



2023
**ACTUALIZACIÓN DE
SOSTENIBILIDAD**

Resumen

En 2023, Crowley continuó su evolución hacia un futuro sostenible como una empresa diversa y en crecimiento. A través de la administración responsable de los recursos del planeta, una mayor inclusión de las personas y acciones decisivas en materia de ética y responsabilidad, Crowley logró hitos en el camino para alcanzar nuestros objetivos de sostenibilidad, incluido nuestro compromiso de alcanzar las cero emisiones netas para el 2050.

Esta actualización sirve como un informe interino sobre el progreso de Crowley en materia ambiental, social y de gobernanza, resume las acciones clave y proporciona una lista completa de datos sobre métricas y procesos. La tabla completa de datos correspondientes a los informes de índices GRI y SASB está disponible aquí.

SALVAGUARDANDO EL MEDIO AMBIENTE

Como empresa líder mundial en soluciones marítimas, energéticas y logísticas, Crowley está comprometida con la descarbonización en toda nuestra cadena de valor. Crowley continuó su recorrido para reducir emisiones en 2023, entendiendo que la descarbonización es una acción a largo plazo que requiere colaboración e innovación en tierra y mar.

COLABORADOR DESTACADO

Como el primer remolcador portuario totalmente eléctrico de la nación estadounidense, el eWolf proporciona 140,000 libras de tracción de bolardo, junto con su operación de cero emisiones, este buque está listo para redefinir las operaciones de remolque. Su desarrollo ha sido un verdadero esfuerzo colaborativo, desde el diseño hasta las operaciones. Me enorgullezco de mi participación desde el principio, ofreciendo ideas para mejorar el diseño para operaciones más seguras y eficientes. A medida que emprendemos tareas complejas en San Diego, estoy entusiasmado con el eWolf y su rol en el desarrollo del futuro tanto para nuestro medio ambiente como para nuestra industria.



Joshua Ferguson
Capitán

LO MÁS DESTACADO DEL 2023



Comenzamos a construir el primer buque de operaciones de servicio de la Ley Jones, un buque híbrido que apoyará el desarrollo de energía eólica marina, iniciando en Virginia en 2026.



A medida que evaluamos y desarrollamos soluciones de modernización y electrificación en nuestros puertos y almacenes, continuamos integrando equipos de bajas y cero emisiones, como montacargas eléctricos, vehículos híbridos y estaciones de carga eléctrica.



La Cámara Naviera de América (CSA, por sus siglas en inglés) reconoció a 85 buques Crowley y sus tripulaciones por un acumulado de 782 años de prácticas y operaciones ambientales seguras, lo que demuestra nuestro compromiso con la seguridad en todo lo que hacemos.



Crowley y sus socios comenzaron la construcción de la estación de carga de microrred con capacidades solares que alimenta el eWolf de Crowley, el primer remolcador totalmente eléctrico y de cero emisiones en los EE. UU., que luego comenzó a dar servicio en 2024 en San Diego, California.



Crowley obtuvo una puntuación de B del CDP (anteriormente conocido como Carbon Disclosure Project), continuando la mejora de la empresa en los últimos años. Esta puntuación está por encima de la media en el sector del transporte intermodal y de logística.



A medida que se desarrolla el mercado de energía eólica de EE. UU., avanzamos en el diseño y los permisos para comenzar a construir una terminal de servicios eólicos en Salem, Massachusetts, que respaldará las instalaciones de energía eólica marina en la mancomunidad y la región en general. Crowley también abrió una oficina en la costa oeste de Estados Unidos para apoyar los servicios eólicos marinos.

ELEVANDO A LAS PERSONAS

Integrando el Compromiso y la Ciudadanía Corporativa en la Estrategia de Crowley.

En 2023, mejoramos nuestra estrategia de ciudadanía corporativa para invertir en alianzas que abarquen cuatro pilares: educación; sostenibilidad ambiental; diversidad, equidad e inclusión; y salud y bienestar. Este enfoque cultiva fuentes de talento más amplias, se alinea con nuestras estrategias de crecimiento y nos ayuda a reflejar mejor las comunidades en las que servimos con una fuerza laboral más comprometida.

Crowley Impact: una plataforma de acción impulsada por la sostenibilidad

Implementamos Crowley Impact, nuestra plataforma de participación basada en acciones con la sostenibilidad, donde los colaboradores pueden tomar medidas sostenibles a través de campañas, tableros de ideas, donaciones y voluntariado. Como resultado, los colaboradores participaron en 12,970 acciones individuales en apoyo de la sostenibilidad en 2023.

Transformando comunidades a través de Crowley Cares

Más de **1,200** voluntarios dedicaron más de **8,000** horas a causas en sus comunidades, incluyendo honrar a los veteranos, asesorar a las generaciones futuras, hacer donaciones para perros rescatados, donar equipos para la preservación de la vida silvestre y plantar árboles y jardines comunitarios.



