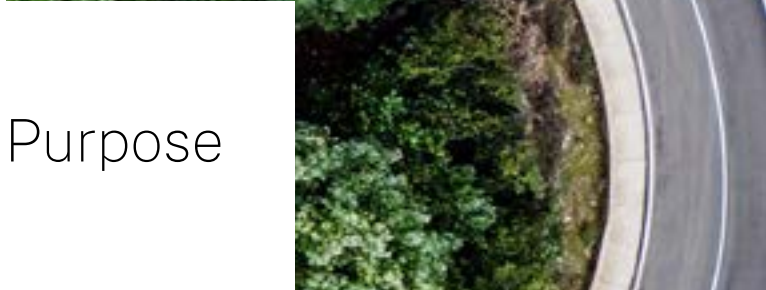




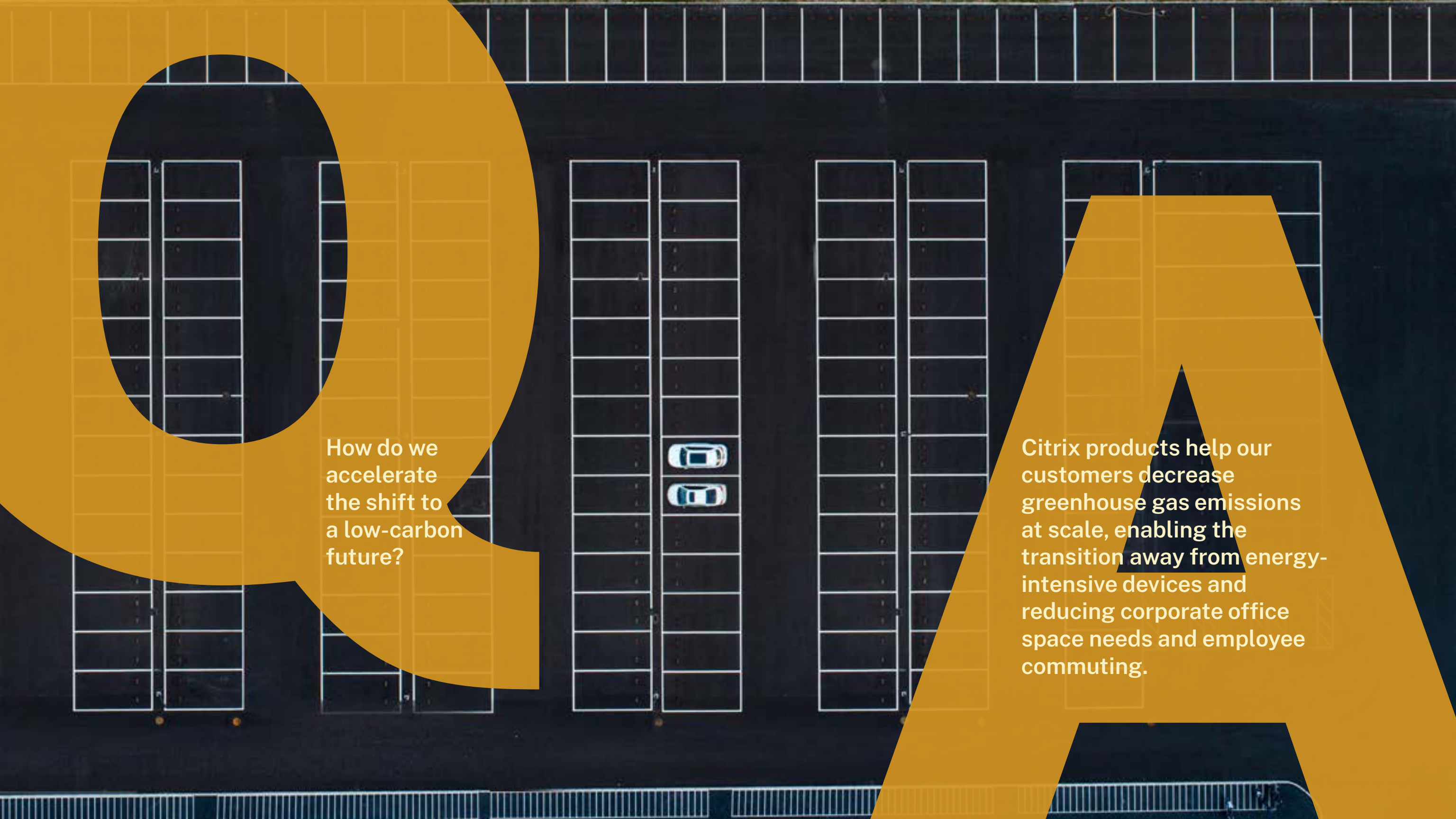
Sustainability Report
2019



Flex

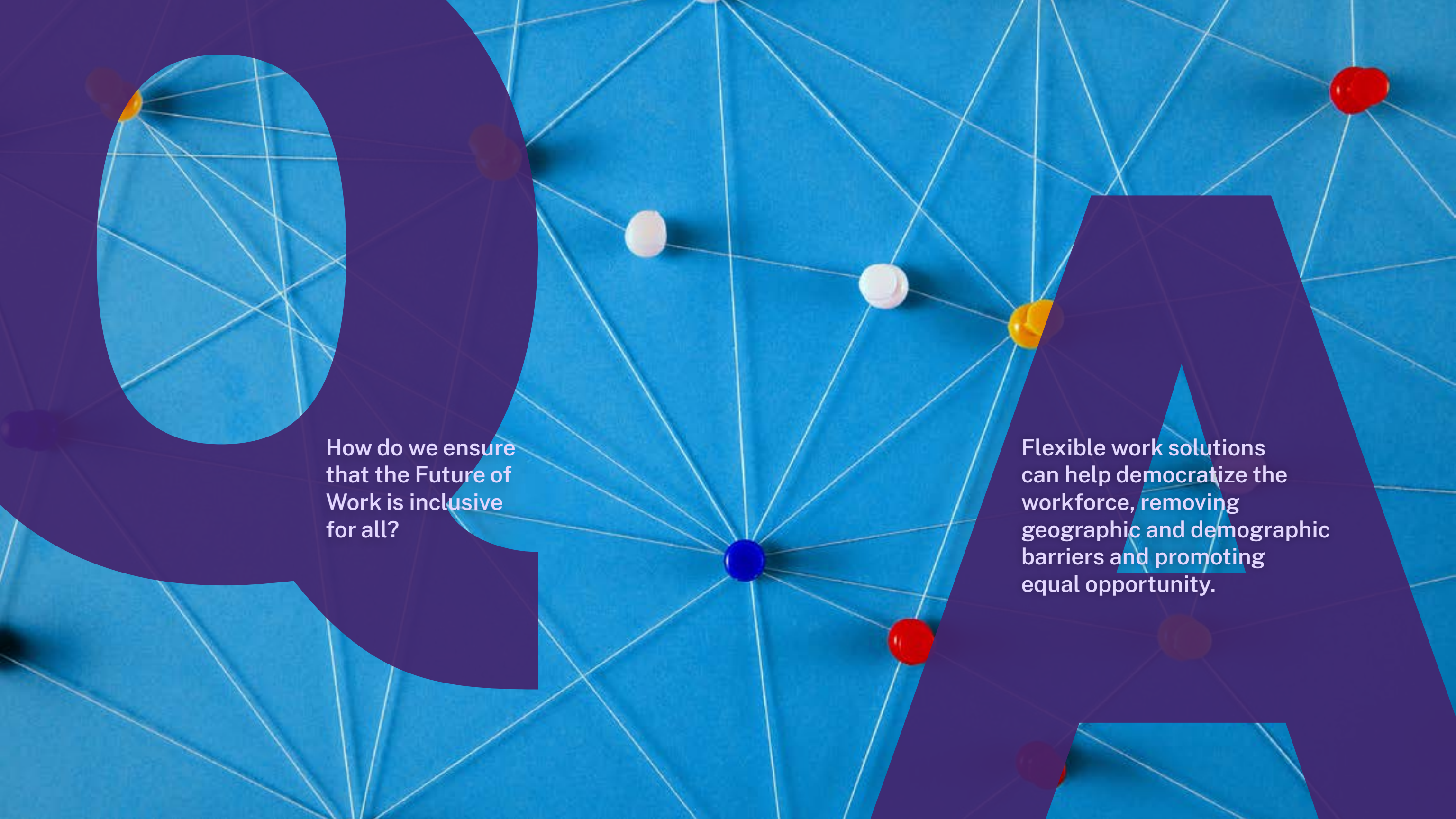
With

Purpose

An aerial photograph of a parking lot with white lines marking the spaces. Two cars are parked in the center. Overlaid on the image are large yellow geometric shapes: a large circle on the left and a large triangle on the right. The text is placed within these shapes.


How do we
accelerate
the shift to
a low-carbon
future?

Citrix products help our
customers decrease
greenhouse gas emissions
at scale, enabling the
transition away from energy-
intensive devices and
reducing corporate office
space needs and employee
commuting.



How do we ensure
that the Future of
Work is inclusive
for all?

Flexible work solutions
can help democratize the
workforce, removing
geographic and demographic
barriers and promoting
equal opportunity.

A photograph of a person's hands holding a wooden bowl filled with ripe, red cherry tomatoes. The person is wearing a light-colored, textured sleeve with blue polka dots. The background is a neutral, light gray surface. Two teal-colored geometric shapes, a circle on the left and a triangle on the right, are overlaid on the image, each containing white text.

How do we help our
community and
society thrive?

We empower the
workforce of the future
through community
investment, corporate
