

A man with a beard and short hair, wearing a light brown long-sleeved shirt and dark pants, is crouching down to help a young child ride a pink and white balance bike. The child, with dark hair tied back, is wearing a black t-shirt and light-colored pants. They are on a paved path surrounded by lush green bushes and trees. The sun is low, creating a bright lens flare and long shadows on the ground.

2019
Corporate
Sustainability
Report

CC CROWN
CASTLE

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Report Boundaries

This report was published in December 2020 and, unless otherwise indicated or the context otherwise suggests, reflects our activities for calendar year 2019. 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 and Content

We prepared this report leveraging the Global Reporting Initiative (GRI) Standards: Core Option and the Sustainability Accounting Standards Board (SASB) standards for Real Estate and Telecommunication Services as guidance.

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 [pages 11 and 12](#) 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 and in our materiality assessment relating to this report (see [page 12](#)) 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.

For more than 25 years, we have built and acquired an unmatched portfolio of towers, small cells and dense, high-capacity fiber in the top US markets, where we see the greatest long-term data demand from multiple customers. Our combination of assets is integral to communications networks that will drive the ongoing digital transformation across the country.

By sharing our infrastructure among multiple tenants we're able to generate high returns for our shareholders, while giving people, businesses and communities access to essential data, technology and wireless service. This long-standing history of building connections helps families and friends stay in touch; assists first responders; supports students and teachers for remote learning and makes our communities stronger.

We have invested nearly \$40 billion over the last two decades in shared infrastructure assets that we believe are mission-critical for both today and the next generation of wireless networks in the US, the fastest growing market in the world. We're able to solve complex challenges for our customers, enabling them to deploy new technologies needed to stay ahead. Our investment sets the stage for new innovation, further advancements in 5G and other transformational ideas on the horizon.

Crown Castle's work with customers, businesses, communities and municipalities plays an important part in driving our industry and country forward. We're constantly adapting our strategies to drive positive results for shareholders:

- Our shared infrastructure model results in better environmental outcomes and the use of less resources—energy, metals, water and other materials—creating a more sustainable platform.
- Through our Connected by Good program, we give back with the goal of improving public spaces where people connect; creating safer communities; and advancing access to education and technology.

Our lives in the US changed dramatically in 2020 and, as a result, how we connect has evolved. The demand for data and new innovations is on the rise, and communities across the country are reimagining their approach to connectivity.

Crown Castle, now more than ever, is committed to building and maintaining the essential communications infrastructure connecting our communities—making them safer, better places to live.

Regards,



Jay Brown



Our Business

A close-up photograph of a young woman with curly hair, smiling broadly. She is wearing a red life vest over a white shirt. In the background, another person's shoulder and arm are visible, wearing a blue jacket and a red and black plaid shirt. The setting appears to be outdoors, possibly near water.

- › About Crown Castle
- › Our Infrastructure Solutions
- › Enabling Connectivity for Today and Tomorrow
- › Minimizing Impact Through Colocation
- › Our Approach to Sustainability

About Crown Castle

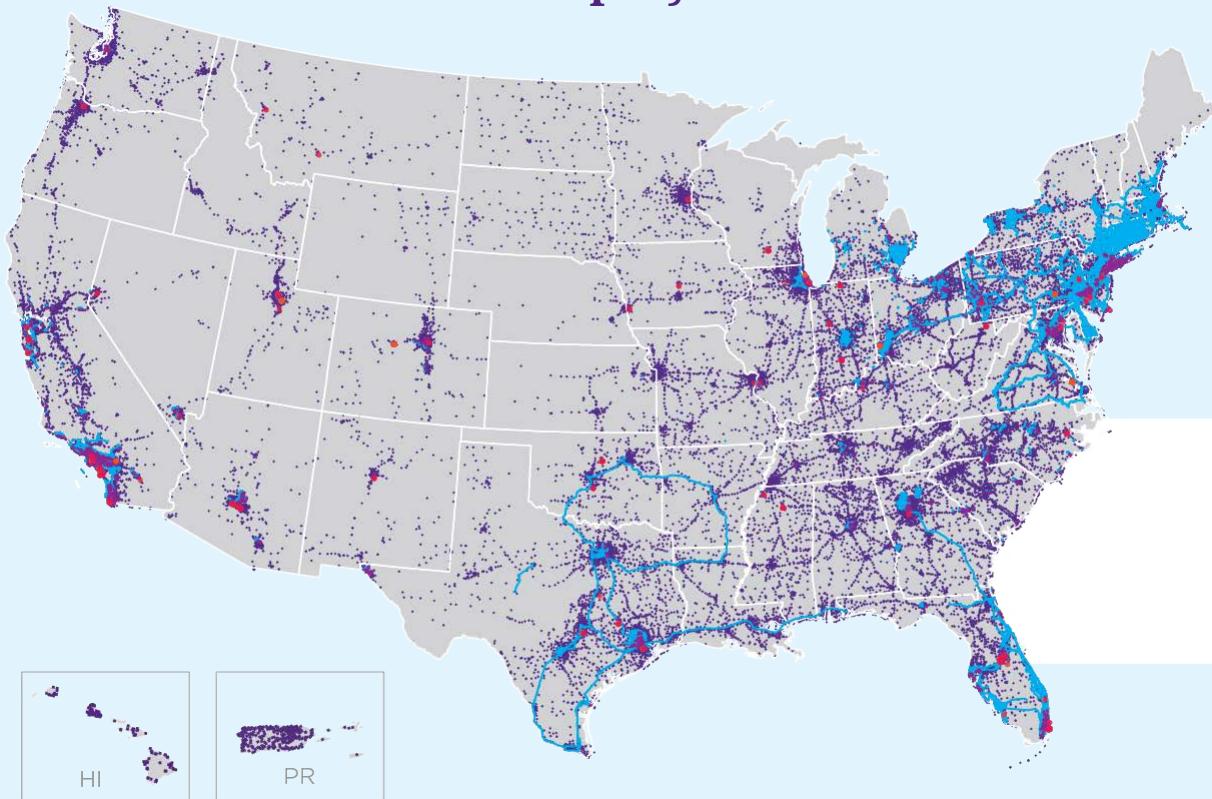
Founded in 1994, Crown Castle works in every major US market to build, operate and maintain the communications infrastructure behind the world's most revolutionary technologies. Our comprehensive portfolio of towers, small cells and fiber connects cities and communities to essential data, technology and wireless

service—bringing information, ideas and innovations to the people and businesses that need them.

As a real estate investment trust (REIT), our core business is providing access, including space or capacity, to our shared communications infrastructure via long-term contracts.

By providing these colocation services, our customers are able to build and operate their networks with increased efficiency at reduced cost, paving the way to lower-cost access to connectivity. Our customers include the leading US wireless carriers and other enterprises with high-bandwidth and multi-location demands.

Our Company At a Glance



25+ years of experience

~\$91B enterprise value¹

S&P 500 company listed
on the NYSE

Fortune 500 company

~5,000 employees

40,000+ cell towers¹

~70,000 small cell nodes
on air or under contract¹

~80,000 route miles of fiber¹

1. As of 9/30/20 close

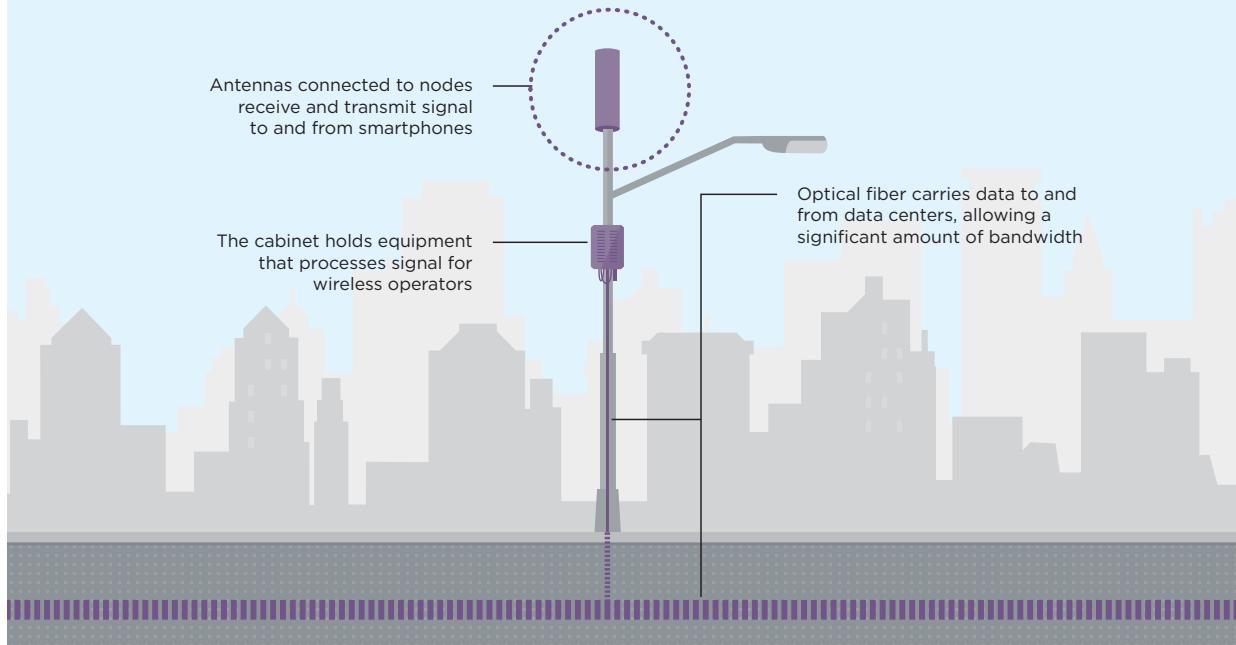
Our Infrastructure Solutions

New innovations are constantly changing the way we live, work and experience the world. Behind it all is an ever-increasing demand for data and connectivity. We work with communities, wireless carriers, technology companies, broadband providers, municipalities, schools and others to design and deliver unique infrastructure solutions. As more devices come online and new advancements like 5G are deployed, Crown Castle's towers, small cells and fiber will work together to enhance connectivity and make these transformative technologies possible.

Towers

With all the new developments in wireless technology, our towers continue to play a very important and useful role. Our customers use our towers to serve a large population across a wide geographic area, making towers ideal for meeting consumer demand and providing widespread voice and data coverage throughout the country. Towers are finding new relevance today as utilities and technology companies use them to host high-tech sensors and receivers that will support future innovations. We also work with building owners and property managers to affix antennas to the sides and tops of buildings.

