

# For a Safer Tomorrow

2019 Corporate Responsibility Report



# About Symantec

Symantec Corporation (NASDAQ: SYMC), the world's leading cyber safety company, helps organizations, governments, and people secure their most important data wherever it lives. Organizations across the world look to Symantec for strategic, integrated solutions to defend against sophisticated attacks across endpoints, networks, applications, and clouds. In addition, more than 50 million people and families rely on Symantec's Norton and LifeLock products to protect their digital lives at home and across their devices. Symantec operates one of the world's largest civilian cyber intelligence networks, allowing it to see and protect against the most advanced threats.



## SYMANTEC AT A GLANCE

Founded in 1982;  
IPO in 1989

Headquartered in  
Mountain View,  
California

Approximately 12,000  
employees worldwide

Operations in more  
than 45 countries

More than 2,300  
patents granted  
worldwide

Close to US\$5 billion  
in revenues  
(fiscal year 2019)

## Corporate Responsibility Recognition

MEMBER OF  
**Dow Jones  
Sustainability Indices**  
In Collaboration with RobecoSAM

**2019 Dow Jones Sustainability  
Indices** (North America and World),  
member for 13 consecutive years



**Human Rights Campaign  
Foundation** 2019 Best Places to  
Work for LGBTQ Equality, awarded  
11 consecutive years



**Points of Light Foundation** Civic  
50 list of most community-minded  
companies in America, awarded five  
consecutive years



**Just Capital** 2019 The Just 100 list  
of America's most just companies,  
awarded three consecutive years



**FTSE4Good**  
**2019 FTSE4Good Global Index**,  
member for 13 consecutive years



**Corporate Responsibility Magazine**  
2018 100 Best Corporate Citizens,  
awarded five consecutive years

# Message from the EVP, General Counsel and Secretary



Symantec has a legacy founded on innovation. Since 1982, we have made it our business and our purpose to help people, businesses, and governments safeguard and manage their information.

Over the past four decades, we have seen an incredible transformation in the way data is consumed and stored across the digital universe—a world without borders. Throughout every chapter of our story, we have blazed a trail, driven by our mission and passion for our customers. It's a journey that has led us to be the best in the market and the name people look to when they think of "cyber security".

Our story continues to evolve. In 2019, we [announced](#) our intention to sell our Enterprise assets to Broadcom so that we could become a pureplay consumer security company.

During this transition, we continued to enhance and expand our product and services portfolio. We completed several acquisitions during the fiscal year, consistent with our strategy of acquiring companies with complementary technology to enhance our products, services, and solutions.

Despite this change to our business model, our mission to make the world a safer place through our products, services, and business efforts is the same, and our commitment to corporate responsibility (CR) remains unchanged.

Symantec continues to support the United Nations Global Compact's ten principles related to human rights, labor, environment, and anti-corruption. As we push the boundaries in engineering to develop innovative and advanced technologies, we continue to invest in projects that align with our business objectives, our culture, and our mission.

Highlights of our work in 2019 include:

- **Meeting ambitious greenhouse gas (GHG) emissions reduction goals:** In 2016, we set a goal to reduce GHGs from our offices, data centers, and small vehicle fleet (otherwise known as scope 1 and 2 emissions) by 30 percent by 2025. By focusing investments on energy conservation and more efficient use of space, Symantec achieved a 32 percent reduction by FY18, surpassing our goal seven years early, with a further eighteen percent reduction in FY19.
- **Finding collaborative solutions to real-life challenges:** We developed an open platform—[Integrated Cyber Defense](#)—that integrates all of our different types of security solutions into a single framework. This platform drives down the cost and complexity of a full-scale cyber security program while continuing to protect enterprises against sophisticated threats.
- **Emphasizing diversity in our human capital strategy:** In order to gain access to a more diverse candidate pool, we needed to move beyond traditional hiring strategies. In FY19, we worked to develop gender-neutral job descriptions to better ensure hiring decisions are based solely on skills and experience. As candidates advance through the recruitment process, interviews are conducted by more diverse Symantec panels. These panels are made up of employees and hiring managers that have undergone conscious inclusion training.

Developing and publishing our annual corporate responsibility report provides a valuable time for reflection. We've come a long way since we started our corporate responsibility journey in 2005, and we've partnered with many people and organizations along the way. We are proud of the positive impact our employees and products have had on our communities and appreciate the support and commitment from all our stakeholders.

**Scott Taylor**

# Our Commitment to Corporate Responsibility

We consider the security of information central to our corporate responsibility approach. We believe that integrating responsibility into every aspect of our business helps us achieve our company mission.

**Our commitment is organized into three pillars:**



## THE WORLD

includes the environment, community engagement, philanthropy, and human rights.



## YOUR INFORMATION

includes information security, privacy, and the social impact of technology.



## OUR PEOPLE

includes culture, inclusion, talent, and diversity.

## Supporting global priorities

As a signatory to the United Nations (UN) Global Compact since 2006, we continue to support their ten principles and maintain active membership in the UN Global Compact Network USA.

We also support the UN Sustainable Development Goals (SDGs). The SDGs represent a unique opportunity to align our core business capabilities with society's most pressing needs. In this report, we provide metrics and case studies to quantify and illustrate our impact and contributions to the following SDGs:



Read more about the SDGs: <https://sustainabledevelopment.un.org/sdgs>

# Confirming Our Strategic Focus

Symantec undertakes a formal materiality analysis every three years to determine our priority corporate responsibility issues. These issues reflect the topics of highest concern to Symantec and its stakeholders and guide our corporate responsibility strategy and disclosures.

The materiality process is based on the Global Reporting Initiative's (GRI) Principles for Defining Report Content, and we were one of the first companies to conduct a materiality assessment in 2008. Since then, working in partnership with FrameworkESG, we have completed several rounds of formal updates, most recently in 2018.

Each year we review our priority issues with key stakeholders and cover all priority issues identified through our analysis in significant detail in this report. We also discuss additional topics that we've identified as having a high level of importance to either external stakeholders or Symantec itself ("Important Issues").

## Symantec Priority Issues Matrix



### Priority Issues:

**Information Security and Privacy:** Protection of Symantec, customer, and employee data; appropriate use of data and technology.

**Culture and Inclusion:** Employee satisfaction; cultivation of an inclusive work environment.

**Talent and Diversity:** Recruiting and retaining top talent; career development; employee, management, and Board diversity.

### Important Issues:

**Climate Impacts:** Energy efficiency, GHG emissions, clean and renewable energy, and climate policy advocacy.

**Community Engagement:** Impact-driven planning with nonprofit organizations; employee volunteerism to address community needs.

**Social Impact of Technology:** Impacts related to, and public perception of, Symantec's technological advancements; societal effects of evolving technology.



THE WORLD

# Community Engagement

At Symantec, we invest strategically to contribute to the communities where we live and work. We amplify our impact and accelerate progress by partnering with high-impact nonprofit organizations and leveraging employee expertise. Our philanthropic focus areas are aligned to our business priorities and include STEM (Science, Technology, Engineering, Mathematics) education, emphasizing computer science and cyber security skills, diversity, online safety, and environmental responsibility.

## Bridging the diversity and talent gaps in technology

As a cyber security company, Symantec is uniquely positioned to lead an effort to close the industry workforce shortage with diverse, well-trained talent. Now in its sixth year, the [Symantec Cyber Career Connection \(Symantec C3\)](#) program combines classroom-based training with meaningful hands-on internship experience and job placement support for underrepresented minorities, women, and veterans.

Together with leading educational development nonprofits Year Up and NPower, Symantec C3 graduates leave the program prepared to step into entry-level cyber security jobs. Since 2014, 1,239 students have entered the training program with 84 percent of graduates working or attending postsecondary education after six months.

## Our employees made Global Service Week FY19 the largest and most impactful to date

2,100 employees

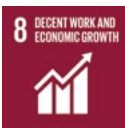
9,579 volunteer hours

19 countries

138 team events

\$65,345 donated

390 charities supported



## SDG Target 8.5:

*By FY2030, achieve full and productive employment and decent work for all women and men, including young people and persons with disabilities, and equal pay for work of equal value.*

## In FY19, we:

- Expanded the program internally by hosting our first Symantec C3 interns in our Tempe, Arizona office.

## Mobilizing employee time and talents

We are committed to building a culture that enables our employees to contribute to the causes they care about. One way we honor that commitment is through our annual Global Service Week (GSW), a full week in which employees join together to improve our global communities through volunteerism.