giving and supporting
underrepresented
groups around the world.

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**Furthering our
corporate purpose**

Citrix is guided by our core values of Integrity, Respect, Curiosity, Courage and Unity. These values are what we live each and every day. They fuel our corporate purpose and drive our leadership. They are, quite simply, what makes us tick.



A message from our CEO



David Henshall
President
Chief Executive Officer

We're excited to welcome you to our sustainability report. Sustainability is built into our business and culture and we are committed to improving the level of transparency we provide in this critically important area. Our technology helps people and businesses improve their energy efficiency, contributing to the preservation of natural resources. Our solutions enable customers to provide flexibility to their employees that can reduce carbon emissions, expand their ability to recruit and retain diverse talent, and ultimately benefit their longer-term financial performance.

At Citrix, we aim to power a world where people, organizations, and things are securely connected and accessible to make the extraordinary possible. We help customers reimagine the future of work by providing the most comprehensive secure digital workspace that unifies the apps, data and services people need to be productive. We simplify IT's ability to adopt and manage complex cloud environments and make the end user's experience seamless.

In 2020, our core value proposition of secure, remote work was pressure-tested by the COVID-19 pandemic. The global crisis brought to the forefront some of our solutions' mission-critical capabilities—enabling flexible work and business continuity. We made a commitment early on to maintain our operations and support our customers to ensure safe, secure, and uninterrupted operations throughout this global crisis as the vast majority of our employee base worked remotely. At the onset of the crisis, we made available shorter-term licenses at discounted prices to help customers in their critical time of need. We also provided customers

resources, guidance, virtual seminars, insights, best practices and other assistance to help organizations shape their own remote work and crisis-response programs. We provided this while continuing to work to ensure the safety of Citrix employees globally.

Our solutions are also a critical piece of technology infrastructure for frontline industries—like hospitals, labs, federal and local government agencies and the food supply chain. We are honored to be part of the solution enabling the great work so many of our customers provide in this time of need. Citrix solutions are utilized across nearly every industry and are available globally to help keep teams safe and productive.