What Are Small Cells?



Small Cells

We are the market leader in small cell technology. As their name implies, small cell networks consist of a series of small, low-power antennas—sometimes called nodes—that are often attached to existing structures in the public right of way, such as utility poles, signposts or streetlights. Because they are

low-powered and sit closer to the ground, small cells are an ideal way to meet growing wireless demand in a more precise and targeted way, especially in densely populated areas. They work seamlessly with towers to increase network capacity, and because they are fiber-fed, small cells can support fast speeds and increased bandwidth.

Fiber

Fiber is the connective thread that brings all of our infrastructure together. We own and operate one of the largest and densest fiber networks in the country. In addition to connecting our infrastructure, many businesses, enterprises and communities take advantage of our fiber to provide lightning-fast connections to data, cloud services and other bandwidth-hungry applications.



A Commitment to Communities

Our business model is built around long-term investment—we intend to be the last owner of our assets. We recognize the value our infrastructure creates for communities and our role in reducing environmental impact. We are invested in the communities we serve and are committed to deploying our communications infrastructure responsibly, building and maintaining solutions that deliver long-term value.

Why Our Business Matters

Life and business demand more data, in more places—faster than ever before.

80% of 911 calls are made from wireless devices¹

43 billion devices, sensors and transmitters will be connected by 2023²

98% of businesses plan to use multicloud architecture by 2021³

1. 911 Statistics, nena.org.
2. 2017 Smart Cities: How 5G Can Help Municipalities Become Vibrant Smart Cities Report, accenture.com.
3. 2018 IBM Institute for Business Value Survey: Most companies use multicloud, but far less have tools for management, ibm.com.

Enabling Connectivity for Today and Tomorrow

Today's digital technologies have revolutionized the way businesses operate and how people stay connected, safe and entertained. Desire for instantaneous, on-demand access to information, applications and social media has amplified demand for mobile data, delivered at ever-increasing speeds.

By bolstering a more connected future, we enable new advancements, like 5G, which represents nothing short of a wireless revolution. It will usher in new technologies and mobile experiences and has the potential to fundamentally change the way we interact with each other and the world. Small cells and fiber play a crucial role in delivering 5G, which promises to be a major economic engine. In fact, according to industry estimates, 5G will be responsible for three million new jobs, \$500 billion in new GDP and \$275 billion in investments.¹

Our unique portfolio of assets provides us with a competitive advantage in addressing current and projected demand.

Improving safety. Across the US, 80% of 911 calls are made from a mobile device.² Our infrastructure supports fast, dependable wireless connectivity in the event of natural disasters or other emergencies. This helps emergency personnel do their jobs safely and effectively by providing real-time access to the information they need. Reliable wireless coverage also allows us to connect with loved ones in emergency situations.

› **Advancing healthcare.** 5G will support advanced robotics and real-time video and data transmissions that will allow doctors to diagnose and perform procedures from thousands of miles away. Overall, it will bring new efficiencies to diagnosing and treating illnesses and will make responding to medical emergencies more effective.

› **Supporting businesses.** Today's businesses increasingly rely on wireless connectivity to stay competitive. 4G has allowed us to transfer data quickly, whether conducting a video call or sharing files, but 5G will accelerate our ability to connect as workers and consumers.

› **Facilitating remote learning.** Our infrastructure allows educators and students to access reliable mobile connectivity when Wi-Fi is unavailable or constrained. Moving forward, 5G will provide users with better access to applications for online education and training, increasing earning potential and workforce competition.

› **Expanding access.** In many places throughout the country, there are still few, if any, connectivity options. Our infrastructure enables wireless internet service providers to deliver reliable and affordable wireless services and broadband in rural markets.

› **Driving smarter communities.** With the emergence of the internet of things and deployment of 5G, smart community technologies are beginning to take off, offering many exciting opportunities for cities and technology companies alike. From autonomous cars to environmental sensors, our infrastructure will pave the way to greater efficiencies, safety and sustainability through real-time information and analytics.

5G: Speed, Connections, Latency

100X
1gb/sec

Speeds that are as much as
100X faster than 4G, delivering data
rates as high as **1 gigabit per second**

10,000X
capacity/efficiency

Speeds support a
10,000x increase in traffic capacity
and network **efficiency**

10X
decrease

10x decrease in end-to-end
latency—as low as **1 millisecond**—
delivering more instantaneous and
real-time access

1. 2017 Smart Cities: How 5G Can Help Municipalities Become Vibrant Smart Cities Report, accenture.com.

2. 911 Statistics, nena.org.

Minimizing Impact Through Colocation

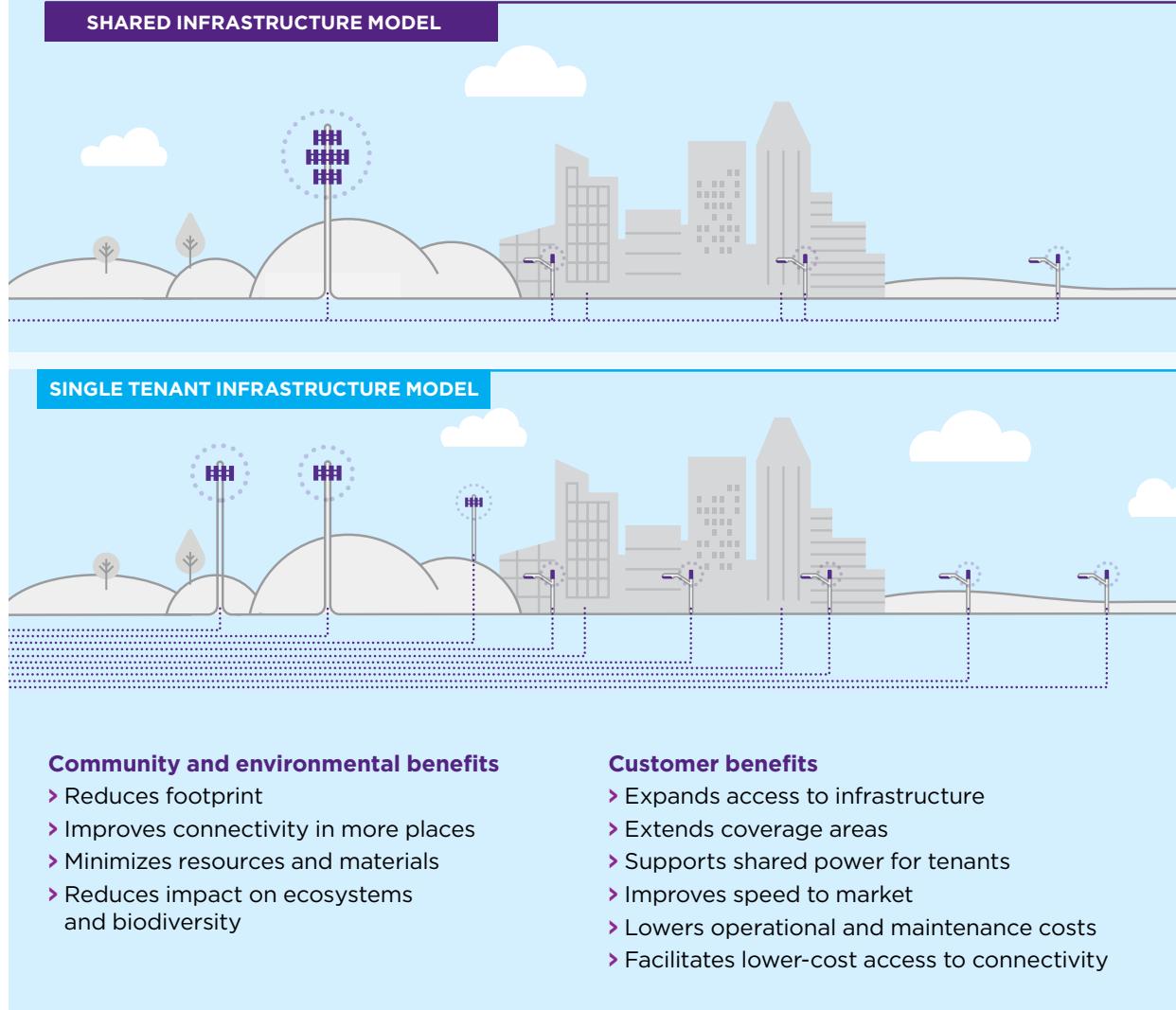
As a neutral host provider of communications infrastructure, we promote the efficient use of assets. Our business model is built on the concept that sharing a single asset among multiple users not only makes economic sense but is also a sustainable means of meeting the growing demand for connectivity. This colocation model inherently results in a lower environmental impact, minimizing the telecommunications footprint in both urban and rural spaces. That translates into fewer construction projects; less consumption of raw materials, energy and water; less waste; and, ultimately, less disruption to ecosystems and biodiversity.

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

Dan Schlanger
Executive Vice President
& Chief Financial Officer

Benefits of Shared Infrastructure

We are a neutral host provider of communications infrastructure supporting multiple customers. Our shared infrastructure model results in the use of less resources—including water, energy, metals and other materials—than would otherwise be needed to construct and maintain communications infrastructure.



Our Approach to Sustainability

We consider the social and environmental impact of our business and weave sustainability into our business practices and decision-making. We are committed to operating responsibly and ethically as we grow our business in the communities where we live and work.

