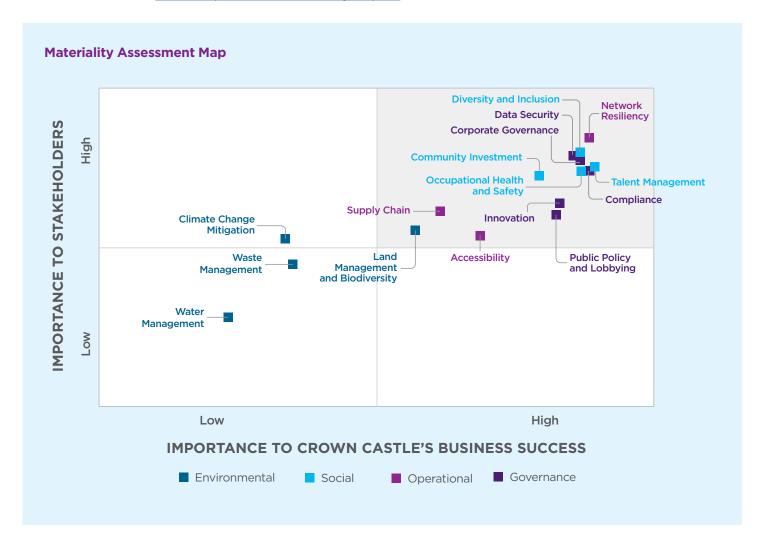
Our Materiality Assessment

We are committed to operating responsibly and ethically and consider social and environmental impacts as we make business decisions.

In 2020, we conducted a materiality assessment to help inform our sustainability focus and priorities. We evaluated 16 topics that represent the most material ESG issues for our company. On the following pages of this report, we discuss how we are addressing these topics and the initiatives we are pursuing in our sustainability journey. A full description of the materiality assessment and resulting key findings can be found in our 2019 Corporate Sustainability Report.

Materiality Assessment Map

IMPORTANCE TO STAKEHOLDERS

High

Low

Diversity and Inclusion
Data Security
Corporate Governance
Network Resiliency
Community Investment
Occupational Health and Safety
Talent Management
Compliance
Supply Chain
Innovation
Climate Change Mitigation
Land Management and Biodiversity
Accessibility
Public Policy and Lobbying
Waste Management
Water Management

Low   High

IMPORTANCE TO CROWN CASTLE'S BUSINESS SUCCESS

■ Environmental   ■ Social   ■ Operational   ■ Governance

Spotlight

Network Resiliency

In line with our stakeholders' focus on network resiliency identified during our materiality assessment, we prioritize ensuring that all of our solutions are backed by the reliability our customers and communities need and expect.

› Design infrastructure to withstand extreme weather events.

› Participate in governmental disaster management programs.

› Conduct weather and disaster simulation tests every six months.

24/7/365
Network Operations Center (NOC) monitors our assets, including the impact of extreme weather and other events

99.999%
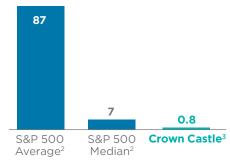uptime with fiber protected circuits

Environment

While we have one of the most expansive portfolios of communications infrastructure in the US, our colocation model results in a relatively low carbon footprint and promotes resource efficiency.

Building on our inherently sustainable business model, we strive to be responsible environmental stewards. In 2021, we set a goal to be carbon neutral by 2025 in Scope 1 and 2 emissions. For decades, we have operated our business with an eye toward limiting adverse impacts of our assets and operations on the environment and the communities in which we operate.

Highlights

CARBON
NEUTRAL
2025
G O A L

Carbon Intensity[1]

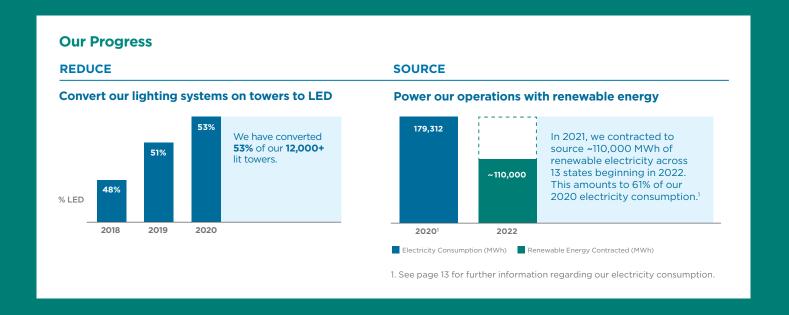|		
87	7	0.8
S&P 500 Average[2]	S&P 500 Median[2]	**Crown Castle**[3]

1. Scope 1 and 2 GHG emissions (tCO$_2$e) per $1B in enterprise value.
2. Calculation based on available data from Refinitiv, as of December 1, 2021.
3. Data is based on 2020 Scope 1 and 2 emissions calculations, enterprise value as of December 1, 2021.

CARBON
NEUTRAL
2025
G O A L

We know accountability drives results. In 2021, we introduced environmental targets into our credit facility, followed by establishing our goal to be carbon neutral in Scope 1 and 2 emissions by 2025. We are committed to reducing our carbon footprint and operating sustainably.

To achieve our carbon neutral goal, we will continue to invest in projects that are both good for our business and good for the environment.

Our Progress

REDUCE

Convert our lighting systems on towers to LED

Year	% LED
2018	48%
2019	51%
2020	53%

We have converted **53%** of our **12,000+** lit towers.

SOURCE

Power our operations with renewable energy

	MWh
2020[1] (Electricity Consumption)	179,312
2022 (Renewable Energy Contracted)	~110,000

In 2021, we contracted to source ~110,000 MWh of renewable electricity across 13 states beginning in 2022. This amounts to 61% of our 2020 electricity consumption.[1]

■ Electricity Consumption (MWh)   ■ Renewable Energy Contracted (MWh)

1. See page 13 for further information regarding our electricity consumption.

Environmental Sustainability

As 5G drives rapid network expansion in the US, we have taken an important step in our sustainability journey to reduce the greenhouse gas emissions stemming from our operations. By setting our carbon neutrality goal, we further demonstrate our commitment to sustainable practices.

We maintain environmental policies and procedures in an effort to comply with applicable laws and regulations and observe industry standards. Our environmental management system, based on ISO 14001, also provides a mechanism to help us understand our footprint and manage our compliance obligations.

In 2021, we contracted to purchase **~110,000 MWh** of renewables, which is equivalent to the amount of carbon sequestered by **95,509 acres** of US forests in one year.[2]

2. United States Environmental Protection Agency Greenhouse Gas Equivalencies Calculator.
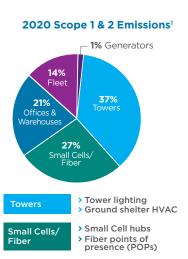
2020 Greenhouse Gas (GHG) Emissions

For 2020, we calculated the GHG emissions associated with energy use across our operations, including towers, small cells/fiber, offices and warehouses, fleet and generators, which represent our Scope 1 and 2 GHG emissions.

For these calculations, we utilized the World Resource Institute (WRI) GHG Protocol Corporate Standard, Revised (operational control approach) and the WRI's Information and Communications Technology Sector Guidance methodologies. We also leveraged the Environmental Protection Agency's (EPA) emissions factors.

The figures on this page were derived based on various assumptions and estimates with respect to energy consumption and generation stemming from Crown Castle's activities. As a result of enhancements to our data collection process, we adjusted certain assumptions, asset classifications and estimates from 2019 consumption calculations and presentation. As such, certain 2020 consumption and emission data may not be comparable to our previously disclosed 2019 data. As we continue to improve our sustainability performance and reporting, we anticipate further refinement of our data collection process in future years.