This year we held the third annual GSW, and in just one week, more than 2,100 employees in 19 countries logged 9,579 volunteer hours. Our employees made an incredible impact in their communities and we have more than doubled employee volunteer hours during this week in just three years. We set a goal to reach an average of four volunteer hours per employee by the end of FY20. In the last year, we increased our volunteer hours per employee by 17 percent (from 3 hours in FY18 to 3.5 hours in FY19). We attribute this improvement to the passion and commitment of our employees.

We also cultivate a culture of volunteer service through our Symantec Service Time program, which grants each employee 40 paid hours a year to volunteer during work hours. Corporate responsibility at Symantec supports both our community and business goals, and we'll continue to connect our business values to the needs of the communities where we live and work.



*Singapore employees volunteer to help children assemble solar powered lights for remote, off-the-grid communities all over the world, in partnership with [SolarBuddy](#)*



# Community Engagement

## Helping foster youth protect and restore their identities

Young people in foster care face a range of unique risks when it comes to identity theft and cyber safety due in part to the abundance of people with access to their personal information. Through the [Fostering a Secure Tomorrow \(FAST\)](#) program, launched in March 2018, Symantec donates easy-to-use Norton security software to help keep foster kids' identifiable information safe.

By leveraging our employees' expertise, we're also providing free in-person training, workshops, webinars, and online resources to help change behaviors that make foster youth vulnerable. For young people participating in our program whose identities have been compromised, LifeLock identity restoration services are provided free of charge.

Statistics on identity theft among foster youth are rare and poorly tracked among most regions. In FY19, we partnered with the [Identity Theft Resource Center](#) to conduct a [trend analysis](#) of foster youth age 14 and older in the United States, to better understand the impact of identity theft on foster youth. This analysis found that 65 percent of respondents did not have access to their credit reports while in foster care and 78 percent were not confident in their ability to understand their credit report.



**Tess Hetzel**  
Corporate Responsibility Manager

### How is Symantec engaging legislators to protect foster youth?

Government agencies have a lot of oversight on how children in foster care spend their days and what information they have access to.

We feel strongly that good digital hygiene is a vital skill for foster youth to learn and are working with government agencies to incorporate cyber safety into the work they already do. We're educating lawmakers on foster youth identity theft and advocating for strong policies that protect foster youth, as well as those who have recently aged out of the foster system.



### SDG Target 4.4:

*By FY2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs, and entrepreneurship.*

#### In FY19, we:

- Launched FAST pilot phase in three communities: the San Francisco Bay Area and San Diego, California and Tempe, Arizona;
- Provided partners with tools, resources, and educational training; and
- Trained over 330 foster youth, families, and nonprofit professionals.

*"The FAST Program is helping change the way our Guardian Scholars (former foster youth) protect their online presence and it's providing them the support and resources needed should a threat occur, before it's too late."*

- Rashida Elimu, Supervisor at the Guardian Scholars Program, committed to helping current and former foster youth complete their educational goals.



### What's next for FAST?

During the pilot phase of the program we established partnerships in three geographical areas — the San Francisco Bay Area, San Diego, California, and Tempe, Arizona. As we begin Phase One, we look forward to using our products and resources to assist foster youth and families in these areas.



*The [Identity Theft Resource Center](#) and Symantec conducted an [analysis](#) to better understand identity theft's impact on foster youth.*

# Climate Impacts

A focus on the environment not only supports Symantec's business objectives, it also contributes to the urgent action needed to combat global climate change. In addition to setting aggressive company goals to reduce our environmental impacts, we work with our employees, suppliers, and external partners to reduce our energy use and greenhouse gas (GHG) emissions and support the transition to a low-carbon future.

## Setting new science-based targets

After achieving our FY15–FY25 GHG emissions reduction goal seven years early, we built on our success and worked with the Anthesis Group to set three new science-based GHG emissions reduction goals. We participated in the Science Based Targets initiative, which approved our new targets, listed below, against their stringent criteria:

- Reduce absolute scope 1 and 2 GHG emissions 30 percent by FY33 from a FY18 base-year.
- Reduce scope 3 emissions from business travel, employee commuting, and fuel and energy related activities by 23 percent over the same timeframe; and
- 85 percent of Symantec suppliers by spend will set science-based targets by FY23.

In FY19, we reduced global GHG emissions by 18 percent. This strong start stems from office space consolidation, energy conservation projects, and migrating our data center operations to a more efficient cloud-based IT environment. At Symantec's Pune site in India, for example, we achieved a five percent reduction in electricity consumption in FY19. This reduction—equivalent to over 1,000 metric tons of carbon dioxide (CO<sub>2</sub>)—was delivered as a direct result of the site's recent energy-efficiency projects, which include consolidating lab space, reducing the number of power sources needed for servers, and upgrading the air conditioning system.



### Robert Vandling

Global Energy Manager for Cushman Wakefield, Symantec's Facilities Management Partner

### How is Symantec reducing electricity consumption required by data centers?

Symantec's data center operations account for most of its energy use, so we are actively pursuing efficiency projects and procuring lower-carbon electricity for those centers. In our Tucson, Arizona facility alone, we have the potential to reduce electrical consumption by nearly four million kilowatt hours (kWh) annually and save roughly \$300,000 each year.

Symantec is also moving certain parts of its data center operations to the cloud. By storing data with large-scale cloud providers, Symantec will ultimately reduce its overall environmental footprint. A typical on-premises data center is 29 percent less efficient in power use compared to a large-scale cloud provider that uses world-class facility designs, cooling systems, and workload-optimized equipment. Despite these efficiency gains, outsourced activities still have an environmental impact. To mitigate this impact, Symantec set a new scope 3 supplier engagement goal to encourage 85 percent of its largest suppliers by spend to set science-based GHG emissions reduction targets by FY23.



### SDG Target 13.2:

Integrate climate change measures into national (and company) policies, strategies, and planning.

#### In FY19, we:

- Reduced global GHG emissions by 18 percent;
- Established new scope 1 and 2 emission reduction goals, aligned with the levels of emissions reductions scientists tell us are required to avoid the worst effects of climate change; and
- Developed a GHG Questionnaire for all Tier 1 physical product suppliers.



# Climate Impacts

## “Choosing Green in 2019”

Symantec works to inspire our employees to become environmental stewards at the office and at home. From using reusable water bottles to planting trees, riding a bicycle to work to eating less meat, our employees have shown us that every individual can make a difference—especially when it comes to the environment. After a successful inaugural year of “Going Green in 2018,” we expanded our yearlong campaign of environmental awareness, challenges, and initiatives with the launch of “Choosing Green in 2019.”

## Partnering for a cleaner future

We believe in working with others to leverage our collective influence towards a more sustainable future. In FY19, Symantec participated in several environmental collaborations by:

- Advocating for stronger climate, energy, and water policies through our involvement in [Ceres BICEP](#) (Business for Innovative Climate and Energy Policy);
- Pledging to leverage our expertise to support and protect technologies that will accelerate the global shift to a fossil-free society, as founding members of the [Step Up Declaration](#);
- Continuing our membership of the [Future of Internet Power Initiative](#), which aims to increase the use of clean and renewable power in the technology sector; and
- Signing on to the [Low Carbon Pledge](#), the first dedicated pledge generated by Irish businesses to set industry standards on sustainability and reduce carbon usage.

## Engaging our suppliers

Symantec promotes high ethical standards for human rights, environmental protections, and responsible business practices in our own operations and throughout our supply chain. We focus on transparency and continuously engage with our stakeholders to share and refine our approach, policies, and supply chain management practices.

## Performance highlights for Going Green in 2018

<b>3,510,780</b> gallons of water saved
<b>2,652</b> trees planted
<b>45,007</b> lbs of waste eliminated
<b>262,499</b> kWh of energy saved
<b>738,991</b> lbs of emissions saved from employee commuting initiatives



Employees in our Mumbai office volunteered with [Planet Water Foundation](#) to celebrate World Water Day 2019. Volunteers built a much-needed water tower for students at Government Secondary Ashram School in Urse, India.



## SDG Target 8.7:

*Take immediate and effective measures to eradicate forced labor, end modern slavery and human trafficking, and secure the prohibition and elimination of the worst forms of child labor, including recruitment and use of child soldiers, and by FY2025 end child labor in all its forms.*

### In FY19, we:

- Revised the CR requirements in the contracts for our Tier 1 physical product suppliers to include human rights training and questionnaires, and GHG data gathering.
- Conducted over 12 assessments to engage our Tier 1 physical product suppliers on human rights, conflict minerals, and GHG emissions; and
- Identified zero high-risk suppliers.