Establishing Our Sustainability Priorities

To establish our sustainability priorities, we:

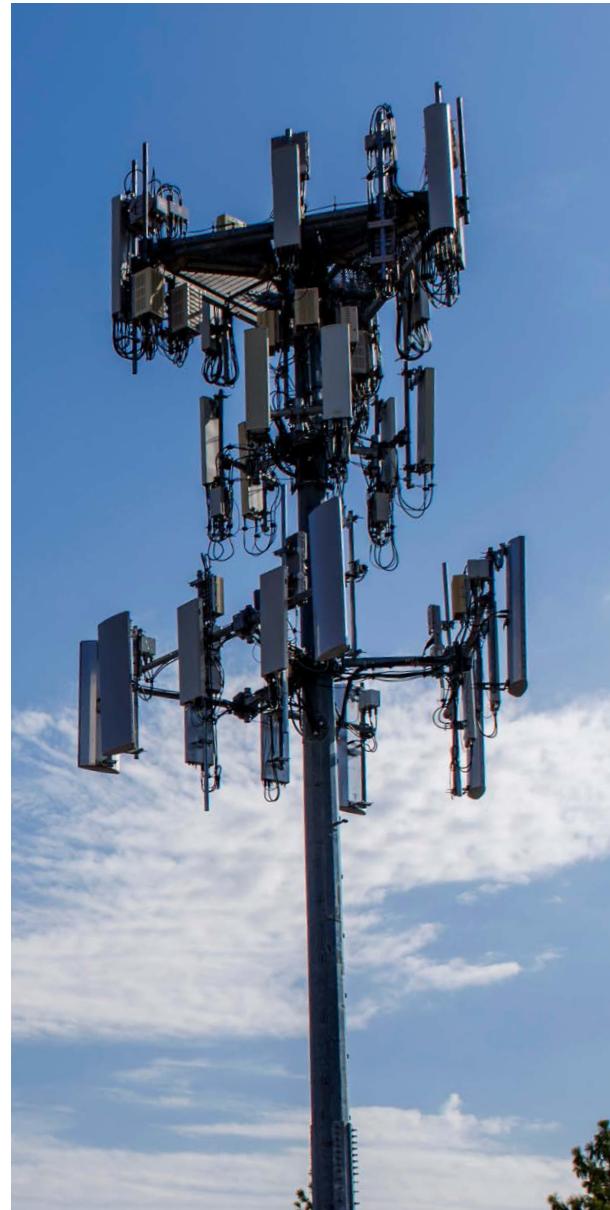
- Gathered information from external sources to identify potential sustainability topics. Our sources included global reporting standards, such as GRI and SASB, sector benchmarking, guidelines from industry associations, such as the International Telecommunication Union, and criteria from indices and ranking agencies.
- Assessed the sustainability perspectives of our key internal and external stakeholders, including customers, investors, employees and sustainability rating agencies; using interviews, surveys and desktop analysis to identify and prioritize sustainability issues with potential impact on our business and stakeholders. As part of this process, we engaged with customers across both segments of our business.
- Conducted interviews with internal, cross-functional leaders, including members of Crown Castle's executive management team (EMT), to identify focus areas and understand sustainability risks and opportunities for the company.

Overseeing and Managing Sustainability

Our sustainability efforts are bolstered by our oversight and management structure, which ensures we remain accountable and advance our sustainability priorities. Our Board of Directors (Board) holds the highest level of accountability for our risk management and strategic direction. Our EMT, which reports on sustainability matters to the Board, leads the management and execution of our sustainability priorities within the company. Our Chief Financial Officer (CFO) monitors and is responsible for financial matters, and social topics are overseen by the Executive Vice President (EVP) and General Counsel and the EVP of Business Support. The EVP and General Counsel also oversees environmental matters. These officers are appointed by the Board and report to the Chief Executive Officer (CEO) and the Board. Other senior-level officers within Crown Castle are also charged with managing specific sustainability matters.

In addition, the Board provides feedback to the EMT on sustainability matters at the regularly scheduled Board and Board committee meetings. The EMT then determines how to best address sustainability-related matters that may arise.

Together, our Board and EMT define our strategic approach to managing actual and potential impacts of material sustainability risks and opportunities for Crown Castle.

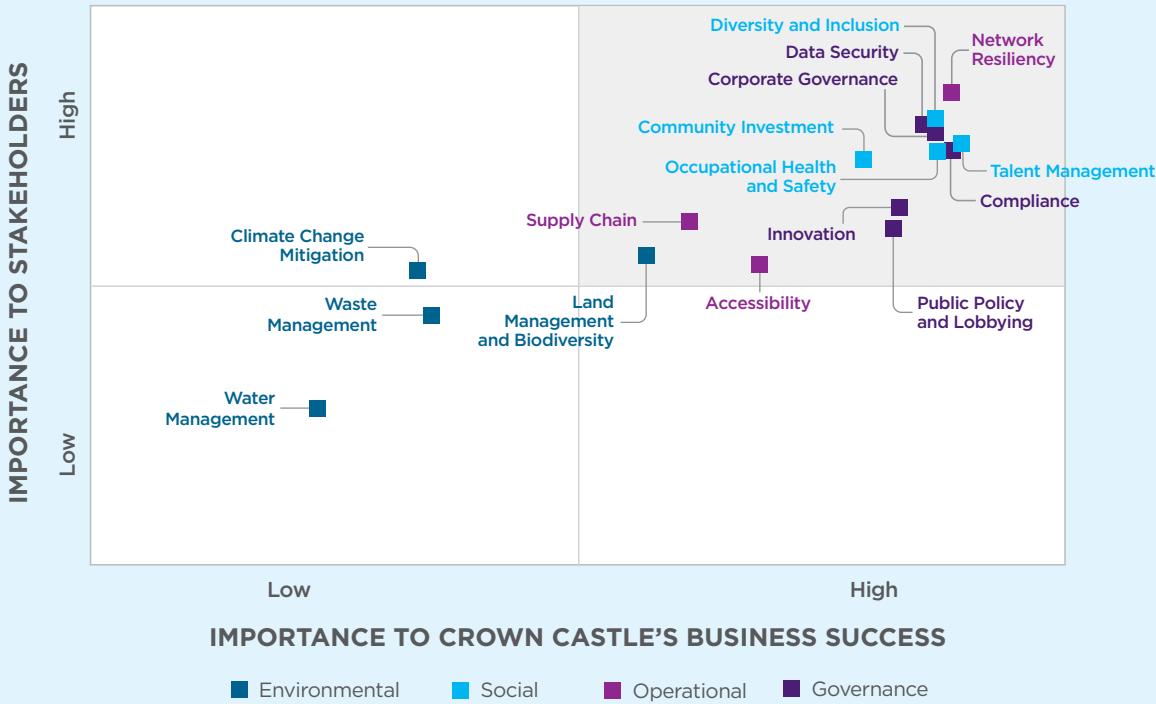


Key Findings from Our Materiality Assessment

We considered topics spanning environmental, social and governance categories and included an additional operations category that specifically relates to our business and operational impacts. Of the four categories analyzed, topics falling under the social category were rated the highest, on average, according to feedback from our stakeholders. We also had a high level of interest from our customers in how we manage our operational risks, including network resiliency. 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.

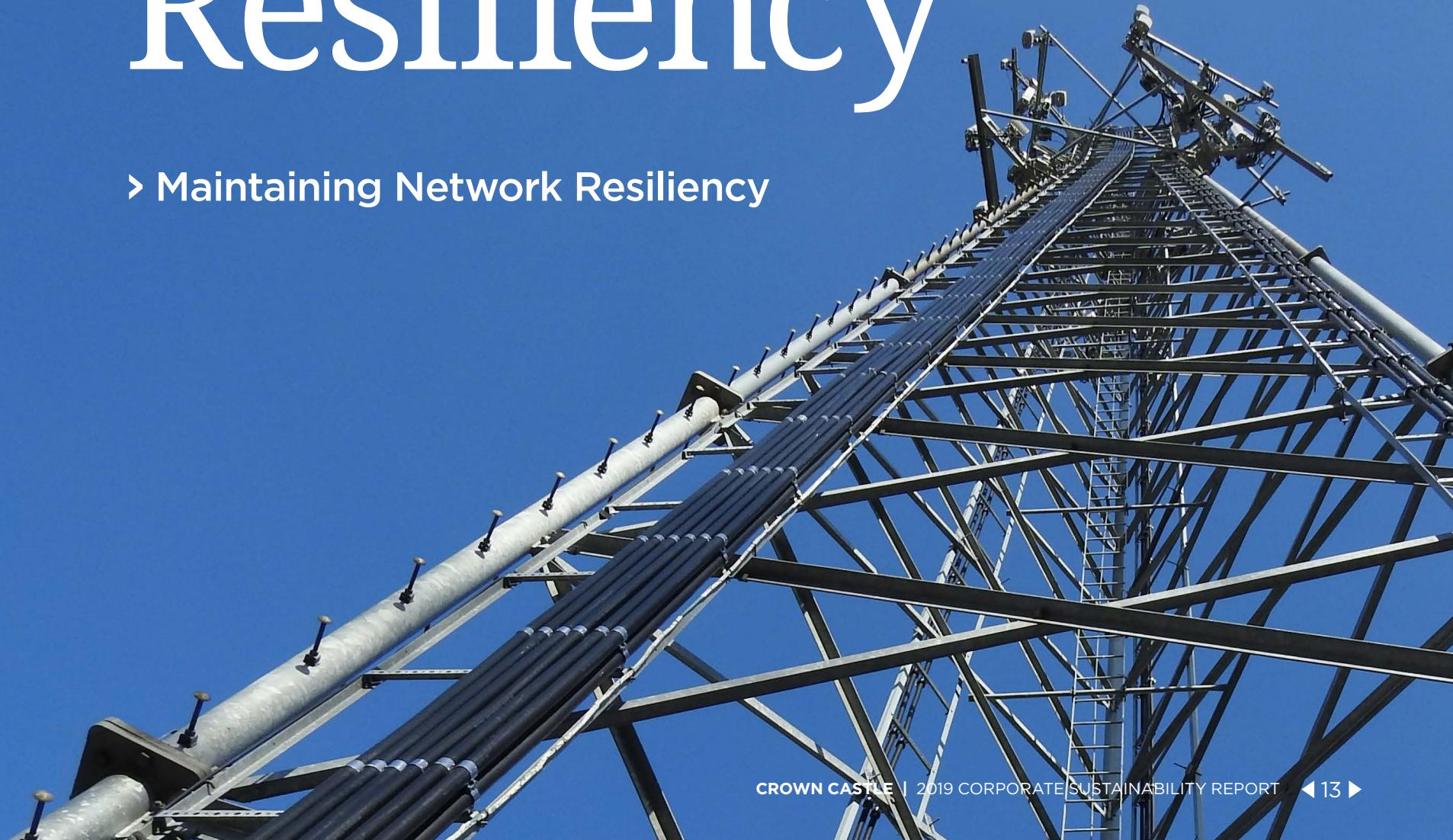
While these 16 topics represent the most material sustainability issues for our company, we strive to continually work with senior leaders from across our business to refine our sustainability focus areas. We recognize the need to be fluid to address those sustainability topics we feel can have the largest impact and to ensure they align with our values and goals, especially as we continue to innovate and evolve as a company.