The pandemic combined with the climate crisis and a heightened awareness of systemic racism and calls for social justice have brought the nation and the world to a turning point. As individuals and as organizations the actions we take influence outcomes. There's no doubt our products have never been more relevant in helping customers manage through these unsettled times and work towards solutions that can benefit the greater good. At Citrix, we are working quickly and thoughtfully to best meet the needs of our customers, employees, communities and the environment.

We're proud that more than 100 million users across 400,000 organizations—including 98 percent of the Fortune 500—trust Citrix to power a better way to work. All of us at Citrix are dedicated to continuing to earn that trust.

The butterfly effect of work flexibility

The “butterfly effect” has been described as the phenomenon whereby a small change in a complex system can have large effects elsewhere. The essence of this is captured in John Muir’s note that “When we try to pick out anything by itself, we find it hitched to everything else in the universe.”

That’s become even more true as our world gets increasingly complex. As we delve ever deeper into the positive impacts of work flexibility, we make fundamental changes that multiply and promote additional positive change: we discover that everything does connect to everything else.



Governance





Sustainability and business strategy

Sustainability at Citrix goes beyond the inherent environmental and social benefits that our products enable. ESG factors also influence our products, how we develop new solutions, and how we operate overall. Our business strategy is informed by our key stakeholders—including our employees—to ensure that ESG factors influence how we operate. In July 2020, more than 3,000 Citrix employees (approximately 35 percent of our workforce) responded to a company-wide sustainability survey.

Respondents overwhelmingly support Citrix’s efforts to actively pursue improving environmental, social and governance-related impact. Ninety percent of respondents agreed that working for an environmentally responsible company is important to them.

We view these results as a mandate to further our strong commitment to sustainability throughout the company.



Citrix employee
sustainability survey
selected results, July 2020

**90% say working for
an environmentally
responsible company
is important to them.**

**86% say working
for a company with
a social purpose is
important to them.**

**82% state they
would like to be
informed of
environmental
and social projects
within Citrix,
and how they can
get involved.**

**85% feel that
commitment
by Citrix senior
leadership to
environmental
and social issues
strengthens
their opinion of
the company.**



Stakeholder engagement

Our executives regularly engage with stakeholders to better understand their perspectives on a wide range of strategy, business and governance issues. Our Board of Directors and senior management team welcomes and values the views and insights of our shareholders and conducts an annual outreach effort to connect with large shareholders to ensure open lines of communication.

As in past years, in 2019, we reached out to our largest shareholders to understand their perspectives and discuss our business strategy, governance, corporate sustainability and executive compensation practices. Our goal: to use feedback received during these meetings to inform our policies and practices. Over the course of the year, we held shareholder engagement meetings with institutional investors representing over 32 percent of Citrix’s outstanding common stock.

These shareholder meetings covered a wide range of topics, including: our business model transition and strategy; corporate governance practices such as board composition; our diversity and inclusion programs; cybersecurity and data privacy; succession planning; shareholder views regarding equity plan preferences and administration; and other matters of shareholder interest.

Materiality

In 2020, with the help of an external partner, we engaged in a full materiality assessment to help identify, assess and prioritize the relevant Environmental, Social and Governance (ESG) risks and opportunities that are most important to our stakeholders and Citrix’s business overall. The process considered major frameworks, including the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB). This assessment, which is designed to help inform our ESG strategy, targets and reporting, resulted in the following core areas of focus:

Environment

- + Carbon emissions
- + Climate change adaptation & resilience
- + Energy consumption
- + Product sustainability

Social

- + Diversity & inclusion
- + Health & wellness
- + Supply chain sustainability
- + Training & education

Governance

- + Board composition
- + Business continuity
- + Data security & privacy
- + Ethics & compliance



Governance of sustainability

Our Nominating and Corporate Governance Committee of the Board of Directors oversees our Sustainability efforts. This committee monitors Environmental, Social, and Governance-related activities and progress. It oversees the processes management follows to integrate sustainability considerations into planning and decision-making and how progress is measured. It also provides oversight to how environmental and social factors may impact longer-term strategic objectives and planning. In conjunction with the Compensation Committee, it reviews how the team is incentivized to set and achieve new climate and diversity goals.