Nuestros colaboradores, junto al 50% de donaciones adicional de la compañía, donaron más de **\$154,000** a **190** organizaciones.



COLABORADORA DESTACADA

Al liderar el comité de Crowley Cares en Centroamérica, he ayudado a los colaboradores a contribuir más allá de la ayuda financiera. El compromiso de Crowley con el impacto en la comunidad fomenta el voluntariado. En mis siete años en Crowley, he estado involucrada en la ciudadanía corporativa, conociendo la situación de las personas y marcando la diferencia en sus vidas, lo que respalda mi misión de dejar una huella positiva.



Maria Rosa

Supervisora de operaciones logísticas,
Centroamérica, y líder de Crowley Cares

Evolución de la innovación orientada a las personas para crecer

Al desarrollar soluciones nuevas y avanzadas, Crowley ha creado alianzas y ha mejorado las oportunidades internas para proporcionar tecnologías innovadoras que sirven a los clientes y a nuestra gente de nuevas maneras.

Expo de Innovación de Crowley	El evento inaugural acogió a casi 300 personas, incluyendo a más de 20 startups y seis empresas en las que Crowley ha invertido en cinco países. Los asistentes se conectaron con startups, aprendieron sobre las últimas tendencias del mercado y exploraron oportunidades para colaborar e invertir.
Cohorte de Innovación en Inteligencia Artificial	18 colaboradores de Crowley y cinco miembros del equipo de UNF identificaron oportunidades para monetizar productos y servicios de IA, lo que dio como resultado tres casos de negocio aprobados para su desarrollo.
Mejorando la experiencia de los marineros con internet de alta velocidad Starlink	Crowley comenzó a implementar la tecnología de Starlink en buques comerciales, gubernamentales e internacionales de EE. UU. que son propiedad de Crowley u operados por Crowley. Starlink, es un producto de SpaceX que da acceso de internet a los marineros para sus tareas laborales, su desarrollo profesional y su bienestar personal.

Elevando el compromiso y la inclusión

Los grupos de recursos (empresariales (BRG, por sus siglas en inglés) de Crowley son un activo estratégico que permite a nuestra gente avanzar en sus carreras y negocios en conjunto con nuestro plan de Diversidad, Equidad e Inclusión (DE&I). El plan incluye nuestros objetivos estratégicos y aspiraciones de paridad de género, representación y crecimiento de los colaboradores afrodescendientes e inclusión LGBTQ+. Crowley mejoró sus BRG al agregar dos grupos, uno que representa a los colaboradores asiático-americanos y de las islas del Pacífico y un grupo que representa a los colaboradores cristianos, lo que eleva el total a nueve grupos. Además, al trabajar con el grupo LGBTQ+ Stronger Together, Crowley aumentó la inclusión al agregar a las parejas del mismo sexo a los beneficios del seguro médico en Centroamérica (excepto Nicaragua), yendo más allá de los requisitos legales.



Grupos de recursos empresariales nuevos y evolucionados



Amplificar AAPI | Comunidad asiático-americana y de las islas del Pacífico (AAPI)

Apoyó a donaciones de libros y el alivio de los incendios forestales de Hawái.



By Grace | Grupo cristiano multidenominacional

Construyó una comunidad a través de sesiones de oración y estudios bíblicos.



Multigen Connection | Grupo intergeneracional

Evolucionó de dedicarse a el desarrollo temprano de la carrera a promover la colaboración multigeneracional.

INTEGRIDAD Y RESPONSABILIDAD

En 2023, Crowley continuó fortaleciendo su compromiso con la ética, la mitigación de riesgos estratégicos y la responsabilidad, contribuyendo a nuestra resiliencia y éxito general. A través de nuevas iniciativas y acciones, reforzamos la transparencia, la responsabilidad y la conducta ética en toda nuestra empresa y operaciones.

Por ejemplo, Crowley se comprometió con un acuerdo de beneficios comunitarios para apoyar la sostenibilidad de la ciudad de Salem, en Massachusetts. Según el acuerdo, un comité de supervisión local compartido regirá los resultados a largo plazo de las inversiones asociadas con el desarrollo de la terminal eólica marina de Salem.

Además, el enfoque en la seguridad de información continuó fortaleciéndose. A medida que las amenazas digitales continúan evolucionando, Crowley invirtió en tecnologías avanzadas y aumentamos la capacitación y educación de los colaboradores para reducir y mitigar el riesgo de manera proactiva.