Materiality Assessment Map



Network Resiliency

› Maintaining Network Resiliency



Maintaining Network Resiliency

Our increased reliance on connectivity to stay safe and informed highlights the importance of a resilient network that can withstand severe weather events. In the aftermath of hurricanes, wildfires, tornados and other catastrophic events, it is imperative for our customers to rapidly resume their operations. Crown Castle's resiliency efforts play a critical role in supporting business continuity in the face of disaster. Through advance preparation, design ingenuity and rigorous disaster response protocols, we are poised to deliver value to our customers and support the communities in which we operate when they need us the most.

Disaster Preparedness

Annual review of our disaster preparedness and recovery protocols level sets expectations across the organization and ensures our internal teams are familiar with our emergency operating procedures. Training also features prominently in our disaster preparedness efforts. For example, in 2019, operations teams across our business participated in six, full-day mock exercises that mimicked various natural disaster events. This hands-on training was intended to enhance our employees' disaster response skills and enable them to react quickly, efficiently and effectively when disasters occur.

We also periodically assess the location and structural integrity of our assets and their ability to withstand catastrophic events prone to occur in those areas. In certain regions where

extreme weather events are recurrent, the design of our infrastructure helps minimize or prevent injury or damage. We also actively participate in various state- and federal-level disaster management teleconferences to support essential infrastructure preparation and recovery efforts related to storms, wildfires and other natural disasters.

Network Operations Center

Our network resiliency initiatives are led by our Network Operations Center (NOC) teams, which operate around the clock and monitor and project the impact of extreme weather events. Using sophisticated internal and external tools, our NOC teams track the disaster's progress and projected area of impact in real time. Once assets in harm's way are identified, the NOC teams drive awareness and coordinate communication among the relevant internal groups, while our field operations teams assess vulnerabilities and devise a plan of action to protect our assets. We strategically mobilize essential supplies and technical teams in advance to equip us for an organized and swift response to the disaster. During and after the event, the NOC manages field operations, ensuring that our Field Operations teammates are safe and have access to food, fuel, safety gear and lodging. The NOC dispatches technical teams to address damaged infrastructure and communicates with customers and utilities for information sharing and to coordinate repair activities. Our coordinated reconnaissance and recovery efforts play a key role in restoring connectivity and minimizing disruption to daily operations.



Keeping Our Customers Operational During Hurricane Dorian

In 2019, Dorian registered as an extremely powerful and destructive Category 5 hurricane. As Dorian travelled up the Eastern US coastline, 80 employees conducted over 700 site assessments in less than a week to identify and address the resulting damage, playing a critical role in helping our customers swiftly restore service in affected areas.

Our People

A photograph of a man and a woman smiling and looking at a screen, suggesting a positive work environment.

- › Investing in Our Teams
- › Diversity and Inclusion
- › Learning and Development
- › Employee Engagement
- › Benefits

Investing in Our Teams

The people who work for Crown Castle make our success possible. They are a primary reason Crown Castle is the leading provider of shared communications infrastructure, delivering world-class service and solutions for our customers. They are helping us set the stage for tomorrow's most transformative technologies. We care for and support our employees with industry-leading well-being benefits and empower them to own their

2019 Workforce Snapshot

Total employees

5,127

Total People Leaders

1,282

Total employee turnover rate

9.91%

Voluntary employee turnover rate¹

5.76%

Percentage of full-time employees

99.75%

New hires

613

1. Figure includes all regular Crown Castle employees and interns who left voluntarily, except employees who separated from Crown Castle due to retirement. Excludes contingent workers.

career paths by exploring professional development opportunities and taking advantage of nationally recognized training—all while providing a culture of diversity and inclusion. Our goal is to enhance the leadership and management skills of our People Leaders as they provide guidance, feedback and business context to their teams. We have Leader Coaches who mentor our People Leaders, providing ongoing support as they assess talent, implement process changes, develop goals and have performance conversations. In addition, our Business Support team supports our People Leaders and offers resources dedicated to every aspect of the employee experience, including recruitment, training, development and engagement.

Diversity and Inclusion

At Crown Castle, we embrace diversity and have an incredible opportunity to operate as an inclusive community. As we bring together a more diverse workforce, comprised of unique perspectives, our differences are our strength. The ability for each person to contribute their best work and thinking is expected and welcomed. This practice is built upon our B3 values and is essential to our success.

We have focused on building a more diverse workforce to make our company stronger and more innovative. We believe attracting, developing and retaining talented employees is paramount to serving our customers and communities. From our workplace to the workplace of our suppliers, we aim to promote diversity, drive measurable results, and make a difference in the communities where we live and work.

From 2015 to 2019, we successfully increased the percentage of employees from racially diverse backgrounds by 38%. This extends from our corporate headquarters to offices large and small across the country. In addition to our total employee base, we have focused on growth in diversity at the vice president level and required that 50% of the vice president candidates be diverse in gender, ethnicity or race. Since 2015, our percentage of racially diverse vice presidents has increased by 218%, and our percentage of female vice presidents has increased by 18%. This is important for our leadership, where diverse perspectives drive strategy and value for our business.

When evaluating the overall makeup of our Board or considering new candidates for the Board, diversity considerations play a role. Our Board is currently comprised of 40% female or racially diverse directors, including the last four appointed directors.

Diversity Growth (5-year trends)

16.7% of employees were racially diverse¹ in 2015

23.2% of employees were racially diverse¹ in 2019

Representing a **38%** increase

4.8% of VPs were racially diverse¹ in 2015

15.2% of VPs were racially diverse¹ in 2019

Representing a **218%** increase

16.7% of VPs were female in 2015

19.7% of VPs were female in 2019

Representing an **18%** increase

1. American Indian, Alaskan Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Pacific Islander, or other.

Top Office Locations for Racial Diversity Growth

The table below shows the increase in percentage of racially diverse employees from 2015 to 2019 at specific office locations.

City ¹	2015	2019	Growth	City ¹	2015	2019	Growth
Baltimore, MD	3.57%	20.55%	100%+	Corona, CA	42.86%	52.94%	23.5%
Indianapolis, IN	5.00%	9.52%	90.5%	New York, NY	26.32%	32.05%	21.8%
Orlando, FL	21.43%	34.15%	59.3%	Denver, CO	21.05%	25.00%	18.8%
Lombard, IL	16.67%	26.32%	57.9%	San Jose, CA	42.55%	50.00%	17.5%
Phoenix, AZ	16.50%	25.15%	52.4%	Canonsburg, PA	6.72%	7.74%	15.2%
Austin, TX	17.39%	25.00%	43.8%	Houston, TX	33.14%	38.16%	15.1%
Sunrise, FL	44.44%	62.00%	39.5%	Birmingham, AL	4.00%	4.55%	13.6%
Miami, FL	66.67%	90.72%	36.1%	Charlotte, NC	15.22%	17.12%	12.5%
Atlanta, GA	24.32%	32.93%	35.4%	Mahwah, NJ	19.44%	21.67%	11.4%
Nashville, TN	6.98%	9.30%	33.3%	Seattle, WA	10.71%	11.76%	9.8%
Tampa, FL	25.81%	32.35%	25.4%	Louisville, KY	19.23%	21.05%	9.5%

1. Excludes offices that have closed since 2015.

To ensure that we are promoting and building an inclusive workplace community, we create policies, practices and initiatives that address equity. As part of our annual compensation cycle, we conduct a pay equity review to address any pay disparity across protected classes. We learn and adjust our actions with an eye toward long-term success.

Our efforts are not limited to talent recruitment and retention; we also invest in training to address bias and foster an inclusive culture. In addition, by signing the CEO Action for Diversity & Inclusion pledge, Jay Brown has joined the ranks of over 1,400 business leaders who have publicly committed to advancing diversity and inclusion in the workplace.

B3 Values

In all aspects of our business, Crown Castle operates according to our B3 values, which drive our decision-making and guide our interactions with each other, our shareholders, our customers, and our communities:

Be Real. We are clear, collaborative, and forthright—assuming good intentions when miscommunications occur. We share timely, relevant, and accurate information to foster inclusive decision-making.

Be Accountable. We act with integrity in all that we do. That means assuming responsibility for both the “what” and the “how” of delivering results. This commitment to accountability leads to excellent internal and external customer service and drives continuous learning and development throughout our company.

Be an Owner. We are each responsible for understanding how we create shareholder value. We continuously challenge our assumptions, explore new alternatives, and review decisions and outcomes for learning.

Diversity Recruitment

How and who we hire matters. We proactively create a diverse talent pipeline through job posting platforms and partnerships focused on advancing career opportunities, including:

- Hire a Hero
- Job opportunities for disabled veterans
- RecruitABILITY
- US Diversity
- Historically Black Colleges and Universities
- The Posse Foundation
- Pittsburgh Promise
- Warriors4Wireless (W4W)



Warriors4Wireless

Since 2014, we have worked closely with W4W by hosting training seminars and serving as a hiring partner, allowing veterans to leverage skills acquired during their military service. In 2019, we hosted a Corning Fiber technician training and hired three new employees. All participants received professional certifications.

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, giving our employees access to tools that help them learn and evolve is critical.

To dedicate further attention to professional growth, we established an Innovation and Learning team in 2019. This team oversees our training and professional development programs and is comprised of members with function-specific expertise. The Innovation and Learning team also provides our senior leaders with regular updates on training initiatives, which we regularly assess to ensure the continued success of our professional development programs.

Personal and Career Development

We provide our employees with opportunities to obtain technical training and practical experience, as well as offer financial support for qualified education. Crown Castle has invested \$5 million dollars to offer our employees a range of programs and resources to accelerate their growth and career advancement and amplify productivity. Online and in-person training platforms, including our Learning Management System, LinkedIn Learning, Harvard ManageMentor and Mind Gym platforms, connect our employees to more than 14,000 courses across over 75 topics, including diversity and inclusion. Each of the platforms affords our employees the opportunity to hone their skills and expand their subject-matter expertise. In 2019, our employees logged nearly 35,000 total hours of learning.

We also support learning through our Tuition Assistance Program. We reimburse 75% of eligible tuition expenses, up to a lifetime maximum of \$40,000 for each eligible employee. In 2019, we paid over \$840,000 in tuition expense reimbursements for over 120 employees, which represents an increase of approximately 40% over the prior four-year average, driven primarily by workforce growth.

Learning and Development in 2019

Total hours of training

34,787 hours

Total training courses completed

54,640 courses¹

Average hours of training per employee

6.95 hours

Total amount of tuition reimbursements for higher education programs

\$843,196

1. Excludes LinkedIn Learning and Harvard ManageMentor, for which course completion information is not tracked.

Employee Leadership Programs

We offer our employees several training and learning programs that are geared toward building and expanding leadership skills.

