

2016 Corporate Responsibility Report



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Message from the CEO



Symantec is the global leader in cyber security. What we do, at Symantec, is not just a job—it's a calling, demonstrated by our mission to keep the world's information safe and reflecting our fundamental commitment to make the world a better place. We are on the front lines of defense in protecting data and information. We operate one of the world's largest cyber intelligence networks, which means we see more threats and protect more customers from the next generation of attacks. We help companies, governments and individuals secure their most important data wherever it lives.

Over the past year, we assessed the key concerns of stakeholders outside the company and also met with a broad range of internal leaders to get their input into this report. Based on those conversations, we reset our priorities while reaffirming our commitment to secure the world's information, delight our customers, promote diversity and inclusion, and address energy use and greenhouse gas (GHG) emissions. Symantec continues to support the ten principles of the United Nations Global Compact. We maintain active membership in the UN Global Compact Network USA and participate in the UN Global Compact LEAD program with full adherence to the UN Global Compact Advanced Criteria. We have also begun to explore how to integrate the United Nations Sustainable Development Goals (SDGs) into our business.

While the threat to information grows exponentially, there is a real shortage of qualified candidates to join the fight against cybercriminals. For the past two years, we have fostered the talents of young adults—including people of color, women and veterans to help fill the workforce gap in cyber security. The Symantec Cyber Career Connection (SC3) program provides a pathway for these students to find their passion and enter the cyber security field. Looking to FY17 and beyond, we want to give this program greater reach and have therefore established an internal SC3 leadership committee to support the growth of this workforce development effort.

Environmental stewardship has always been an integral part of our business. We took an important step forward regarding energy and GHG emissions. We established a new goal to reduce our GHG emissions by 30 percent (compared with FY15) by 2025, an ambitious target but one we are committed to reach.

Symantec is in the midst of a transformation. While we've experienced a great deal of change during this time, our commitment to corporate responsibility has not wavered. We recognize the amount of change at the company is a challenge that has affected our employees over the past year. We have increased our efforts to support our team by investing in a variety of initiatives to support a winning culture and to ensure that no matter what is happening around us, that we embrace the values that allow us to lead, innovate, grow, and win.

Symantec is on the cusp of an incredible new chapter, to change the game in cyber security. After completing the sale of Veritas and the acquisition of Blue Coat, we are now the world's leading pure-play cyber security company protecting consumers, enterprises and governments from an increasingly dangerous cyber threat environment.

We want to be the example for our industry, to also be a leader in corporate responsibility, a champion for diversity and inclusion, and a protector of the environment. We know that the work we do matters and we will continue to raise the bar. On behalf of our entire team, thank you for your continued support.

Greg Clark

Chief Executive Officer

Our Commitment to Corporate Responsibility

At Symantec, corporate responsibility and positive societal impact are core to our business strategy. Integrity is a cornerstone of our mission and values, and helps define our winning culture. Through our global efforts to build and sustain a diverse and inclusive workplace, invest in STEM and cyber security education, and reduce greenhouse gas emissions, we remain committed to making the world a better and safer place.

- **Our People**, which includes talent, culture, diversity, and inclusion
- **Your Information**, which includes securing information and customer satisfaction
- **The World**, which includes the environment, human rights, philanthropy, and community engagement

Understanding What Matters Most

Symantec regularly identifies a core set of priority issues to guide our corporate responsibility strategy and disclosure. These priority issues, which are essential to our ability to succeed as a company, reflect the topics of highest concern to Symantec and its stakeholders.

Priority Issue	Related Business Objective
Talent and Culture	Develop and maintain a skilled, diverse, and talented global workforce, and cultivate high levels of engagement and loyalty by providing opportunities for personal and professional growth.
Diversity and Inclusion	Grow technology talent pipeline, attract and retain the best talent available, create a culture where diverse talent can thrive and innovate, and better understand and serve our diverse global markets.
Securing Information	Provide software and services that protect and secure our customer's data where it lives and help to address the cyber security workforce development gap through the Symantec Cyber Career Connection program.
Customer Satisfaction	Engender customer loyalty through continuous improvements in our internal customer satisfaction metrics and customer retention.
Energy and Greenhouse Gases (GHGs)	Minimize the environmental footprint of Symantec and our customers.
Important Issue	Related Business Objective
Philanthropy and Community Engagement	Enhance employee connection to the company, to each other, and to their own career, and serve as a tool to support business goals related to the priority issues above.

Symantec conducted its first materiality analysis in 2008. We update the analysis periodically to ensure that priorities align with stakeholder feedback, as well as Symantec's internal assessments of trends, regulations, environmental and societal concerns, and overall business risks and opportunities.

Our Approach to Identifying Priority Issues

Symantec conducted an updated materiality analysis to inform this report and confirm strategic focus. The process was based on the Global Reporting Initiative's (GRI) Principles for Defining Report Content. As part of the process, we:

- Identified issues that are important to stakeholders and the company.
- Reviewed key external and internal documents and current business activities.
- Conducted internal interviews with key employees and senior leadership.
- Refined the list of issues considered in the analysis based on interviews and desk-based research.
- Created a preliminary matrix and gathered feedback from the Symantec team.
- Refined the prioritization based on feedback and finalized the priority issues matrix.

The 2016 update resulted in the following changes:

- Customer satisfaction increased in importance, making the issue a priority.
- Employee Satisfaction and Talent Management were combined and renamed as Talent and Culture.
- Waste and Materials Use were combined and renamed as Waste and Materials Management.
- Green IT was rolled into Energy and GHGs.

The following issues were removed from the 2016 priority issues matrix: Branding and Marketing, Corporate Responsibility Management, Stakeholder Engagement, and Environmental Management System. Although these issues are important, they relate to how we manage our priority issues rather than being priority issues in and of themselves. For example, we removed Branding and Marketing, because Symantec builds a strong brand through customer satisfaction, innovation, public policy, community engagement, and our overall corporate responsibility efforts.

Based on our updated analysis, issues in the Your Information pillar, including Customer Satisfaction, Innovation, Product Accessibility, and Business Continuity, all increased in importance. Given the recent changes in our business, these issues demonstrate Symantec's focus on building a successful, innovative, and positive reputation around its products and services.

Insights from internal stakeholder interviews:

“Corporate responsibility has a high intrinsic value for people wanting to do business with us.”

“Security and protection [issues are] a social and business issue.”

“There is perfect alignment between corporate responsibility initiatives and the business because the shortage of skilled workforce is trending, and the sole focus of our company now is security.”

“Environmental impacts are material to the reputation of our business. It's about making the world healthy and people healthy.”

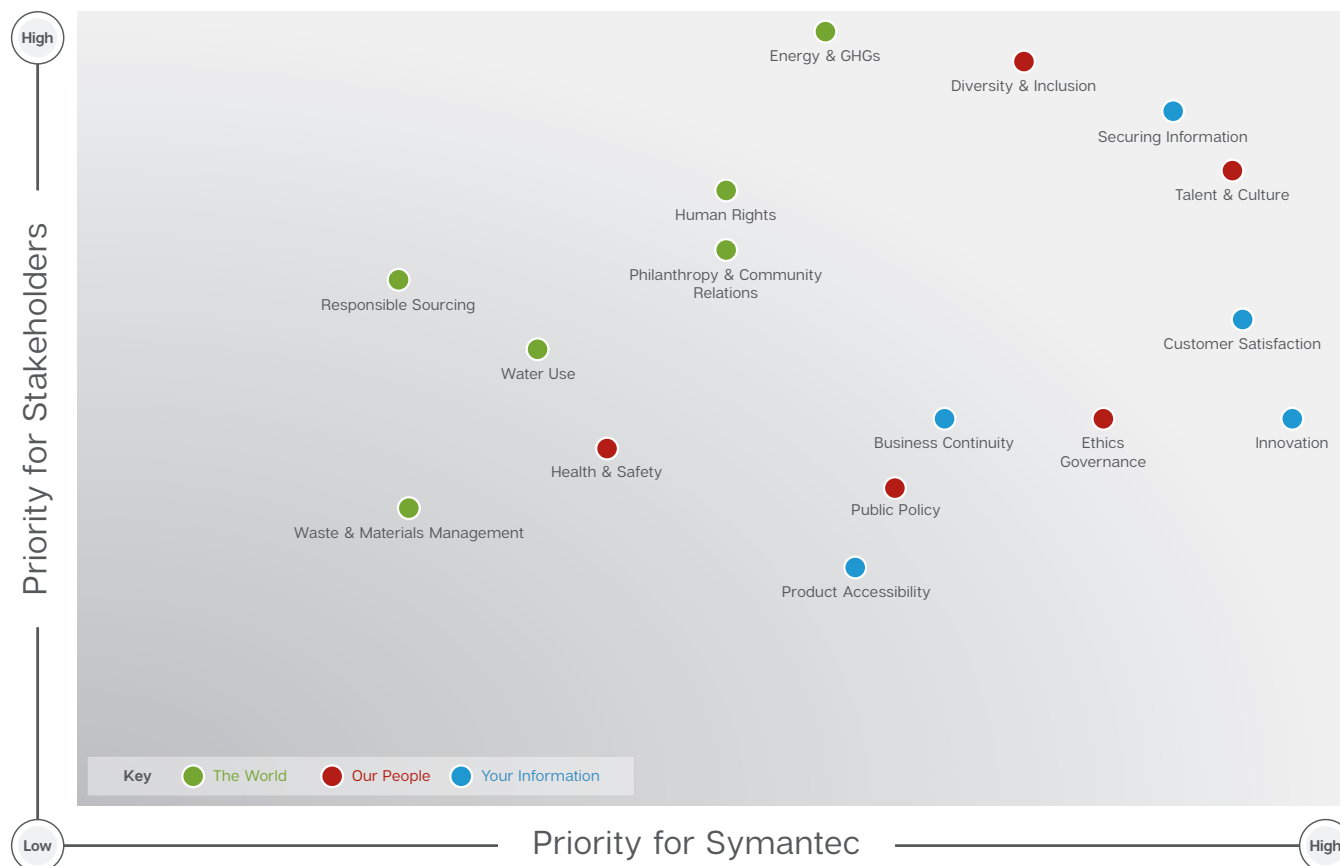


Focusing on Priority Issues

Symantec's updated 2016 corporate responsibility priority issues matrix reflects the topics of highest concern to Symantec and its stakeholders. Issues contained completely within the upper right quadrant of the matrix are the most significant.

We believe our priority issues are instrumental to our ability to succeed as a business. For issues such as human rights that are not deemed priority issues, but are deeply relevant to our business and stakeholders, we have disclosed our performance in the FY16 GRI/UNGC Index.

2016 Corporate Responsibility Priority Issues Matrix



Managing Corporate Responsibility

We are committed to appropriately positioning corporate responsibility within Symantec. We see the continued integration of corporate responsibility into every facet of our business as a cornerstone of value creation.