## YOUR INFORMATION

# Information Security and Privacy

Symantec offers strategic, integrated solutions to defend against sophisticated cyber attacks across endpoints, clouds, and infrastructure. With the largest civilian threat intelligence network in the world, Symantec has earned the trust of consumers, businesses, and governments to secure their most important data.

### Striving for privacy excellence

As we continue to evolve our privacy compliance function, we recognize that our approach must include multiple business units and cross-functional engagement and participation. To that end, in FY19, we launched an internal privacy framework called the Privacy Operating Model (POM).

Based on the “three lines of defense” model, the POM assures proactive governance and accountability at all levels of the enterprise.

### Moving global security solutions forward, together

Global cyber threats have never been more aggressive and attacks are escalating on personal privacy, businesses, and even elections. Fighting cyber attacks using a wide variety of fragmented tools has become too resource intensive and inefficient to manage. Symantec developed an open platform—[Integrated Cyber Defense](#)—that allows organizations to integrate multiple security solutions into a single framework, driving down the cost and complexity of cyber security, and helping enterprises make better use of their human and technical resources to protect their information against sophisticated threats. More than 120 companies collaborated with Symantec in this effort to help the community self-protect throughout the whole IT & cyber security ecosystem.



**Zoltán Précseányi**  
Director GDPR Strategy, EMEA Legal

### How does the European Union’s new regulation, the General Data Protection Regulation (GDPR), change or increase data privacy?

One of many ways the GDPR affects companies is by requiring them to embed data protections in the design stages of products and services. This means that privacy and data protection safeguards must be built into products and services from the earliest stage of development, and in many cases they must be enabled and even set to the maximum level of protection and confidentiality by default.

Products released to the public today are set to strict privacy settings. Additionally, the GDPR has reinforced individuals’ rights to access, rectify, retrieve, and delete their data. As a result, technology providers such as Symantec are driven to build or improve product features that allow users to exercise these rights in an automated, self-service fashion, which in the end, helps people take better control of their data.

### How is Symantec embedding data privacy into every product and service?

We recently operationalized a company-wide ‘Privacy by Design’ framework. By leveraging this framework, designers run systematic and regular privacy impact assessments to embed privacy principles, requirements, settings, and privacy rights enablement capabilities into every activity we conduct and into every product and service we bring to the market. On top of giving our users better privacy protections, an incidental benefit of this approach is also that the documentation that is created as part of the process allows us to demonstrate that Symantec is a good custodian of data, or in GDPR parlance, an accountable data controller.

3RD LINE OF DEFENSE	Privacy Council	Corporate Risk Assurance	European Data Protection Officer* (DPO)	*coordinates Country DPO(s) with Global Policy Office (GPO)			
	Global Data Protection Steering Committee						
2ND LINE OF DEFENSE	General Counsel						
	Chief Privacy Officer						
	Privacy Operations	Operations Lead					
	Compliance & Response Management	Compliance PM					
1ST LINE OF DEFENSE	Global Privacy Legal Leads	- HR (Legal Lead) - Procurement	- ES Products - CBU	- Legal/GA - ENT Sales	- CTO - G&A	- G50 - Support	- IT - Marketing
	Privacy Business Leads	- HR - Procurement	- ES Products - CBU	- Legal/GA - ENT Sales	- CTO - G&A	- G50 - Support	- IT - Marketing
	Business Unit (BU) Privacy Ambassadors						

*The Privacy Operating Model (POM) incorporates every level of the organization worldwide.*

For more information on our Privacy Program visit:  
<https://www.symantec.com/privacy>

# Social Impact of Technology

At Symantec, managing the social impacts of our products means making sure all people have the ability to keep their data secure and to protect themselves from cyber threats. We believe privacy and freedom of expression are fundamental human rights and that protecting personal data is a vital part of our corporate responsibility.

## Advancing data privacy awareness

In FY19, we worked to advance the national discussion of data privacy and information security. We hosted two privacy conferences, called PrivacyCon, in Washington, DC, and Sacramento, California, where we discussed privacy laws with federal and state legislators, privacy advocates, and consumers. We also provided comments to Congressional committees drafting privacy legislation and pursued an amendment to the California Consumer Privacy Act (CCPA) to better protect consumers from fraud.

## Securing sensitive data for nonprofits around the world

For 17 years, Symantec and TechSoup have worked together to provide nonprofits with affordable access to security software. Since the program's launch in 2002, we have distributed more than 3.8 million donated products to over 289,000 nonprofits and public libraries. In FY19, we worked with TechSoup to scale up our program from 56 to 236 countries, which means tens of thousands more nonprofits can potentially benefit from Symantec's security products. The program supports organizations such as:

- [La Fundación Cristo Rey](#) in Spain, where our products help protect the identities and personal information of the 3,000 students and 50 nonprofit organizations that receive training services from the nonprofit.
- A [YMCA](#) in New Jersey, US which entrusts Symantec Endpoint Protection with keeping sensitive data secure while allowing the organization to focus on active programming for young people in the community and assisting individuals in their efforts to overcome homelessness.
- The [Science Fair Foundation BC](#), which keeps its systems running with Symantec products so they can build the future of science and technology in Canada by supporting science fairs.

## Educating future generations to stay safe online

Symantec is proud to be a founding sponsor of PTA Connected, an initiative led by National PTA to educate and encourage parents and caregivers to guide their children into responsible digital citizenship. In FY19, we also partnered with Scholastic to launch #CyberSmarts, a curriculum designed to teach students in grades six through eight how to hack-proof their life while simultaneously learning important STEM and English Language Arts skills.



**Gerard Chan**  
VP of Legal and Chief Privacy Officer

### Do you believe the GDPR will help protect human rights?

We are living in a digital world where data can reveal private details about our lives. We've seen that keeping personal data confidential and secure can help prevent human rights violations by protecting vulnerable individuals and communities. The GDPR enshrines legal protection of our individual digital rights and requires businesses to systematically incorporate processes to respect these rights in all business operations, products, and services. Symantec takes its duty to protect personal data seriously. We have safeguards in place to ensure that personal information is collected and used in appropriate ways.



*The Raritan YMCA uses Symantec Endpoint Protection through our software donation program. The lowered costs and tech-related support ultimately translates to more resources dedicated to the kids, adults, and vulnerable populations they serve.*



## OUR PEOPLE

# Culture and Inclusion

We continue to build out our culture and inclusion strategy, finding new ways to listen to employees and be responsive to their needs. To maximize employee engagement and success in delivering on our strategy, we provide opportunities for employees to give us their feedback on, as well as contribute to, Symantec's workforce culture.

### Learning from our employees

We are one year into our two-year diversity and inclusion roadmap strategy, and we are proud of our progress. This roadmap includes a corporate-wide plan to drive greater diversity within job roles and to invest more in developing diverse talent. With full support from Symantec's leadership and the Board, we've begun to design several programs to advance this strategy.

For example, every other year, we invite employees to give us their feedback through a global employee engagement survey. In the interim year, we conduct smaller and more frequent pulse surveys with a subset of employees. From the FY19 pulse surveys, we learned what employees believe an inclusive culture looks like and some of the ways they would like to see that exemplified. Another learning we took from our employees came out of our "deep listening" tour, in which the executive leadership team engaged employees around the world directly to better understand their perspective on our overall cultural challenges and opportunities.

### Tools to engage our global workforce

Our eleven Inclusion Change Teams bring awareness and understanding of the values of Diversity, Equity, and Inclusion (DEI). These groups work diligently to enhance the recruitment and promotion of underrepresented talent at Symantec. In support of this effort, we launched tools and resources to engage the global workforce on the values of belonging, such as:

- **DEI Health Dashboards**, quarterly reports that provide insight into diversity and inclusion data across the business. Each dashboard is customized for a business unit and serves to guide each Inclusion Change Team to identify and drive actions and outcomes for their business unit; and
- **SymantecLife**, a DEI-focused newsletter that educates our employees on DEI best practices. The newsletter offers learning resources and celebrates our many accomplishments. This monthly newsletter reaches approximately 12,000 employees globally.



**Susan Cooney**

Global Head of Diversity, Equity, and Inclusion

### How does Symantec drive learning and awareness across a distributed global team?

Symantec's employees live and work in 42 countries across the globe. With vastly different time zones, cultural attributes, and functional roles to consider, the Office of Diversity, Equity & Inclusion (DEI) set out to build a learning series that would serve to reach each individual in their own space and align with their level of DEI awareness. This new learning series offers in-person sessions, facilitated webinars, and self-led curriculums globally.