➤ **Leadership Essentials.** Established in 2019, our Leadership Essentials program focuses on advancing the leadership skills of our People Leaders through peer-to-peer, discussion-based learning. This program is comprised of virtual, instructor-led sessions and supplementary learning material and tools. In 2019, 980 People Leaders participated in this program over four virtual instructor sessions. We intend to build on this success by hosting additional training sessions and increasing participation across our team of People Leaders.

➤ **Leading at Crown Castle.** In 2018, we launched our Leading at Crown Castle program in partnership with Harvard University to enhance the leadership skills of our People Leaders. People Leaders from different business functions and roles are placed in cohorts that progress through the program's various development modules. The program includes feedback from senior leadership and training on core leadership competencies. By the end of 2019, 80% of all People Leaders had either enrolled in or completed this program.

➤ **Business Immersion Program.** Crown Castle offers a two-year rotational program geared toward recent college graduates. The program participants have the opportunity to immerse in our business and develop new skills, while helping us execute our business strategy. The program provides exposure to various, essential functions throughout Crown Castle to allow for greater visibility and understanding of our business as a whole. Upon successful completion of the program, participants are placed in a role that aligns with their skills and interests, while fulfilling the needs of our business.

Employee Engagement

We listen to our employees. Engagement is critical in understanding the effectiveness of our policies and initiatives and how they are perceived by our employees. Of the employees who participated in our annual engagement survey, the number of individuals that reported feeling "fully engaged" outperformed our industry benchmark by 13 percentage points.

- 82% of employees agreed that Crown Castle "Creates an environment where I can speak up about difficult issues" and that Crown Castle "Acts with integrity and treats people with fairness and respect."
- 78% of employees agreed that "All employees are valued by the organization, regardless of race, gender, age or background."



In 2019, **92%** of our employees responded to our annual engagement survey.

Benefits

The well-being of our employees is a crucial element of our safety culture, employee engagement and productivity. We are committed to providing programs and services that improve employee health and well-being.

We are proud to offer comprehensive benefits to address the evolving needs of our diverse workforce, including physical, mental and financial health. By offsetting the rising cost of healthcare, Crown Castle helps our employees address health concerns and seek preventive treatments. As of October 2019, we have significantly enhanced our leave benefits for families welcoming a new child. Crown Castle now offers its employees, regardless of gender, up to eight weeks of paid parental care and bonding leave and an additional eight weeks of paid leave for birth mothers.

Benefits Highlights

All employees

- On-site gym at select locations

Full-time and part-time employees working at least 15 hours/week¹

- Medical, dental and vision plans
- Health savings account contributions²
- Disability coverage
- Life insurance
- Free flu shots²

Full-time and part-time employees and interns

- Annual scholarships open to interns and employee dependents

Full-time and part-time employees¹

- Gym membership reimbursement
- Employee assistance program
- Paid personal time off
- Paid parental leave
- Subsidized milk shipping service for traveling, nursing moms
- Adoption expense reimbursement
- Retirement plan

1. Not offered to temporary employees.

2. Only available to employees enrolled in one of Crown Castle's medical plans.

Market-Leading Retirement Plan



10%
Crown Castle's
Cash & Equity
Contribution*

We offer our employees an automatic 3% base match of their contribution to a 401(k)¹ 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) account, which has historically represented 4% of the employee's year-end base salary.

*A portion of the Crown Castle contribution is subject to board approval.

1. We also offer a Puerto Rico 1165(e) Plan, which has benefits similar to a 401(k) Plan, for our employees in Puerto Rico.

Safety

- › Safety Approach
- › Safety Oversight and Accountability
- › Safety Training
- › Setting the Bar
- › Supplier Expectations



Safety Approach

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, extensive training, and customer and contractor engagement, 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. To further protect our employees, we supply, and expect our employees to use, personal protective equipment when faced with hazardous working conditions. We also harness our collective field experience to improve safety standards and practices throughout the entire telecommunications industry.

2019 Safety Report¹

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, allowing our safety team to formulate short- and long-term solutions to prevent future incidents.

Total number of recordable injuries

20

Total number of lost time injuries

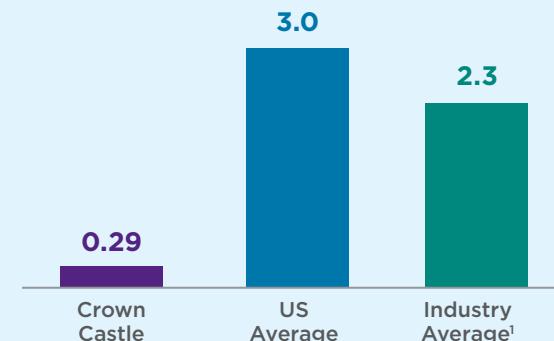
4

Lost time injury rate

.06

1. Data reflects safety statistics with respect to both Crown Castle employees and contingent workforce.

2019 Total Recordable Injury Rate (TRIR) well below average



1. Based on telecommunications industry.

Total Injury and Illness Rate¹

2017	2018	2019
.70	.35	.29

1. TIIR was calculated as the number of US Occupational Safety and Health Administration (OSHA) Recordable Incidents x 200,000 hours/total hours worked.

Lost Time Injury Rate

2017	2018	2019
.11	.09	.06

Safety Oversight and Accountability

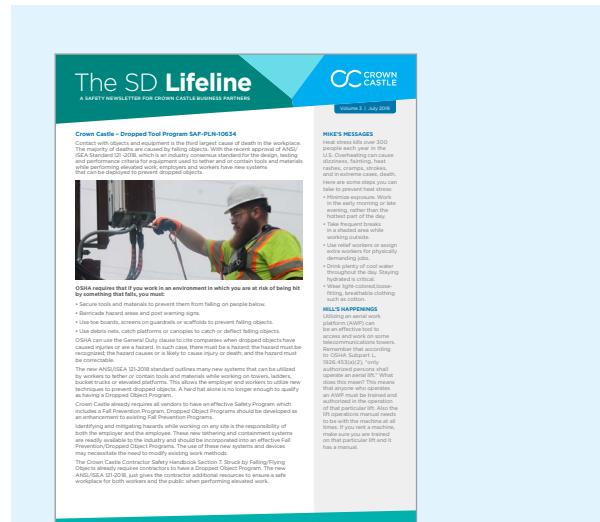
Our dedicated and experienced safety and risk management teams are essential in our quest to contain internal and external risks stemming from our business. These teams are involved in a variety of tasks, including:

- Hazard identification and analysis
- Safety training
- Cross-functional collaboration and consulting on safety best practices
- Development of contractor safety requirements
- Management of safety observation programs
- Risk assessment and mitigation
- Incident investigation and review of corrective action plans

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. This two-tiered approach provides 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. In 2019, nearly a quarter of our workforce collectively completed almost 12,000 hours of safety training. We assign training based on potential exposure to hazards associated with an individual's job. We require our field workers to complete annual safety training on a variety of topics, including hazardous material handling, radiofrequency training, lockout-tagout, aerial lift operation, battery safety, first aid and CPR. Supplemental training is available on a monthly basis through online courses offered on our internal website. We also require our workers who operate a company vehicle to complete courses on topics ranging from defensive driving to speed management. The training modules are typically prepared and presented by third-party vendors. When customized training is warranted, our safety team develops internal training programs based on decades of industry experience.



Going Above and Beyond

Our commitment to safety goes beyond our company—it extends to our business partners and benefits our communities. The safety team not only manages safety risks at Crown Castle, but also shares information with others. In 2019, our safety team launched *The SD Lifeline*, a monthly newsletter dedicated to addressing safety hazards, trends, updates and observations. Reaching over 1,000 internal and external industry professionals, the newsletter covers an array of safety topics such as fall protection, rescue plans and fire prevention.

Setting the Bar

Recognizing the tremendous value of our collective engineering and field experience, the information derived from research initiatives, and our incident management and safety observation programs, we actively participate in shaping industry safety standards. The safety team also led a research effort in 2019 to test the effectiveness of tower climbing safety equipment. Crown Castle employees routinely participate on industry panels and task forces charged with addressing existing and emerging safety issues and corresponding solutions. In 2019, our safety team collaborated with the National Association of Tower Erectors (NATE) to develop training programs on advanced rigging principles and wireless installation rooftop training. Further, our engagement with regulators positions us to advocate for improved safety standards. We are proud of these efforts and are committed to continuing to apply our expertise and resources to promote a culture of safety within our company and the entire industry. Our commitment to safety not only supports our company, it helps our industry.

Supplier Expectations

To support our operations, we turn to our suppliers to perform certain construction tasks associated with deploying and managing our assets. We expect our suppliers to share our commitment to safety. That means, at a minimum, maintaining all required certifications, providing extensive and continuous training to their teams and supplying their teams with personal protective equipment corresponding to the task at hand. Our suppliers are accountable for safe work practices and compliance with safety regulations, national standards and our policies and procedures. We periodically observe the work performed by our suppliers to confirm safety compliance and are authorized to suspend suppliers for violations, safety incidents or safety observation findings. Suppliers must provide and implement an acceptable corrective action plan to be released from suspension.

In addition to our internal vetting process for suppliers, Crown Castle also works with Avetta, a third-party supplier qualification and compliance management firm, to assist with initial screening and periodic reviews of suppliers that service our assets. Avetta assists in verifying that our suppliers are properly insured and meet or exceed safety performance metrics. This verification process is conducted through a comprehensive review of supplier questionnaire responses, public records, and supplier health and safety statistics benchmarked against industry standards. During 2019, nearly 1,500 of our suppliers were subject to this third-party assisted screening.



Community Investment



- › Community
- › Our Approach to Community Investment
- › Community Stakeholder Engagement

Community

At Crown Castle, we recognize the importance of being responsible and engaged members of our communities, and we constantly strive to be a good neighbor. While our infrastructure solutions support connections that make our communities safer and better places to live, we also seek to develop strong connections among our company, employees and the communities we serve.

Our Approach to Community Investment

Our infrastructure is an integral part of communities, so it is important that we find ways to give back. In 2017, our CEO spearheaded the creation of our Connected by Good program with a focus on spending a day to restore parks. Since then, Connected by Good has evolved into a corporate social responsibility program focused on three pillars aligned with our business: improving public places, creating safer communities, and advancing access to education and technology.