Leadership for corporate responsibility comes from the top. The Nominating and Governance Committee of our Board of Directors has oversight of corporate responsibility issues and receives quarterly updates on topics such as diversity, environment, and community investment. Our Vice President of Corporate Responsibility serves as the central coordinator for all corporate responsibility efforts. The vice president works to establish strategic direction and develop specific programs and initiatives across the company in partnership with the senior management team. In FY16, we established a special cross-

functional working group to lead GHG reduction efforts in support of our new goal; this team reports into the executive leadership team and periodically to the board.

Symantec employees are kept informed of corporate responsibility programs and initiatives through a variety of channels, including website content, intranet postings, blogs, executive speeches, the Philanthropy Steering Committee, Community Relations Committees, Green Teams, external outreach, and a quarterly newsletter—the [Corporate Responsibility Snapshot](#). All of these actions promote a culture of responsibility, where every employee is empowered to contribute to our long-term success.

In the midst of operational changes resulting from the Veritas separation, corporate responsibility remained a strong focus, enjoying full management support.

Engaging Our Stakeholders

We solicit feedback on our corporate responsibility performance and disclosure efforts across multiple channels. We engage with those stakeholders who have the greatest potential impact on our operations, or who could be significantly affected by our business activities, including: shareholders and investors, customers, employees, community members, nonprofit organizations, regulators, academics, and thought leaders.

Because each stakeholder constituency has unique and specific areas of concern, we engage with each to develop a deeper understanding of how we can address their needs while furthering our corporate mission.

Stakeholder	Types and Frequency of Engagement
Investors	We engage with investors on a daily, weekly, and monthly basis through individual calls and meetings. We hold quarterly earnings calls and participate in various investor conferences and events throughout the year. The corporate responsibility team also engages with analysts on a number of ratings and rankings initiatives, such as FTSE4Good, Dow Jones Sustainability Index, Vigeo, and the CDP.
Customers (Corporate and Consumers)	We engage with customers regularly through formal and informal surveys, direct customer conversations and needs assessments, delivery team interface, and comments and feedback on user community sites, among other activities.
Employees	Employees can provide feedback to Symantec in several ways, including: commenting on blogs and articles on our intranet, meeting with their managers and contacting the Employee Communications and/or the Human Resources team. Regular companywide meetings offer employees an open forum to ask questions; Symantec also provides access to an ethics hotline where employees can raise issues or ask questions at any time, with or without using their contact information. Our internal communication platform, SymInfo, provides a comment section that is monitored by many individuals to ensure timely and appropriate follow up.
Governments and Regulators	We engage with government agencies and police forces around the world to provide training in the cyber security environment. We maintain a continuous presence and relationships with national and regional governments with regard to providing input into sector-related public policy and legislation. We engage with regulators on a formal schedule of interaction, depending on the norms of the particular regulatory body.
Community Members, Nongovernmental Organizations (NGOs) and Nonprofits	We engage with community members through our post-report surveys and email feedback, in-person presentations and philanthropic initiatives. We engage with NGOs and nonprofit organizations continuously throughout the year. These interactions take the form of live meetings, phone conversations, and volunteer projects.
Suppliers	We communicate our expectations regarding corporate responsibility performance to suppliers through our procurement and contracting process. We provide suppliers with our supplier codes of conduct and conflict-minerals policy, and are active members of the EICC.

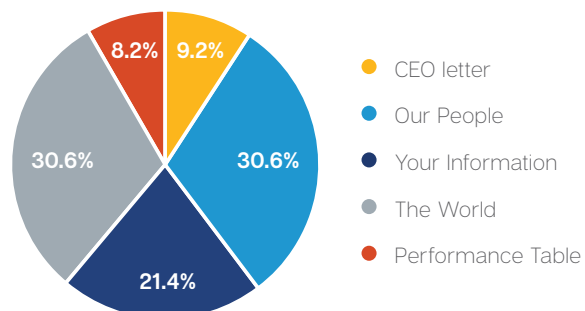
Improving Our Disclosure

We want to continuously improve on our public disclosure of corporate responsibility issues and impacts. At the end of each reporting cycle, we collect feedback on our corporate responsibility report.

In FY15, we received more than 200 responses to our post-report survey, representing viewpoints from employees, nonprofits, students, customers, and others. Stakeholders generally felt that Symantec did a good to excellent job in addressing key priorities. Many write-in comments indicated that the FY15 report was comprehensive in speaking to relevant topics and issues.

With regard to areas of improvement, readers felt that more work could be done on promoting diversity and inclusion, a position that Symantec also holds and is focusing on intently. Some pointed out that environmental performance was fair, but lags behind others in the industry, specifically with regard to publishing a GHG emission reduction goal—a gap addressed in this year's report. Some commenters also pointed toward the need to expand reporting to be less US-centric.

Which section of the 2015 Corporate Responsibility Report did you find most interesting?



Insights from 2015 Corporate Responsibility Report stakeholder feedback:

“People are a company’s most important asset. How they behave and are treated makes all the difference.”

“I like that Symantec is so involved in all of these different things. It makes me feel proud to be part of a company that gets this involved.”

We consider these and other suggestions as important inputs to the evolution of our disclosure approach. We encourage readers to submit [feedback](#) on this year's report.



Supporting the United Nations Global Compact and United Nations Sustainable Development Goals

Symantec continues our commitment to support the ten principles of the United Nations Global Compact (UN Global Compact). We encourage all companies to adopt the UN Global Compact principles to protect human rights, uphold ethical labor conditions, protect the environment and combat corruption.

As part of Symantec's corporate responsibility reporting process this year, the report team considered the sustainability context around the company's priority issues. In recognition of the bold and transformative steps needed to shift the world onto a sustainable path, we committed to support progress toward the United Nations Sustainable Development Goals (SDGs).

Sustainable Development Goals



At the United Nations Sustainable Development Summit on September 25, 2015, world leaders adopted the 2030 Agenda for Sustainable Development, which includes a set of 17 Sustainable Development Goals (SDGs) to end poverty, fight inequality, and injustice.

Of the 17 goals adopted, Symantec is committed to directly supporting the following goals:

- No. 4, Quality Education
- No. 5, Gender Equality
- No. 8, Decent Work and Economic Growth
- No. 10, Reduced Inequalities
- No. 13, Climate Action.

We indicate how our activities support the SDGs in the relevant sections of this report. For more information on the SDGs, please visit the UN's [sustainable development knowledge](https://sdgs.un.org/) platform site.

Talent and Culture

Creating a Winning Culture

Our mission of making the world's information safer calls upon every member of the Symantec team to use their unique strengths to secure data, no matter where it lives, and protect against the next generation of cyber attacks. To deliver on this mission, the Symantec employee experience must be one where a winning culture is allowed to thrive.

Symantec builds a winning culture by honoring our strengths as a company and being open and honest about the things that hold us back as individuals and as one Symantec team. We seek to evolve in how we promote cultural cohesion and how we communicate expectations to management and employees. For example, we recently introduced the Leadership Blueprint to define expectations for leadership and leadership readiness, as well as a Symantec experience philosophy to articulate our desired company and employee experience.

The cyber security industry changes incredibly fast, and competition for talent is fierce. Symantec aims to deliver a consistently outstanding employee experience that supports professional and personal growth. We continue to validate the path we take to ensure our culture meets the needs of our employees and supports our long-term business success.

Expectations for Our Global Team

We define a winning culture as one where our every action expresses the cultural tenets that make our company strong:

- To **LEAD**, we push the envelope to energize and reward each other for real and meaningful results.
- To **INNOVATE**, we build teams diverse in experiences, ideas, and perspectives, and enable them to do their best work.
- To **GROW**, we work together—challenging ourselves and each other to be curious, celebrate unique viewpoints, and respect differences.

Challenges and Opportunities

- Symantec is one of the world's leading cyber security companies through growth—both organic and through acquisition. While acquisitions allow Symantec to build a strong portfolio of innovative technologies, they create challenges in building a cohesive and unified culture. We work through these challenges by ensuring every employee has a voice, making communications and connecting a top priority.
- We began an exciting new chapter in our company. The work required to change the cyber industry itself however, has brought with it a degree of uncertainty related to CEO and senior leadership changes, layoffs, restructuring, and separating the Veritas business. These circumstances have led to a greater than desired voluntary attrition rate of high-potential employees.

Goal	FY16 Progress on Goal
By 2020, limit voluntary attrition for employees receiving the highest performance assessments to no more than three percent, supporting our ongoing focus on making Symantec a great place to work.	In FY16, our voluntary attrition rate for high-potential employees was 10 percent, an increase of 1.4 percent over the previous year. As Symantec continues to experience organizational change, it will be difficult to achieve our goal of a three percent annualized voluntary attrition rate by 2020. Specifically, we'll need to reduce this rate by 1.75 percent points each year—a very ambitious proposition.

Symantec's Talent Programs: Setting Employees and Leaders up for Success

New Employee Welcome	New employees learn key Symantec information and start to form fast connections while networking with fellow employees.
Conversations That Matter	Employees learn techniques to conduct difficult but necessary conversations, as well as how to influence others and communicate effectively.
Navigating Your Career Journey	Employees learn the framework of how to create a successful career journey, no matter where they are in their career.
Hiring for Results	Managers prepare to lead the hiring process and select the best person for the position and for Symantec.
People Side of Change	Leaders prepare to create an environment where employees readily commit to, and adopt, change.
Leading Innovation	Managers learn how to explore and advance their roles as leaders of innovation within their organizations.
Science of Leadership	New or early career managers are trained through the foundations of leading people, exploring elements of leadership around coaching, motivation, and leading teams.
Art of Leadership	Leaders prepare to inspire and lead high-performing work teams.

Our Leadership Blueprint: A Rigorous Approach to Leadership Readiness

Symantec leaders are held to the standards identified in our Leadership Blueprint. The blueprint expresses specific expectations of Symantec leaders, including being the mission of the company, earning trust, building awesome teams (including hiring employees who are better and different than those around you), raging against silos, and capturing the hearts and minds of employees.

The Leadership Blueprint has become an important tool in Symantec's hiring process for both internal and external candidates. In addition, we use a new Executive Exploration Program to assess candidates for VP and SVP promotions. The process includes several panel interviews and a 360-degree survey to build a full picture of potential candidates. By adding rigor to the way we think about leadership readiness, we reinforce the expectations outlined within the blueprint.

Looking to the Future

- Symantec acquired web security leader Blue Coat in FY17 and is working to integrate the two businesses.
- In the near term, we are developing employee engagement plans for existing Symantec employees and those joining from Blue Coat, and increasing the dissemination of information, quick tips, and guides for leaders to help support employees and reduce attrition rates.
- Over the long term, we will be evolving our career development strategy for the organization, including how we think about our total employee mix and leveraging opportunities for internal advancement.