The Audit Committee of the Board of Directors oversees our Enterprise Risk Management (ERM) program and Citrix’s global risk management framework. Our ERM program includes identifying risks, including climate-related risks. As part of its oversight function, the Audit Committee regularly reviews the compliance policies and processes by which our exposure to certain significant areas of risk—including climate-related risk—is assessed and managed.



A year like no other

**STAY SAFE
AND KEEP YOUR
DISTANCE**





COVID-19 and business continuity

When it comes to risk management—from regional disturbances created by severe weather patterns to global pandemics—our solutions can help our customers’ employees maintain productivity and business continuity, regardless of where they are working.

That became increasingly clear as COVID-19 (coronavirus) impacted people and organizations around the world. At Citrix, the health and safety of our employees, customers, partners and communities remains our top priority. We are committed to maintaining our operations and supporting our customers to ensure safe, secure and uninterrupted operations throughout this global crisis.

COVID-19 has stressed every facet of business, society, and our institutions. In this time of crisis, the mission-critical value of our solutions has become apparent. As quarantines started in the spring of 2020, our teams, utilizing our solutions, worked around the clock to enable customers to expand access to our technology and manage their businesses during this challenging time. We are proud to have helped customers around the world, including many providers of essential services, transition to accommodate social distancing guidelines and other measures recommended to reduce the rate of transmission of the virus.

Through this crisis, we have helped customers deploy our technology to enable workers in some of the most critical areas—in hospitals to support the surge in usage, in universities so they can continue to educate, in global financial institutions to continue to support the broader economy, and in governments to help lawmakers guide their constituents.

In this time of crisis, the mission-critical value of our solutions has become apparent.

Through this crisis, we are helping customers deploy our technology to enable workers in some of the most critical areas.



Data security & privacy

Responsibly adopting advanced technologies requires a critical eye on cybersecurity and data privacy. Because we design our products around centralized delivery, visibility, and control of apps and data, security is built into the core of our solutions and practices.