Through Connected by Good, we identify and partner with organizations aligned to at least one of these three pillars. We then donate through corporate giving, employee volunteering or, in a few instances, employee giving. Our program creates positive outcomes for communities and builds strong relationships with impactful community groups.

Our Connected by Good Pillars



Employee Donation Match Program

Crown Castle provides a Matching Charitable Gift program that allows employees to increase the impact of their donations to charitable organizations. Crown Castle matches any eligible employee charitable gift of at least \$100, up to \$1,000 per year, per employee. In 2019, we matched over \$100,000.

Day of Service: Beautifying Parks Across the Country



We take pride in our work and recognize the importance of community aesthetics. At the heart of it is connection. That is what Crown Castle does.

Jay Brown
President & CEO

Connected by Good Pillar 1: Improving our Public Spaces

As the reliance on wireless communication continues to grow, public spaces provide opportunities for people to come together and engage with their communities. We deploy infrastructure in these same public spaces where our communities interact, and our business is committed to operating in ways that respect these spaces. Through

our Connected by Good initiative, we take our commitment even further by leading park cleanups and revitalizing other public spaces, like schools and libraries, that can improve quality of life.

Day of Service

Crown Castle hosts an annual company-wide Day of Service, in which team members assist local park departments in completing planting

and other restoration projects. Since the inaugural Day of Service, we have worked to expand our impact to reach more cities and parks and to increase employee participation. In May 2019, our employees volunteered to clean up parks in 20 cities across the country.

Connected by Good Pillar 2: Creating Safer Communities

Across the country, 80% of 911 calls are made from a mobile device.¹ Police officers, firefighters, emergency medical personnel and other first responders rely on our communications infrastructure to do their critical work—keeping our communities safe. In addition, Crown Castle helps to improve the everyday safety of our communities by providing advanced technologies, support for first responders, and emergency relief through Connected by Good. In 2019, Crown Castle supported:

- › California Firefighters Foundation
- › Houston Firefighters Foundation
- › At-Promise Youth and Community Center
- › New York Police Department Foundation
- › National Fallen Firefighters Foundation

1. 911 Statistics, nena.org.

Frank Sarris Public Library

Our Canonsburg, Pennsylvania office led a charitable giving initiative to support the technological advancement and digitalization efforts of a local community library. Employees raised money to provide technology to the Frank Sarris Public Library to promote community outreach to non-library users.

At-Promise Youth and Community Center

The At-Promise Youth and Community Center is a state-of-the-art learning and community facility that is the cornerstone of the Atlanta Police Foundation's youth crime reduction initiative. Crown Castle's sponsorship helps support At-Promise's STEM career certifications and ongoing programming for youth in Atlanta. On December 5, 2019, employees volunteered at the Crown Castle Experiential Learning and Career Mentoring Day, educating 50 students about the opportunities STEM education and wireless communications technology can provide.

Big Thought

Big Thought is a partnership of three organizations committed to closing the opportunity gap for underserved youth through educational programs. Crown Castle supported their Mobile Tech Xperience Truck by providing a STEM experience with radios, antennas and fiber to demonstrate our infrastructure.



Connected by Good Pillar 3: Advancing Access to Education and Technology

We understand the importance of access to education and technology in schools and underserved communities as technology is continuously advancing. Our business is centered on creating connections through technology and innovation and helping people stay connected during digital transformations. Through Connected by Good, Crown Castle partners with community organizations to bridge the digital divide and to help foster creativity in future generations. We provide sponsorships, employee volunteers and donations to organizations that provide access to opportunities in the digital age. Our programs focus on technology education and provide students and individuals in underserved communities with access to career-building opportunities. In 2019, we partnered with organizations all over the nation, including:

- After School Matters
- After School All Stars
- Fred Rogers Center
- Digital Harbor Foundation
- LGBT Tech
- International Brotherhood of Electrical Workers
- Code Nation
- Big Thought
- Discovery Cube Los Angeles
- FirstHand Philadelphia

Discovery Cube Los Angeles

Discovery Cube Los Angeles offers STEM proficiency and early childhood education programs. Crown Castle supported a youth invention and engineering design activity. This event allowed participants to learn about STEM curriculum through a competition, using simplified real-world processes.



FirstHand Philadelphia

FirstHand Philadelphia is an educational initiative in partnership with the University City Science Center that engages students in a STEM curriculum in real lab environments to reinforce critical thinking skills. Crown Castle supports their efforts by providing mentorship and leading a multi-week learning challenge.



“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 invest in the future leaders of our country. This is one step we can take together toward that better path forward.

Jay Brown
President & CEO

Community Stakeholder Engagement

We know that every community is different. That is why we work with communities to find and execute solutions that meet specific needs. Our engineers are skilled in finding innovative ways to design infrastructure that preserves the communities' aesthetics and character.

► In Washington, DC, we engaged with multiple Advisory Neighborhood

UNCF

In 2020, Crown Castle made a \$1 million donation to UNCF, and Jay Brown contributed \$1 million as a personal match, for a total \$2 million combined donation. Additionally, employees and Board members donated directly to UNCF as part of the company's collective giving.

UNCF is one of the most established and highly regarded nonprofit organizations focused on equal access to education. The gift will fund scholarships for students attending the 37 Historically Black Colleges and Universities partnered with UNCF and more than 1,100 other colleges and universities across the country.



Commissions regarding small cells and their benefits and addressed questions from community members. We also engaged with local businesses, community organizations and nonprofits.

► In Los Angeles, we conducted a demonstration that highlighted the advantages of microtrenching, an advanced technique for laying fiber with minimal disruption to traffic, as well as less water, energy and noise.

► In Miami, we helped the city prepare for the significant increase in wireless demand surrounding the 2020 Big Game. Our government affairs and public affairs teams collaborated with municipalities and key stakeholders.

Governance

- › Governance Approach
- › Governance Structure
- › Our Board
- › Shareholder Engagement
- › Ethics
- › Advocacy
- › Cybersecurity

Governance Approach

Accountability and integrity lay the groundwork for our governance approach. We are committed to 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 across our business.

Governance Structure

In 2019, our Board consisted of 12 directors. In 2020, we added three new directors in light of the anticipated retirement of certain of our current directors in 2021. All but two of our directors have been deemed by our Board to be independent under New York Stock Exchange listing standards. Although we do not maintain a firm policy regarding the separation of the offices of Chair of the Board and CEO, such positions have always been filled by two different individuals since our initial public offering in 1998.

To enhance the effectiveness of our Board, we maintain four standing committees: Audit Committee, Compensation Committee, Strategy Committee and Nominating & Corporate Governance (NCG) Committee. The Audit, Compensation and NCG Committees consist entirely of independent directors, and all but one director on the Strategy Committee are independent.

Board Committees

AUDIT COMMITTEE

Oversees quality and integrity of financial statements, accounting practices, and internal controls systems.

COMPENSATION COMMITTEE

Designs compensation philosophy and oversees compensation policies, plans and programs.

NCG COMMITTEE

Helps the Board identify director nominees for the Board and each of its committees and makes recommendations regarding corporate governance practices.

STRATEGY COMMITTEE

Oversees strategic initiatives and provides guidance to senior leadership on strategy development and execution.

Corporate Governance Guidelines

Our Board has adopted [Corporate Governance Guidelines](#) to serve as guideposts for various corporate governance matters, including:

- Director qualification standards
- Board committees
- Director responsibilities
- Meetings of non-management directors
- Director access to management and independent advisors
- Director compensation
- Director onboarding and continuing education
- Annual Board and committee performance evaluations
- Management succession
- Communications with our Board

Our Board

Crown Castle's Board, with the help of the NCG Committee, selects director nominees based on the entirety of each candidate's credentials. Our Board aims to bring together a balanced and collaborative group of directors that represents a broad spectrum of knowledge, skills and experience. While we do not maintain a formal list of minimum qualifications, the NCG Committee generally looks for highly qualified candidates who have relevant business experience, industry or other specialized expertise, high moral character, and the ability to read and understand basic financial statements. The NCG Committee also considers issues of diversity, including with respect to race, ethnicity and gender. Currently, 40% of our Board is comprised of women or persons of color.

The NCG Committee has structured our Board such that there are directors of varying tenures, with new directors joining the Board every few years as circumstances warrant, while retaining the institutional stability of longer-tenured directors. The NCG Committee believes that longer-tenured directors, together with newer directors, enhance the Board's oversight capabilities and its collective business acumen. In July 2020, the Board instituted a Board retirement policy under which the Board will not nominate any non-employee director who has reached 72 years of age. To provide for a smooth transition, the five current directors

who have already reached age 72 are expected to retire from the Board in two phases, with three directors retiring in 2021 and two directors retiring in 2022. To address the anticipated vacancies, our Board appointed three new directors in 2020.

Board Oversight

Our Board is actively engaged in the oversight of our strategy for long-term sustainability and value creation, including overseeing and assessing our risk management strategy. An overall review of risk is inherent in the Board's consideration of our long-term strategy and in the transactions and other matters presented by management, including capital expenditures, acquisitions and divestitures, and financial matters. The Board's role in risk oversight reflects its leadership structure, with the CEO and other members of senior management having responsibility for assessing and managing our risk exposure, and the Board and its committees providing oversight of those efforts.

Our directors are dedicated to their role on our Board and its committees on which they serve, actively engaging with and analyzing our business and strategy. During 2019, each incumbent director attended at least 75% of the combined total number of full Board meetings, plus their committee meetings. Currently, none of our directors serve on more than two outside public company boards.

Governance Highlights¹

- 13 of our 15 current Board members are independent
- Separate Chair and CEO
- 40% of our current Board is diverse
- Annual Board and committee evaluations
- Annual election of directors by majority vote
- Mandatory retirement policy

1. As of December 2020.

Shareholder Engagement

We are committed to serving the collective interests of our shareholders and value their insight. In numerous meetings and direct engagements throughout 2019, our CEO, CFO and investor relations team discussed strategy, sustainability, financial and governance matters with the investment community. As appropriate, feedback gathered from these engagement efforts was conveyed to our Board and helped frame our approach to strategy and corporate governance practices and determine whether additional discussion or actions were warranted.

Ethics

We are dedicated to uncompromising integrity and maintaining high standards of business conduct and ethics in everything we do. Acting responsibly builds trust, minimizes risk and enhances our reputation. It also strengthens relationships with our customers, employees, suppliers and the communities in which we operate.