Asset Class	Fuel and Energy Consumption[1,2]			Greenhouse Gas Emissions[1,9]		
	Natural Gas (therms)	Electricity (kWh)	Diesel, Gasoline and Propane (MMBtu)	Scope 1 (tCO$_2$e)	Scope 2[10] (tCO$_2$e)	Scope 1 & 2 TOTAL
Towers[3,4]	—	71,753,219	—	—	28,531	**28,531**
Small Cells/Fiber[5,6]	—	67,877,983	—	—	21,050	**21,050**
Offices[5,7] and Warehouses	346,122	39,680,535	6,336	2,334	14,240	**16,574**
Fleet[8]	—	—	132,050	10,541	—	**10,541**
Generators	8,347	—	13,963	1,104	—	**1,104**
Total	**354,469**	**179,311,737**	**152,349**	**13,979**	**63,821**	**77,800**

2020 Scope 1 & 2 Emissions[1]

- 1% Generators
- 14% Fleet
- 21% Offices & Warehouses
- 37% Towers
- 27% Small Cells/Fiber

Towers
> Tower lighting
> Ground shelter HVAC

Small Cells/Fiber
> Small Cell hubs
> Fiber points of presence (POPs)

1. Based on an operational control approach, as defined by WRI GHG Protocol and scope guidance. **2**. Where actual consumption data was not available, we used a sampling approach or public information, such as equipment fuel efficiency and power ratings, to estimate fuel and energy consumption. **3**. The 2020 calculation of LED lighting was developed based on estimated average energy consumption of LED and non-LED systems. To calculate emissions more precisely, the calculation above has been updated from the approach taken in the prior year to identify the LED status of every lighting system in our footprint. **4**. The 2020 methodology for capturing emissions associated with HVAC systems at our tower sites leveraged an assumed energy consumption for all sites with HVAC. In 2021, we improved our data collection processes by identifying the type of HVAC at each site (e.g., central air, window unit, etc.) to more precisely reflect the differing energy consumption levels of each type of unit and resulting emissions. **5**. The 2019 calculation for (a) offices and (b) small cell hubs and fiber points of presence (POPs) did not reflect respective locations that function in a dual-purpose capacity (i.e., housing both activities), leading to double counting. The calculation above has been adjusted to appropriately distribute emissions. **6**. The boundaries of the calculation in Crown Castle's 2019 GHG emissions for small cell networks were overextended, accounting for emissions that are outside of our operational control approach, mostly related to power consumed by customers' network equipment. The emissions footprint has been reduced to only reflect consumption at our small cell sites within our boundaries. **7**. Based on actual consumption data for offices (representing a weighted average of 58% of total office square footage) and estimates derived from nationwide energy intensity statistics from the Energy Information Administration's (EIA) Commercial Building Energy Consumption (CBEC) Survey for the remainder of the offices. For offices where consumption figures were derived from the CBEC Survey, we applied a flat reduction of 7% in consumption to account for the effect of Covid-19, based on studies performed by the EIA. **8**. Based on estimated allocation between diesel and gasoline vehicles. **9**. We used emission factors from 40 CFR Part 98 Tables C-1 and C-2 and EPA eGRID factors. Global Warming Potential documented in the Intergovernmental Panel on Climate Change AR5 report was used to calculate CO$_2$e for methane (CH$_4$) and nitrous oxide (N$_2$O). **10**. Calculated using WRI GHG Protocol's location-based method.

We believe our Scope 3 emissions are primarily driven by:

> Downstream electricity that powers our customers' equipment on our towers and small cells
> Capital goods, including construction, associated with fiber installation
> Purchased goods and services
> Business travel and employee commuting

We plan to collect data and report our Scope 3 emissions in future years. We intend to work with our customers, suppliers and employees to formulate a strategy to reduce Scope 3 emissions.

“ While we work to accomplish our carbon neutral goal, we will continue to work alongside many of our customers and suppliers to report and reduce emissions across our entire value chain.

Jay Brown
President & CEO

Water and Waste

We are dedicated to reducing the water and waste associated with our operations. Our direct water consumption and waste-generating activities stem almost exclusively from our office operations.

We have implemented recycling initiatives across most of our offices to reduce the volume of materials we send to landfills. Our offices have also participated in waste management initiatives such as using compostable and recyclable materials, digitizing operations to reduce paper consumption and donating old office furniture to reduce lifecycle impacts.

In 2020, office closures stemming from Covid-19 significantly reduced our waste generation, such that the 2020 data was not representative of our typical waste generating activities. Accordingly, we have elected to exclude 2020 waste generation data in this report.

Water Consumption Trends (in gallons)

Office	2019	2020
Houston, TX	1,214,776	905,000
Canonsburg, PA (Bldg. 1)	1,598,800	617,500
Canonsburg, PA (Bldg. 2)	743,600	404,900
Phoenix, AZ[1]	1,959,000	2,944,000
Doral, FL	167,552	44,132
Total	**5,683,728**	**4,771,532**

1. Water consumption at the Phoenix office has been updated from the data shown in our 2019 Corporate Sustainability Report. Water consumption increased in 2020 due to irrigation repairs and landscaping work.

Land Management and Biodiversity

Our shared assets are dispersed across the US, located on land that we either own or lease or that is in the public right of way. Our environmental compliance team works to identify and reduce the impact to ecosystems and biodiversity from our deployment activities and ongoing operations.

Prior to deploying our towers and small cells, we identify and analyze potential operational impacts on endangered wildlife, wilderness areas, historic preservation areas and fragile ecosystems, such as wetland habitats. If endangered wildlife or a critical habitat is detected, we engage third-party analysts to assess the impact of our deployment activities and operations and make modifications to reduce the impact. Once the towers and small cells are in place, we actively monitor our infrastructure where appropriate and take steps to minimize the risks to surrounding biodiversity and habitats.

Spotlight

Seasonal Bird Program

From time to time, protected birds select our infrastructure, particularly our towers, to nest. We maintain a dedicated team of environmental specialists and a robust program to spot, track and document nest sites and protected bird activity. Identified sites with active nests of protected species are subject to stringent requirements, including restrictions on site access and nest removal.

~2,000
sites identified with active nests of protected species

278
sites converted to bird-friendly tower lighting

2,635
migratory bird courses completed

Social

As we execute our strategy to profitably connect people and communities, our business plays a role in addressing societal challenges faced by the communities in which we operate.

Our vision is to build an inclusive and diverse community that creates long-term, sustainable benefits to our employees, stakeholders and all who interact with Crown Castle.

Highlights

~$10B

invested in communications infrastructure in low-income areas[1]

Our goal

16%

in diverse supplier spend by 2026, currently representing **Top Quartile** in US diversity spend among 100+ large companies[2,3]

1. Based on capital invested in Crown Castle assets that are located within, or provide service coverage (entirely or partially) to, US Census blocks with 2020 median household income at or below $50,000, which is the threshold to qualify for federal student aid.
2. Source: The Hackett Group, 2021 Supplier Diversity Study.
3. Diverse supplier spend is calculated as spend with diverse suppliers, as described on page 23 of this report, divided by our total addressable spend.
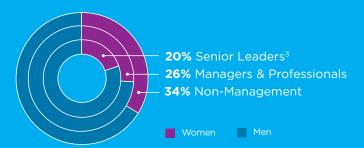
2020 Workforce Snapshot[1]

Through our recruiting efforts, which include securing diverse candidate slates, 30% of our new hires were ethnically diverse. Equally as important for development and retention, 29% of our promotions were awarded to people of color and 32% to women. This demonstrates our progress and long-term commitment to increasing our diverse workforce and creating an inclusive community.
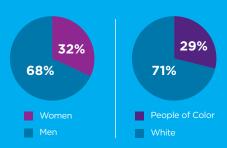
Ethnic Diversity[2]

Job Categories	White	Hispanic/ Latinx	Asian	Black	Two + Races	Not Specified	Native American	Total People of Color
Senior Leaders[3]	80%	4%	9%	3%	0%	4%	0%	16%
Managers & Professionals	78%	8%	7%	3%	1%	1%	0.3%	20%
Non-Management	74%	11%	6%	6%	2%	1%	0.2%	25%
TOTAL	75%	10%	6%	5%	2%	1%	0.2%	24%
2020 New Hires Change vs 2019	65% ↓ -10%	12% ↑ 2%	7% ↑ 1%	8% ↑ 3%	2% ↓ -0.2%	5% ↑ 3%	0.5% ↑ 0.3%	30% ↑ 7%

Gender Diversity[2]

20% Senior Leaders[3]
26% Managers & Professionals
34% Non-Management

■ Women   ■ Men

Employee Promotions

32% / 68%

■ Women
■ Men

29% / 71%

■ People of Color
■ White

1. 2020 data is as of December 31, 2020, and 2019 data for new hires is as of December 31, 2019.
2. This data is derived from our **2020 EEO-1 Report**.
3. Senior leaders include Executive Management Team (EMT), Senior Vice Presidents and Vice Presidents.