We recruited and trained 12 regional employee facilitators to help localize the courses by integrating cultural awareness, language, and imagery into the content. So far, this distributed approach to learning has been delivered to 920 employees globally (8.7 percent of the employee population).

# Talent and Diversity

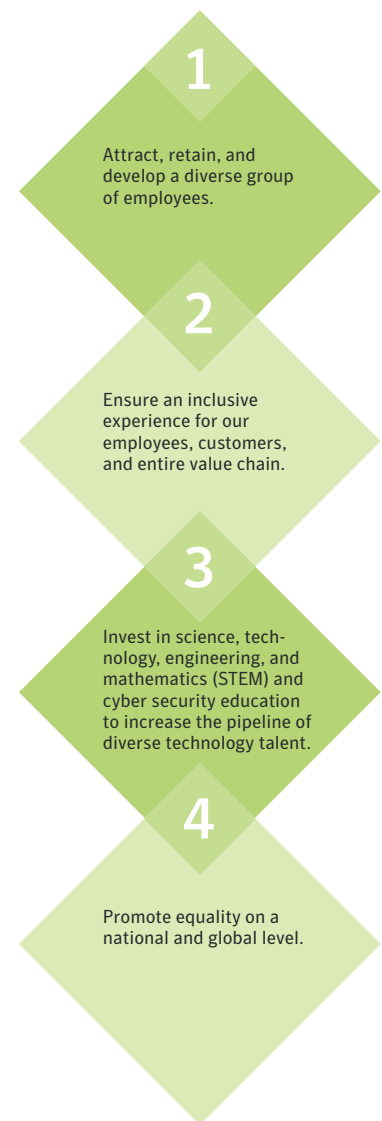
Symantec is dedicated to building a diverse and inclusive workforce centered on our core values and a shared commitment to excellence. We've made investing in talent and diversity a priority because it translates into a higher performing company. To that end, we are amplifying cultural values and implementing diverse and inclusive practices throughout the organization.

## Emphasizing diversity in our talent strategy

In order to gain access to a more diverse slate of candidates, we knew we needed to move beyond traditional hiring strategies. In FY19, we worked towards developing gender-neutral job descriptions with phrases and wording to attract a wider pool of diverse candidates. In this way, we're aiming to build more diverse candidate slates to present to hiring managers. As candidates advance through the recruitment process, we encouraged hiring managers to set up diverse interview panels, consisting of employees who have undergone conscious inclusion training.

## DIVERSITY AND INCLUSION AT SYMANTEC

Our four-pronged strategy to address diversity across all backgrounds includes:



### SDG Target 10.3:

*Ensure equal opportunity and reduce inequalities of outcome by such actions as eliminating discriminatory laws, policies, and practices and promoting appropriate legislation, policies, and action.*

#### In FY19, we:

- Formed the Executive Inclusion Council;
- Developed gender-neutral job descriptions;
- Secured four new diverse recruiting channels; and
- Committed to identifying a more diverse slate of candidates for all director-level and above positions.

To help us work toward our goal of increasing Symantec's percentage of women (globally) and underrepresented minorities (in the United States) in our workforce by 15 percent compared to FY14 levels, we've implemented several cross-functional initiatives, including:

- Launching "SymAble" in FY19, an Employee Resource Group (ERG) disability allyship network that drives recruitment, retention, and advancement for people with all types of disabilities;
- Establishing Inclusion Change Teams across several business units;
- Supporting minority-owned businesses through our Supplier Diversity Program; and
- Encouraging the representation of women and girls in STEM by sponsoring the 2019 Women in Cybersecurity Conference and investing in similarly focused programs and events globally.



# Talent and Diversity

## Promoting gender diversity

Around the world, women are underrepresented in the field of technology. Symantec is committed to gender equality at all levels of the organization and to the advancement of women in technology. We remain dedicated to transparency about our current state of gender diversity and have invested in programs and partnerships that advance diversity performance, including:

- **Setting a goal for gender parity in the IT Inclusion Change Team's Summer FY20 Internship Program.** The results are already in and the team surpassed its gender parity goal (62 percent women interns) by welcoming 41 female IT interns during the summer of 2019.
- **Joining the Reboot Representation Tech Coalition,** a collaborative effort with a goal to double the number of underrepresented women of color (black, Latina, and Native American) graduating with computing degrees by 2025. In partnership with Pivotal Ventures (the executive office of Melinda Gates), Adobe, Intel, Salesforce, and others, the Coalition has committed \$12 million to efforts that engage underrepresented women of color directly.
- **Hosting our first Women in Leadership Workshop** in January 2019. As part of a three-month program entitled 'Accelerating Impact for Women' we welcomed 50 mid-to-senior level female leaders across the business for a leadership workshop. The program is designed to help women achieve increased organizational sponsorship and elevate opportunities for impact.

*"The 'Accelerating Impact for Women' Mastermind Series was a powerful and meaningful course. The workshop provided me the ability to identify how I am unintentionally limiting myself or allowing others to do so and provided me the tools to remove those self-imposed roadblocks and deliver results. Since the course, I have seen a marked difference in my overall interactions with others and my capability to drive results."*

– Karen Lowham, Sr. Manager  
Enterprise Resiliency



### SDG Target 5.1:

*End all forms of discrimination against all women and girls everywhere.*

#### In FY19 we:

- Exceeded our gender parity summer internship goal, welcoming 41 female IT interns;
- Hosted our first "Women in Leadership" workshop where 50 mid-to-senior level female leaders participated across the business and;
- Joined the Reboot Representation Tech Coalition, aiming to double the number of women of color graduating with computing degrees by 2025.



*2019 Women in Leadership workshop graduating class*



# Talent and Diversity



*Volunteers from Symantec Tempe, AZ*

## Symantec Workforce Diversity Report FY19

Female Male

### Global Gender Diversity



### Leadership\*



### Technical

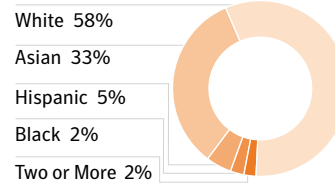


### Non-Technical

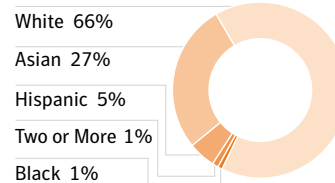


## U.S. Ethnic Diversity\*\*

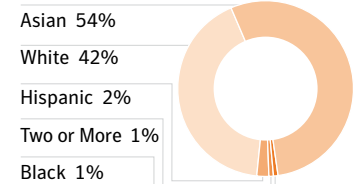
### U.S. Race / Ethnicity Total



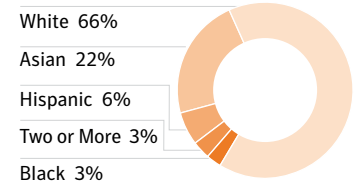
### Leadership



### Technical



### Non-Technical



\* Leadership is defined as director and above.

\*\* U.S. ethnic categories are based on EEOC race/ethnicity definitions. Employees who declined to self-identify for race/ethnicity have been excluded.

# Our Goals

Progress toward our goals in fiscal year 2019

GOAL	FY19 PROGRESS
<b>By FY20, reach an average of four volunteer hours per employee</b> —in line with what is considered best practice for employee engagement.	<b>On track.</b> In FY19, we logged an average of 3.5 hours per employee, a 16 percent increase from last year.
<b>By FY33, reduce scope 1 and 2 GHG emissions by 30 percent</b> , using FY18 as a baseline year.	<b>On track.</b> In FY19, we reduced our emissions by 18 percent, due to office space consolidation, energy conservation projects, and data center migration.
<b>Leverage our technology and resources to protect data privacy and freedom of expression on the internet.</b>	<b>On track.</b> In FY19, we advanced data privacy and freedom of expression on the internet through our engagement with policymakers, our philanthropic investments, and the security products we brought to market (e.g. Symantec Endpoint Protection, Symantec Endpoint Detection and Response, and our Norton and LifeLock services).
<b>By FY20, limit voluntary attrition of employees receiving the highest performance assessments to no more than 3 percent</b> , supporting our ongoing focus on making Symantec a great place to work.	<b>Lagging.</b> Our voluntary attrition rate for High Value Employees in FY19 was 8.7 percent, an increase of 2.2 percent since FY18.
<b>By FY20, in the Symantec workforce, increase the percentage of women globally to 32 percent, and underrepresented minorities (URM) in the United States to 14 percent</b> , using FY14 as a baseline year.	<b>Lagging.</b> We launched several new gender and URM-related programs in FY19. While we've seen increased awareness, we are hoping for improved results in FY20.