Policies

To promote an ethical culture, we maintain policies and processes that set expectations, provide guidance and reinforce our ethical standards through periodic training opportunities across all levels of our company. We expect our employees and the suppliers who represent us to comply with applicable

laws and regulations and to demonstrate their commitment to maintaining high ethical standards throughout their work for and with our company.

Our [Proper Business Practices and Ethics Policy](#) (Ethics Policy), which applies to all of our directors, officers and other employees, addresses our ethics and compliance policies on various matters, including:

- Conflicts of interest
- Anti-corruption
- Confidentiality
- Fair dealing
- Political contributions
- Compliance with applicable law

In addition to our Ethics Policy, our [Financial Code of Ethics](#) sets forth the ethical principles by which our CEO, CFO, principal accounting officer, controller and other senior financial officers are expected to conduct themselves when carrying out their respective duties and responsibilities. Our [Supplier Code of Conduct](#) outlines ethics and compliance expectations for our suppliers, including issues related to conflicts of interest, competition and fair dealing. Our Antitrust & Competition Policy addresses our commitment to fair competition and details requirements and restrictions aimed at ensuring full compliance with antitrust laws. Our internal Audit Department audits the administration of our policies.

Training

We provide our employees various training programs and opportunities to enhance their understanding of responsible behavior and our strict ethical standards. For 2019, some of the topics covered in our various mandatory or on-demand training courses included:

- Anti-corruption
- Conflicts of interest
- Confidentiality
- Insider trading
- Preventing discrimination and harassment
- Lobbying compliance

Reporting Concerns or Suspected Violations

We encourage and empower our employees to ask questions and report ethical concerns or suspected violations to their manager or manager's supervisor, the business support department, or the legal department. In addition, our employees, contingent workers, customers and other third parties with whom we work can report concerns and suspected violations of the Ethics Policy and Financial Code of Ethics 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.

Advocacy

Decades of experience owning, deploying and operating communications infrastructure uniquely positions Crown Castle to provide valuable insight to policymakers at all levels of government on matters that affect our business and industry. By providing technical expertise and sharing practical experience, we address obstacles facing deployment

of communications infrastructure, pave the way for innovative solutions and advance our stakeholders' interests. We advocate for public policies geared toward facilitating and accelerating the deployment of communications infrastructure, as well as other policies impacting our business and industry as a whole. We work to inform policy decisions through outreach to public officials; collaboration with industry associations, chamber organizations and community partners; and participation on advisory committees and boards.

While we regularly engage with policymakers, Crown Castle generally does not make political contributions and does not have a political action committee. Our Ethics Policy explicitly prohibits political contributions unless permitted by law and approved by our CEO or any EVP.

Cybersecurity

In today's digital world, data security is essential. We recognize the importance of staying vigilant in safeguarding our corporate network and the data it stores. Our dedicated team of information security specialists has implemented a comprehensive program geared toward both raising awareness of cybersecurity threats and reinforcing a culture of security-sensitive end users.

Disaster Response and Recovery Working Group

In November 2018, Crown Castle was selected to serve as a representative on the Disaster Response and Recovery Working Group of the Broadband Deployment Advisory Committee, formed by the Federal Communications Commission (FCC). The group was charged with developing recommendations for improving resiliency of broadband communication during and after a disaster. The recommendations, presented to the FCC in 2020, provide federal regulators with insight into effective strategies and best practices and help frame any future rules and regulations.

Employee Cybersecurity Training

Security training classes completed
16,880

Simulated phishing email tests
17,283

Information Security Program

Making our company a more cyber-secure environment is the responsibility of everyone with authorized access to our network. Training is a key component of our information security program. Throughout the year, all authorized users of our network are required to complete various online information security training modules to help them detect data security threats and malicious activity. Each module engages the user and drives knowledge retention through embedded assessment activities. In 2019, nearly all our employees completed assigned training modules focused on topics such as Security Essentials (for new hires), Personally Identifiable Information Fundamentals, Phishing and Email Security, Insider Threat Overview and Mobile Application Security.

In addition, our information security team regularly presents at company events to highlight threat trends and share data protection best practices. Employees with higher-risk roles receive customized training tailored to address their specific risk exposure. Through targeted messaging using posters, screensavers, and timely articles, our information security team disseminates security awareness content and continuously reminds our workforce to remain diligent in protecting our data and systems.

We maintain policies to set expectations and have implemented procedures for monitoring, reporting, mitigating and escalating information security risk. We require users of our internal information technology resources to proactively report cybersecurity incidents. We also have a robust incident response plan to handle suspected loss of, or unauthorized access to, information.

Data Security in Our Supply Chain

Our efforts to protect our data do not stop at our network. We require 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. The CISR policy outlines requirements for security systems and practices designed to protect the availability, integrity and confidentiality of our data. 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.

Assessment and Oversight

We regularly evaluate the effectiveness of our information security program. This assessment, which includes social engineering, vulnerability scanning and penetration testing, is conducted by our information security team and third-party industry experts. The program is further subject to internal audit, with results reported to our Board.

Environment

- › Environmental Sustainability
- › Land Management and Biodiversity
- › Greenhouse Gas Emissions
- › Water and Waste

Environmental Sustainability

As data demand drives the need for additional communications infrastructure, Crown Castle's business model provides a resource-efficient solution to minimize the impact of rapid network expansion. Our colocation model promotes resource efficiency and our infrastructure enables technology aimed at monitoring and reducing adverse impacts on the environment. We strive to be responsible environmental stewards when managing our operational footprint. We routinely analyze our 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, provides us with a mechanism to help us understand our environmental footprint and manage our legal and regulatory compliance obligations.

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. We recognize that our infrastructure may impact the surrounding areas and have implemented processes and practices to minimize such impact. Our environmental compliance team works to identify and reduce negative externalities to ecosystems and biodiversity from our deployment activities and ongoing operations.

Site Development

Prior to deploying our towers and small cells, we undertake a rigorous screening process. The assessment includes identifying and analyzing potential operational impacts on endangered wildlife, wilderness areas, historic preservation areas and fragile ecosystems, such as wetland habitats. From the outset, we review publicly available sources, including websites hosted by federal, state or local governmental agencies and local conservation groups, to identify possible threatened or endangered species and critical habitats in the vicinity of the proposed site. Based on this information, we use internal and external sources to determine if any species or critical habitats are present at the proposed site. 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 develop modifications to reduce the impact.

Environmental Statement

Crown Castle has adopted an environmental statement outlining its commitment to environmental responsibility in its business operations. We strive to integrate environmental considerations into our planning and decision-making process, with the goal of promoting sound environmental practices internally and externally.

Site Operation

We actively monitor our infrastructure where appropriate and take affirmative steps to minimize the risks to surrounding biodiversity and habitats.

› **Seasonal Bird Program.** From time to time, protected birds select our infrastructure, particularly our towers, for nesting activities. We maintain a dedicated team of environmental specialists and a robust program to spot, track and document nest sites and protected bird activity. In 2019, we identified over 2,000 sites with active nests of protected species. We limit access to our sites with nests containing eggs or flightless young birds. Removal of inactive nests is subject to stringent internal protocols. To promote compliance with all applicable laws and regulations and our internal policies, we provide training materials to all workers on our sites. We also communicate with our customers, suppliers who service our towers and other stakeholders to promote compliance with our protected bird policy. Where appropriate, we coordinate with third-party experts and regulatory authorities, such as the US Department of Agriculture, to relocate birds using noninvasive, low-disturbance methods.



› **Wildfire Risk Mitigation Program.**

At the end of 2019, we launched a new program designed to provide additional risk management procedures for “hot work,” including cutting, welding and grinding, in areas prone to wildfires. Conducting hot work at sites in areas vulnerable to wildfires requires additional precautions and safety measures to avoid potentially sparking a fire,

especially during high-risk seasons. Since we established this program, we have enhanced approval procedures for third-party projects to ensure appropriate oversight of all maintenance work that poses a wildfire risk. In 2020, we also conducted seven mandatory trainings to educate our construction, implementation and modification project managers about wildfires.



Greenhouse Gas (GHG) Emissions

Despite having one of the most expansive portfolios of communications infrastructure in the US, our carbon footprint is relatively limited. Our infrastructure and related assets, such as ground shelters, are primarily used to host our tenants' assets and support their operations. While Crown Castle frequently contracts with utility companies to deliver electricity to our sites, the power is predominantly consumed by our tenants to operate their equipment, such as radios. Given that our assets are primarily US-based, our operations are generally supported by a reliable power grid; however, to ensure operational continuity in the event of an occasional power outage, we own and operate a network of nearly 300 company-owned and operated backup generators.

Except in the event of a power outage, Crown Castle's field teams typically operate our generators weekly for an average of 15-30 minutes to ensure they remain operational. Accordingly, the power generated by our backup generators is relatively minimal.

We strive to reduce the GHG emissions from our operations through a variety of initiatives. Across our portfolio of lit towers where lighting beacons are mandated by law, we have transitioned 6,119, or nearly 50%, to efficient LED lighting to reduce energy consumption. In addition, all new vehicles in our service fleet are assessed for fuel efficiency, and our data center teams routinely evaluate the energy use of their equipment and make updates to improve efficiency. We also seek energy efficiency in our owned and leased offices, with 18 ENERGY STAR certified and seven LEED certified. For new office spaces, we make efficiency improvements a standard practice. In 2019, we installed LED lighting in four of our newly occupied offices.

Our carbon footprint primarily results from the following operational assets:

Towers

- Tower lighting
- Ground shelter HVAC (where applicable)
- On-site backup generators

Small Cells

- Hub HVAC
- On-site backup generators

Data Centers

- Data center electricity
- Routers, radios and other data transmission equipment
- On-site backup generators

Offices

- Office electric use
- HVAC
- On-site backup generators

Service Fleet

- Gasoline
- Flex-fuel (E85 Ethanol)
- Diesel

Our Footprint

We recognize the role we play in combating climate change by measuring, reporting and taking steps to reduce, where possible, our GHG emissions. For 2019, we calculated the GHG emissions associated with energy use across our operations, including towers, small cells, data centers, offices and service fleets, 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 we continue to improve our sustainability performance and reporting, we anticipate further refinement of our data collection process in future years.