Supporting our Teammates

Benefits

The well-being of our employees is paramount. We are committed to providing programs and services that improve employee health and well-being and help them reach future financial security. We are proud to offer comprehensive benefits to address the Covid-19 health crisis and the evolving needs of our diverse workforce, including physical, mental and financial health benefits. By offsetting the rising cost of healthcare, Crown Castle helps our employees address health concerns and seek preventive treatments.

Benefits Highlights

Full-time and part-time employees[1]

> Gym membership reimbursement
> Employee assistance program
> Paid personal time off
> Paid Covid flex time off
> Paid parental leave
> Subsidized milk shipping service for traveling, nursing moms
> Adoption expense reimbursement
> Retirement plan
> Healthcare navigation resource
> Virtual healthcare services
> Mental health benefits
> Fertility benefits[2]

Full-time and part-time employees working at least 15 hours/week[1]

> Medical, dental and vision plans
> Health savings account contributions[2]
> Disability coverage
> Life insurance

Full-time and part-time employees and interns

> Annual scholarships open to interns and employee dependents

In 2020 and 2021, Crown Castle awarded special bonuses to our essential field workers for their on-site work throughout the pandemic.

Market-Leading Retirement Plan

Employee Contribution → **Retirement Savings** ← **10% Crown Castle's Cash & Equity Contribution[3]**

We offer our employees an automatic 3% base match of their compensation to a 401(k)[4] account and have historically also made an additional annual 3% discretionary match. Through our discretionary "B3 Stock Award," we also make an equity contribution to each employee's 401(k)[4] account, which has historically represented 4% of the employee's year-end base salary.

1. Not offered to temporary employees.
2. Only available to employees enrolled in one of Crown Castle's medical plans.
3. A portion of the Crown Castle contribution is subject to Board approval.
4. We also offer a Puerto Rico 1165(e) Plan, which has benefits similar to a 401(k) Plan, for our employees in Puerto Rico.

Spotlight

Navigating the Pandemic

From the start of the pandemic, Crown Castle prioritized caring for our employees and delivering for our customers. This served as our north star for establishing guidelines and policies throughout 2020 and 2021. Communications infrastructure is the foundation for connectivity, and therefore many of our employees were deemed "essential," as they worked throughout the pandemic to build and maintain the towers, small cells and fiber networks that businesses and entire communities rely on.

Crown Castle's high vaccination rate allows for continuity of deployment for our customers and overall better health outcomes for our employees and their families.

Employee Vaccination Rate[1,2]

Vaccinations were made mandatory in compliance with the Executive Order for federal contractors.

100%

of employees in compliance

1. As of December 1, 2021.
2. Includes fully vaccinated employees and employees exempt from vaccinations due to medical reasons or sincerely held religious beliefs.

Employee Engagement

Employee engagement is critical to building an inclusive Crown Castle community and the overall growth of our business. In 2020, the landscape changed; as a result, for our annual company-wide engagement survey, we added questions that were relevant to the pandemic. With 86% of employees participating, our results showed an increase in overall engagement since 2019. Our participation rate and engagement scores well exceeded Mercer's US company norms.[1]

Overall Employee Engagement Survey Score 90%

97% Crown Castle is doing a good job communicating with teammates since the start of Covid-19

96% I am proud to work at Crown Castle

96% I have the information I need to keep myself healthy and safe during this period

96% Crown Castle is taking the appropriate steps to help teammates stay safe and healthy during this pandemic

94% I would recommend Crown Castle as a great place to work

During the pandemic, we reimagined how we work together to achieve in-person collaboration and increased flexibility. In 2021, we announced a new hybrid working approach that provides the majority of our employees the opportunity to work a few days a week from a Crown Castle office location and the other days to work remotely or wherever they work best.

1. Mercer is a leading global data and insights company.

Our Values

Our B3 values are how our employees work and connect with one another and our customers and play an important role in achieving our ESG goals. Living our values enables Crown Castle to operate efficiently, safely and ethically.

Be an owner

> Success starts with customer obsession. Drive results by understanding and satisfying customer needs.

> Owners take action that creates value. Understand how you create shareholder value individually, within your team and throughout the enterprise—and deliver on it, even when that means making difficult decisions.

> We compete in a market that moves fast. Act with urgency on opportunities and challenges. Make a change before someone asks you to.

> We are one team. Make decisions and take actions that balance long- and short-term value for the company as a whole.

> Winning requires having the best team. Build diverse teams and maximize our unique strengths through inclusion.

Be real

> Bring your authentic, best self to work.

> Act with good intent and assume good intentions.

> Provide feedback that is heard and acted upon by caring personally and challenging directly and clearly.

> Do what is needed, not what is comfortable.

Be accountable

> Do the right thing. Never compromise safety or ethics.

> Debate with rigor, using objective data to drive the best decision.

> Measure what matters—focus on results not activities.

> We all make mistakes. Learn from them and teach others, so we all improve.

> You have choices. Make good ones, and own how they affect you, others and the company.

> Own your contribution. We are all accountable to investors, and we're all responsible for results.

Learning and Development

We invest in our employees. By connecting our employees with resources that support their professional growth, we empower them to advance their careers and enable our business to prosper. Given the dynamic nature of our industry, providing our employees with access to tools that help them learn and evolve is critical.

We offer our employees opportunities to receive technical training and practical experience and provide them financial support for qualified education. Through training platforms, including our Learning Management System, LinkedIn Learning and Harvard ManageMentor Spark, our employees can hone their skills and expand their subject-matter expertise.

We offer our employees several training and learning programs that are geared toward building and expanding leadership skills. Through our Leadership Essentials and Leading at Crown Castle programs, we provide our managers with opportunities for peer-to-peer, discussion-based learning and hands-on training, including a feedback component. We also offer a two-year development program for recent college graduates to immerse in our business and develop a wide scope of experiences.

Tuition Assistance Program

- **75%** of eligible tuition expenses reimbursed, up to a lifetime maximum of **$40,000** for each eligible employee.

2020 Leadership and Development Program Highlights

- **97%** of managers participated in Leadership Essentials program.
- **19** recent graduates participated in the Business Immersion Program.

2020 Training Highlights

5,319 learners

11+ training hours per learner

14,000+ courses available across **75** topics

Access to Harvard ManageMentor Spark's **17,000+** articles, videos and podcasts

~60,000 training hours

~110,000 course completions

Our Suppliers

To support our operations, we turn to our suppliers to perform certain site preparation, construction, engineering and maintenance tasks associated with deploying and managing our assets. They work with us to bring the world's biggest ideas and possibilities to people and businesses across the country.

Supplier Diversity

At Crown Castle, we believe partnering with diverse-owned businesses is not only the right thing to do, but also a way to make both our business and supply chain stronger. Our General Procurement Policy and Supplier Diversity Program furthers our commitment to the communities we serve.

We classify diverse suppliers as businesses that are at least 51% owned and operated by an individual who is part of a traditionally underrepresented or underserved group, as certified by a nationally recognized certifying organization.