Internamente, mejoramos nuestro proceso de compensación para alinearnos con las métricas clave del negocio, incluido el rendimiento financiero, la sostenibilidad y la diversidad, la inclusión y la diversidad. Crowley también mejoró el Código de Conducta e implementó un Centro de Cumplimiento digital para unificar la ética, las políticas y los procedimientos.

COLABORADOR DESTACADO

Mi equipo y yo colaboramos estrechamente con nuestro socio NAVEX para crear el Centro de Cumplimiento de Crowley, que sirve como una ventanilla única para todo lo relacionado con la ética y el cumplimiento. A través de él, los colaboradores pueden completar declaraciones éticas, presentar documentación de incidentes, conocer las políticas y procedimientos o consultar nuestro Código de Conducta. Es un punto de inflexión para fomentar una cultura de integridad, responsabilidad y comportamiento ético y minimizar los riesgos.



Gabriel Gari

Gerente de ética y cumplimiento

En 2023, el equipo de sostenibilidad de Crowley dirigió una evaluación de riesgos climáticos para identificar áreas críticas que podrían afectar a nuestro negocio. La evaluación identificó impactos físicos, como huracanes, aumento del nivel del mar e interrupciones en la fuerza laboral.

La evaluación también destacó los impactos de transición, que incluyen los costos de capital de repotenciar activos, la incertidumbre regulatoria y la disponibilidad y el panorama del mercado de combustibles alternativos. Como resultado, con el compromiso y el apoyo del equipo de liderazgo de Crowley, la compañía desarrolló una estrategia que integra la sostenibilidad en las prácticas comerciales, mejora la continuidad del negocio, refuerza la planificación proactiva y enfatiza la importancia de fomentar la colaboración para construir más resiliencia en nuestra cultura.

General Disclosures, Activity Metrics, and Materiality

Topic	Response	Metric Reference
Organization and Reporting		
Organization Details	Crowley is a privately held, U.S.-owned and -operated corporation headquartered in Jacksonville, Florida with significant operations in the United States mainland and Alaska, Puerto Rico, Honduras, Costa Rica, Guatemala, El Salvador, Nicaragua and Panama. Crowley provides logistics, marine and energy solutions for commercial and government customers through five primary business units: Crowley Logistics, Crowley Shipping, Crowley Wind Services, Crowley Fuels and Crowley Land Transportation.	GRI 2-1 GRI 2-2 GRI 2-6
Reporting Period	Crowley reports annually on our sustainability progress. This report documents performance and activities for the 2023 calendar year (January 1 – December 31, 2023).	GRI 2-3 GRI 2-14
Internal Review	The Board of Directors, CEO and Senior Leadership Team (SLT) are responsible for reviewing and approving the information shared in this sustainability report. The review process includes individual reviews of content and a review by Crowley's legal team.	
Point of Contact	Please reach out to sustainability@crowley.com with any comments or questions.	
External Assurance	Crowley engages a third-party on a contractual basis to verify our greenhouse gas emissions inventory each year. For years 2000 – 2023, we have received Limited Assurance in accordance with ISO 14064-3:2006 Greenhouse Gases - Part 3: Specification with guidance for the validation and verification of greenhouse gas assertions.	GRI 2-5

General Disclosures, Activity Metrics, and Materiality

Topic	Response	Metric Reference
Materiality		
Material Topics	Crowley conducted a formal materiality assessment in 2021, which included assessing the business’s economic, environmental, and social impacts, surveying internal and external audiences, benchmarking against our peers, and researching industry standards. Our materiality matrix is being refreshed in 2024 and results will be published in our 2024 report. 	GRI 3-1 GRI 3-2

General Disclosures, Activity Metrics, and Materiality

Topic	Response	Metric Reference			
Materiality					
Management of Material Topics	Discussion of management of Crowley’s material issues can be found in our 2021 and 2022 Sustainability reports. An update to material issue management will be provided in our 2024 report.			GRI 3-3	
Employees					
Methodology	In 2023, Crowley revised our methodology in how we define our employee population year over year to better reflect changes in the overall workforce landscape. Permanent employees includes all full-time and part-time admin, union mariner, non-union mariner, and union shoreside employees. This differs from previous years’ reporting where total employees included contractors. Our contractor workforce performs a variety of work including administrative and warehouse roles.			GRI 2-7 GRI 2-8	
		Regular	Temporary		Contractors
Gender	Female	1,312	92		198
	Male	4,008	1,012		316
Location	U.S.	4,332	1,078		424
	Central America	984	22		86
	Australia	3	0		3
	Germany	1	4		1
Totals		5,320	1,104		514
Shipboard Employees	1,950			SASB TR-MT-000.A	