“Symantec leaders make every employee feel like they are a valued member of a winning team on an inspiring mission” – Leadership Blueprint

Additional information:

- [Symantec Talent and Culture](#)
- [Symantec Careers Website](#)
- [Symantec Code of Conduct](#)
- [Symantec's EthicsLine](#)

Diversity and Inclusion

Diversity and Inclusion at Symantec

With operations in more than 35 countries, Symantec is a truly global company, with a diverse workforce and customer base. Having a diversity of perspectives ensures we make better business decisions and the products and services we offer meet the needs of the broad spectrum of customers we serve worldwide. In short, Symantec strives to be just as diverse as the world in which we live.

We take the following approach to managing diversity and inclusion:

1. Attract, retain, and develop diverse employees
2. Ensure an inclusive experience for our employees, customers, and entire value chain
3. Invest in science, technology, engineering, and mathematics (STEM) education to increase the pipeline of diverse technology talent
4. Promote equality on a national and global level.

Our employee resource groups (ERGs) play an important role in delivering on our diversity and inclusion strategies. ERGs help to build cultural awareness and a sense of belonging for our employees. They serve as ambassadors to the broader community, volunteering and advocating on issues. ERGs help to foster innovation and support the growth of Symantec's business.

We also collaborate with key research, nongovernmental organizations, public policy, and education partners to promote equality globally, and to move the needle on diversity in STEM and cyber security, from K-12 education to college, to career.



SUSTAINABLE DEVELOPMENT GOAL 5 and GOAL 10

Symantec's Global Diversity and Inclusion team incorporates SDG 5 and 10 into the mission that drives our work. Through our commitment to women in leadership and technology, our LGBT inclusion policy work, and a multitude of other efforts, we are working to address pay equity, rights, and access for women and all minorities.



Serving the LGBT Community

This year, we launched our first Pride ERGs in Ireland and India, creating visibility and a voice for our LGBT employees in these locations. Through the advocacy of our Pride ERG, we now provide inclusive bathrooms at our headquarters and other main sites, and have published transgender inclusion guidelines to assist any employee transitioning during their Symantec tenure. In FY16, Symantec also partnered with the Human Rights Campaign to advocate for marriage equality, denounce the [Bathroom Bill](#) and support the [Equality Act](#), all of which help protect LGBT individuals from discrimination on a federal level in the United States.

Defining Diversity and Inclusion

We define diversity as:

- An evolving conversation
- More than race, gender, and ethnicity
- Creating a workforce that embraces every culture, language, age, sexual orientation, disability, background, and experience.

Giving a voice to these differences is how we define inclusion.

Challenges and Opportunities

- While we have made strides in integrating diversity and inclusion strategies more fully into our attraction, retention, and advancement efforts, we realize that we are not making as much progress as we need to on this front.
- We will look to more fully integrating diversity across the business in order to execute effectively on the following attraction, retention and advancement goals for the coming year:
 - Expanding bias training for recruiters, HR business partners, and people managers
 - Designing inclusive and objective hiring processes
 - Expanding and measure outreach efforts in communities of underrepresented groups in the United States
 - Tracking diversity metrics on a more consistent basis, sharing progress with company leaders

Goal	FY16 Progress on Goal
By 2020, our goal is to increase the percentage of women globally and underrepresented minorities in the United States by 15 percent respectively, using FY14 as a baseline year.	<p>The diversity of Symantec's overall workforce has remained largely the same year over year.</p> <p>*We updated our diversity goal to better reflect how we track and measure progress based on internal data collection systems.</p>

Symantec Workforce Diversity Report FY16

Global Gender Diversity



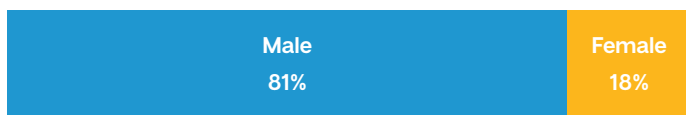
*Leadership



**Nontechnical

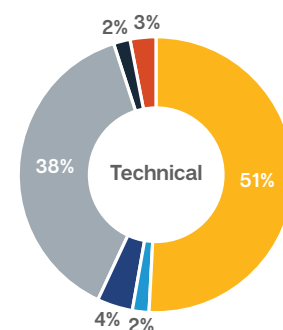
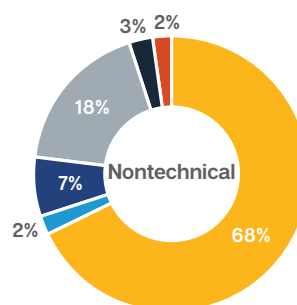
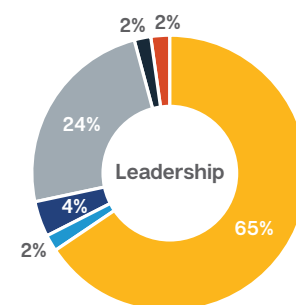
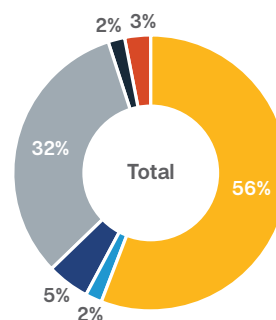


**Technical



*** U.S. Ethnic Diversity

● White
 ● Black
 ● Hispanic
 ● Asian
 ● Two or more
 ● Other



*Leadership is defined as director and above

**Technical and nontechnical are aligned to U.S. government reporting EEO-1 job categories

***U.S. ethnic diversity categories are based on EEO-1 Ethnicity definitions

Photo by Saul Bromberger & Sandra Hoover Photography for TechWomen



Net Impact Equality Project

[Net Impact](#) is a nonprofit that mobilizes new generations to use their skills and careers to drive transformational social and environmental change. We partnered with Net Impact to create the Racial Equity Awareness Leadership (REAL) program. This scalable effort on race equity aims to institutionalize racial equity at colleges and universities through training and curriculum development, and to create an inspired and equipped cohort of Symantec racial equity fellows to serve as peer-to-peer racial-equity champions.

Symantec also continues to support Net Impact helping to further the growth of Net Impact chapters at undergraduate colleges and universities, with a focus on historically black colleges and universities (HBCUs). These efforts support the case for the crucial role that the HBCU community can play in addressing the racial inequities and barriers that still exist in the business world today.

Advancing Diversity and Inclusion Through Philanthropy

The intersection of philanthropy and diversity supports our diversity strategy, as demonstrated through our work with Net Impact and grants we make to other organizations. Our signature [Symantec Cyber Career Connection](#) (SC3) program provides a pathway for underrepresented young adults and veterans to enter the cyber security field. As of the end of FY16, 72 percent of SC3 graduates were people of color and 24 percent were female.

For the eighth consecutive year, Symantec scored a perfect 100 on the Human Rights Campaign [Corporate Equality Index](#), earning us distinction amongst “Best Places to Work for LGBT Equality.”

Looking to the Future

- This year, Symantec made progress on improving our inclusive workplace culture and on strengthening our voice on diversity both internally and in the community.
- We will continue to focus on the following long-term priorities to help us achieve our 2020 goal:
 - Increasing the percentage of diverse talent at all levels within the organization globally
 - Enhancing leadership accountability for diversity and inclusion
 - Improving our ERGs' impact on the business and talent pipeline.
- As we work to integrate Blue Coat, we will continue developing a common understanding of what diversity and inclusion mean at Symantec.

Additional information:

- [#IAMTECH](#)—A Medium publication hosted by Symantec that explores the experiences of minorities and women in technology.
- [A New Strategy and Approach for Symantec's Employee Resource Groups](#)
- [Symantec Standing Out—Symantec CR Media Highlights from Around the World](#)
- [Symantec Joins Call for Federal LGBT Nondiscrimination Legislation](#)
- [Symantec and Diversity and Inclusion](#)
- [Symantec and Supplier Diversity](#)

Securing Information

Living Our Purpose

Symantec is the global leader in cyber security. We are focused on helping our customers embrace the cloud, protect their mobile workforce, and secure enterprises, governments, and consumers from advanced threats. By operating one of the world's largest cyber intelligence networks, Symantec helps secure the most important data wherever it lives.

Cyber security is a critical issue facing businesses, institutions, and individuals across our global society. In 2015 alone, we saw a record-setting total of nine megabreaches of personal data, and the reported number of exposed identities jumped to 429 million¹. While protecting information is the purpose of our business, we also believe it should be a central element of corporate responsibility for every company in the digital age.

Our Capabilities

Symantec is a pure-play cyber security company that serves the needs of individuals, companies, and governments. We are well positioned to address the:

- Evolving cyber security threat landscape.
- Changes introduced by the shift to mobile and cloud.
- Challenges created by regulatory and privacy concerns.

With the FY17 acquisition of Blue Coat, we will enhance our leadership position to define the future of cyber security and set the pace for innovation industrywide. We will have the scale, portfolio, and resources necessary to usher in a new era of innovation designed to help protect companies and individuals against sophisticated cyber criminals. Our formidable investment in cyber security research and development will span 3,000 engineers and researchers and nine threat response centers.

Symantec Protects and Secures Data Through:

- Our products and services.
- Our [Global Intelligence Network](#), made up of more than 63.8 million attack sensors recording thousands of events per second.
- The monitoring of threat activity in more than 157 countries and territories.
- The discovery of more than 430 million new unique pieces of malware in 2015, up 36 percent from 2014.
- Innovative ways to use more than 30 years of collected data to create new service offerings.

Challenges and Opportunities

- While smaller security companies may be perceived as more nimble or innovative, Symantec is the largest pure-play cyber security company with the scale, portfolio, and resources to act as a true strategic partner to customers.
- One of our biggest challenges is addressing the significant shortage of qualified candidates prepared to fill cyber security roles. An estimated 500,000 to one million jobs remain unfilled in the United States alone, and this gap is expected to grow three times faster than other IT jobs to a staggering 1.5 million by 2020.

Goal	FY16 Progress on Goal
Excite, engage, and educate one million students in science, technology, engineering, and math (STEM) education through global nonprofit partnerships, with an emphasis on computer science and cyber security, by 2020 with an investment of \$20 million.	To date, Symantec has invested \$6,078,500 to excite, engage, and educate 745,446 students in STEM education. Our STEM grants are focused on computer science and cyber security training by working with long-time STEM partners to create new programs in these specific areas.

Security Starts at Home

We take a proactive stance on educating our employees about cyber security risks and threats. We are constantly enhancing our protection mechanisms to ensure compliance. We also maintain a high level of awareness and personal responsibility for protecting Symantec's information.

Influencing Strong Cyber Security Policy and Legislation

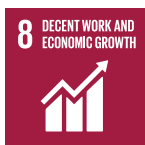
We engage in public policy debates worldwide and send our experts to testify in front of lawmakers and regulators. Our government affairs team also participates in the training of law enforcement and diplomatic officials in multiple regions. We look to ensure not only a level playing field, but also to promote legislation that truly reflects the complexities of global cyber security. For example, we continue to advocate against the international Wassenaar Export controls, restrictions that would require cyber security companies to seek numerous government licenses to conduct basic security procedures.