# Honoring our Corporate Responsibility Leaders

Our Corporate Responsibility journey began in 2005, when Cecily Joseph, now retired former VP and consummate community advocate, launched an official Corporate Responsibility department with a team of one. Looking back over fourteen years, the program that was built and the impact that Cecily, a dedicated CR team, executive champions, employee volunteers, consultants, and our nonprofit partners created together has improved countless people's lives, communities, and the planet.

We are grateful to our Board, who supported our efforts to take a leadership position on key issues including reporting, climate change, and diversity and inclusion. We were one of the first software companies to publish a CR report thanks to Debra McLaughlin, who instilled in us the importance of transparency and managed our last eleven reports.

We are proud of each hour and dollar that went towards making the world a better, safer place. Most notably, we were an early and strong voice for marriage equality, created pathways for underrepresented young adults to enter the cyber security profession, helped foster youth prevent identity theft, publicly promoted a low-carbon economy, and used strategic philanthropic dollars to support community partners across the globe.

We thank our corporate responsibility team and stakeholders for forging this path for future successes.



# Performance Tables

<b>FINANCIAL PERFORMANCE <sup>(1)</sup></b>	<b>FY19 (ENDED MARCH 29, 2019)</b>	<b>FY18 (ENDED MARCH 30, 2018) (UNAUDITED)</b>	<b>FY17 (ENDED MARCH 31, 2017)</b>	<b>FY16 (ENDED APRIL 1, 2016)</b>
<b>Revenue (in millions of \$)</b>				
<b>Total revenue</b>	<b>4,731</b>	<b>4,834</b>	<b>4,019</b>	<b>3,600</b>
Consumer digital security	2,408	2,280	1,664	1,670
Enterprise security	2,323	2,554	2,355	1,930
<b>Revenue by Region</b>				
Americas	64%	63%	58%	59%
Europe, Middle East, and Africa (EMEA)	21%	22%	24%	25%
Asia Pacific and Japan (APJ)	15%	16%	18%	16%
<b>Cost of Revenue (in millions of \$)</b>				
<b>Total cost of revenue</b>	<b>1,050</b>	<b>1,032</b>	<b>853</b>	<b>615</b>
<b>Operating Expense (in millions of \$)</b>				
<b>Total operating expense</b>	<b>3,301</b>	<b>3,753</b>	<b>3,266</b>	<b>2,528</b>
<b>Income Tax</b>				
Income tax benefit expense (in millions of \$)	92	-690	-26	1,213
Effective income tax rate <sup>(2)</sup>	85%	-158%	10%	309%
<b>Net Income (in millions of \$)</b>				
Net income loss <sup>(3)</sup>	31	1,138	-106	2,488

(1) On January 29, 2016, we completed the sale of our information management business ("Veritas"). The Veritas results are presented as discontinued operations in our Consolidated Statements of Operations and, thus, have been excluded from our continuing operations and segment results for all reported periods.

(2) As a result of the Tax Cuts and Jobs Act, in fiscal year 2018, we recorded a one-time provisional benefit of \$659 million, which reflects the adjustments to income tax expense related to the discrete effects of the Act. In fiscal year 2016, we recorded \$1.1 billion in income tax expense related to unremitted earnings of foreign subsidiaries from the proceeds of the Veritas sale.

(3) In fiscal 2016, we sold the assets of Veritas for a net gain of \$3.0 billion, which is presented as part of income from discontinued operations, net of income taxes.

# Performance Tables

<b>FY19 WORKFORCE BREAKDOWN BY GENDER</b>	<b>TOTAL</b>		<b>FEMALE</b>		<b>MALE</b>		<b>NOT DECLARED</b>	
<b>Employment Contract</b>	<b>FY19</b>	<b>FY18</b>	<b>FY19</b>	<b>FY18</b>	<b>FY19</b>	<b>FY18</b>	<b>FY19</b>	<b>FY18</b>
Permanent (Employees)	12,165	12,122	3,059	3,070	9,089	9,030	17	22
Temporary (Contingent Workers)	294	433	19	23	28	21	247	389
Interns	206	163	73	45	133	118	0	0
<b>Employment Type<sup>(1)</sup></b>								
Full-Time	12,112	12,064	3,025	3,032	9,070	9,010	17	22
Part-Time	53	58	34	38	19	20	0	0
<b>Workforce by Region<sup>(1)</sup></b>								
Americas	6,165	6,320	1,648	1,713	4,513	4,603	4	4
Asia Pacific, Japan (APJ)	1,213	1,187	345	350	856	821	12	16
Europe, Middle East, and Africa (EMEA)	1,967	1,853	486	457	1,480	1,394	1	2
India	2,820	2,762	580	550	2,240	2,212	0	0
<b>Employee Category<sup>(1)</sup></b>								
Executive (Vice President or above)	197	201	30	24	167	177	0	0
Manager (Non-executive with direct reports)	1,995	1,945	558	548	1,433	1,392	4	5
Individual Contributor (Non-executive without direct reports)	9,973	9,976	2,471	2,498	7,489	7,461	13	17
<b>Board of Directors</b>								
Board of Directors	11	12	3	3	8	9	0	0

(1) Excludes interns.

<b>PERCENTAGE OF FEMALE EMPLOYEES<sup>(1)</sup></b>	<b>FY19</b>	<b>FY18</b>	<b>FY17</b>	<b>FY16</b>
<b>Company-wide</b>	<b>25%</b>	<b>25%</b>	<b>26%</b>	<b>27%</b>
Americas	27%	27%	26%	28%
Asia Pacific, Japan (APJ)	28%	29%	32%	35%
Europe, Middle East, and Africa (EMEA)	25%	25%	30%	31%
India	21%	20%	19%	18%

(1) Excludes interns.



# Performance Tables

AGE COMPOSITION OF EMPLOYEES <sup>(1)</sup>	OVER 50 YEARS OLD		30-50 YEARS OLD		UNDER 30 YEARS OLD		NOT DECLARED	
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## Employee Categories

	FY19	FY18	FY19	FY18	FY19	FY18	FY19	FY18
Executive (Vice President or above)	42.1%	37.8%	57.9%	62.2%	0.0%	0.0%	0.0%	0.0%
Manager (Non-executive with direct reports)	19.4%	19.4%	79.0%	79.7%	1.5%	0.9%	0.0%	0.0%
Individual contributor (Non-executive without direct reports)	10.9%	10.0%	71.7%	72.0%	17.4%	18.0%	0.0%	0.0%

## Board of Directors

Board of Directors	76.9%	73.0%	23.1%	27.0%	0.0%	0.0%	0.0%	0.0%
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(1) Excludes interns.

## FY19 ETHNIC COMPOSITION OF U.S. EMPLOYEES<sup>(1)</sup> AND BOARD OF DIRECTORS<sup>(2)</sup>

### AMERICAN INDIAN/ ALASKA NATIVE

### ASIAN

### BLACK/ AFRICAN AMERICAN

### HISPANIC/ LATINO

### NATIVE HAWAIIAN/ OTHER PACIFIC ISLANDER

### TWO OR MORE RACES

### WHITE

### NOT SPECIFIED

## Employee Categories

	FY19	FY18	FY19	FY18	FY19	FY18	FY19	FY18	FY19	FY18	FY19	FY18	FY19	FY18	FY19	FY18
Executive (Vice President or above)	0.0%	0.0%	17.0%	23.6%	1.3%	1.9%	2.6%	2.5%	0.0%	0.0%	0.0%	3.2%	37.3%	68.8%	41.8%	0.0%
Manager (Non-executive with direct reports)	0.3%	0.5%	20.6%	28.3%	0.8%	1.1%	3.8%	5.8%	0.1%	0.2%	1.0%	1.8%	42.4%	62.2%	31.0%	0.1%
Individual contributor (Non-executive without direct reports)	0.1%	0.2%	23.4%	31.6%	1.8%	2.5%	2.9%	5.8%	0.1%	0.2%	1.6%	1.7%	36.7%	57.9%	33.5%	0.0%

## Board of Directors

Board of Directors	0.0%	0.0%	7.7%	9.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	92.3%	91.0%	0.0%	0.0%
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(1) Excludes interns.

(2) U.S. data only, based on U.S. government reporting EEO-1 data.