General Disclosures, Activity Metrics, and Materiality

Topic	Response			Metric Reference
Activity Metrics	2022	2023		
Total Shipping Fleet	108	121	Includes all vessels within the scope of the corporate emissions inventory. Excludes vessels that were managed and/or crewed by Crowley entities in 2023 but for which Crowley does not contractually have operational control.	SASB TR-MT-000.E
Deadweight Tonnage (thousand deadweight tons)	1,288	1,453	Deadweight tonnage (DWT) is defined as the difference between the displacement and the mass of the empty vessel at any given draft and is a measure of a ship's ability to carry various items such as cargo, ballast water, and crew. Crowley's total DWT includes 107 vessels assigned a value. The remaining vessels in our inventory have not been not assigned a DWT value by their flag or classification society.	SASB TR-MT-000.D
Twenty-foot Equivalent Unit (TEU) Capacity	15,929	18,536	TEU capacity includes 13 container, 2 CON-RO and 3 barge vessels that carry container cargo for Crowley.	SASB TR-MT-000.G
Total Distance Traveled (nautical miles)	2,111,897	3,256,160	Includes all vessels in total shipping fleet, with the exception of ship assist and harbor escort tugs on the U.S. West Coast and barges under operational control of third-party customers.	SASB TR-MT-000.B
Operating Days	22,900	30,274	Includes all vessels in total shipping fleet.	SASB TR-MT-000.C
Vessel Port Calls	3,429	4,307	Includes all vessels in total shipping fleet, with the exception of barges under operational control of third-party customers. Additionally, number of port calls was not available for Alaska fuel delivery tugs and barges.	SASB TR-MT-000.F

Environmental Action

Topic	Response	Metric Reference
Greenhouse Gas (GHG) and Energy Use		
Energy Consumption within the organization	Conversion factors sourced from the U.S. Energy Information Administration and the American Petroleum Institute	GRI 302-1 SASB TR-MT-110a.3
	<i>Energy Source</i>	
	<i>Energy Use (GJ)</i>	
	2021	
	2022	
	2023	
	Gasoline	
	8,312	
	12,359	
	14,253	
	Diesel	
	778,106	
	840,569	
	927,766	
	Jet Fuel	
	2,896	
	101	
	107	
	LNG	
	1,657,100	
	1,480,659	
	1,376,343	
	Marine Gasoil	
	4,246,909	
	4,389,536	
	4,230,538	
	B20	
	-	
	-	
	29,323	
	R99	
	-	
	-	
	101,678	
	Heating Oil	
	5,596	
	-	
	11,432	
	Propane	
	11,323	
	14,439	
	3,274	
	Electricity	
	282,290	
	288,335	
	254,955	
	Total	
	6,992,532	
	7,025,998	
	6,949,670	
Re-issuance of verification	The 2021 scope 1 figures have been restated as there was an incorrect conversion of energy units identified during data assurance. Please refer to the re-issued Verification Opinion on our website .	

Environmental Action

Topic	Response			Metric Reference	
Greenhouse Gas (GHG) and Energy Use					
GHG Emissions	Crowley uses operational control to establish inventory boundaries. Emissions were calculated using the GHG Protocol for CO2, CH4, and N2O. Scope 1 conversion factors sourced from EPA Emission Factor Hub and Global Logistics Emissions Council Framework. Scope 1 excludes biogenic emissions from the use of biofuel. Scope 2 conversion factors sourced from EPA Emission Factor Hub, eGRID, Green-e Residual Mix and International Energy Agency. Scope 3 conversion factors sourced from EPA Emissions Factor Hub and Department for Environment, Food and Rural Affairs.			GRI 305-1 GRI 305-2 GRI 305-3 SASB TR-MT-110a.1 SDG 13.2.2 IFRS S2 29	
	Emission Scope	Metric Tons CO2-equivalent (CO2e)			
		2021	2022		2023
	Scope 1	470,334	479,484		454,534
	Scope 2 (Location-based)	32,056	31,987		27,080
	Scope 2 (Market-based)	33,119	32,488		27,965
	Scope 3	3,461,962	3,650,927		2,977,213
Scope 3 Categories	Crowley has defined the following Scope 3 categories as material to business activities: Category 1 - Purchased goods and services, Category 2 - Capital goods, Category 3 - Fuel and energy related activities, Category 4 - Upstream transportation and distribution, Category 5 - Waste generated in operations, Category 6 - Business travel, Category 7 - Employee commuting, Category 11 - Use of sold products, Category 13 - Downstream leased assets, Category 15 - Investments and joint ventures				
Emissions Intensity		2021	2022	2023	GRI 305-4
	Scope 1 + 2 Metric Tons CO2e per 1 Million USD Revenue	158	148	138	
Emissions Reduction Baseline		2020			GRI 305-5
	Scope 1	369,090			
	Scope 2 (Market-based)	29,929			
	Scope 3	3,318,711			