We have a dedicated team that acts as a centralized resource throughout the qualification process—serving as an advocate for diverse suppliers, identifying sourcing opportunities and facilitating introductions to internal decision makers.

Supplier Expectations

We expect our suppliers to share our commitment to integrity, safe practices and cybersecurity. Our Supplier Code of Conduct outlines ethics and compliance framework for our suppliers, including issues related to conflicts of interest, competition and fair dealing. Additionally, our Human Rights Policy[1], which articulates our position on various human rights issues, extends to our suppliers in their work for Crown Castle and in their broader operations.

When it comes to health and safety, we expect our suppliers, at a minimum, to maintain all required certifications, provide training to their teams and supply their teams with appropriate personal protective equipment. Our suppliers are subject to internal and external vetting.

Conscious of data security, we require our suppliers and subcontractors that have access to or host our sensitive data to comply with our Contractor Information Security Requirements (CISR) policy. The CISR policy requires that these third-party providers comply with their administrative, technical, organizational and physical safeguards to ensure data security. Additionally, the CISR policy requires these providers to establish policies and procedures that support compliance with ISF Standard of Good Practices for Information Security and ISO 27001.

Where we are

9%

diverse supplier spend in 2020[2]

Our goal

16%

in diverse supplier spend by 2026, currently representing Top Quartile in US diversity spend among 100+ large companies[2,3]

1. Adopted in 2021.
2. Diverse suppliers spend is calculated as spend with diverse suppliers, as described above, divided by our total addressable spend.
3. Source: The Hackett Group, 2021 Supplier Diversity Study.

Community Investment

At Crown Castle, we recognize the importance of being responsible and engaged members of our communities. While our infrastructure solutions support connections that make our communities safer and better places to live, we also seek ways to give back.

One of the ways that we give back is through Connected by Good—our company's corporate social responsibility and volunteering program—creating positive outcomes for communities and building strong relationships with impactful community groups.

> " Equal access to a quality higher education is critical to supporting a more just society and creating opportunity. I'm committed personally, and as Crown Castle's leader, to investing in the future leaders of our country. This is one step we can take together toward a better path forward.

Jay Brown
President & CEO

CROWN CASTLE connected by good	IMPROVING OUR PUBLIC SPACES	CREATING SAFER COMMUNITIES	ADVANCING ACCESS TO EDUCATION & TECHNOLOGY
	Revitalize the parks, schools, libraries, and roads that act as the connective threads of our communities.	Improve the everyday safety of our communities through advanced technologies, support for first responders, and emergency relief.	Promote access to education and technology in schools and underserved communities.

UNCF

The Crown Castle Opportunity Scholarship was announced following a **$2.2 million donation** to UNCF from our CEO, employees, and Board members.

Urban Ed

In Washington, DC, Crown Castle sponsored Urban Ed's workforce development program to provide residents of Wards 6, 7 and 8 with a **12-week virtual IT skills training course**.

Laptops

Crown Castle donated to tech non-profits and school district foundations across the country to quickly get laptops and mobile hotspots to students who needed them, including those experiencing transitional housing. At the start of the pandemic, we impacted more than **58,000 students and families across 14 cities.**

Toys for Tots

During the holiday season, employees donated to Toys for Tots, sending more than **$10,000 in toys to children in need** across the country.

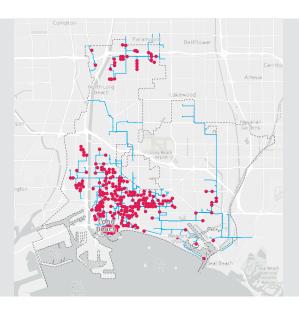## Community Stakeholder Engagement

We recognize the value our communications infrastructure creates in keeping communities connected and safe, and the responsibility we have to build and maintain solutions for the long-term.

Every community is different. That is why we partner with municipalities to achieve streamlined, consistent policies and procedures so that we can efficiently build the communications infrastructure that meets their needs. Below are examples of how we are bringing together governments, businesses and communities to prepare for the future of connectivity.

Long Beach, CA

Worked with the city to establish "term permits"—an efficient way for them to issue permits for Crown Castle's aerial fiber builds.
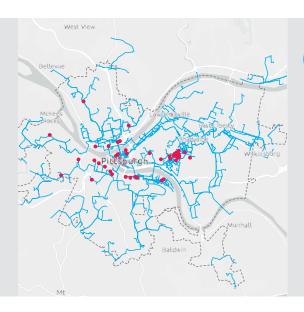

" Using a term permit really simplified things for us— and it met all of our safety and quality standards. Connectivity is more important than ever and we were able to bring much needed coverage to Long Beach residents faster.

Eric Lopez
Director of Public Works
Long Beach, CA

Pittsburgh, PA

Completed a fiber build using a construction method called microtrenching, an advanced technique for laying fiber that reduces the disruption to traffic, produces less noise, and uses less water, energy, and other resources.

" Crown Castle is focused on innovation and evolving deployment models to continue to meet the needs of our customers, while also reducing the impact on the community and the environment.

Chris Levendos
Executive Vice President
and Chief Operating Officer –
Fiber, Crown Castle

● Small Cells   ── Fiber

Governance

Maintaining a strong corporate governance framework that defines the roles and responsibilities of our Board, ensures oversight of our strategies and operations and promotes ethical behavior is fundamental to how we conduct our business and interact with others.

Highlights[1]

14
areas of expertise
across our Board

ESG oversight
added to the renamed NESG Committee

50%
of our current Board is comprised
of women and/or persons of color

1. Unless otherwise indicated, information in this section regarding the Board, its committees and its members is as of August 2021.

Our Board

Twelve high caliber directors, representing an impressive mix of skills, diversity, backgrounds and experiences

P. Robert Bartolo
Individual Investor
Former T. Rowe Portfolio Manager

Jay A. Brown
President and CEO,
Crown Castle International Corp.

Cindy Christie
President,
Asurion Corporation

Ari Q. Fitzgerald
Partner,
Hogan Lovells US LLP

Andrea J. Goldsmith
Dean of the School of Engineering and Applied Sciences,
Princeton University

Lee W. Hogan
Individual Investor

Tammy K. Jones
Co-Founder and CEO,
Basis Investment Group

J. Landis Martin
Founder & Managing Director,
Platte River Equity

Anthony J. Melone
Former EVP and CTO,
Verizon Communications

W. Benjamin Moreland
Former CEO and EVC,
Crown Castle International Corp.

Kevin Stephens
Former EVP and President, Business Services Division,
Altice USA Inc.

Matthew Thornton III
Former EVP and COO,
Fedex Freight

— Board Chair
— Director not standing for re-election at 2022 Annual Meeting of Stockholders
— Director appointed to the Board in 2020

Board Refreshment Plan

Announced in 2020, our Board Refreshment Plan paves the way for an orderly Board transition aimed at bringing together the appropriate balance of viewpoints, demographics and expertise needed to execute the Board's oversight capabilities.

The Board Refreshment Plan included our mandatory Board retirement policy under which the Board will not nominate any non-employee director who has reached 72 years of age. Under the policy, three long-tenured directors retired in 2021, and two long-tenured directors are expected to retire in 2022. In anticipation of the ensuing retirements, the Board appointed three new directors in 2020.

Experiences and skill sets across our Board

12
Strategic
Planning/
Oversight

11
Wireless/
Telecom/
REIT
Industry

11
Executive
Experience

11
Public
Company
Board
Experience

10
Financial

9
Risk
Management

9
Operations

9
M&A

7
Corporate
Governance/
Ethics

7
HR/
Compensation

7
Technology

6
Accounting

3
Academia/
Education

2
Legal/
Regulatory

Board Snapshot

Gender diversity
25%

Average age
60

Ethnic diversity
33%

Average tenure
Less than **10** years

Independent
83%

Standing Committees of our Board

	Bartolo	Brown	Christy	Fitzgerald	Goldsmith	Hogan	Jones	Martin	Melone	Moreland	Stephens	Thornton	TOTAL
Independent	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	10
Audit Committee	•					•	•		C		•		5
Compensation Committee	C		•	•		•						•	5
Nominating, Environmental, Social and Governance Committee			•	•	•		C	•	•				6
Strategy Committee			•	•	C	•			•	•	•	•	8

C = CHAIR

ESG Oversight

In 2021, our Board expanded the responsibilities of one of its existing, standing committees, previously known as Nominating & Corporate Governance Committee, to include assisting the Board in overseeing ESG matters. Drawing on the ESG expertise that Tammy Jones brings to our Board, she was selected to lead the NESG Committee in overseeing management-established ESG priorities and the execution of those priorities.