Symantec's Cyber Career Connection (SC3)

With every new digital device, connected cars, and mobile wallets, the risks are increasing and the need for cyber security—and cyber security professionals—is greater than ever before. Now in its second year, the Symantec Cyber Career Connection (SC3) program provides a pathway for underrepresented young adults and veterans to enter the cyber security field.

We estimate that 10-20 percent of the current one million open cyber security roles can be filled by candidates with proper training but without a four-year degree. SC3 provides targeted education, training, and certifications to position candidates to fill in-demand cyber security jobs and enter long-term, meaningful careers. The program addresses four key challenges across the workforce pipeline:

Excite	Recruit, Train, Certify	Prepare for Job	Launch Careers
<ul style="list-style-type: none"> SC3 helps nonprofits and educators raise awareness of long-term career opportunities in cyber security. 300 students reached since program inception in 2014. 	<ul style="list-style-type: none"> SC3 recruits underserved populations into the field of cyber security and offers industry-recognized training programs. 82% graduation rate. 	<ul style="list-style-type: none"> SC3 places students in cyber security internships and other on-the-job learning opportunities. 72% are people of color; 24% are female. 	<ul style="list-style-type: none"> SC3 connects program graduates to cyber security positions through our customers and partners. 87% of graduates are employed in cyber security and IT jobs, or are pursuing additional degrees.



SUSTAINABLE DEVELOPMENT GOAL 8

Promote inclusive and sustainable economic growth, employment, and decent work for all

SC3 Program Graduates (as of April 2016)

- 72% are people of color
- 24% are female

In FY16, we expanded the SC3 program, including bringing in two new partners—Per Scholas and Stride Center

- Per Scholas launched a cyber security veteran program in the National Capital Region.
- Stride Center began a cyber career track for people of color, women, and veterans in Oakland, California.
- NPower launched a veteran cyber security class in Dallas, Texas.
- Year Up expanded the cyber security program nationally and rolled out new classes in Northern Virginia and Phoenix, Arizona.
- NASSCOM Foundation awarded the first of 1,000 scholarships to women cyber security candidates in India.



In FY16, Symantec awarded 26 grants totaling \$2,585,900 to fight cybercrime and support online safety.



Photo by World Association of Girl Guides and Girl Scouts

Looking to the Future

- With the sale of our Veritas business, Symantec is a pure-play cyber security company, and through the [acquisition of Blue Coat](#), we will strengthen our portfolio to help customers fully embrace the benefits of mobile and cloud technologies.
- As the [Internet of Things \(IoT\)](#) transforms entire industries, thereby creating tremendous benefits and risk, Symantec will protect more than a billion IoT devices to detect stealthy, sophisticated advanced threats.
- We are optimistic about the SC3 results and look forward to expanding the program and increasing our reach to grow a pipeline of diverse, qualified professionals ready to solve today's complex cyber security challenges.

Additional information:

- [2016 Internet Security Threat Report \(ISTR\)](#)
- [Symantec's Information Protection and Privacy](#)
- [Symantec's Privacy Policy](#)
- [Symantec and Online Safety](#)
- [Victim Voice Portal](#)

Customer Satisfaction

Serving Our Customers

We are committed to delivering innovative products and services to our customers. In order to meet this commitment, we must be able to help customers resolve any technical issues they experience. As we engage in assisting customers, we instill our brand vision, mission, and values into every interaction. We also carefully track how well we're doing to build trust, loyalty, and a sense of customer delight.

We have a unique customer care operations model to serve our three business segments—Enterprise, Website Security, and Norton. Each team provides the specific assistance needed, whether regarding installation, licensing, billing, product integration, or other

questions. Although the three business segments measure customer satisfaction in similar ways, each reports performance against internal metrics separately.

To understand the issues our customers face, we listen closely, work together, and move with agility to solve problems. We have identified several common challenges faced by our customers, which helps us focus and prioritize our improvement efforts. We also consider the strategic relationship Symantec has with its customers holistically, and seek to create loyalty through excellence in product quality and security solutions.

Ensuring Quality Customer Care		
Enterprise	Website Security	Norton
<p>We ask customers to rate the quality of agent support, using the following criteria:</p> <ol style="list-style-type: none"> 1. Knowledge and expertise 2. Professionalism and courteousness 3. An understanding of the issues 4. Ability to meet commitments 5. Resolution provided that addressed needs 6. Clear communication of the solution <p>Our goal for customer care is to inspire delight—and even joy—rather than simply achieve “customer satisfaction.” We track the results of customer surveys closely to see if we’re meeting that goal. Every month, our teams meet with leaders to go through survey results and identify key drivers of satisfaction. We read survey comments and contact dissatisfied customers, all in an effort to raise the bar on our performance.</p>	<p>We assess whether we’re providing high quality service by:</p> <ol style="list-style-type: none"> 1. Employing a customer focused mindset. 2. Reviewing all customer satisfaction survey responses, which are sent after every case is closed. 3. Following up on low satisfaction scores, by phone or email to resolve issues to the best of our abilities. <p>In FY16, we set qualitative stretch goals and defined what customer satisfaction should ideally look like. We’re currently working toward these goals through management engagement, including customer service training and reinforcement activities.</p>	<p>Through our live help survey, we track customer satisfaction, dissatisfaction, first contact resolution, and transactional Net Promoter Scores (TNPS). We ask customers to rate:</p> <ol style="list-style-type: none"> 1. Agent experience. 2. Level of overall satisfaction with the experience and the product. 3. Level of customer effort needed to get the issue resolved. <p>Our support agents are enabled to remotely access customer devices to help them during their purchase, download, and/or installation process. By allowing agents to take control of a customer’s computer to resolve the issue, remote access brings a new level of customer delight to the interaction. Customers appreciate that we can fix problems directly, reducing the amount of customer effort required.</p>

Challenges and Opportunities

- Norton Web Support was recognized for being one of the top ten web support sites for 2016 by the [Association of Support Professionals](#), highlighting our opportunity to provide continued customer service excellence.
- Although our business segments each provide and track customer service, Symantec does not have a holistic customer satisfaction strategy.
- While transactional survey data provides good tactical insight, we lack a larger customer loyalty picture across the company. Specifically, we don't have an overall, companywide Net Promoter Score to provide high-level insights into customer satisfaction. We see this as an opportunity to establish meaningful, companywide, customer loyalty measures.

“Considering what we specialize in at Symantec—protecting people by protecting their data—customer satisfaction is an integral part of our corporate responsibility.”

– Sheri Roman, Senior Director, Global Customer Service (Enterprise)

Providing Online Support to All Customer Segments

- [Symantec Connect](#) provides both Enterprise and Website Security customers with a way to interact with us and other participants in a more human way. Our volunteer trusted advisors drive the online experience, addressing 40 to 50 percent of problems and questions. They host fun challenges and engage customers through online communities. Their online sites receive approximately two million views per month.
- The [Norton Community](#) is a full-service online support community where people can meet online to discuss our products and related topics. Norton support offers several communication channels, including: live chat, Norton Forums and Norton Community, FAQs (Top Solutions), and phone support.

Looking to the Future

- **Enterprise:** One of our focus areas for FY17 is to create “Voice of the Customers”. These are actionable lists referencing common issues, and are intended to apply to the company as a whole. As we continue to understand top concerns, we aim to apply the feedback we receive from customers to influence improvements in product quality, as well as customer support and engagement to drive higher satisfaction and loyalty.
- **Website Security:** In FY17, we will further strengthen our customer focused culture. Specifically, we will provide ongoing training to our employees and will integrate the principles of great customer service into our daily workflow and performance metrics.
- **Norton:** We will aim to improve customer retention and create greater customer loyalty in FY17. We are expanding training to Norton customer service agents and using predictive analysis of customer profiles and visitation history to enhance the customer experience. In this way, we seek to offer trusted advice to customers who contact Norton Support.

Additional information:

- [Norton Support](#)
- [Norton Community](#)
- [Symantec Enterprise Technical Support](#)
- [Symantec Connect](#)

Energy and Greenhouse Gas (GHG) Emissions and Supply Chain

Our Approach to Environmental Stewardship

We aim to integrate environmental stewardship into our operational, product, and supply chain strategies. When we address environmental issues head on, we can reduce cost and risk while increasing Symantec's visibility as a responsible corporate citizen. A sharp focus on environmental performance not only supports our business objectives, but also contributes to the urgent action needed to combat global climate change.

We are pursuing ways to reduce our energy, water, waste, and materials use across our global operations. For example, over a two-year period we have cut water use at our Mountain View headquarters by 50 percent in response to the drought that continues to affect California.

We encourage employees to participate in stewardship efforts by joining one of Symantec's 15 Global Green Teams. We also provide regular updates on performance to senior management and Symantec's Board of Directors.

Symantec has been listed annually on the Dow Jones Sustainability Index since 2007, and on the CDP Climate Disclosure Leadership Index since 2013.

Prioritizing GHG Reduction

Over the past few years, it became apparent that Symantec's lack of an energy and GHG emissions reduction strategy was a significant gap for the company. In response, prior to the landmark COP21 Paris climate negotiations, Symantec joined the Obama Administration and 140 other companies in the [American Business Act on Climate Pledge](#). Through our participation, we committed publicly to play our part in promoting a low-carbon future by realizing the GHG reductions climate scientists tell us are needed to avoid the worst effects of climate change.

As a result, Symantec set a new goal during FY16 to reduce GHG emissions by 30 percent by 2025 (compared with FY15). This goal will be an important focus area for us over the next ten years. The goal includes Scope 1 and 2 emissions, and emphasizes energy reduction opportunities in our offices, labs and data centers, as well as transitioning to cleaner sources of energy. We plan to expand our GHG reduction efforts to address our Scope 3 emissions in the next few years.

Our Focus on GHG Reduction Supports Symantec by:

- Responding to increased customer interest in our performance and commitments.
- Reducing our operating costs.
- Limiting our exposure to regulations designed to reduce fossil fuel use and GHG emissions.
- Demonstrating to current and prospective employees that we care about playing our part.
- Promoting increased visibility and enhancing our position in external ratings and rankings.

Challenges and Opportunities

- As we experience ongoing organizational changes, we must ensure continued focus and sufficient resources are dedicated to GHG reduction initiatives. Initial efforts have already led to greater energy savings at our offices than expected.
- Looking forward, we are evaluating opportunities to optimize our energy efficiency efforts through the use of innovative emerging technologies.
- While we are deeply committed to certifying 100 percent of our hardware products as Energy Star, this goal has become a moving target as new products are introduced and others are removed.

Goal	FY16 Progress on Goal
Reduce GHG emissions by 30 percent (compared with FY15) by 2025.	As of FY16 end, we have already achieved a five percent reduction against our baseline.
Certify 100 percent of our hardware products as Energy Star by the end of 2015.	Approximately 43 percent of products are Energy Star certified, and nearly 29 percent of products are in the process of being Energy Star certified. Although we did not meet 100 percent certification in FY16, we remain committed to achieving this goal in FY17.
Implement the Electronics Industry Citizenship Coalition's (EICC) code of conduct with 100 percent of our Tier One suppliers by the end of 2016.	Approximately 47 percent of suppliers have environment and corporate responsibility requirements in their contracts. Of these suppliers, 100 percent completed the self-assessment questionnaire (SAQ) on EICC-On, allowing Symantec to see their risk scores. We anticipate that we will meet this goal for the remaining 53 percent of suppliers by end of FY17.