# Performance Tables

<b>FY19 NEW EMPLOYEE HIRES <sup>(3)</sup></b>	<b>FY19</b>	<b>FY18</b>
<b>Total</b>	<b>2,077</b>	<b>2,729</b>
<b>New Employee Hires by Region</b>		
Americas	1,047	1,710
Asia Pacific, Japan (APJ)	260	159
Europe, Middle East, and Africa (EMEA)	371	344
India	399	516
<b>New Employee Hires by Gender</b>		
Female	569	853
Male	1,508	1,873
Not declared	0	3
<b>New Employee Hires by Age Group</b>		
	-	0
Under 30 years old	641	828
30-50 years old	1,256	1,662
Over 50 years old	180	239
Not declared	-	0

(3) Excludes contingent workers and interns.

<b>FY18 EMPLOYEE TURNOVER AND RATE</b>	<b>EMPLOYEE TURNOVER <sup>(3)</sup></b>		<b>TURNOVER RATE <sup>(4)</sup></b>	
	<b>FY19</b>	<b>FY18</b>	<b>FY19</b>	<b>FY18</b>
Voluntary	1,544	1,070	12.7%	8.8%
Involuntary	547	1,319	4.5%	10.9%
<b>Total</b>	<b>2,091</b>	<b>2,389</b>	<b>17.2%</b>	<b>19.7%</b>
<b>Turnover by Region</b>				
Americas	1,226	1,339	10.1%	11.0%
Asia Pacific, Japan (APJ)	224	309	1.8%	2.5%
Europe, Middle East, and Africa (EMEA)	271	359	2.2%	3.0%
India	370	382	3.0%	3.2%
<b>Turnover by Gender</b>				
Female	589	766	4.8%	6.3%
Male	1,497	1,614	12.3%	13.3%
Not declared	5	9	0.0%	0.1%
<b>Turnover by Age Group</b>				
Under 30 years old	372	372	3.1%	3.1%
30-50 years old	1,428	1,692	11.7%	14.0%
Over 50 years old	291	323	2.4%	2.7%
Not declared	0	2	0.0%	0.0%

(3) Excludes contingent workers and interns.

(4) Turnover rate = total terminations count/average headcount.

# Performance Tables

U.S. MATERNITY AND PATERNITY LEAVE	TOTAL	FEMALE	MALE	NOT DECLARED
<b>FY19 U.S. Maternity and Paternity Leave<sup>(5)</sup></b>				
Employees on maternity or paternity leave at some time during FY19	302	161	141	0
<b>FY18 U.S. Maternity and Paternity Leave</b>				
Employees on maternity or paternity leave at some time during FY18	244	132	112	0
FY18 employees who returned to work after maternity or paternity leave ended	185	114	71	0
Total number of employees who returned from maternity or paternity leave during FY18 and are still employed 12 months after their return	146	92	54	0
FY18 Retention Rate	79%	81%	76%	0

(5) Complete FY19 maternity and paternity leave data, including retention rate is being analyzed and available upon request .

OUR PEOPLE	FY19 (ENDED MARCH 29, 2019)	FY18 (ENDED MARCH 30, 2018)	FY17 (ENDED MARCH 31, 2017)	FY16 (ENDED APRIL 1, 2016)
Percent of workforce unionized	1.21%	1.25%	0.72%	0.76%
<b>Health &amp; Safety (U.S. Sites)<sup>(6)</sup></b>				
<b>Total injury and illnesses</b>	<b>12</b>	<b>6</b>	<b>16</b>	<b>14</b>
Lost work days	22	186	126	94
Fatalities	0	1	0	0

(6) Accident and injury statistics are provided for the United States only; global statistics are not currently available.

YOUR INFORMATION	FY19 (ENDED MARCH 29, 2019)	FY18 (ENDED MARCH 30, 2018)	FY17 (ENDED MARCH 31, 2017)	FY16 (ENDED APRIL 1, 2016)
Total number of patents granted worldwide (approximately)	2,931	2,692	2,620	2,124
# of grants to fight cyber crime & support online safety	20	26	31	26
Value of grants to fight cyber crime & online safety grants (\$) <sup>(1)</sup>	2,643,000	1,562,206	2,550,000	2,585,900

(1) Philanthropic dollars contributed to cyber crime and online safety are included in total philanthropic giving figures reported.

# Performance Tables

THE WORLD	FY19 (ENDED MARCH 29, 2018) <sup>(3)</sup>	FY18 (ENDED MARCH 30, 2018) <sup>(3)</sup>	FY17 (ENDED MARCH 31, 2017) <sup>(3)</sup>	FY16 (ENDED APRIL 1, 2016) <sup>(3)</sup>
<b>LEED/ENERGY STAR</b>				
LEED certified buildings	12	16	16	15
<b>Greenhouse Gas Emissions <sup>(1)</sup></b>				
<b>Total absolute emissions (thousands of metric tons of CO<sub>2</sub>e) <sup>(2)</sup></b>	<b>118</b>	<b>132</b>	<b>142</b>	<b>157</b>
Scope 1 (natural gas, diesel, propane, refrigerants, gasoline)	4	3	5	4
Scope 2 market-based (purchased electricity and heating)	69	85	99	117
Scope 2 location-based (purchased electricity and heating)	60	73	88	108
Scope 3 (air travel and rental cars)	45	44	38	36
<b>Total normalized emissions (metric tons of CO<sub>2</sub>e per million dollars of revenue)</b>	<b>25</b>	<b>33</b>	<b>35</b>	<b>44</b>
Emission intensity <sup>(3)</sup> - Scope 1	1	1	1	1
Emission intensity <sup>(3)</sup> - Scope 2 market-based	14	21	25	33
Emission intensity <sup>(3)</sup> - Scope 3	10	11	10	10
<b>Energy Consumption (gigajoules) <sup>(1)</sup></b>				
<b>Total energy consumption</b>	<b>1,185,794</b>	<b>1,310,275</b>	<b>1,352,053</b>	<b>1,430,566</b>
Scope 1 (natural gas, diesel, propane, gasoline, onsite solar)	46,479	55,335	54,183	61,452
Scope 2 (purchased electricity and heating)	491,833	622,503	743,124	845,601
Scope 3 (air travel and rental cars)	647,482	632,438	554,746	523,512
Energy intensity (all scopes per million dollars of revenue)	251	326	336	397
<b>Total electricity consumption from renewable sources (%)</b>	<b>25%</b>	<b>23%</b>	<b>16%</b>	<b>-</b>
<b>Waste Management (metric tons) <sup>(3)</sup></b>				
<b>Total</b>	<b>982</b>	<b>857</b>	<b>1,192</b>	<b>1,158</b>
Landfill	287 (29%)	334 (39%)	554 (46%)	539 (47%)
Recycling/Composting	671 (68%)	514 (60%)	586 (49%)	579 (50%)
Recovery (energy from waste)	24 (2%)	9 (1%)	52 (4%)	40 (3%)
<b>Water <sup>(4)</sup></b>				
Water consumption (thousand m <sup>3</sup> per year)	381	413	442	541
Water intensity (m <sup>3</sup> per million dollars of revenue)	95	103	123	137
<b>Environmental Fines</b>				
Number of environmental fines	0	0	0	0
Amount of environmental fines	0	0	0	0

(1) Symantec's emission figures are calculated and updated in accordance with the WRI and WBCSD GHG Protocol to account for changes 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 FY15 and forward. The total absolute and normalized emissions include Scope 2 market-based values.

(3) The waste data for FY15, FY16, FY17 and FY18 represents 47 percent, 36 percent, and 46 percent, respectively, of our total global square footage, including our headquarters in Mountain View, California. The waste data for FY19 represents 37percent of our total global square footage. Note: Actual data was available for Mountain View sites, but no actual data was available for Culver City nor Springfield, so prorated actual FY18 data were used for these sites — Culver City, CA or Springfield, OR. Furthermore, Springfield was only in operation during the first six months of FY19.

(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 FY15-FY18 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.

(5) For FY15-FY18, we have adjusted energy use, water use, and GHG emissions data to reflect the re-basing of emissions due to acquisitions and divestitures.

# Performance Tables

PHILANTHROPIC GIVING	FY19 (ENDED MARCH 29, 2018)	FY18 (ENDED MARCH 30, 2018)	FY17 (ENDED MARCH 31, 2017)	FY16 (ENDED APRIL 1, 2016)
<b>Philanthropic Giving (in thousands of \$)</b>				
<b>Total giving</b>	<b>24,541</b>	<b>48,153</b>	<b>25,292</b>	<b>26,726</b>
Symantec Foundation	0.00	25,000	1,116	1,475
Grants and sponsorships	4,970	2,467	4,318	3,635
Matching gifts, Dollars for Doers	1,475	1,402	1,086	814
Software donations (retail value of licenses)	18,096	19,284	18,772	20,802
Licenses donated	418, 574	440,694	428,299	436,828
<b>Employee Contributions</b>				
Employee giving (\$)	945,604	1,200,291	803,170	592,440
Volunteer hours	40,950	35,500	27,794	28,782

(1) FY18 Symantec Foundation giving has been restated from \$0 to \$25,000 for disaster response to Team Rubicon.