Vulnerability response

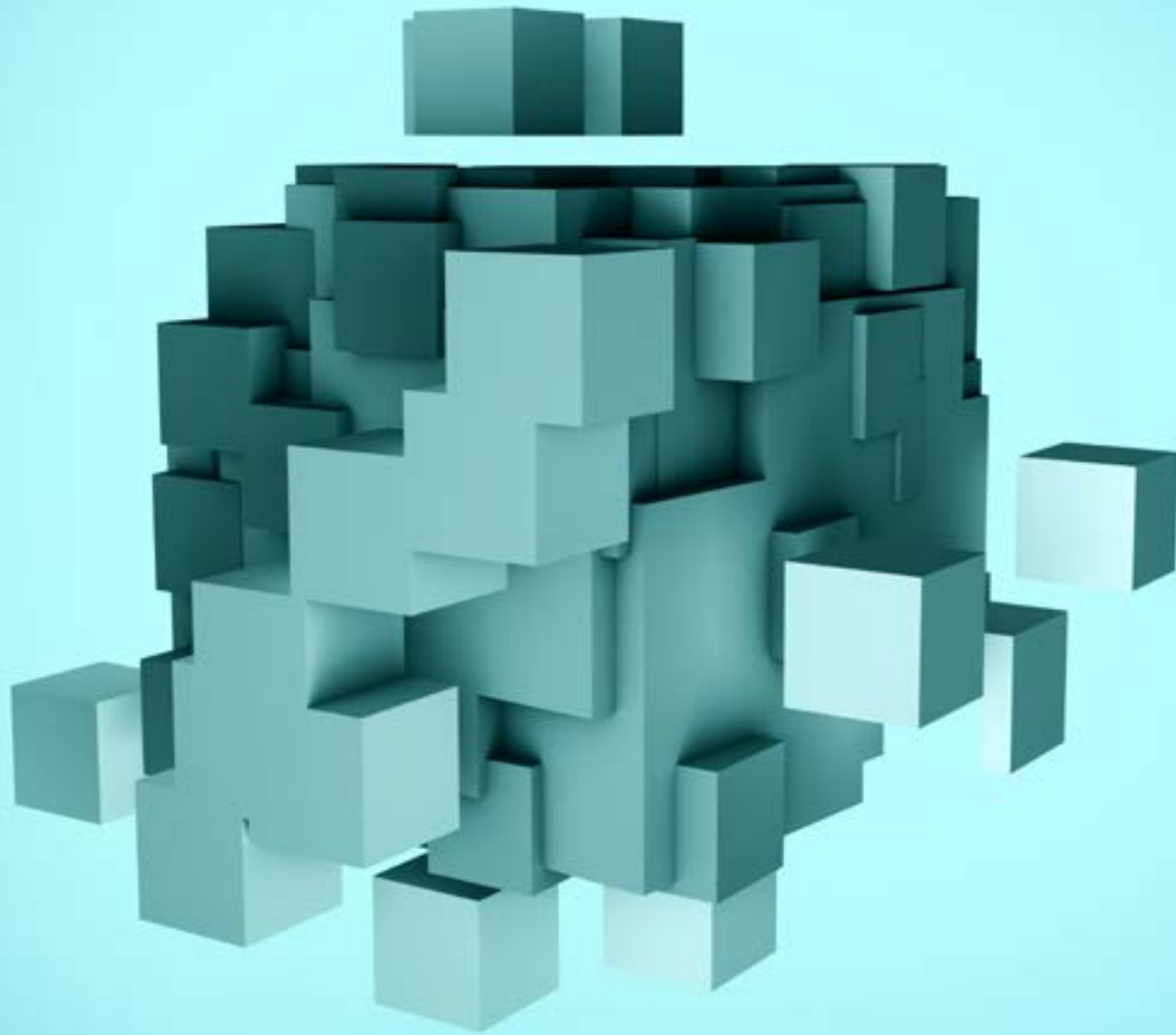
At Citrix, we’re committed to keeping our products and customers secure. Citrix strives to follow industry standards during all phases of the Secure Development Lifecycle (SDLC). As part of its SDLC program, we have a robust Security Response Process that accepts vulnerability reports against Citrix products and services from external sources—customers and researchers alike.

Privacy & compliance

For over 30 years, our customers have trusted our ability to handle their data with care and respect. That’s why organizations in the most highly regulated sectors rely on us to protect their most sensitive information wherever work happens.

Visit the [Citrix Trust Center](#) for the latest information on our approach to security, [vulnerability response](#), [privacy](#) and compliance.






Ethics and values

We are committed to upholding the highest principles of business ethics and corporate governance. Our business enables flexible workstyles while honoring our responsibilities to customers, employees, partners, shareholders and the environment and communities in which we live and work. Our Board of Directors and its committees administer all aspects of our corporate governance. In doing so, they promote responsible and ethical decision-making and provide an independent and objective source of advice and oversight as we pursue our goals.

We are guided by our Citrix Values and our [Code of Business Conduct](#), which sets the standards of conduct for Citrix employees. This important document articulates our values and serves as a foundation for Citrix policies and practices. All of Citrix must act with integrity and be responsible for complying with this Code, Citrix policies and all applicable laws and regulations.

Read more
 about our **Code
 of Business
 Conduct**


Environmental Impact

100
100

Over
cus

98%
con

100M

100M users in more than 100 countries.

400,000

Over 400,000 customers.

98%

98% of the Fortune 500 companies.

Flexing with scale

At Citrix, our greatest impact comes as a result of all of us working to pursue common goals. Our solutions help address some of the world’s most pressing challenges, including the climate crisis. With 100 million Citrix users in more than 100 countries, we have the scale needed to make a significant impact.