SUSTAINABLE DEVELOPMENT GOAL 13

Take urgent action to combat climate change and its impacts.



Operationalizing Our GHG Reduction Goal

We are proud to have established a strong GHG emissions reduction goal in FY16. The goal reflects significant analysis and evaluation of current and projected energy use and emissions; operational, ecological and peer context; and short- and long-term opportunities for reductions. We intentionally set an ambitious target aligned with climate science, as we believe it is necessary to take aggressive steps for substantive change. Our new goal was approved by the Symantec Board of Directors earlier this year.

As electricity used in our data centers, labs, and offices is responsible for more than 90 percent of our Scope 1 and 2 emissions, we are pursuing a three-pronged strategy that specifically targets electricity consumption by:

1. Optimizing the use of our spaces and consolidate where possible.
2. Implementing energy efficiency projects and engage employees in energy conservation.
3. Pursuing opportunities to use clean and renewable energy sources.

We undertook a complete retrofit of two buildings at our Mountain View, California headquarters campus during 2015, applying our new global space standards and implementing the California Title 24 energy standards. Through these efforts, we experienced a 30 percent reduction in energy use, greater than originally expected.

In addition, we continue to pursue sustainable building practices. In FY16, two of our India offices achieved LEED Platinum certification, the highest green building rating.

Promoting Supply Chain Responsibility

This year, Symantec became a full member of the [Electronic Industry Citizenship Coalition \(EICC\)](#). We solidified our commitment to align with the provisions of the EICC Code of Conduct, and to encourage our Tier 1 suppliers to do the same. The EICC Code not only promotes environmental and climate stewardship among our suppliers, but also outlines expectations regarding ethical practices, the protection of labor rights, and the prohibition of child and forced or compulsory labor.

We now have a year to comply with the requirements of full membership. These include rolling out a code of conduct to all Tier 1 supply chain product suppliers, biannual reporting requirements, ensuring Tier 1 suppliers complete self-assessments, and conducting audits with 25 percent of high-risk suppliers.

Over the past year, we also worked to comply with the new UK [Modern Slavery Act](#). The act requires companies to issue a formal statement of how they are preventing human trafficking and slavery in their supply chains.

We continue to examine our suppliers on conflict minerals and want to validate all products manufactured for Symantec as “conflict free” across all four minerals (tantalum, tin, tungsten and gold) by 2017.

Based on our 2015 conflict minerals review process, 90 percent of in-scope suppliers responded using the survey, and 50 percent of in-scope suppliers who responded provide products to Symantec that do not contain conflict minerals. Of the remaining 50 percent of suppliers who do provide products that contain conflict minerals to Symantec, 69 percent source from compliant smelters.

Looking to the Future

- In FY17, we will be working to establish the foundations for a global ISO14001-aligned EMS, building on our ISO14001 experience at our Dublin, Ireland facility.
- In addition to making strides within our own operations, we will continue to collaborate with others in support of climate and water action, including as a member of the CERES Business for Innovative Climate and Energy (BICEP) program, the [CERES Connect the Dots](#) campaign and as a participant in Business for Social Responsibility's (BSR) [Future of Internet Power](#) initiative.
- We will be pursuing our first [WELL Building Standard®](#) certification—one of the first companies to do so—at our Mountain View, California campus, and expect to achieve certification in FY17.

Additional information:

- [Environmental Performance](#)
- [Environmental Policy Statement](#)
- [Symantec Sets Energy Use/GHG Emissions Reduction Target in Time for Earth Hour](#)
- [Symantec Volunteers Contribute to Environmental Projects Worldwide](#)
- [Symantec Supply Chain Responsibility](#)

Philanthropy and Community Engagement

Making an Impact

Symantec strives to have a positive impact in the communities where we operate. Together with the Symantec Foundation, we support nonprofits around the world through cash, in-kind donations, and employee volunteerism. In order to effectively pursue our philanthropic strategy, we identify organizations and philanthropic focus areas aligned with our key business priorities and objectives.

Our focus areas include:

1. Science, technology, engineering, and math (STEM) education and equal access to education
2. Diversity
3. Online safety
4. Environmental responsibility

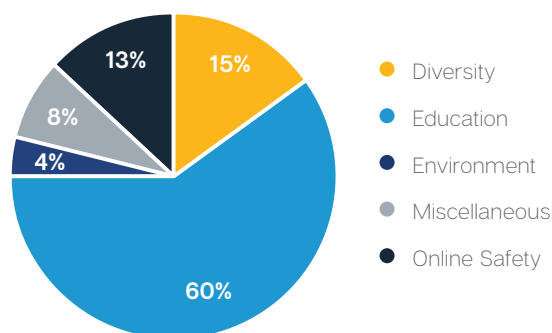
Symantec seeks to promote lifelong learning and ensure inclusive and quality education for all. Our education-focused philanthropy exposes students to technology fields and the skills required to succeed in related professions. Through these activities, we hope to foster interest in STEM that will lead more students to choose careers in technology. We also emphasize equal access to quality education. This approach provides opportunities to those who otherwise would not be able to pursue a quality education.



SUSTAINABLE DEVELOPMENT GOAL 4 Quality Education

Ensure inclusive and quality education for all and promote lifelong learning

FY16 Cash Contributions by Focus Area



Involving Our Employees

Our employees are best positioned to understand the needs of their communities. Each of our major sites worldwide has volunteer-led community relations committees that make grant recommendations and organize volunteer events.


Giving back to their communities gives our employees a heightened sense of purpose and engagement. Symantec's philanthropic activities provide them with meaningful ways to put their skills to use and to grow professionally. Most importantly, with recent, significant organizational changes, these programs have been a bright spot in our culture, helping employees remain connected to the company and to each other, and invested in their own career.

Our philanthropic programs support Symantec's business objectives by:

- Investing in community programs aligned with Symantec's long-term corporate objectives.
- Providing thought leadership opportunities.
- Training underrepresented young adults and veterans in cyber security to help close the cyber security workforce gap.
- Strengthening the company's relationships with nonprofit partners through software donation.

Challenges and Opportunities

- We continue to look for opportunities to better measure the impact of our grant giving and employee volunteerism.
- With a rapidly growing need for qualified talent, we are challenged to identify the most impactful way to scale our cyber security workforce development program to fill the shortage.
- A changing leadership team, large divestiture, and strategic acquisition have impacted our ability to engage employees effectively.
- The acquisition of Blue Coat presents an opportunity to reintroduce our commitment to community involvement and volunteering. We will be working to scale our Take 5 volunteer challenge over the next few years.
- We plan to implement additional storytelling and social media outreach in order to personally invest employees in these efforts.

Goal	FY16 Progress on Goal
To reach an average of four volunteer hours per employee by the year 2020, in line with what is considered best practice for employee engagement.	<p>In FY16 we logged 28,782 hours of employee volunteer time. This amount equals 2.5 hours for each of the 11,430 employees with whom we ended the year. Our performance marks an increase over the previous year, which we attribute to the success of the Take 5 volunteerism campaign.</p> <p>We launched the Take 5 global volunteering campaign in April 2015. Across our global network, Symantec challenged employees to offer at least five hours of service to make a positive impact in their communities. Almost 940 employees volunteered 5 hours or more. Looking ahead, Take 5 will expand its focus on virtual volunteering opportunities. Employees will be offered the flexibility to give back from their home or office, or volunteer in small increments of time.</p> 

Philanthropic Giving (in U.S. dollars)	FY16	FY15	FY14	FY13	FY12
Total Giving	26,726,000	31,753,000	29,151,000	27,836,000	24,175,000
Grants and Sponsorships	3,635,000	3,808,000	4,185,000	3,400,000	3,297,000
Matching Gifts, Dollars for Doers	814,000	1,060,000	938,000	874,000	865,000
Software Donations*	20,802,000	25,399,000	24,028,000	23,462,000	19,963,000
Symantec Foundation	1,475,000	1,486,000	0	100,000	50,000

* We experienced a decline in software donated in FY16 due to the Veritas separation.

TechSoup: Product Donations Further Nonprofit Missions

Symantec's largest mechanism to support the nonprofit community is through product donation. Our donations allow nonprofits to focus more on their mission and worry less about the security of their information. Together with TechSoup, we donated \$20.8 million of software (retail value) to 22,796 nonprofits in FY16.

In one case, we donated software to the [Kosch-Westerman Foundation](#), which connects terminally ill children to the outside world. When a child becomes sick, their world suddenly becomes limited to what they can access from their bed. These children, however, are just as likely to be the target of hackers, stumble upon inappropriate web content or accidentally download malware as anyone else. To address these challenges, the Foundation turned to TechSoup and Symantec for help, requesting licenses of Norton Security Deluxe. Our donated product, now installed on all 50 foundation devices, provides peace of mind when the children connect virtually with their family and friends.

The Symantec-TechSoup donation program serves 55 countries worldwide. In FY16, we extended our reach by adding 11 new countries:

- Colombia
- Czech Republic
- Denmark
- Finland
- Hong Kong
- Korea
- Macau
- Norway
- Russia
- Sweden
- Taiwan

95.7 percent of nonprofit software donation recipients surveyed said Symantec product donations enabled them to better fulfill their missions.

Looking to the Future

Symantec's philanthropy is strategically tied to our business goals. We are currently working to strengthen our philanthropic programs through:

1. Identification of improved social impact metrics to ensure that our philanthropic dollars and community engagement provide a strong social return on investment.
2. Expansion of cyber security programs to close the cyber security talent gap by developing more easily replicable course curricula and creating new community partnerships to expand our reach.
3. The launch of two new initiatives to encourage employee engagement and time spent volunteering: a) a Symantec Global Service Week and b) the expansion of employee benefits allowing up to five business days (paid) each calendar year for volunteer work (Symantec Service Time).
4. Additional innovative program offerings that will help employees fit volunteering into a busy schedule. Such as virtual volunteering and micro volunteering.