GRANTS BY FOCUS AREA	FY19 (ENDED MARCH 29, 2018)	FY18 (ENDED MARCH 30, 2018)	FY17 (ENDED MARCH 31, 2017)	FY16 (ENDED APRIL 1, 2016)
Diversity	10%	12%	14%	15%
Education	72%	53%	62%	60%
Environment	1%	3%	10%	4%
Online safety	10%	18%	9%	13%
Miscellaneous <sup>(1)</sup>	7%	14%	5%	8%

(1) The miscellaneous focus area represents grants to a collection of health, disaster response, India-based, and nonprofit organizations.

# GRI 102: General Disclosures 2016\*

DISCLOSURE	GRI DESCRIPTION	GRI CROSS-REFERENCE OR ANSWER	UNGC CROSS-REFERENCE
<b>Organizational Profile</b>			
102-1	Name of the organization	Symantec Corporation	
102-2	Activities, brands, products, and services	<a href="#">Company Profile</a> <a href="#">Business Overview</a> <a href="#">2018 10-K, pp. 4-7</a>	
102-3	Location of headquarters	Mountain View, California	
102-4	Location of operations	Operations in more than 45 countries. <a href="#">2018 10-K, p. 4</a>	
102-5	Ownership and legal form	<a href="#">2018 10-K, p. 4</a>	
102-6	Markets served	<a href="#">2018 10-K, p. 4</a>	
102-7	Scale of the organization	<a href="#">Performance Tables, p. 17-18</a> <a href="#">2018 10-K, pp. 5-9, 28</a>	
102-8	Information on employees and other workers	<a href="#">Performance Tables, p. 18-21</a>  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.	
102-9	Supply chain	<a href="#">The World: Climate Impacts, p. 8</a> <a href="#">Supply Chain Responsibility</a>  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 23 Tier One (major) manufacturing/logistic suppliers.	Advanced Criterion 2  <a href="#">Symantec's Global Supplier Code of Conduct</a>
102-10	Significant changes to the organization and its supply chain	<a href="#">2018 10-K, p. 5</a>	Advanced Criterion 2
102-11	Precautionary Principle or approach	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.  Formula used to determine risk: risk value = threat impact x threat probability	
102-12	External initiatives	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.  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.	Advanced Criterion 18

# GRI 102: General Disclosures 2016\*

DISCLOSURE	GRI DESCRIPTION	GRI CROSS-REFERENCE OR ANSWER	UNGC CROSS-REFERENCE
<b>Organizational Profile</b> (Continued)			
102-13	Membership of associations	<p><b>Trade and Industry Associations</b></p> <ul style="list-style-type: none"> <li>• The Software Alliance (BSA)</li> <li>• American Chamber of Commerce to the European Union (AMCHAM EU)</li> <li>• Canadian American Business Council (CABC)</li> <li>• European Internet Foundation</li> <li>• EURIM</li> <li>• Digital Policy Alliance Family Online Safety Institute (FOSI)</li> <li>• Information Technology Industry Council (ITI)</li> <li>• Information Technology Association of Canada (ITAC) TechAmerica</li> <li>• Online Trust Alliance</li> <li>• Software Assurance Forum for Excellence in Code (SAFECode)</li> <li>• TechNet</li> <li>• U.S. Chamber of Commerce</li> <li>• U.S.-India Business Council</li> <li>• U.S. Information Technology Office (USITO)</li> </ul> <p><b>Environmental/Climate Change Policy</b></p> <ul style="list-style-type: none"> <li>• Business for Innovative Climate &amp; Energy Policy (BICEP)</li> <li>• Silicon Valley Leadership Group</li> </ul> <p><b>Diversity and Gender Organizations</b></p> <ul style="list-style-type: none"> <li>• Anita Borg Institute</li> <li>• Catalyst</li> <li>• Center for Talent Innovation</li> <li>• Executive Women's Forum</li> <li>• International Labor Organization Global Business and Disability Network</li> <li>• Invent Your Future</li> <li>• Human Rights Campaign</li> <li>• National Center for Women &amp; Information Technology (NCWIT)</li> <li>• U.S. Business Leadership Network (USBLN)</li> </ul> <p><b>Cybercrime Prevention</b></p> <ul style="list-style-type: none"> <li>• National Cyber-Forensics &amp; Training Alliance (NCFTA)</li> <li>• National White Collar Crime Center (NW3C)</li> <li>• National Cyber Security Alliance (NCSA)</li> <li>• Society for the Policing of Cyberspace (POLCYB)</li> </ul>	
<b>Strategy</b>			
102-14	Statement from senior decision-maker	<a href="#">Message from the EVP, General Counsel and Secretary, p. 2</a>	<p>Advance Criterion 17 Advanced Criterion 19</p> <p>Support of the United Nations Global Compact</p>
<b>Ethics and Integrity</b>			
102-16	Values, principles, standards, and norms of behavior	<a href="#">Code of Conduct</a>	<p>Advanced Criterion 14 Advanced Criterion 15</p> <p>Business values and contributions to UN goals and issues.</p>
<b>Governance</b>			
102-18	Governance structure	<a href="#">2018 Proxy Statement, p. 7-10</a> <a href="#">Charter of the Nominating and Governance Committee of the Board of Directors</a> <a href="#">Corporate Governance</a>	



# GRI 102: General Disclosures 2016\*

DISCLOSURE	GRI DESCRIPTION	GRI CROSS-REFERENCE OR ANSWER	UNGC CROSS-REFERENCE
<b>Stakeholder Engagement</b>			
102-40	List of stakeholder groups	<a href="#">Stakeholder Engagement</a>	Advanced Criterion 21
102-41	Collective bargaining agreements	<a href="#">Performance Tables, p. 21</a>  We support employees' rights to freedom of association through collective bargaining agreements and/or works councils.	Advanced Criterion 8
102-42	Identifying and selecting stakeholders	<a href="#">Stakeholder Engagement</a>	Advanced Criterion 21
102-43	Approach to stakeholder engagement	<a href="#">Stakeholder Engagement</a>	Advanced Criterion 21
102-44	Key topics and concerns raised	<a href="#">Stakeholder Engagement</a>	Advanced Criterion 21
<b>Reporting Practice</b>			
102-45	Entities included in the consolidated financial statements	<a href="#">2018 10-K, p. 1, Exhibit 21</a>	Advanced Criterion 2
102-46	Defining report content and topic boundaries	<a href="#">Our Commitment to Corporate Responsibility, p. 3</a> GRI/UN Global Compact Index; Topics and Topic Boundary Table	
102-47	List of material topics	GRI Standards topics related to Symantec's priority issues include: <ul style="list-style-type: none"> <li>• Customer Privacy</li> <li>• Employment</li> <li>• Economic Performance</li> <li>• Diversity and Equal Opportunity</li> <li>• Training and Education</li> <li>• Energy</li> <li>• Emissions</li> <li>• Marketing and Labeling</li> </ul>	
102-48	Restatements of information	None.	
102-49	Changes in reporting	None.	
102-50	Reporting period	Data in this report reflect Symantec's global operations and correspond to Symantec's fiscal year ending March 29, 2019.	
102-51	Date of most recent report	Our last Corporate Responsibility report was published in October 2018.	
102-52	Reporting cycle	Annual.	Time period covered by Communication on Progress (COP).
102-53	Contact point for questions regarding the report	We welcome your comments and questions about this report and our corporate responsibility efforts. Please email us at <a href="mailto:cr@symantec.com">cr@symantec.com</a> .	
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.	COP incorporates high standards of transparency and disclosure (GRI Standards: Core option).
102-55	GRI content index	GRI Index	
102-56	External assurance	Although we do not seek full assurance for our reporting, we have externally assured the company's greenhouse gas emissions figures for FY18 with a global audit covering scope 1, 2, and 3 emissions. We also externally assure our water withdrawal data. <a href="#">Greenhouse Gas Emissions Verification Statement</a> <a href="#">Water Withdrawal Verification Statement</a>	

\*Symantec's FY19 Corporate Responsibility Report applies the 2016 version of the GRI Standards; "2016" refers to the Standards issue date, not the date of information presented in this report.