Members of our Executive Management Team (EMT) and Investor Relations team keep our Board apprised of ESG developments and Crown Castle's ESG priorities, goals and initiatives. Together, our Board and EMT define our strategic approach to managing actual and potential impacts of material ESG risks and opportunities for Crown Castle.

ROLE	RESPONSIBILITY
ESG oversight	Board, including NESG Committee
Strategy and management of ESG priorities	EMT
Dedicated ESG leader that advises EMT on ESG matters	VP—IR & Capital Markets

Cybersecurity

In today's digital world, it is essential to safeguard our corporate network and the data it stores. Our comprehensive information security program is geared toward both raising awareness of cybersecurity threats and reinforcing a culture of security-sensitive end users.

We have a dedicated team of information security professionals. An Enterprise Security Committee, comprised of senior leaders across various functions at the company, is charged with evaluating current and evolving cybersecurity threats and best practices and formulating a strategy for addressing critical data security issues.

Making our company a more cyber-secure environment is the responsibility of everyone with authorized access to our network. We maintain policies to set expectations and have implemented procedures for monitoring, reporting, mitigating and escalating information security risk. We also have a robust incident response plan to handle suspected loss of, or unauthorized access to, information. We regularly evaluate the effectiveness of our information security program, which is subject to internal audit, with results reported to our Board.

Advocacy

We advocate for public policies, procedural efficiencies and deployment methodologies geared toward accelerating the build out of communications infrastructure and expanding broadband services in underserved communities. By providing technical expertise and sharing practical experience, we address deployment obstacles and pave the way for innovative solutions.

Our Policy on Political Contributions

While we regularly engage with policymakers, Crown Castle generally does not make political contributions and does not have a political action committee. Our Proper Business Practices and Ethics Policy (Ethics Policy) explicitly prohibits political contributions unless permitted by law and approved by our CEO or any EVP, and no such contributions were approved during 2020.

Security Operations Center

Our Security Operations Center (SOC) is designed to provide visibility of security events across the company and a mechanism for swiftly addressing cyberthreats before they compromise data security. Through a combination of a state-of-the-art threat management platform and our experienced Threat Management team, our SOC continuously monitors and proactively isolates and analyzes security alerts to position us to mitigate security risks.

Cybersecurity End-User Training and Awareness

16,397

cybersecurity awareness training classes completed

24,316

phishing test emails sent to employees

Ethics

We maintain policies and guidelines that set expectations, provide guidance and reinforce our ethical standards through periodic training opportunities across all levels of our company. Our Internal Audit Department audits the administration of our policies.

We encourage reporting of ethical concerns or suspected violations. In addition, concerns and suspected violations of our Ethics Policy and Financial Code of Ethics can be reported anonymously and confidentially to our Ethics Alert System. This anonymous reporting service is managed by a third-party provider and is available around the clock.

We maintain a strict non-retaliation policy for concerns raised in good faith. Our internal investigative team promptly reviews, investigates and analyzes each actionable ethics complaint. All significant ethical violations are reported to our Board. In addition, the Audit Committee receives a summary of all reported concerns, inquiries and suspected violations.

Select Policies

> Proper Business Practices and Ethics Policy
> Financial Code of Ethics
> Human Rights Policy[1]
> Supplier Code of Conduct
> Anti-Harassment Policies
> Equal Employment Opportunity Policy
> Reporting and Anti-Retaliation Policy
> Antitrust and Competition Policy
> FCPA Policy
> Insider Trading Policy
> Lobbying Policy

1. Adopted in 2021

Training

We provide our employees training to enhance their understanding of responsible behavior and our strict ethical standards. For 2020, some of the topics covered in our training courses included:

> Anti-bribery
> Conflicts of interest
> Appropriate gifts and entertainment
> Recordkeeping
> Insider trading
> Preventing discrimination and harassment
> Lobbying

Safety

As a leading owner and operator of essential infrastructure, fostering a culture of safety is paramount to our business. Through a combination of comprehensive safety policies and procedures, initiatives and extensive training, we take concrete steps in an effort to prevent injuries or damage stemming from our operations. Our employees are required to follow safety best practices and comply with government regulations and internal protocols.

Safety Report

Our employees are required to report safety incidents to their immediate supervisors and to complete an Accident Investigation Report. Incident data collected during the investigation is tracked and analyzed to identify root causes and contributing factors and to formulate short- and long-term solutions to prevent future incidents.

	2018	2019	2020
Total Number of Recordable Injuries	23	20	15
Total Number of Lost Time Injuries	6	4	6
Lost Time Injury Rate	.09	.06	.11
Total Recordable Incident Rate (TRIR)	.35	.29	.26

Safety Oversight

Our dedicated and experienced safety and risk management teams are essential to managing internal and external risks stemming from our business. These teams are involved in a variety of tasks, including hazard identification and management of our Safety Observation Program which monitors the safety performance of our general contractors.
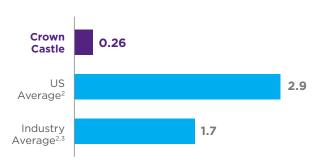
A Safety Committee, comprised of vice presidents across various functions at the company, oversees and provides additional guidance and support to our safety and risk management teams. These two levels of oversight provide an extra level of accountability to better manage risk across the organization.

The Board and EMT receive periodic updates regarding safety risks, trends and developments pertinent to our business.

Safety Training

Training is an essential component of our safety program. We assign training based on potential exposure to hazards associated with an individual's job.

2020 Total Recordable Incident Rate (TRIR)[1] well below average

Crown Castle — 0.26
US Average[2] — 2.9
Industry Average[2,3] — 1.7

1. Calculated as the number of US Occupational Safety and Health Administration (OSHA) Recordable Incidents x 200,000 hours/ total hours worked.
2. As of November 2021.
3. Based on telecommunications industry.

In 2020, our workforce collectively completed over

22,000

hours of safety training

Spotlight

Battling Wildfire Risks

Through our Wildfire Risk Mitigation Program, we take proactive steps to address and raise awareness of wildfire risks. As a result, we bolstered our Hot Work Program, which is designed to provide risk management protocols for "hot work," including cutting, welding and grinding, at our sites in areas prone to wildfires. Hot work at high-risk sites requires additional precautions to avoid potentially sparking a fire. In 2020, we enhanced our hot work procedures to ensure further oversight of all hot work performed by general contractors and their crews at our sites. We also conducted mandatory training sessions for our teammates and certain general contractors to reinforce awareness of our mitigation procedures and requirements.

To protect assets and minimize disruptions to connectivity, we have invested over $1.5 million to date to create wildfire buffers, known as defensible fire zones, at certain high-risk tower sites. By clearing, trimming or otherwise managing the vegetation surrounding our sites, we aim to insulate the high-risk sites against an approaching wildfire.