Environmental Action

Topic	Response	Metric Reference
Greenhouse Gas (GHG) and Energy Use		
Average Energy Efficiency Design Index (EEDI)	EEDI is a regulatory measure that requires the shipping industry to meet increasingly ambitious energy efficiency levels for commercial vessels. A low EEDI indicates greater energy efficient. Crowley's average EEDI is 4.39 grams CO2 per tonne-mile, based on 3 applicable vessels. The remaining vessels in our fleet pre-date EEDI requirements or are excluded from EEDI requirements due to vessel type.	SASB TR-MT-110a.4
Climate-Related Target	Crowley has committed to net-zero GHG emissions by 2050, pursuing a path aligned with science to limit global warming to 1.5 degrees Celsius. The net-zero target is an absolute reduction goal of CO2-equivalent (CO2e) emissions for scope 1, 2 and 3. This 30-year target is measured from our baseline year of 2020 with the first company-wide GHG emissions inventory. The target applies to all business units of Crowley within the boundaries of our corporate emissions inventory. Progress is monitored by tracking emissions data and reporting our GHG inventory annually. Crowley is not currently using carbon credits to offset emissions.	IFRS S2 33 IFRS S2 34 IFRS S2 36
Ocean Health and Biodiversity		
Water Interactions	Crowley operates sea-going, coastal and harbor-based marine vessels. Marine vessels require discharges to the surrounding waters that are incidental to their operation and cannot be fully eliminated. Each Crowley business unit fully implements integrated safety and environmental management systems that undergo third-party audit to ensure vessels are operated in compliance with all regulatory and customer requirements and in conformity with industry standards and best practices.	GRI 303-1
Ballast Water	Ballast water refers to any water taken onboard a vessel to control or maintain the stability of the vessel. Crowley implements ballast water management plans to prevent introduction of non-native species into waterways. For vessels within the scope of the corporate emissions inventory, 16% utilize ballast water exchange and 41% utilize ballast water treatment. Some vessels utilized ballast water exchange for a portion of the year and were retrofitted with ballast treatment systems during 2023, and have been counted under both categories. Other strategies employed for ballast water management include the use of U.S. or Canadian Public Water System water as ballast, discharge of water only in the sourced location and no use or discharge of ballast water.	SASB TR-MT-160a.2

Environmental Action

Topic	Response	Metric Reference
Ocean Health and Biodiversity		
Marine Protected Areas	Crowley vessel operations intersect with 10 habitat areas, 16 marine parks, 13 management areas, 15 outstanding water areas, 20 marine sanctuaries, 19 marine refuges, and 46 marine preserves/reserves. We meet or exceed all regulatory requirements when transiting or operating in marine protected areas. Shipping duration in marine protected areas is included in our roadmap for further digital transformation efforts.	SASB TR-MT-160a.1
Waste Management	At Crowley, we prioritize environmental responsibility by actively seeking ways to minimize waste across all our operations. Waste prevention strategies like optimizing processes and utilizing eco-friendly materials reduce waste generation at the source. When waste is unavoidable, Crowley prioritizes responsible management through recycling, waste to energy, and proper disposal through certified partners. Through annual evaluations, Crowley ensures ongoing compliance with regulations and continually seeks opportunities to further reduce waste across its business units and individual waste streams.	GRI 306-2
Spills from Vessels	Crowley had zero significant spills in 2023. There were 5 releases to the environment for a total of 0.038 cubic meters of volume. This includes information for all vessels within scope of the corporate emissions inventory, with the exception of one vessel operated by a third-party where information was not available.	GRI 306-3 SASB TR-MT-160a.3

Elevating People

Topic	Response	Metric Reference
Workplace Health and Safety		
Hazard Identification	Hazards are identified through proactive measures, such as training, site visits, and near miss reporting, and reactive measures, such as incident response and CAPAs (corrective and preventative actions). Risks are identified using a severity matrix, addressed through the creation of business unit goals, and monitored through a monthly scorecard, quarterly reviews, and continuous improvement meetings.	GRI 403-2 GRI 403-7
Employee Reporting	Our speak-up culture ensures employees can directly report hazards through established systems, including through their supervisor, designated person ashore (DPA), or anonymously through our Ethics Hotline. Additionally, our dedicated system for near miss reporting allows us to address potential hazards before incidents occur. Crowley prohibits retaliation against anyone reporting hazards or stopping unsafe work. With our stop-work authority program, everyone has the right to stop unsafe practices without fear of repercussions.	
Supporting Policies	Policies supporting our Safety Management Systems include: Code of Conduct, Non-Discrimination and Anti-Harassment, Internal Investigation, Whistleblower Protection Policy and Procedure, Foreign Corrupt Practices Act Policy, Relationships in the Workplace. Crowley's policies align with the principles set forth in the UN Global Compact	
Confidentiality	Crowley ensures the confidentiality of the health-related information of workers and their participation in occupational health services through strict adherence to HIPAA regulations and internal policies. We implement strict access controls and secure storage measures, conduct regular audits, obtain informed consent, prohibit discrimination based on health status, and provide ongoing training to employees.	GRI 403-3
Feedback	Crowley fosters worker participation in occupational health and safety through structured processes for input and feedback. Our Lead with Safety program provides opportunity for front line workers to engage directly with leadership to provide feedback on areas of improvement and success in workplace safety. Crowley also conducts learning teams where we bring together a diverse group including front-line workers, supervisors, and managers to discuss work practices and incidents. This collaborative approach ensures a variety of perspectives and insights are considered and enhances our safety culture.	GRI 403-4