Additional information:

- [Symantec's Community Investment](#)
- [Symantec's Software Donation Program](#)
- [Corporate Responsibility Volunteer Highlights From Around the World](#)
- [Corporate Responsibility Snapshot](#)

Performance Data

Operations ¹	FY16 (ended April 1, 2016)	FY15 (ended April 3, 2015)	FY14 (ended March 28, 2014)
Revenue (in millions of \$)			
Total revenue	3,600	3,956	4,183
Consumer security	1,670	1,887	2,063
Enterprise security	1,930	2,069	2,135
Revenue by Region			
Americas	59%	56%	55%
Europe, Middle East, Africa	25%	27%	27%
Asia-Pacific and Japan	16%	17%	18%
Cost of Revenue (in millions of \$)			
Total cost of revenue	615	727	791
Operating Expense (in millions of \$)			
Total operating expenses	2,528	3,075	3,248
Income Tax			
Income tax expense (in millions of \$)	1,213	-8	16
Effective income tax rate ²	309%	-8%	15%
Net Income (in millions of \$)			
Net income attributable to stockholders	2,488	878	898

¹ In August 2015, we entered into a definitive agreement to sell the assets of our information management business ("Veritas") to The Carlyle Group ("Carlyle"). The results of Veritas are presented as discontinued operations in our Consolidated Statements of Operations and thus have been excluded from continuing operations and segment results for all reported periods.

² We recorded an income tax expense on discontinued operations of \$1.1 billion, \$223 million and \$242 million for fiscal 2016, 2015 and 2014, respectively. Tax expense in fiscal 2016 was primarily driven by (1) \$1.1 billion of tax expense for providing U.S. taxes on certain undistributed foreign earnings, primarily those attributable to the sale of Veritas, and (2) \$10 million of tax expense attributable to recording valuation allowances for certain deferred tax assets.

FY16 Workforce Breakdown by Gender	Total		Female		Male		Not Declared	
Employment Contract ¹	FY16	FY15	FY16	FY15	FY16	FY15	FY16	FY15
Permanent (Employees)	11,430	19,636	3,114	5,354	8,250	14,162	66	120
Temporary (Contingent Workers)	557	507	49	39	55	37	453	431
Interns	127	135	39	41	88	94	0	0
Employment Type ²								
Full-time	11,383	19,548	3,075	5,283	8,242	14,145	66	120
Part-time	47	88	39	71	8	17	0	0
Workforce by Region ²								
Americas	5,567	9,177	1,581	2,639	3,978	6,526	8	12
Asia, Pacific, Japan (APJ)	1,266	2,738	441	905	769	1,727	56	106
Europe Middle East, and Africa (EMEA)	1,975	3,327	614	971	1,359	2,345	2	2
India	2,622	4,394	478	839	2,144	3,555	0	0
Employment Category ²								
Executive (Vice President or above)	118	167	17	29	101	138	0	0
Manager (Non-executive with direct reports)	1,809	2,823	524	810	1,282	2,009	3	4
Individual contributor (Non-executive without direct reports)	9,503	16,646	2,573	4,515	6,867	12,015	63	116
Total	11,430	19,636	3,114	5,354	8,250	14,162	66	120

Percentage of female employees ²	FY16	FY15	FY14	FY13	FY12
Company wide	27%	27%	28%	28%	28%
Americas	28%	28%	29%	29%	29%
Asia, Pacific, Japan (APJ)	35%	32%	32%	33%	32%
Europe Middle East, and Africa (EMEA)	31%	29%	29%	29%	30%
India	18%	19%	18%	18%	18%

Age Composition of Employees ²	Over 50 years old		30-50 years old		Under 30 years old		Not Declared	
Employee Categories ²	FY16	FY15	FY16	FY15	FY16	FY15	FY16	FY15
Executive (Vice President or above)	39.8%	30.5%	60.2%	68.9%	0.0%	0.0%	0.0%	0.1%
Manager (Non-executive with direct reports)	13.8%	14.9%	84.1%	83.7%	1.9%	1.3%	0.2%	0.1%
Individual contributor (Non-executive without direct reports)	8.3%	9.2%	71.6%	70.7%	19.9%	19.8%	0.2%	0.2%
Board of Directors								
Board of Directors	80.0%	88.9%	20.0%	11.1%	0.0%	0.0%	0.0%	0.0%

¹ Excludes employee transfers to Veritas in Oct 2015

² Excludes interns

FY16 Ethnic Composition of U.S. Employees ² and Board of Directors as Percentage ³	American Indian/ Alaska Native		Asian		Black/ African American		Hispanic/ Latino		Native Hawaiian/ Other Pacific Islander		Two or More Races		White		Not Specified	
	FY16	FY15	FY16	FY15	FY16	FY15	FY16	FY15	FY16	FY15	FY16	FY15	FY16	FY15	FY16	FY15
Executive (Vice President or above)	0.0%	0.0%	16.8%	13.3%	2.1%	2.3%	4.2%	1.5%	0.0%	0.0%	3.2%	3.0%	72.6%	63.7%	1.1%	16.3%
Manager (Non-executive with direct reports)	0.2%	0.3%	27.7%	23.2%	1.3%	1.7%	5.6%	5.5%	0.2%	0.3%	2.1%	1.8%	60.0%	64.1%	2.8%	3.4%
Individual contributor (Non-executive without direct reports)	0.2%	0.3%	32.7%	25.9%	2.4%	2.5%	5.0%	5.6%	0.2%	0.2%	2.0%	2.0%	55.1%	58.7%	2.5%	4.9%
Board of Directors																
Board of Directors	0.0%	0%	10%	0%	0.0%	0%	0.0%	0%	0.0%	0%	0.0%	0%	90.0%	100%	0.0%	0%

FY16 New Employee Hires ⁴	FY16	FY15
Total	3,087	3,091
New Employee Hires by Region		
Americas	1,256	1,283
APJ	446	420
EMEA	585	470
India	800	918
New Employee Hires by Gender		
Female	905	895
Male	2,178	2,160
Not Declared	4	36
New Employee Hires by Age Group		
Under 30 years old	990	1,109
30-50 years old	1,859	1,786
Over 50 years old	212	177
Not Declared	26	19

	FY16 Employee Turnover ⁵		Turnover Rate *	
	FY16	FY15	FY16	FY15 **
Voluntary	1,566	2,302	10.2%	11.7%
Involuntary	1,930	1,775	12.6%	9.0%
Total	3,496	4,077	22.8%	20.8%
Turnover by Region				
Americas	1,457	1,859	9.5%	9.5%
APJ	573	816	3.7%	4.2%
EMEA	700	657	4.6%	3.3%
India	766	745	5.0%	3.8%
Turnover by Gender				
Female	984	1,237	6.4%	6.3%
Male	2,491	2,785	16.3%	14.2%
Not Declared	21	55	0.1%	0.3%
Turnover by Age Group				
Under 30 years old	729	655	4.8%	3.3%
30-50 years old	2,413	2,899	15.8%	14.8%
Over 50 years old	344	503	2.2%	2.6%
Not Declared	10	20	0.1%	0.1%

⁵ Excludes contingent workers and interns; FY16 data excludes transfers to Veritas in Oct 2015

* Turnover rate = total terminations count/average headcount

** Restated to correct for computational error

² Excludes interns

³ U.S. data only, based on U.S. government reporting EEO-1 data

⁴ Excludes contingent workers and interns

U.S. Maternity and Paternity Leave during FY16	Total	Female	Male	Not Declared
Employees on maternity or paternity leave at some time during FY16	465	222	243	0
Total number of employees who returned from maternity or paternity leave during FY15 and are still employed 12 months after their return	412	176	236	0
FY15 employees who returned to work after maternity or paternity leave ended	623	286	337	0
FY15 Retention Rate	1	62%	70%	0

Our People	FY16 (ended April 1, 2016)	FY15 (ended April 3, 2015)	FY14 (ended March 28, 2014)	FY13 (ended March 30, 2013)	FY12 (ended March 31, 2012)
Percent of workforce unionized	0.76%	1.12%	1.25%	1.39%	1.96%

Training and Development

Total Learning Excellence Credits (LEC) earned	238,065	346,760	433,299	586,676	647,243
Average number of LECs per employee	15.52	18.70	20.85	28.41	31.57

Health & Safety (U.S. Sites) ⁵

Total injury and illnesses	14	33	74	81	49
Lost work days	94	255	213	153	197
Fatalities	0	0	0	1*	0

⁵ Accident and injury statistics are provided for the United States only, as global statistics are not currently available.

Your Information	FY16 (ended April 1, 2016)	FY15 (ended April 3, 2015)	FY14 (ended March 28, 2014)	FY13 (ended March 30, 2013)	FY12 (ended March 31, 2012)
Total number of worldwide granted patents (approximately)	2,124	3,303	2,705	2,225	1,768
Employees trained on Global Privacy Policy ¹	New hires	All new hires + 20% of existing population	94%	92%	77%
Employees trained on Global Security	95%	84%	-	-	-
# of mobile vulnerabilities discovered	528	168	127	415	315
# of grants to fight cybercrime & support online safety	26	28	28	30	23
Value of grants to fight cybercrime & online safety grants (\$) ²	\$2,585,900	2,158,000	790,000	730,000	646,000

¹ During FY15, Symantec selected a new provider for code of conduct training and, because of on-boarding activities, could not enroll the whole population before the end of the fiscal year. In the meantime, all new hires received privacy training and targeted privacy training was delivered to higher risk employees, representing about 20% of the overall workforce. A privacy training module was added to Symantec's Code of Conduct training in FY14. The FY14 figure represents the percentage of employees who completed the online Code of Conduct training course globally.

² Philanthropic dollars contributed to cybercrime & support online safety are inclusive of total philanthropic giving figures reported.

World Data from Symantec's Security Threat Report	Calendar year 2015	Calendar year 2014	Calendar year 2013	Calendar year 2012	Calendar year 2011
Total breaches	318	312	253	156	208
Total identities exposed	429M	348M	552M	93M	232M
Breaches with >10M identities exposed	9	4	8	1	5
Web attacks blocked per day	1.1M	496,657	568,700	464,100	190,000
Spear-phishing email campaigns	1,305	841	779	408	165

The World	FY16 (ended March 31, 2016) ⁵	FY15 (ended March 31, 2015)	FY14 (ended March 31, 2014)	FY13 (ended March 31, 2013)	FY12 (ended March 31, 2012)
LEED/ENERGY STAR					
LEED certified buildings	15	18	22	20	18
ENERGY STAR certified buildings (United States)	3	2	2	12	11
Greenhouse Gas Emissions ¹					
Total absolute emissions (thousands of metric tons of CO ₂ e) ²	155	157	244	238	245
Scope 1 (natural gas, diesel, propane, refrigerants, gasoline)	4	5	9	8	8
Scope 2 market-based (electricity and heating)	115	119			
Scope 2 location-based (electricity and heating)	103	110	153	157	157
Scope 3 (air travel and rental cars)	36	32	83	73	80
Total normalized emissions (metric tons of CO ₂ e per million dollars of revenue)	43	40	36	35	36
Emission intensity - Scope 1	1	1	1	1	1
Emission intensity - Scope 2 market-based	32	30	23	23	23
Emission intensity - Scope 3	10	8	12	11	12
Energy Consumption (gigajoules) ¹					
Total energy consumption	1,365,965	1,327,606	1,890,447	1,783,881	1,862,014
Scope 1 (natural gas, diesel, propane, gasoline, onsite solar)	61,392	70,279	108,666	100,692	90,418
Scope 2 (electricity and heating)	781,061	786,073	1,023,955	1,028,887	1,037,804
Scope 3 (air travel and rental cars)	523,512	471,254	757,826	654,302	733,792
Energy intensity (all scopes per million dollars of revenue)	379	336	283	258	277
Waste Management (metric tons) ³					
Total	1,158	1,105			
Landfill	539 (47%)	380 (34%)			
Recycling	579 (50%)	600 (54%)			
Recovery (energy from waste)	40 (3%)	125 (11%)			
Water ⁴					
Water consumption (thousand m3 per year)	442	513	351	405	273
Water intensity (m3 per million dollars of revenue)	123	130	53	59	41

¹ Symantec's emission figures are calculated and updated in accordance with the WRI and WBCSD GHG Protocol, to account for change in the data, inventory boundary, methods, or any other relevant factors.