GRI Index

Disclosure Number	Disclosure Accounting Metric	Location (Report section, URL)
GENERAL DISCLOSURES (Core option)		
ORGANIZATIONAL PROFILE		
102-1	Name of the organization	Crown Castle International Corp.
102-2	Activities, brands, products and services	"Leadership Letter"; "Our Business"; Form 10-K for the year ended December 31, 2020.
102-3	Location of headquarters	Houston, Texas
102-4	Location of operations	"Our Business"
102-5	Ownership and legal form	Crown Castle International Corp. is a publicly held corporation, which operates as a real estate investment trust (REIT) for US federal income tax purposes.
102-6	Markets served	"Our Business"; Form 10-K for the year ended December 31, 2020.
102-7	Scale of the organization	"Our Business"; Form 10-K for the year ended December 31, 2020.
102-8	Information on employees and other workers	"Social"
102-9	Supply chain	"Social - Our Suppliers" A significant portion of our annual supplier spend is on contractors involved with construction and maintenance of our infrastructure assets.
102-10	Significant changes to the organization and its supply chain	There have been no significant changes to the organization or supply chain in 2020.
102-11	Precautionary Principle or approach	Crown Castle has not formally adopted the Precautionary Principle or approach. However, we take steps to monitor and manage our environmental footprint.
102-12	External initiatives	External initiatives are referenced throughout this report, by topic.
102-13	Membership of associations	National Association of Real Estate Investment Trusts (Nareit) Wireless Infrastructure Association (WIA) Competitive Carriers Association (CCA) Telecommunications Industry Association (TIA) National Association of Tower Erectors (NATE) National Wireless Safety Alliance (NWSA) Telecommunications Industry Registered Apprenticeship Program (TIRAP) Environmental, Health & Safety Communications Panel (EHSCP) INCOMPAS Common Ground Alliance (CGA)
STRATEGY		
102-14	Statement from senior decision-maker	"Leadership Letter"
ETHICS AND INTEGRITY		
102-16	Values, principles, standards, and norms of behavior	"Social - Our Values"; "Governance – Ethics"; see also Human Rights Policy, Proper Business Practices and Ethics Policy, and Supplier Code of Conduct
102-17	Mechanisms for advice and concerns about ethics	Crown Castle employees have access to an Alert Line which provides an independent secure means to anonymously report suspected misconduct.

Disclosure Number	Disclosure Accounting Metric	Location (Report section, URL)
GOVERNANCE		
102-18	Governance structure	"Governance – Our Board"; Proxy Statement filed April 5, 2021
STAKEHOLDER ENGAGEMENT		
102-40	List of stakeholder groups	2019 Corporate Sustainability Report posted on Crown Castle's Investor Relations site.
102-41	Collective bargaining agreements	Crown Castle is not a party to any collective bargaining agreements and has not experienced any strikes or work stoppages.
102-42	Identifying and selecting stakeholders	2019 Corporate Sustainability Report posted on Crown Castle's Investor Relations site.
102-43	Approach to stakeholder engagement	"Social - Community Stakeholder Engagement"; "Social - Supporting our Teammates - Employee Engagement."
102-44	Key topics and concerns raised	"Our Business – Our Materiality Assessment"
REPORTING PRACTICE		
102-45	Entities included in the consolidated financial statements	Form 10-K for the year ended December 31, 2020, Exhibit 21
102-46	Defining report content and topic boundaries	"About this Report – Report Boundaries"; "About this Report – Reporting Guidelines"
102-47	List of material topics	"Our Business – Our Materiality Assessment"
102-48	Restatements of information	"Environment - Water and Waste"
102-49	Changes in reporting	There have been no changes in reporting.
102-50	Reporting period	"About this Report – Report Boundaries"
102-51	Date of most recent report	Crown Castle released its 2019 Corporate Sustainability Report in December 2020.
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	IR@crowncastle.com (713) 570-3050
102-54	Claims of reporting in accordance with the GRI Standards	"About this Report – Reporting Guidelines"
102-55	GRI content index	"GRI Index"
102-56	External assurance	This report has not been externally assured.
TOPIC-SPECIFIC DISCLOSURES		
ECONOMIC PERFORMANCE		
201	103-1/2/3: Management Approach	Form 10-K for the year ended December 31, 2020
201-1	Direct economic value generated and distributed	Form 10-K for the year ended December 31, 2020
201-2	Financial implications and other risks and opportunities due to climate change	"Indices - TCFD Index"
201-3	Defined benefit plan obligations and other retirement plans	"Social – Supporting our Teammates"
INDIRECT ECONOMIC IMPACTS		
203-1	Infrastructure investments and services supported	"Social"
203-2	Significant indirect economic impacts	"Social"

Disclosure Number	Disclosure Accounting Metric	Location (Report section, URL)
ANTI-CORRUPTION		
205	103-1/2/3: Management Approach	"Governance – Ethics"; see also Proper Business Practices and Ethics Policy
205-2	Communication and training about anti-corruption policies and procedures	"Governance – Ethics"
205-3	Confirmed incidents of corruption and actions taken	0
ANTI-COMPETITIVE BEHAVIOR		
206	103-1/2/3: Management Approach	"Governance – Ethics"
206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	0
ENERGY		
302	103-1/2/3: Management Approach	"Environment – Environmental Sustainability"; "Environment – 2020 Greenhouse Gas (GHG) Emissions"
302-1	Energy consumption within the organization	"Environment – 2020 Greenhouse Gas (GHG) Emissions"
302-4	Reduction of energy consumption	"Environment – 2020 Greenhouse Gas (GHG) Emissions"
WATER AND EFFLUENTS		
303	103-1/2/3: Management Approach	"Environment – Environmental Sustainability"; "Environment – Water and Waste" We seek to reduce water use through installation of water efficient plumbing and appliances and equipping sprinkler systems and landscape with timers and sensors.
303-5	Water consumption	"Environment – Water and Waste"
BIODIVERSITY		
304	103-1/2/3: Management Approach	"Environment – Environmental Sustainability"; "Environment – Land Management and Biodiversity"
304-2	Significant impacts of activities, products and services on biodiversity	"Environment – Land Management and Biodiversity"
304-3	Habitats protected or restored	"Environment – Land Management and Biodiversity"; Environment - Spotlight: Seasonal Bird Program"
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	"Environment – Land Management and Biodiversity"

Disclosure Number	Disclosure Accounting Metric	Location (Report section, URL)
EMISSIONS		
305	103-1/2/3: Management Approach	"Environment – Environmental Sustainability"; "Environment – 2020 Greenhouse Gas (GHG) Emissions"
305-1	Direct (Scope 1) GHG emissions	"Environment – 2020 Greenhouse Gas (GHG) Emissions"
305-2	Energy indirect (Scope 2) GHG emissions	"Environment – 2020 Greenhouse Gas (GHG) Emissions"
305-4	GHG emissions intensity	"Environment"
305-5	Reduction of GHG emissions	"Environment – Our Progress"
WASTE		
306	103-1/2/3: Management Approach	"Environment – Environmental Sustainability"; "Environment – Water and Waste"
306-2	Waste by type and disposal method	"Environment – Water and Waste"
ENVIRONMENTAL COMPLIANCE		
307	103-1/2/3: Management Approach	"Environment – Environmental Sustainability"
307-1	Non-compliance with environmental laws and regulations	Form 10-K for the year ended December 31, 2020
EMPLOYMENT		
401	103-1/2/3: Management Approach	"Social"
401-1	New employee hires and employee turnover	"Social - 2020 Workforce Snapshot"; Form 10-K for the year ended December 31, 2020
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	"Social – Suporting our Teammates - Benefits"
401-3	Parental leave	"Social – Supporting our Teammates – Benefits"
OCCUPATIONAL HEALTH AND SAFETY		
403	103-1/2/3: Management Approach	"Safety – Safety Oversight"
403-1	Occupational health and safety management system	"Safety"
403-2	Hazard identification, risk assessment and incident investigation	"Safety – Safety Oversight"
403-4	Worker participation, consultation and communication on occupational health and safety	"Safety – Safety Report"; "Safety - Safety Training"
403-5	Worker training on occupational health and safety	"Safety – Safety Training"
403-6	Promotion of worker health	"Social - Spotlight: Navigating the Pandemic"
403-9	Work-related injuries	"Safety – Safety Report"