Elevating People

Topic	Response	Metric Reference
Workplace Health and Safety		
Training	Crowley conducts safety training specific to position requirements ensuring that all employees receive appropriate training on hazardous activities and situations, empowering them to work safely and effectively in their respective roles.	GRI 403-5
Work-Related Injuries	Data is for Crowley employees only. Rates are calculated based on 200,000 hours worked. All injuries are classified according to OSHA standards.	
		2022
		2023
	Number of fatalities	0
	Number of road traffic deaths	-
	Number of high-consequence injuries	79
	Lost-time injury rate	1.13
	Number of recordable injuries	196
	Recordable injury rate	2.8
	Rate of non-fatal injuries by gender	Female: 3.96 Male: 1.86
	Total hours worked	12,370,663
Main Types of Injuries	Contusion, Sprain / Strain / Tear, Laceration	
High-Consequence Injuries	Contusion, Sprain / Strain / Tear, Fracture	
Hazard Determination	Hazards are determined through incident reporting & investigations, management site visits, data-driven protocols, and employee training	
Preventative Measures	Actions taken to minimize risks of hazards include proactive injury prevention through engineering and administrative controls; use of personal protective equipment (PPE); maintaining risk registers; data analysis to identify frequently occurring hazards; and management site visits. 100% of facilities where employees are present have safely managed sanitation services and hand-washing facilities with soap and water.	

GRI 403-9
SASB TR-MT-320a.1
SDG 3.6.1
SDG 6.2.1
SGD 8.8.1

Elevating People

Topic	Response						Metric Reference	
Workplace Health and Safety								
Marine Casualties	23	Crowley defines a marine causality as an event that requires an official report to the U.S. Coast Guard on form 2692. Of the marine casualties in 2023, 0% are classified as very serious.						SASB TR-MT-540a.1
Conditions of Class	167	Includes all vessels in total shipping fleet, with the exception of barges under operational control of third-party customers.						SASB TR-MT-540a.2
Port State Control Deficiencies	74	Vessels undergo inspections upon arrival and prior to departure from port to ensure the vessel is being maintained according to international conventions. A deficiency is an issue identified during an inspection that must be resolved prior to port departure. Detention occurs when the issue is severe enough to delay scheduled departure.						SASB TR-MT-540a.3
Port State Detentions	0							
Diversity, Equity, and Inclusion								
Diversity of Employees	In 2023, Crowley implemented a series of projects that will improve our data quality and ensure accurate representation of our employees. Due to these ongoing projects, our diversity metrics for reporting years 2023 - 2024 will exclude our mariner population. Leadership positions are defined as manager level or above.						GRI 405-1 SDG 5.5.2	
		Gender		Age		Diversity Indicator		
		Female	Male	<30	30-50	>50		Person of Color
	Admin	43%	57%	16%	57%	27%		26%
Governance Diversity	SLT	29%	71%	0%	38%	62%	23%	
	Leadership	17%	83%	-	-	-	-	
Remuneration Policy	Our senior executives, including our Chief Executive Officer, are evaluated on key objectives that include strengthening our core values of Integrity, Sustainability and Drive and creating a diverse and inclusive culture as part of their performance and compensation reviews. Executive remuneration is tied directly to the outcomes of selected ESG targets which include sustainability, safety and diversity, ensuring the organization's positive impact on the economy, environment, and people.						GRI 2-19	