Fuel and Energy Consumption and GHG Emissions

Fuel and energy consumption^{1,2}

Asset Class	Natural Gas (therms)	Electricity (kWhs)	Diesel, Gasoline and Propane (MMBtu)
Towers	-	67,323,173	-
Small Cells/Fiber ³	-	90,270,248	-
Offices ⁴ and Warehouses	429,189	42,818,477	2,734
Data Centers	-	53,906,345	-
Generators	9,231	-	13,336
Fleet	-	-	159,485 ⁵

Greenhouse gas emissions (Scope 1 and 2)^{1,6,7}

Asset Class	Scope 1	Scope 2 ⁸
Towers	-	28,677 tCO ₂ e
Small Cells/Fiber ³	-	33,621 tCO ₂ e
Offices and Warehouses	2,280 tCO ₂ e	17,052 tCO ₂ e
Data Centers	-	16,530 tCO ₂ e
Generators	1,050 tCO ₂ e	-
Fleet	12,843 tCO ₂ e	-
Total	16,173 tCO₂e	95,880 tCO₂e

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. Due to limitations in available data and to avoid double counting, figures exclude an immaterial amount of small cell hubs acquired in 2017 that are located at our tower sites.
4. Based on actual consumption data for offices representing 51% of total office square footage and estimates derived from nationwide energy intensity statistics from the Energy Information Administration's Commercial Building Energy Consumption Survey for the remainder of the offices.
5. Based on estimated allocation between diesel and gasoline vehicles.
6. 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 CO₂e for methane (CH₄) and nitrous oxide (N₂O).
7. Emissions for Puerto Rico assets that use grid electricity were calculated based on EPA eGRID's US Average.
8. Calculated using WRI GHG Protocol's location-based method.

Water and Waste

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

Reducing Waste Impacts

The efficient use and management of materials and waste mitigates our potential impact on the environment and can also decrease our operational costs. 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 addition, in 2019 we continued to focus our waste management efforts on electronic waste. Crown Castle relies heavily on electronics not only to support the telecommunication operations of our wireless carriers, but also to support day-to-day office operations. Based on estimates from our third-party electronics disposal company, Crown Castle prevented approximately 8,500 pounds of electronic waste from entering landfills in 2019.

Water and Waste

The tables below show an estimate of our water consumption and waste generation across our owned office space.

Water consumed (gallons)

Office	Water consumed (gallons)
Houston, TX	1,214,776
Canonsburg, PA (Bldg. 1)	1,598,800
Canonsburg, PA (Bldg. 2)	743,600
Phoenix, AZ	2,800,000
Doral, FL	167,552
Total	6,525,728

Waste generated and recycled

Office	Waste generated (tons)	Waste recycled, reused or composted (tons)
Houston, TX	31.2	Not tracked
Canonsburg, PA (Bldg. 1)	217.20	27.96
Canonsburg, PA (Bldg. 2)	65.15	9.36
Phoenix, AZ	33.6	16.8
Doral, FL	Not tracked	Not tracked
Total	347.15	54.12

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	“Our Business – About Crown Castle”; “Our Business – Our Infrastructure Solutions”; Form 10-K for the year ended December 31, 2019 .
102-3	Location of headquarters	Houston, TX
102-4	Location of operations	“Our Business – About Crown Castle”
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 – About Crown Castle”
102-7	Scale of the organization	As of December 31, 2019, we employed approximately 5,100 employees. See also Form 10-K for the year ended December 31, 2019 .
102-8	Information on employees and other workers	“Our People”; “Safety”
102-9	Supply chain	“Safety – Supplier Expectations”; “Governance – Ethics”; “Governance – Data Security in Our Supply Chain” 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 2019.
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)

Disclosure Number	Disclosure Accounting Metric	Location (Report section, URL)
STRATEGY		
102-14	Statement from senior decision-maker	"Letter from Our CEO"
ETHICS AND INTEGRITY		
102-16	Values, principles, standards, and norms of behavior	"Governance - Ethics"; Proper Business Practices and Ethics Policy
GOVERNANCE		
102-18	Governance structure	"Governance - Governance Structure"
STAKEHOLDER ENGAGEMENT		
102-40	List of stakeholder groups	"Our Business - Our Approach to Sustainability"
102-41	Collective bargaining agreements	Not applicable
102-42	Identifying and selecting stakeholders	"Our Business - Our Approach to Sustainability"
102-43	Approach to stakeholder engagement	"Our Business - Our Approach to Sustainability"; "Our People - Employee Engagement"; "Community Investment - Community Stakeholder Engagement"; "Governance - Shareholder Engagement"
102-44	Key topics and concerns raised	"Our Business - Our Approach to Sustainability"
REPORTING PRACTICE		
102-45	Entities included in the consolidated financial statements	Form 10-K for the year ended December 31, 2019, Exhibit 21
102-46	Defining report content and topic boundaries	"About this Report - Report Boundaries"; "About this Report - Report Guidelines and Content"
102-47	List of material topics	"Our Business - Our Approach to Sustainability"
102-48	Restatements of information	There are no restatements of information in this report.
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 2018 Corporate Sustainability Report in December 2019.
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 - Report Guidelines and Content"
102-55	GRI content index	"GRI Index"
102-56	External assurance	This report has not been externally assured.

Disclosure Number	Disclosure Accounting Metric	Location (Report section, URL)
GRI TOPIC-SPECIFIC DISCLOSURES		
ECONOMIC PERFORMANCE		
201	103-1/2/3: Management Approach	Form 10-K for the year ended December 31, 2019
201-1	Direct economic value generated and distributed	Form 10-K for the year ended December 31, 2019
201-2	Financial implications and other risks and opportunities due to climate change	We could be negatively impacted by natural disasters, which could, among other things, damage or delay deployment of our communication infrastructure assets or interrupt or delay service to our tenants.
201-3	Defined benefit plan obligations and other retirement plans	"Our People - Benefits"
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 - Greenhouse Gas (GHG) Emissions"
302-1	Energy consumption within the organization	"Environment - 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"

Disclosure Number	Disclosure Accounting Metric	Location (Report section, URL)
GRI TOPIC-SPECIFIC DISCLOSURES		
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"
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	"Environment – Land Management and Biodiversity"
EMISSIONS		
305	103-1/2/3: Management Approach	"Environment – Environmental Sustainability"; "Environment – Greenhouse Gas (GHG) Emissions"
305-1	Direct (Scope 1) GHG emissions	"Environment – Greenhouse Gas (GHG) Emissions"
305-2	Energy indirect (Scope 2) GHG emissions	"Environment – Greenhouse Gas (GHG) Emissions"
EFFLUENTS AND 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, 2019
EMPLOYMENT		
401	103-1/2/3: Management Approach	"Our People – Investing in Our Teams"
401-1	New employee hires and employee turnover	"Our People – Diversity and Inclusion"
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	"Our People – Benefits"
401-3	Parental leave	"Our People – Benefits"

Disclosure Number	Disclosure Accounting Metric	Location (Report section, URL)
GRI TOPIC-SPECIFIC DISCLOSURES		
OCCUPATIONAL HEALTH AND SAFETY		
403	103-1/2/3: Management Approach	“Safety – Safety Approach”
403-1	Occupational health and safety management system	“Safety – Safety Oversight and Accountability”
403-2	Hazard identification, risk assessment, and incident investigation	“Safety – Safety Approach”
403-4	Worker participation, consultation, and communication on occupational health and safety	“Safety – Safety Training”; “Safety – Setting the Bar”
403-5	Worker training on occupational health and safety	“Safety - Safety Training”
403-6	Promotion of worker health	“Safety – Safety Approach”; “Our People – Benefits”
403-8	Work-related injuries	“Safety – Safety Approach”
403-9	Work-related ill health	“Safety – Safety Approach”
TRAINING AND EDUCATION		
404	103-1/2/3: Management Approach	“Our People – Investing in Our Teams”
404-1	Average hours of training per year per employee	“Our People – Learning and Development”
404-2	Programs for upgrading employee skills and transition assistance programs	“Our People – Learning and Development”
DIVERSITY AND EQUAL OPPORTUNITY		
405	103-1/2/3: Management Approach	“Our People – Investing in Our Teams”
405-1	Diversity of governance bodies and employees	“Our People – Diversity and Inclusion”
NON-DISCRIMINATION		
406	103-1/2/3: Management Approach	“Our People – Investing in Our Teams”
LOCAL COMMUNITIES		
413	103-1/2/3: Management Approach	“Community Investment – Community”; “Community Investment – Our Approach to Community Investment”
413-1	Operations with local community engagement, impact assessments, and development programs	“Community Investment – Community”

Disclosure Number	Disclosure Accounting Metric	Location (Report section, URL)
GRI TOPIC-SPECIFIC DISCLOSURES		
PUBLIC POLICY		
415	103-1/2/3: Management Approach	"Governance - Advocacy"
415-1	Political contributions	"Governance - Advocacy"
CUSTOMER PRIVACY		
418	103-1/2/3: Management Approach	"Governance - Cybersecurity"
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	We did not receive any complaints concerning breaches of customer privacy or loss of customer data.
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 2019, we did not identify any significant fines and non-monetary sanctions for non-compliance with laws or regulations in the social and economic area.

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 – 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	This is our first year of reporting energy consumption.
	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. Energy ratings for our offices are discussed in “Environment – Greenhouse Gas (GHG) Emissions.”
	IF-RE-130a.5	Description of how building energy management considerations are integrated into property investment analysis and operational strategy	“Environment – Greenhouse Gas (GHG) Emissions”
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.
	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	This is our first year of reporting water consumption.
	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 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	We could be negatively impacted by natural disasters, which could, among other things, damage or delay deployment of our communication infrastructure assets or interrupt or delay service to our tenants. Also, see "Network Resiliency."

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 – About Crown Castle"
	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 (2.1); Fiber (<0.5)* *Small cell 4G tenant equivalent to 2-3 nodes per mile of fiber.
	TC-TL-550a.2	Discussion of systems to provide unimpeded service during service interruptions	"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 – Greenhouse Gas (GHG) Emissions"

TELECOMMUNICATIONS INDUSTRY DISCLOSURES

Disclosure Topic	Disclosure Number	Disclosure Accounting Metric	Location (Report section, URL)
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 2019, 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.
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 standard	“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. We do track some waste metrics. See “Environment – Water and Waste.”
Competitive Behavior & Open Internet	TC-TL-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	In 2019, we did not experience any monetary losses as a result of legal proceedings associated with regulations relating to anti-competitive 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 operated by our customers.
	TC-TL-550a.2	Discussion of systems to provide unimpeded service during service interruptions	“Network Resiliency”



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