Disclosure Number	Disclosure Accounting Metric	Location (Report section, URL)
TRAINING AND EDUCATION		
404	103-1/2/3: Management Approach	"Social - Supporting our Teammates - Learning and Development"
404-1	Average hours of training per year per employee	"Social - Supporting our Teammates - Learning and Development"
404-2	Programs for upgrading employee skills and transition assistance programs	"Social - Supporting our Teammates - Learning and Development"
DIVERSITY AND EQUAL OPPORTUNITY		
405	103-1/2/3: Management Approach	"Social - 2020 Workforce Snapshot"
405-1	Diversity of governance bodies and employees	"Social - 2020 Workforce Snapshot"; 2020 EEO-1 Report; "Governance - Our Board"
LOCAL COMMUNITIES		
413	103-1/2/3: Management Approach	"Social - Community Investment"; "Social - Community Stakeholder Engagement"
413-1	Operations with local community engagement, impact assessments and development programs	"Social - Community Investment"; "Social - Community Stakeholder Engagement"
PUBLIC POLICY		
415	103-1/2/3: Management Approach	"Governance – Advocacy"
415-1	Political contributions	"Governance – Advocacy"
SOCIOECONOMIC COMPLIANCE		
419	103-1/2/3: Management Approach	"Governance"
419-1	Non-compliance with laws and regulations in the social and economic area	In 2020, we did not identify any significant fines and non-monetary sanctions for non-compliance with laws or regulations in the social and economic area.

SASB Index

REAL ESTATE INDUSTRY DISCLOSURES

Disclosure Topic	Disclosure Number	Disclosure Accounting Metric	Location (Report section, URL)
Energy Management	IF-RE-130a.1	Energy consumption data coverage as a percentage of total floor area, by property subsector	Floor area is not relevant to our business. Crown Castle reports energy consumption data.
	IF-RE-130a.2	(1) Total energy consumed by portfolio area with data coverage, (2) percentage grid electricity and (3) percentage renewable, by property subsector	"Environment – 2020 Greenhouse Gas (GHG) Emissions"
	IF-RE-130a.3	Like-for-like percentage change in energy consumption for the portfolio area with data coverage, by property subsector	"Environment - 2020 Greenhouse Gas (GHG) Emissions"; 2019 Corporate Sustainability Report ("Environment - Greenhouse (GHG) Emissions")
	IF-RE-130a.4	Percentage of eligible portfolio that (1) has an energy rating and (2) is certified to ENERGY STAR, by property subsector	Energy ratings are not applicable for our communication infrastructure.
	IF-RE-130a.5	Description of how building energy management considerations are integrated into property investment analysis and operational strategy	Building energy management is not material to our investment analysis or operational strategy.
Water Management	IF-RE-140a.1	Water withdrawal data coverage as a percentage of (1) total floor area and (2) floor area in regions with High or Extremely High Baseline Water Stress, by property subsector	Floor area is not relevant to our business. We report water withdrawal data associated with our owned offices. "Environment – Water and Waste"
	IF-RE-140a.2	(1) Total water withdrawn by portfolio area with data coverage and (2) percentage in regions with High or Extremely High Baseline Water Stress, by property subsector	"Environment – Water and Waste"
	IF-RE-140a.3	Like-for-like percentage change in water withdrawn for portfolio area with data coverage, by property subsector	"Environment - Water and Waste"
	IF-RE-140a.4	Description of water management risks and discussion of strategies and practices to mitigate those risks	"Environment – Water and Waste"
Management of Tenant Sustainability Impacts	IF-RE-410a.1	(1) Percentage of new leases that contain a cost recovery clause for resource efficiency related capital improvements and (2) associated leased floor area, by property subsector	(1) Our leases to do not include cost recovery clauses. (2) Floor area is not a relevant metric for our business.
	IF-RE-410a.2	Percentage of tenants that are separately metered or sub metered for (1) grid electricity consumption and (2) water withdrawals, by property subsector	We do not currently track this figure across our full asset portfolio.
	IF-RE-410a.3	Discussion of approach to measuring, incentivizing and improving sustainability impacts of tenants	We do not currently engage with tenants in our asset portfolio on sustainability impacts.

REAL ESTATE INDUSTRY DISCLOSURES

Disclosure Topic	Disclosure Number	Disclosure Accounting Metric	Location (Report section, URL)
Climate Change Adaptation	IF-RE-450a.1	Area of properties located in 100-year flood zones, by property subsector	We do not track this figure, but new infrastructure is required to undergo an assessment of resiliency, including if the chosen location is in a 100-year floodplain.
	IF-RE-450a.2	Description of climate change risk exposure analysis, degree of systematic portfolio exposure and strategies for mitigating risks	"Indices - TCFD Index"

REAL ESTATE INDUSTRY ACTIVITY METRICS

Disclosure Topic	Disclosure Number	Disclosure Accounting Metric	Location (Report section, URL)
Activity Metric	IF-RE-000.A	Number of assets, by property subsector	"Our Business"
	IF-RE-000.B	Leasable floor area, by property subsector	Floor area is not relevant to our business as we provide access and capacity to our shared communications infrastructure (towers, small cells and fiber).
	IF-RE-000.C	Percentage of indirectly managed assets, by property subsector	Tenants control their equipment on our infrastructure; however, they do not have management capabilities of our assets.
	IF-RE-000.D	Average occupancy rate, by property subsector	Towers (2.3); Fiber (<1)* *Small cell 4G tenant is equivalent to 2-3 nodes per mile of fiber.
	TC-TL-550a.2	Discussion of systems to provide unimpeded service during service interruptions	"Our Business - Spotlight: Network Resiliency"

TELECOMMUNICATIONS INDUSTRY DISCLOSURES

Disclosure Topic	Disclosure Number	Disclosure Accounting Metric	Location (Report section, URL)
Environmental Footprint of Operations	TC-TL-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	"Environment - Environmental Sustainability"; "Environment - 2020 Greenhouse Gas (GHG) Emissions"
Data Privacy	TC-TL-220a.1	Description of policies and practices relating to behavioral advertising and customer privacy	Behavioral advertising and customer privacy are not applicable to our business.
	TC-TL-220a.2	Number of customers whose information is used for secondary purposes	Customer information is not used for secondary purposes.
	TC-TL-220a.3	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	In 2020, we did not incur any monetary losses as a result of legal proceedings associated with customer privacy.
	TC-TL-220a.4	(1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure	(1) None. (2) None. (3) Not applicable.

TELECOMMUNICATIONS INDUSTRY DISCLOSURES

Disclosure Topic	Disclosure Number	Disclosure Accounting Metric	Location (Report section, URL)
Data Security	TC-TL-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	There were no material breaches
	TC-TL-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	"Governance – Cybersecurity"
Product End-of-life Management	TC-TL-440a.1	(1) Materials recovered through take back programs, percentage of recovered materials that were (2) reused, (3) recycled and (4) landfilled	This disclosure is not relevant to our business as we do not sell physical products.
Competitive Behavior & Open Internet	TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated withanti-competitive behavior regulations	In 2020, we did not experience any monetary losses as a result of legal proceedings associated with regulations relating to anticompetitive behavior.
	TC-TL-520a.2	Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content	This is not applicable to our business model.
	TC-TL-520a.3	Description of risks and opportunities associated with net neutrality, paid peering, zero rating and related practices	Crown Castle remains neutral with respect to the repeal of Net Neutrality.
Managing Systemic Risks from Technology Disruptions	TC-TL-550a.1	(1) System average interruption frequency and (2) customer average interruption duration	Equipment directly related to providing network signals is not operated by our customers.
	TC-TL-550a.2	Discussion of systems to provide unimpeded service during service interruptions	"Our Business - Spotlight: Network Resiliency"