Elevating People

Topic	Response			Metric Reference		
Diversity, Equity, and Inclusion						
Remuneration	Ratio of remuneration of women to men; includes women and men in senior management positions at director level and above			GRI 405-2		
		2022	2023			
	Salary Ratio	87%	89%			
	Remuneration Ratio	85%	85%			
Annual Compensation	The logic for our annual compensation ratio matured in 2023 to allow for annualizing total compensation for any permanent full-time or part-time employees who did not work for the entire fiscal year.			GRI 2-21		
		2022	2023			
	Ratio	80:1	59:1			
	Ratio of total compensation of the highest paid individual to the median total compensation of all other employees.					
Essential Health Coverage	The percentage of our employee population covered by company provided health insurance is 79%. This is primarily driven by administrative employee elections of health coverage and does not include coverage outside of company provided benefits. Our union employee population is 100% covered by company provided health insurance.			SDG 3.8.1		
Talent Attraction, Retention and Development						
New Hires and Turnover		Number of New Hires	Percentage of New Hires	Number of Turnovers	Percentage of Turnovers	GRI 401-1
	Female	196	20%	185	15%	
	Male	763	80%	1042	85%	
	U.S.	880	92%	1159	95%	
	Central America	74	7%	65	4%	
	Australia	4	<1%	2	<1%	
	Germany	1	<1%	1	<1%	

Elevating People

Topic	Response			Metric Reference
Talent Attraction, Retention and Development				
Parental Leave		Female	Male	GRI 401-3
	Eligible Employees - Admin	590	935	
	Eligible Employees - Union	9	365	
	Took Leave	12	26	
	Returned After Leave	12	26	
	Post-Leave Retention	100%	100%	
Training		Average Hours of Training Completed		GRI 404-1
	Female	15		
	Male	7		
	Average hours only represents training hours captured in our PureSafety required training platform.			
Sustainability Training and Engagement	Our sustainability engagement platform had 1,842 participating users. The platform enabled employees with learning and engaging opportunities at work, at home and through the communities we serve. A total of 190 non-profit organizations were impacted through our volunteering and giving engagements within the U.S., Central America, Puerto Rico, and the U.S. Virgin Islands.			SDG 13.3.1

Elevating People

Topic	Response			Metric Reference
Talent Attraction, Retention and Development				
Performance Reviews		Review Offered	Review Completed	GRI 404-3
	Total	100%	97%	
Labor Management and Human Rights				
Human Rights	Crowley's Human Rights policy is committed to the United Nations Global Compact and the United Nations Guiding Principles on Business and Human Rights. This ensures our alignment with the universal principles on human rights, labor, environment and anti-corruption. Our policy applies to all of Crowley and extends to our suppliers through our Supplier Guiding Principles.			GRI 2-23
Collective Bargaining	Crowley can demonstrate the right to free association and collective bargaining through our relationships with 7 unions covering 40 separate collective bargaining agreements, with 48% of our employees covered by collective bargaining agreements in 2023. Our agreements may influence but do not determine the benefits provided to non-union employees. We encourage reporting of any violations of our Human Rights policy or others through our Ethics Hotline. All reports through the Ethics Hotline are promptly investigated.			GRI 407-1 GRI 2-30 SDG 8.8.2
Critical Concern Communication	Critical concerns are presented to the Board and Audit Committee twice yearly. The enterprise risk committee, which includes key leadership team members, meets regularly and enterprise risks are assessed twice yearly.			GRI 2-16

Elevating People

Topic	Response	Metric Reference		
Labor Management and Human Rights				
Raising Concerns	Every employee is expected to report actual and suspected violations of our code of conduct. Concerns can be raised through several mechanisms, including through management, Designated Persons Ashore (DPA), any member of our Safety and Environmental Assurance team, any member of our Human Resources and Legal Department, or EthicsPoint, our confidential business ethics hotline.	GRI 2-26		
Child and Forced Labor: Operations	Crowley performs documentation checks, such as I-9 e-verification, to confirm the age of our employees is over 18. We also incorporate the requirement to follow applicable labor laws into our Supplier Code of Conduct, PO and Contract terms and conditions.	GRI 408-1		
Child and Forced Labor: Suppliers	Crowley identifies our purchased goods and products at high risk for child and forced labor across the world using the U.S. Department of Labor International Bureau of Labor Affairs (ILAB) List of Goods Produced by Child Labor or Forced Labor. As part of our supplier evaluation, we ensure all bidders/suppliers agree to follow our Supplier Code of Conduct prohibiting child and forced labor.			
Supplier Responsibility				
Supplier Assessment		Social Impacts	Environmental Impacts	GRI 414-1 GRI 308-2
	Percentage New Suppliers Screened	97.60%	97.60%	
	Total Number of Suppliers Assessed	639	639	
	Number of Suppliers with Identified Significant Impacts	11	6	
	Improvement Plans	0	17	
	Terminated Relationships	0	0	
Local Suppliers	7.64% of our procurement budget at significant locations of operation was spent with local suppliers. Significant locations are those with >100 people in office. Suppliers are considered local when the vendor distribution center or headquarters is located in the same state as the requester’s site location.			GRI 204-1

