

Our ESG Themes and Action Plan

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Net Zero



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Excellent Crowe Team



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ESG Theme and Action Plan – I: Net Zero

Approach

Reduce emissions to a minimum

Reduce Carbon Footprint:



Conduct a thorough assessment of our operations to identify areas where we can reduce greenhouse gas emissions.

This may include implementing energy-efficient technologies, optimizing transportation and logistics and adopting renewable energy sources.

Participate in Green Projects:



Collaborate with environmental organizations and invest in projects that contribute to carbon offsetting and environmental conservation.

This can involve supporting renewable energy initiatives, reforestation efforts or investing in clean technologies.

Engage Employees:



Educate and engage our employees on the importance of reducing emissions and promoting sustainable practices.

Implement employee training programs, workshops and awareness campaigns to encourage behavioral changes and promote environmentally friendly practices both at work and in their personal lives.

ESG Theme and Action Plan – II: Digitalized Work Environment

Approach

Leverage digital for data security, business efficiency, automation and smart operations

Implement Highly Automated IT Systems:



Invest in advanced digital technologies and automation tools to streamline our operations, improve communication and enhance business efficiency.

This can include adopting cloud-based platforms, implementing latest digital tools and leveraging artificial intelligence (AI) for process automation.

Enhance Data Security:



Strengthen our cybersecurity measures to protect sensitive data and ensure the privacy of our clients and stakeholders.

This can involve regular security audits, employee training on cybersecurity best practices and implementing robust data encryption and access control measures.

Foster Collaboration and Work Efficiency:



Implement digital collaboration tools and platforms that enable seamless communication and information sharing among employees.

This can include project management systems, virtual meeting platforms and document sharing platforms to improve collaboration and productivity.

ESG Theme and Action Plan – III: Healthy Environment

Approach

Emphasize recycling, use of renewables, paperless operations and management of emissions

Recycling and Waste Management:



Implement a comprehensive waste management program that includes recycling initiatives for paper, plastic and other recyclable materials.

Encourage employees to reduce waste and promote responsible consumption practices throughout the organization.

Renewable Energy Adoption:



Increase the utilization of renewable energy sources in our operations.

This can involve installing solar panels, purchasing renewable energy credits or sourcing electricity from green energy providers.

Energy Efficiency Improvements:



Conduct energy audits to identify areas where energy efficiency can be improved.

Implement energy-saving measures such as LED lighting, smart thermostats and energy-efficient appliances to reduce energy consumption and lower emissions.

ESG Theme and Action Plan – IV: Caring for the Community

Approach

Helping the underprivileged initiative through working with social enterprises or refugees' community



Scholarships:

Establish a scholarship program to support underprivileged students in pursuing higher education.

This can involve collaborating with educational institutions or partnering with non-profit organizations that focus on providing educational opportunities for disadvantaged individuals.



Provisions for the Poor and Underprivileged:

Collaborate with local social enterprises or non-profit organizations to provide essential resources and support to underprivileged communities.

This can include donations of food, clothing and other necessities, as well as volunteering initiatives to actively engage with and support these communities.

ESG Theme and Action Plan – V: Excellent Crowe Teams

Approach

More Work-Life Balance

Spreading Client Work Over the Year to Promote Employees' Well-Being
At Crowe, we recognize the importance of work-life balance for the well-being and productivity of our employees.

To achieve this, we will implement measures to distribute client work more evenly throughout the year, reducing peak periods, providing our teams with a more manageable workload and promote overall well-being.

Client Management:



Proactively engage with our clients to understand their business needs and align project timelines accordingly.

By fostering open communication and setting realistic expectations, we can ensure a more balanced distribution of work.

Resource Allocation:



Utilize our workforce management tools and data analytics to assess team capacity and workload distribution.

By strategically assigning projects and balancing workloads, we can minimize periods of high stress and promote a healthier work-life balance for our employees.

Wellness Program:



As part of our commitment to investing in our employees' growth and well-being, we introduce a comprehensive initiative that leverages our employees' rest days to promote overall wellness, relaxation and rejuvenation.

This program is specifically designed to offer participants dedicated time for self-care and a chance to recharge their mind, body and spirit.

ESG Theme and Action Plan – V: Excellent Crowe Teams (cont’)

Approach

Training our Staff to be Admired Leaders in the Corporate World

Implement a specialized training program aimed at nurturing leadership capabilities.

To develop and empower our teams to become admired leaders in the corporate world, we understand the importance of continuous learning and professional development.

Additionally, we recognize that external factors, such as regulatory deadlines, can impact the workloads of our staff. Hence, we have devised the following action plan:

Engage with Government Bodies:



Actively collaborate with relevant government agencies and industry associations to advocate for more reasonable and well-spaced regulatory deadlines.

By participating in dialogues and sharing insights from our experiences, we aim to contribute to the development of more practical and manageable timelines for compliance requirements.

Establish Strategic Alliances:



Forge alliances with like-minded organizations, industry peers and professional networks to collectively address the issue of tight deadlines.

By leveraging the collective influence and expertise of these alliances, we can amplify our voice and increase the likelihood of positive change.

Leadership Program:



Introduce training program tailored to cultivate leadership skills and create leader-ready individuals.

This program will focus on empowering the participants with the necessary people skills to thrive in professional settings.

ESG Theme and Action Plan – VI: Upholding Professional Conduct

Approach

Maintain Professional Integrity, Transparency, Ethical Behavior and No Corruption

Adopt ISQM for Quality Management:



Implement the International Standard on Quality Management (ISQM) framework across our organization.

This framework provides guidelines and best practices for maintaining high-quality standards in our services, ensuring accuracy, reliability and consistency.

By adopting ISQM, we commit to upholding professional conduct and delivering exceptional service to our clients.

Work with AOB to Enhance Standards:



Collaborate with relevant regulatory bodies, such as the Audit Oversight Board (AOB), to continuously enhance professional standards and ensure compliance with industry regulations.

This collaboration allows us to stay informed about emerging trends, regulations and ethical considerations, enabling us to adapt and improve our practices accordingly.

Maintain a No-Corruption Policy:



Establish and enforce a strict zero-tolerance policy against corruption, bribery and unethical behavior within our organization.

This includes implementing comprehensive internal controls, conducting regular ethics training for employees and establishing confidential reporting mechanisms to ensure that any misconduct or violations are promptly addressed.

ESG Theme and Action Plan – VII: Quality Client Service

Approach

Provide Services that are of Top Professional Quality

Client-Focused Team Organization:



Align our teams and organizational structure to prioritize client needs and enhance service delivery.

This includes assigning dedicated partners/managers, establishing clear communication channels and fostering a client-centric culture throughout our organization.

Digitalize Operations for Outstanding Customer Experience:



Leverage digital technologies to streamline our operations and provide clients with seamless and efficient services.

This can involve implementing customer relationship management (CRM) systems, enhanced stakeholder engagement and automated processes to improve response times and overall client experience.