TCFD Index

Governance	
Disclose the organization's governance around climate-related risks and opportunities.	
Describe the board's oversight of climate-related risks and opportunities.	Our Board of Directors ("Board"), including through its Board committees, oversees climate-related risks as part of its broader, annual enterprise risk assessment. The risk assessment process takes place throughout the year at regularly scheduled meetings of the Board and its committees. In August 2021, the Board expanded the responsibilities of the Nominating & Corporate Governance Committee (renamed, the Nominating, Environmental, Social and Governance Committee ("NESG Committee")) to include Environmental, Social and Governance (ESG) oversight responsibility, including climate-related risks and opportunities. Certain members of senior management provide regular updates to the NESG Committee on Crown Castle's ESG risks, opportunities, priorities, initiatives and progress towards goals.
Describe management's role in assessing and managing climate-related risks and opportunities.	Senior management is responsible for assessing and managing climate-related risks and opportunities. Crown Castle's Vice President-Investor Relations and Capital Markets leads company-wide sustainability efforts and keeps senior management apprised of potential climate-related initiatives and opportunities identified through dialogue with internal business teams, engagement with shareholders and the investment community and benchmarking analysis. Additionally, senior management identifies and evaluates risks (including climate-related risks) based on their potential materiality, the probability and magnitude of the risk and the risk mitigation measures adopted by Crown Castle. Senior management assesses renewable energy investment and energy efficiency opportunities that (1) align with Crown Castle's overall business strategy and business model and (2) support Crown Castle's climate-related priorities and goals. At least annually, Crown Castle's senior management provides feedback to the Vice President-Internal Audit regarding key risks (including climate-related risks, where relevant) faced by their business unit and Crown Castle as a whole.
Strategy	
Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy and financial planning, where such information is material.	
Describe the climate-related risks and opportunities the organization has identified over the short, medium and long term, and its impact on the organization's business, strategy and financial planning.	Extreme weather events (including as a result of any potential effects of climate change) could impact Crown Castle's infrastructure assets. Damage to such assets could increase expenses and hamper Crown Castle's ability to deliver for its customers. To date, Crown Castle has not been materially impacted by extreme weather events. As discussed on page 33 of this report, climate change could increase risks stemming from "hot work" conducted on certain of Crown Castle's sites. Crown Castle proactively takes steps to mitigate such risks. Crown Castle benefits from the geographically dispersed nature of its assets, which are spread out across the US. In addition, repair and maintenance-related expenses have historically been immaterial compared to the value of Crown Castle's asset base. For the three-year period ended December 31, 2020, Crown Castle spent an amount equal to approximately 0.01% annually of its $25 billion in property and equipment[1] on repairs and maintenance stemming from extreme weather events. Further, Crown Castle undertakes other mitigation efforts (discussed in "Risk Management" section of this TCFD Index) to offset any physical risks to its assets. Transition to a lower-carbon economy could increase electricity and fuel prices and costs of investment in energy efficient technology and renewable energy. In light of Crown Castle's business of providing access, including space and capacity, to its shared communications infrastructure, its electricity and fuel costs are limited relative to the size of the business. For the year ended December 31, 2020, Crown Castle's electricity and fuel costs accounted for approximately 1% of its total cost of operations. In addition, to further Crown Castle's goal to achieve carbon neutrality in Scope 1 and 2 emissions by 2025, Crown Castle has contracted in 2021 to source renewable energy across 13 markets beginning in 2022. The contracted renewable energy represents approximately 60% of Crown Castle's total 2020 electricity consumption and allows Crown Castle to receive contracted renewable energy rates for the contract period.

1. Gross property and equipment as of December 31, 2020, excluding construction in process.

Risk Management	
Disclose how the organization identifies, assesses and manages climate-related risks.	
Describe the organization's processes for identifying and assessing climate-related risks and how such processes are integrated into the organization's overall risk management.	As described in the "Governance" section of this TCFD Index, currently, climate-related risks are reviewed and considered by the Board (including relevant Board committees) and senior management in the context of the broader, enterprise risk assessment. Crown Castle is working on implementing a more focused climate-related risk assessment that is aligned with TCFD recommendations.

When evaluating the materiality of climate-related risks in relation to other risks, the Board and senior management consider (in no order of priority): (1) with respect to both transition and physical risks, (a) the financial impact (considering insurance coverage and availability of capital, as applicable) and (b) input from key stakeholders, and (2) with respect to physical risks, the extent of (a) potential damage and necessary repair activities resulting therefrom and (b) any disruption to operations and ability to support our customers. In the case of extreme weather events, Crown Castle's Network Operations Center (NOC) teams, which monitor extreme weather events, keep senior management apprised of the projected impact of impending extreme weather events, as well as the actual impact once Crown Castle's technical teams have an opportunity to assess resulting damage. Further, other business teams keep senior management informed of the short- and long-term financial implications of such events, as well as the financial implications of any regulatory compliance or significant shift in sentiment from key stakeholders stemming from transition risks. |
| Describe the organization's processes for managing climate-related risks. | **Management of Transition Risks**
While electricity and fuel costs have had limited financial impact on Crown Castle's cost structure (as discussed in the "Strategy" section of this TCFD Index), Crown Castle has implemented or explored various measures to manage transition risks. In 2021, Crown Castle announced a goal to achieve carbon neutrality in its Scope 1 and 2 emissions by 2025. To achieve its carbon neutral goal, Crown Castle will continue investing in energy-efficient technology used in its operations, such as LED lighting systems, to reduce electricity consumption and corresponding emissions. Crown Castle is also exploring opportunities to decrease fuel consumption or otherwise improve the fuel efficiency of its fleet. Additionally, Crown Castle is exploring and, in some cases, pursuing various climate-related opportunities. For example, in addition to investment in energy-efficient technology, Crown Castle is pursuing renewable energy procurement opportunities and evaluating other investments in renewable energy. See page 12 of this report for further information regarding Crown Castle's key environmental priorities and efforts, including actions undertaken or contemplated. Crown Castle's efforts could have wide-reaching implications, possibly impacting the carbon footprint of both Crown Castle and its customers, paving the way for multiple entities to achieve their environmental priorities.

Management of Physical Risks
Crown Castle's resiliency efforts play a key role in managing physical risks. Through disaster preparedness protocols and training, periodic assessments of Crown Castle's infrastructure, design and deployment considerations and network resiliency initiatives, Crown Castle is able to reduce the extent of its exposure to such risks. Company-wide engineering practices contribute significantly to the resilience of Crown Castle's assets to extreme weather events, regardless of the geographic location of such assets. For example, while design standards vary based on location, Crown Castle's tower portfolio is generally designed to withstand a 700-year wind event with customer equipment additions. As noted in the "Strategy" section of this TCFD Index, extreme weather events typically have relatively limited financial impact across Crown Castle's total asset base. In addition, the geographically dispersed nature of Crown Castle's assets helps mitigate the impact from any single extreme weather event or extreme weather events concentrated in one geographic region, even if such events were to increase in frequency or severity.

Where the measures discussed above are not adequate to protect Crown Castle's assets, it obtains insurance coverage to offset a portion of the cost of any resulting damage and subsequent repair costs. Where existing resiliency efforts, geographically dispersed nature of assets, and insurance coverage are insufficient to address existing or projected physical risks, Crown Castle evaluates additional measures or the expansion of existing measures and adjusts its operations and protocols accordingly. |

Metrics and Targets	
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities, where such information is material.	
Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	Crown Castle measures, reports and tracks its energy and fuel consumption, together with associated emissions (namely, Scope 1 and Scope 2 emissions), to aid in the assessment of climate-related risks and opportunities. See page 13 of this report for further information regarding Crown Castle's fuel and energy consumption and associated Scope 1 and 2 emissions (as well as calculation methodologies) for fiscal year ended December 31, 2020.
Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	As noted in the "Risk Management" section of this TCFD Index, Crown Castle has recently announced a goal to achieve carbon neutrality in its Scope 1 and Scope 2 emissions by 2025. To achieve this goal, Crown Castle is exploring various opportunities to reduce energy and fuel consumption across its business and increase sourcing of renewable energy. Going forward, Crown Castle intends to provide periodic updates on its progress toward its carbon neutrality goal.