² To align with the WRI/WBCSD Greenhouse Gas Protocol Scope 2 Guidance published in 2015, Symantec has calculated and will be reporting market-based and location-based Scope 2 values from the greenhouse gas reduction goal base year of FY2015 and forward. The total absolute and normalized emissions include Scope 2 market-based values.

³ For FY15 we have data available for a small number of our global sites, representing 41% of our total global square footage, and including our headquarters in Mountain View, California. For FY16, the waste data represents 47% of our total global square footage, including our headquarters in Mountain View, California.

⁴ Water consumption data was compiled from Symantec's owned or long leased facilities (where Symantec has operational control of the water utility bill) worldwide. The FY13-FY15 data has been verified (limited assurance) by a third party vendor. Starting in FY15, the water consumption data includes estimates for sites for which actual water consumption data is not available. Data for previous years only included water directly purchased by Symantec.

⁵ As the Veritas business divested from Symantec during FY2016, our FY2016 values exclude the Veritas business. The reported FY2015 data also exclude the Veritas business as we completed a baseline year adjustment as part of our recent greenhouse gas reduction goal setting effort. We have not recalculated historical years prior to the GHG goal baseline year; thus, FY2012-FY2014 values include the Veritas business.

The World (continued)	FY16 (ended March 31, 2016) ⁵	FY15 (ended March 31, 2015)	FY14 (ended March 31, 2014)	FY13 (ended March 31, 2013)	FY12 (ended March 31, 2012)
Environmental Fines					
Number of environmental fines	0	0			
Amount of environmental fines	0	0			
Philanthropic Giving (in thousands of \$)					
Total giving	26,726	31,753	29,151	27,836	24,175
Symantec Foundation	1,475	1,486	-	100	50
Grants and sponsorships	3,635	3,808	4,185	3,400	3,297
Matching gifts, Dollars for Doers	814	1,060	938	874	865
Software donations (retail value of licenses)	20,802	25,399	24,028	23,462	19,963
Licenses donated	436,828	471,575	441,046	399,126	333,320
Employee Contributions					
Employee giving (\$)	592,440	621,739	781,143	919,377	791,714
Volunteer hours	28,782	29,983	31,073	25,819	18,379

Grants by focus area	FY16 (ended March 31, 2016)	FY15 (ended March 31, 2015)	FY14 (ended March 31, 2014)
Diversity	15%	16%	18%
Education	60%	51%	43%
Environment	4%	9%	6%
Online safety	13%	18%	24%
Miscellaneous	8%	7%	9%

Global Reporting Initiative and United Nations Global Compact Index

GENERAL STANDARD DISCLOSURES					
Indicator	Description	Cross-Reference or Answer	Additional Information	UNGC Cross-Reference	Additional Information
Strategy and Analysis					
G4-1	CEO Statement	CEO Letter		Advanced Criterion 17 Advanced Criterion 19	Support of the United Nations Global Compact
Organizational Profile					
G4-3	Name of the organization.	Symantec Corporation			
G4-4	Primary brands, products, and services.	Company Profile Business Overview 2015 10-K, pp. 5-7			
G4-5	Location of the organization's headquarters.	Mountain View, California			
G4-6	Number of countries where the organization operates, and names of countries where either the organization has significant operations.	Operations in more than 35 countries. 2015 Form 10-K, p. 4			
G4-7	Nature of ownership and legal form.	2015 Form 10-K, p. 4			
G4-8	Markets served.	2015 Form 10-K, pp. 4, 6-8, 31			
G4-9	Scale of the organization.	Performance Tables, pp. 1-2 2015 Form 10-K, pp. 4, 6-8, 43-44			
G4-10	Workforce information.	Performance Tables, p. 2	Symantec's work is not performed by a substantial number of independent contractors or supervised workers. There is no significant variation in Symantec's employment numbers during the year.		
G4-11	Percentage of total employees covered by collective bargaining agreements.	Performance Tables, p. 4	We support employees rights to freedom of association through collective bargaining agreements and/or works councils.	Advanced Criterion 8	
G4-12	Organization's supply chain.	Energy and Greenhouse Gas (GHG) Emissions and Supply Chain Supply Chain Responsibility	Symantec's global supply chain includes procurement, travel, manufacturing and logistics. Each region (Europe, Middle East and Africa; Asia Pacific and Japan, and Americas) manages end-to-end supply chain processes for their region. All manufacturing and logistics are outsourced to partners in the region. In total, Symantec has 22 Tier 1 (major) manufacturing/logistic suppliers.	Advanced Criterion 2	Symantec's Global Supplier Code of Conduct
G4-13	Significant changes during the reporting period regarding the organization's size, structure, ownership, or supply chain.	2015 Form 10-K, pp. 4-8	With the company split, Symantec no longer provides Appliances. The supply chain infrastructure for this has gone to Veritas. Additionally, effective in 2016, Norton products for the US market will not be produced in the US. They will be produced in APJ and shipped to the United States for fulfillment. This will have an impact on our carbon footprint.	Advanced Criterion 2	

Indicator	Description	Cross-Reference or Answer	Additional Information	UNGC Cross-Reference	Additional Information
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	See explanation.	<p>The precautionary principle is not applied specifically across the organization, nor in the development and introduction of new products. Symantec uses a model similar to the Precautionary Principle for risk management with regard to business continuity. Our Enterprise Resilience team determines the impact likelihood of each threat occurring and conducts exercises to ensure full understanding of possible impact. This allows us to determine and report any unacceptable single points of failure.</p> <p>Formula used to determine risk: risk value = threat impact x threat probability.</p>		
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	See explanation.	<p>Symantec joined the UN Global Compact as a signatory and member in 2006. We are a participant in the Global Compact LEAD initiative, a platform for corporate sustainability leadership. As part of this commitment, we pledged to implement the blueprint for corporate sustainability leadership and to share our experience with other companies, the UN Global Compact Networks, and other initiatives.</p> <p>We also are proud to be a founding signatory of the Women's Empowerment Principles (WEP). This partnership initiative of UN Women and UN Global Compact provides a set of considerations to help the private sector focus on key elements integral to promoting gender equality.</p>	Advanced Criterion 18	

Trade and Industry Associations

- The Software Alliance (BSA)
- American Chamber of Commerce to the European Union (AMCHAM EU)
- Canadian American Business Council (CABC)
- European Internet Foundation
- EURIM
- Digital Policy Alliance Family Online Safety Institute (FOSI)
- Information Technology Industry Council (ITI)
- Information Technology Association of Canada (ITAC) TechAmerica
- TechNet
- U.S. Chamber of Commerce
- U.S.-India Business Council
- U.S. Information Technology Office (USITO)
- Online Trust Alliance
- Software Assurance Forum for Excellence in Code (SAFECode)

Environmental/Climate Change Policy

- Business for Innovative Climate & Energy Policy (BICEP)
- Silicon Valley Leadership Group

Diversity and Gender Organizations

- Anita Borg Institute
- Catalyst
- Center for Talent Innovation
- Executive Women's Forum
- International Labor Organization Global Business and Disability Network
- Invent Your Future
- Human Rights Campaign
- National Center for Women & Information Technology (NCWIT)
- U.S. Business Leadership Network (USBLN)

Cybercrime Prevention

- National Cyber-Forensics & Training Alliance (NCFTA)
- National White Collar Crime Center (NW3C)
- National Cyber Security Alliance (NCSA)
- Society for the Policing of Cyberspace (POLCYB)

Advanced Criterion 18

Identified Material Aspects and Boundaries

G4-17	<p>a. List all entities included in the organization's consolidated financial statements or equivalent documents.</p> <p>b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.</p>	2015 Form 10-K p. 1
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Indicator	Description	Cross-Reference or Answer	Additional Information	UNGC Cross-Reference	Additional Information
G4-18	a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	Our Commitment to Corporate Responsibility			
G4-19	Material Aspects identified in the process for defining report content.	See explanation.	GRI G4 Aspects related to Symantec Priority Issues include: Employment Economic Performance Diversity and Equal Opportunity Training and Education Energy Emissions Product and Service Labeling Customer Privacy Marketing Communications		
G4-20	For each material Aspect, report the Aspect Boundary within the organization.	GRI/UN Global Compact Index; Aspects and Aspect Boundary Table			
G4-21	For each material Aspect, report the Aspect Boundary outside the organization.	GRI/UN Global Compact Index; Aspects and Aspect Boundary Table	All material Aspects outside of the organization are relevant across our global operations	Advanced Criterion 2	2014 Corporate Responsibility Report, p. 13
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	See explanation.	FY15 Energy and GHG data was restated to reflect separation from Veritas. FY15 Human Resources data was restated to correct a computational error and FY16 HR data excludes transfers to Veritas in October 2015.		
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	See explanation.	In 2016, Symantec conducted a new priority issues assessment. Based on the results, the following Aspects are considered material for Symantec's application of the GRI G4 Guidelines: Product and Service Labeling, Customer Privacy, and Marketing Communications.		
Stakeholder Engagement					
G4-24	List of stakeholder groups engaged by the organization.	Stakeholder Engagement Our Commitment to Corporate Responsibility		Advanced Criterion 21	
G4-25	Basis for identification and selection of stakeholders with whom to engage.	Our Commitment to Corporate Responsibility		Advanced Criterion 21	
G4-26	Organization's approach to stakeholder engagement.	Our Commitment to Corporate Responsibility		Advanced Criterion 21	
G4-27	Key topics and concerns that have been raised through stakeholder engagement.	Our Commitment to Corporate Responsibility		Advanced Criterion 21	
Report Profile					
G4-28	Reporting period for information provided.	Data in this report reflect Symantec's global operations and correspond to Symantec's fiscal year ending April 1, 2016.		Time period covered by COP	
G4-29	Date of most recent previous report.	Our most recent Communication on Progress (COP) was published in September 2015. Our last full report was published for FY14 in October 2014.			