# GRI 103: Topics and Topic Boundaries 2016\*

GRI MATERIAL TOPIC	GRI MANAGEMENT APPROACH CROSS-REFERENCE	RELEVANT EXTERNAL ENTITIES	UNGC CROSS-REFERENCE
<b>Economic</b>			
GRI 201: Economic Performance 2016	<a href="#">2018 10-K, pp. 9-21, 44-47</a> 2019 Climate Change CDP, C2.3, C2.4 <a href="#">Message from the EVP, General Counsel and Secretary, p. 2</a>	Communities Customers Governments and regulators Investors Suppliers	
<b>Environmental</b>			
GRI 302: Energy 2016	<a href="#">Environmental Policy Statement</a>	Communities Customers Governments and regulators Investors Suppliers	Advanced Criterion 9 Advanced Criterion 10
GRI 305: Emissions 2016	<a href="#">Environmental Policy Statement</a> 2019 Climate Change CDP, C5.1, C6, C7	Communities Customers Governments and regulators Investors Suppliers	Advanced Criterion 9 Advanced Criterion 10
<b>Social</b>			
GRI 401: Employment 2016	<a href="#">Code of Conduct</a> <a href="#">Human Rights Policy</a>		Advanced Criterion 6 Advanced Criterion 7
GRI 404: Training and Education 2016	<a href="#">Our People: Culture and Inclusion, p. 11</a>		Advanced Criterion 6 Advanced Criterion 7
GRI 405: Diversity and Equal Opportunity 2016	<a href="#">Human Rights Policy</a>		Advanced Criterion 6 Advanced Criterion 7
GRI 417: Marketing and Labeling 2016	<a href="#">2018 10-K, p. 7</a>	Customers Governments and regulators	
GRI 418: Customer Privacy 2016	<a href="#">Your Information: Security and Privacy, p. 9</a>	Customers Governments and regulators	
<b>ADDITIONAL GRI TOPIC</b>			
GRI 205: Anti-corruption 2016	<a href="#">Code of Conduct</a> <a href="#">Conflict Mineral Policy</a> <a href="#">Symantec's EthicsLine</a>		Advanced Criterion 12 Advanced Criterion 13
GRI 412: Human Rights 2016	<a href="#">Human Rights Policy</a> <a href="#">Corporate Responsibility Policies</a> <a href="#">Conflict Minerals Policy</a> <a href="#">Symantec's EthicsLine</a>		Advanced Criterion 3 Advanced Criterion 4

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# GRI 200-400: Topic-Specific Disclosures 2016\*

TOPIC	DISCLOSURE	DESCRIPTION	CROSS-REFERENCE, EXPLANATION, OR OMISSION	UNGC CROSS-REFERENCE
<b>Economic</b>				
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	<a href="#">Performance Tables, p. 17</a> <a href="#">2018 10-K, pp. 9-21, 44-47</a>	Advanced Criterion 16 <a href="#">Community Investments</a>
	201-2	Financial implications and other risks and opportunities due to climate change	2019 Climate Change CDP, C2.3, C2.4	
GRI 205: Anti-corruption 2016**	205-1	Operations assessed for risks related to corruption	Four out of ten, or 40 percent, of internal audits conducted in FY19 assessed risks related to corruption.	Advanced Criterion 14
	205-2	Communication and training about anti-corruption policies and procedures	Anti-Corruption remains a key topic within our mandatory annual Code of Conduct training.	Advanced Criterion 14
	205-3	Confirmed incidents of corruption and actions taken	None.	Advanced Criterion 14
<b>Environmental</b>				
GRI 302: Energy 2016	302-1	Energy consumption within the organization	<a href="#">Performance Tables, p. 22</a> 2019 Climate Change CDP, C8.1, C8.2	Advanced Criterion 11
	302-2	Energy consumption outside of the organization	<a href="#">Performance Tables, p. 22</a> 2019 Climate Change CDP, C6.5  Includes energy from business travel. Symantec's calculations are based on the WRI/WBCSD GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard.	Advanced Criterion 11
	302-3	Energy intensity	<a href="#">Performance Tables, p. 22</a>	Advanced Criterion 11
	302-4	Reduction of energy consumption	<a href="#">The World: Climate Impacts, p. 7</a> <a href="#">Performance Tables, p. 22</a> 2019 Climate Change CDP, C7.9	Advanced Criterion 11
	302-5	Renewable energy		
GRI 305: Emissions 2016	305-1	Scope 1 GHG emissions	<a href="#">Performance Tables, p. 22</a> 2019 Climate Change CDP, C6.1, C7.1, C7.2, C7.3  Symantec's emission figures are calculated in accordance with the WRI and the WBCSD GHG Protocol.	Advanced Criterion 11
	305-2	Scope 2 GHG emissions	<a href="#">Performance Tables, p. 22</a> 2019 Climate Change CDP, C6.3, C7.5, C7.6  Symantec's emission figures are calculated in accordance with the WRI and the WBCSD GHG Protocol.	Advanced Criterion 11
	305-3	Scope 3 GHG emissions	<a href="#">Performance Tables, p. 22</a> 2019 Climate Change CDP, C6.5  Symantec's emission figures are calculated in accordance with the WRI and the WBCSD GHG Protocol.	Advanced Criterion 11
	305-4	GHG emissions intensity	<a href="#">Performance Tables, p. 22</a> 2019 Climate Change CDP, C6.10	Advanced Criterion 11
	305-5	Reduction of GHG emissions	<a href="#">The World: Climate Impacts, p. 7</a> <a href="#">Performance Tables, p. 22</a> 2019 Climate Change CDP, C7.9	Advanced Criterion 11

# GRI 200-400: Topic-Specific Disclosures 2016\*

TOPIC	DISCLOSURE	DESCRIPTION	CROSS-REFERENCE, EXPLANATION, OR OMISSION	UNGC CROSS-REFERENCE
<b>Social</b>				
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	<a href="#">Performance Tables, p. 20</a>	Advanced Criterion 8
	401-2	Full-time benefits not provided to temporary/part-time employees	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 eligible, at a pro-rated rate, for our paid time off/vacation and company paid holidays. <ul style="list-style-type: none"> <li>• Life insurance</li> <li>• Healthcare</li> <li>• Disability</li> <li>• Leaves of Absence</li> <li>• Retirement</li> <li>• EAP</li> <li>• Voluntary Insurance Programs</li> <li>• Wellness</li> </ul>	
	401-3	Parental leave	<a href="#">Performance Tables, p. 21</a>	Advanced Criterion 8
GRI 404: Training and Education 2016	404-2	Programs for upgrading employee skills and transition assistance programs	<a href="#">Our People: Culture and Inclusion, p. 11</a>	
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	<a href="#">Performance Tables, p. 18-19</a> <a href="#">Management Team</a> <a href="#">Committee Composition</a>	Advanced Criterion 8 Advanced Criterion 15 Advanced Criterion 18
GRI 412: Human Rights Assessment 2016**	412-2	Employee training on HR policies or procedures	Symantec's Code of Conduct training includes a human rights section. Our training system enrolls all employees at the same time at the beginning of each fiscal year. We also distribute vendor human rights training to all full-time employees.	Advanced Criterion 5
GRI 414: Supplier Social Assessment 2016**	414-1	New suppliers that were screened using social criteria	100% of Tier 1 (T1) Product suppliers as they have been assessed using the Dun and Bradstreet human risk index criteria.  We require our T1 Physical Product suppliers to complete the latest version of the Responsible Business Alliance (RBA) Self-Assessment Questionnaire, which includes some human rights areas. As part of our communication process, these suppliers will be asked to take human rights training via the RBA Training Academy and complete the human rights questionnaire again. A new process was developed to add two human rights questions to Symantec's onboarding process. The appropriate teams are alerted should the supplier answer no to the question regarding having a human rights policy and process. This applies to all new suppliers added to the Symantec DB Index.	Advanced Criterion 2 Advanced Criterion 5
	414-2	Negative social impacts in the supply chain and actions taken	None.	Advanced Criterion 5

# GRI 200-400: Topic-Specific Disclosures 2016\*

TOPIC	DISCLOSURE	DESCRIPTION	CROSS-REFERENCE, EXPLANATION, OR OMISSION	UNGC CROSS-REFERENCE
<b>Social</b> (Continued)				
GRI 417: Marketing and Labeling 2016	417-3	Incidents of non-compliance concerning marketing communications	None.	
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Details are confidential.	

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\*\*We have reported additional disclosures not related to material GRI topics.