Elevating People

Topic	Response	Metric Reference
Community Engagement and Support		
Industry Associations	Environmental Defense Fund, WISTA International, National Diversity Council, University of North Florida, World Shipping Council, Women in Maritime, SGMF, FCHEA, Ship Recycling Transparency Initiative, Clean Cargo, SmartWay, American Maritime Partnership, Washington Maritime Blue, California Air Resources Board, San Diego Air Pollution Control District	GRI 2-28

Integrity and Stewardship

Topic	Response	Metric Reference
Corporate Governance, Ethics, and Compliance		
Chairman and CEO	Thomas B. Crowley, Jr.	GRI 2-9 GRI 2-11
Senior Leadership Team	Chief Operating Officer: Ray Fitzgerald Chief People Officer: Megan Davidson Chief Financial Officer: Dan Warner Chief Strategy Officer: Deepak Arora Chief Information Officer: Erika Grazioso Senior Vice President and General Manager, Crowley Logistics: Brett Bennett Senior Vice President and General Manager, Crowley Shipping: James Fowler Senior Vice President and General Manager, Crowley Wind Services: Bob Karl Senior Vice President and General Manager, Crowley Fuels: Kollin Fencil	
Corporate Officers	Vice President and Treasurer: Steve Himes, Jr. Vice President and Controller: Tony Otero Vice President, General Counsel and Corporate Secretary: Reece Alford Vice President, Tax, and Assistant Treasurer: Richard Lamb, Jr.	
Business Unit Advisory Boards	The Logistics advisory board was active and included 5 members. Our other business units are in the process of reassessing their advisory boards.	

Integrity and Stewardship

Topic	Response	Metric Reference
Corporate Governance, Ethics, and Compliance		
Conflicts of Interest	Employees are required to report potential conflicts of interest in Crowley's Compliance Hub annually. The cross-functional Ethics and Compliance Committee reviews reporting, investigations and other actions related to conflicts of interest.	GRI 2-15
Corruption Risks	All of Crowley's operations are assessed for risks, including corruption, on an annual basis. Through the annual assessment in 2023, we identified volatility and economic uncertainty to be potential risk factors for corruption. Governance body members and employees have received communication on our anti-corruption policies through our code of conduct. Suppliers receive communication on our anti-corruption policy through our supplier code of conduct.	GRI 205-1 GRI 205-2 GRI 205-3 GRI 206-1 SASB TR-MT-510a.2 SDG 16.5.1
Incidents	There have been no confirmed incidents of corruption, contracts canceled due to corruption, public legal cases, monetary losses due to corruption, payments of bribes to public officials, or anti-trust actions pending in 2023.	
Corruption Training		
		Percent Completed
	U.S.	83%
	Central America	93%
Port Calls	Crowley made 20 calls at ports in countries that fall within the 20 lowest rankings in the Transparency International's Corruption Perception Index.	SASB TR-MT-510a.1
Political Contributions	Crowley does not use corporate funds to make direct contributions to candidates for federal office, political parties, political action committees (PACs), super PACs, political committees, 527 groups, ballot question committees or 501(c)(4) organizations, or to pay for independent expenditures. We maintain a federal PAC, which allows eligible Crowley employees to pool their resources and support candidates whose positions are consistent with Crowley's. We report all Crowley PAC contributions to federal candidates to the Federal Election Commission as required by law.	GRI 415-1
Data Privacy and Cybersecurity		
Privacy and Data Loss	Crowley had zero substantiated complaints concerning breaches of customer privacy nor had any identified leaks, thefts, or losses of customer data. Crowley's Enterprise Information Security Solutions Team has an adaptive defense-in-depth cybersecurity solution and an ongoing Cyber Security Awareness Program ensuring all employees are culturally trained to identify and report suspicious activity.	GRI 418-1

Integrity and Stewardship

Topic	Response	Metric Reference
Emergency Preparedness, Resilience, Adaptation		
Climate-related physical risks	A recent assessment estimated >90% of Crowley assets and business activities are vulnerable to climate-related physical risks, which include increased strength of hurricanes, earthquakes, flooding, landslides, sea level rise, emergencies or disruptive incidents impacting employees and customers.	GRI 201-2 IFRS S2 29
Climate-related transition risks	Transition risks to Crowley include regulatory uncertainty, local economic instability, infrastructure instability, political unrest, capital expenditure required for repowering assets, alternative fuel availability, customer demand for emissions reductions.	
Impacts of climate-related risks	Potential impacts of climate-related risks to Crowley's operations include disruption of transport of goods, stuck cargo, changes to operational capacity, and change in useful life of assets.	
Climate-related risk mitigation	Crowley is engaging in a number of mitigation strategies including, but not limited to, seeking grant funding opportunities such as IRA and Clean Ports, business continuity planning, and contingency planning for operations.	
Climate-related opportunities	Crowley recognizes climate-related opportunities in the following areas: microgrids, electrification, port modernization, LNG, offshore wind, and alternative fuels.	