Indicator	Description	Cross-Reference or Answer	Additional Information	UNGC Cross-Reference	Additional Information
G4-30	Reporting cycle (such as annual, biennial).	Symantec publishes a full corporate responsibility report every two years and a UN Global Compact Communication on Progress each year.			
G4-31	Contact point for questions regarding the report or its contents.	We welcome your comments and questions about this report and our corporate responsibility efforts. Please email us at cr@symantec.com .			
G4-32	GRI Content Index.	This report is developed in accordance with the GRI G4 Core Guidelines.		COP incorporates high standards of transparency and disclosure ("In accordance - core" with GRI G4)	
G4-33	Organization's policy and current practice with regard to seeking external assurance for the report.	Although we do not seek full assurance for our reporting, we have externally assured the company's greenhouse gas emissions figures for FY16 with a global audit covering Scope 1, 2, and 3 emissions.		How is accuracy and completeness of information in your COP assessed by a credible third party?	
Governance					
G4-34	Governance structure of the organization, including committees of the highest governance body.	Proxy Statement pp. 4-12 Charter of the Nominating and Governance Committee of the Board of Directors Corporate Governance	The Nominating and Governance Committee bears primary responsibility for corporate responsibility issues. It receives regular briefings on Symantec's corporate responsibility objectives and performance, and oversees the company's compliance with legal requirements and ethical standards.	Advanced Criterion 1 Advanced Criterion 20	
Ethics and Integrity					
G4-56	Describe the organization's values, principles, standards and norms of behavior, such as codes of conduct and codes of ethics.	Code of Conduct Talent and Culture		Advanced Criterion 14 Advanced Criterion 15	Business Values and contributions to UN goals and issues

SPECIFIC STANDARD DISCLOSURES: Aspects and Aspect Boundaries				
Material Aspects	DMA Cross-Reference	Material within the organization or external? (G4-20, G4-21)	Relevant External Entities (G4-21)	UNGC Cross-Reference
Economic				
Economic Performance	2015 Form 10-K, pp. 8-20, 43-47, 67-68 2016 Climate Change CDP, CC5-6 CEO Letter	Both	Communities Customers Governments & regulators Investors Suppliers	
Environmental				
Energy	Environmental Policy Statement	Both	Communities Customers Governments & regulators Investors Suppliers	Advanced Criterion 9 Advanced Criterion 10
Emissions	Environmental Policy Statement 2016 Climate Change CDP, CC71-8.5, 9, 10, 12, 14	Both	Communities Customers Governments & regulators Investors Suppliers	Advanced Criterion 9 Advanced Criterion 10
Social - Labor Practices and Decent Work				
Employment	Code of Conduct Human Rights Policy	Within		Advanced Criterion 6 Advanced Criterion 7
Training and Education	Talent and Culture Performance Tables	Within		Advanced Criterion 6 Advanced Criterion 7
Diversity and Equal Opportunity	Human Rights Policy	Within		Advanced Criterion 6 Advanced Criterion 7
Social - Product Responsibility				
Product and Service Labeling	Customer Satisfaction	Both	Customers Governments & regulators	
Marketing Communications	2015 Form 10-K, p. 7	Both	Customers Governments & regulators	
Customer Privacy	Customer Satisfaction	Both	Customers Governments & regulators	
Additional Aspects				
Social - Society				
Anti-corruption	Code of Conduct Conflict Mineral Policy Symantec's EthicsLine			Advanced Criterion 12 Advanced Criterion 13
Social - Human Rights				
Human Rights	Human Rights Policy Corporate Responsibility Policies Conflict Minerals Policy Symantec's EthicsLine			Advanced Criterion 3 Advanced Criterion 4

Shaded boxes are additional indicators not related to material GRI G4 Aspects.

SPECIFIC STANDARD DISCLOSURES: Indicators

Material Aspects	Indicator	Indicator Description	Indicator Cross-Reference	Explanations or Omissions	UNGC Cross-Reference	Additional Information
Economic						
Economic Performance	G4-EC1	Direct economic value generated and distributed.	Performance Tables, p. 1 2015 Form 10-K, pp. 31, 43-47, 68		Advanced Criterion 16	Community Investments
Economic Performance	G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	2016 Climate Change CDP, CC5.1, 6.1			
Environmental						
Energy	G4-EN3	Energy consumption within the organization.	Performance Tables, p. 5 2016 Climate Change CDP, CC11		Advanced Criterion 11	
Energy	G4-EN4	Energy consumption outside of the organization.	Performance Tables, p. 5 2016 Climate Change CDP, CC14	Includes energy from business travel. Symantec's calculations are based on the WEI/WBCSD GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard.	Advanced Criterion 11	
Energy	G4-EN5	Energy intensity.	Performance Tables, p. 5		Advanced Criterion 11	
Energy	G4-EN6	Reduction of energy consumption.	Performance Tables, p. 5 2016 Climate Change CDP, CC3.3, 12		Advanced Criterion 11	
Emissions	G4-EN15	Direct greenhouse gas emissions (scope 1).	Performance Tables, p. 5 2016 Climate Change CDP, CC7.1-8.5, 8.9, 9	Symantec's emission figures are calculated, in accordance with the WRI and the WBCSD GHG Protocol, to account for change in the data, inventory boundary, methods, or any other relevant factors.	Advanced Criterion 11	
Emissions	G4-EN16	Energy indirect greenhouse gas emissions (scope 2).	Performance Tables, p. 5 2016 Climate Change CDP, CC7.1-7.4, 10	Symantec's emission figures are calculated, in accordance with the WRI and the WBCSD GHG Protocol, to account for change in the data, inventory boundary, methods, or any other relevant factors.	Advanced Criterion 11	
Emissions	G4-EN17	Other indirect greenhouse gas emissions (scope 3).	Performance Tables, p. 5 2016 Climate Change CDP, CC14	Symantec's emission figures are calculated, in accordance with the WRI and the WBCSD GHG Protocol, to account for change in the data, inventory boundary, methods, or any other relevant factors.	Advanced Criterion 11	
Emissions	G4-EN18	Greenhouse gas emissions intensity.	Performance Tables, p. 5 2016 Climate Change CDP, CC12.2-12.3		Advanced Criterion 11	
Emissions	G4-EN19	Reduction of greenhouse gas emissions.	Energy and Greenhouse Gas (GHG) Emissions and Supply Chain Performance Tables, p. 5 2016 Climate Change CDP, CC3.3, 12		Advanced Criterion 11	

SPECIFIC STANDARD DISCLOSURES: Indicators						
Material Aspects	Indicator	Indicator Description	Indicator Cross-Reference	Explanations or Omissions	UNGC Cross-Reference	Additional Information
Social - Labor Practices and Decent Work						
Employment	G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender, and region.	Performance Tables, p. 3		Advanced Criterion 8	
Employment	G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.	Employee Benefits and Perks	<p>Employees actively working at least twenty (20) hours per week are eligible to participate in Symantec's Benefit Programs. Employees who actively work less than 20 hours per week are only eligible to participate in our paid time off and holiday pay program at a pro-rated rate.</p> <ul style="list-style-type: none"> - Life insurance - Health care - Disability - Leaves of Absence - Retirement - EAP - Wellness 		
Employment	G4-LA3	See explanation.	Performance Tables, p. 4		Advanced Criterion 8	
Training and Education	G4-LA9	Average hours of training per year per employee by gender, and by employee category.	Performance Tables, p. 4		Advanced Criterion 8	
Training and Education	G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Talent and Culture			
Training and Education	G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category.	Performance Tables, p. 4		Advanced Criterion 8	
Diversity and Equal Opportunity	G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	<p>Performance Tables, p. 3</p> <p>Management Team</p> <p>Committee Composition</p>		<p>Advanced Criterion 8</p> <p>Advanced Criterion 15</p> <p>Advanced Criterion 18</p>	Philanthropy and Community Engagement

SPECIFIC STANDARD DISCLOSURES: Indicators						
Material Aspects	Indicator	Indicator Description	Indicator Cross-Reference	Explanations or Omissions	UNGC Cross-Reference	Additional Information
Social - Human Rights						
Investment	G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	See explanation.	Zero. In FY16 Symantec changed its Code of Conduct vendor. Human Rights training was not included in the new training. This was an oversight that will be corrected during FY17.	Advanced Criterion 5	
Supplier Human Rights Assessment	G4-HR10	Percentage of new suppliers that were screened using human rights criteria.	See explanation.	None of our T1 Product suppliers was screened via a questionnaire/audit for human rights criteria. However, all new T1 Product Suppliers are requested to comply with Symantec's Environmental and CR requirements and sign our Agreement. They then complete the self-assessment questionnaire (SAQ) on EICC-On and share their information with Symantec. Some of the SAQ is in relation to human rights.	Advanced Criterion 2 Advanced Criterion 5	
Supplier Human Rights Assessment	G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken.	See explanation.	<p>Symantec is a member of the EICC. In 2015/2016 we rolled out the EICC code of conduct to our T1 Product Suppliers and requested they complete the EICC-ON questionnaire. The results indicate who are our High, Medium and Low risk suppliers. We worked with the suppliers on their results and outlined our expectations for them to improve the results. Symantec also conducted our Conflict Mineral process with T1 Product Suppliers. In 2015:</p> <ul style="list-style-type: none"> • 50% of in-scope suppliers who responded provide products that do not contain Conflict Minerals. • 50% of in-scope suppliers who responded provide products that contain one or more Conflict Minerals • Of the in-scope suppliers that provide products that contain one or more Conflict Minerals, 67% report that the smelters and refiners in their supply chain source from the Covered Countries, and 33% report that the smelters and refiners in their supply chain do not source from the Covered Countries. All results and expectations were shared with Suppliers. <p>Looking ahead, we are currently working on a process to send a Human trafficking questionnaire to all T1 Product Suppliers.</p>	Advanced Criterion 5	

Shaded boxes are additional indicators not related to material GRI G4 Aspects.

SPECIFIC STANDARD DISCLOSURES: Indicators						
Material Aspects	Indicator	Indicator Description	Indicator Cross-Reference	Explanations or Omissions	UNGC Cross-Reference	Additional Information
Social - Society						
Anti-corruption	G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	See explanation.	Six out of 18, or 33 percent of internal audits conducted in FY16 assessed risks related to corruption.	Advanced Criterion 14	
Anti-corruption	G4-SO4	Communication and training on anti-corruption policies and procedures.	See explanation.	Anti-corruption is a key topic within our mandatory annual Code of Conduct training. Additionally, we have done in-person training in all regions between FY15 (LAMC) and FY16 (APJ, EMEA, NAM). Anti-corruption has been addressed in our quarterly all employee ethics and privacy newsletter. We also featured a SymInfo article highlighting UN Anti-Corruption Day in December (image available).	Advanced Criterion 14	
Anti-corruption	G4-SO5	Confirmed incidents of corruption and action taken.	None.		Advanced Criterion 14	
Social - Product Responsibility						
Product and Service Labeling	G4-PR5	Results of surveys measuring customer satisfaction.	Customer Satisfaction			
Marketing Communications	G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	None.			
Customer Privacy	G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	See explanation.	There was one complaint of breaches of customers privacy/data loss in FY16.		Details are confidential.

Shaded boxes are additional indicators not related to material GRI G4 Aspects.