Read more about our **Climate and Environmental Policy** 



**The global
inequitable impact
of climate crisis**

As a company headquartered on the Florida coast, we are keenly aware of the consequences of the climate crisis, and we are committed to decreasing our environmental impact, and crucially, the impact of our customers.

The recent wildfires in California, Oregon and Washington State are just the latest example of the volatile, changing world that the

scientific community predicted decades ago. Recent analysis¹ found that climate change plays an unequivocal and pervasive role in increasing the intensity and length of fire conditions.

The consequences of climate change, however, go beyond the physical, intersecting with people’s lives in profound ways, resulting in significant social and economic costs.

A 2017 study published by the United Nations Department of Economic & Social Affairs that outlined how “initial inequality causes the disadvantaged groups to suffer disproportionately from the adverse effects of climate change, resulting in greater subsequent inequality.”²

¹ [Science Brief Update](#)
² [United Nations Paper](#)



This year, we have witnessed firsthand the inequity of climate change, and how the impact on the most marginalized groups in our society is exacerbated when disruptions wreak havoc on people’s lives disproportionately. A 2018 study by researchers from the University of Washington and the Nature Conservancy³ found that low-income neighborhoods and immigrant communities often lack the resources to prepare for wildfires, pay for adequate insurance, or cover rebuilding costs, increasing their overall vulnerability. The 2020 COVID-19 pandemic has worsened conditions even further for many, increasing inequality amongst groups who were already suffering.

The need for action is immediate. As a trusted technology partner with hundreds of thousands of customers globally, spanning nearly every industry around the world, we believe our biggest opportunity is to enable greenhouse gas emissions reduction at scale. We do this by helping our customers dramatically improve their efficiency, resulting in a positive impact on the living conditions of people around the world. Our technology can enable economic opportunity and sustainability more broadly—a powerful and motivating combination.

³ [PLOS ONE Paper](#)

This year, Citrix has submitted corporate climate data and strategy information to CDP, the global environmental disclosure platform.

Read more
about **our CDP**
disclosure [↗](#)

Enabling customers to reduce energy consumption & emissions

At Citrix, we understand that our role in reducing energy consumption starts with our products, which enable anyone to work from anywhere—reducing transportation emissions from commuting and enabling a shift to more energy-efficient devices.

For example, our Citrix Workspace product eliminates the need for applications and data to reside on endpoint devices. This puts product sustainability into practice, allowing customers to transition away from more energy-intensive desktops with large screen displays and high-performance processors toward more energy-efficient laptops. And because no data is required to live on these devices, it can extend the useful life of an individual device by up to 40 percent.⁴ This can significantly decrease an organization’s energy demand and reduce waste.

Citrix Workspace—combined with flexible remote work policies—can drive down corporate office space needs and reduce employee commuting, further reducing a company’s carbon footprint. According to a recent PwC survey,⁵ the majority of CEOs believe that COVID-19 pandemic-driven shifts towards remote collaboration and fewer people working from offices are likely to stay.

When organizations deploy Citrix Workspace and manage client devices to optimize for energy efficiency, they can—depending on the size of their employee base—dramatically decrease the greenhouse gas emissions (GHG) associated with client computing. That’s because giving employees the ability to work on any device, on any network anywhere, can decrease reliance on fossil fuels and lessen the burden of traffic congestion.

As an example, emissions from transportation account for 14 percent of global GHGs and 28 percent of GHGs in the United States.⁶ In the U.S., transportation is the largest contributor to GHG emissions,⁷ and prior to the pandemic, over 75 percent⁸ of Americans commuted to work by private car. Work from home employees in the U.S. avoid emitting 3.6 million tons of commuting-related GHGs, which is the equivalent of 91 million trees planted.⁹

Reduced GHGs from transportation also contributes to better air quality, a reduction in chronic health issues, less dependency on fossil fuels, a healthier natural environment, and more livable cities. Likewise, reduced energy use overall can reduce pressure on aging utilities infrastructure.

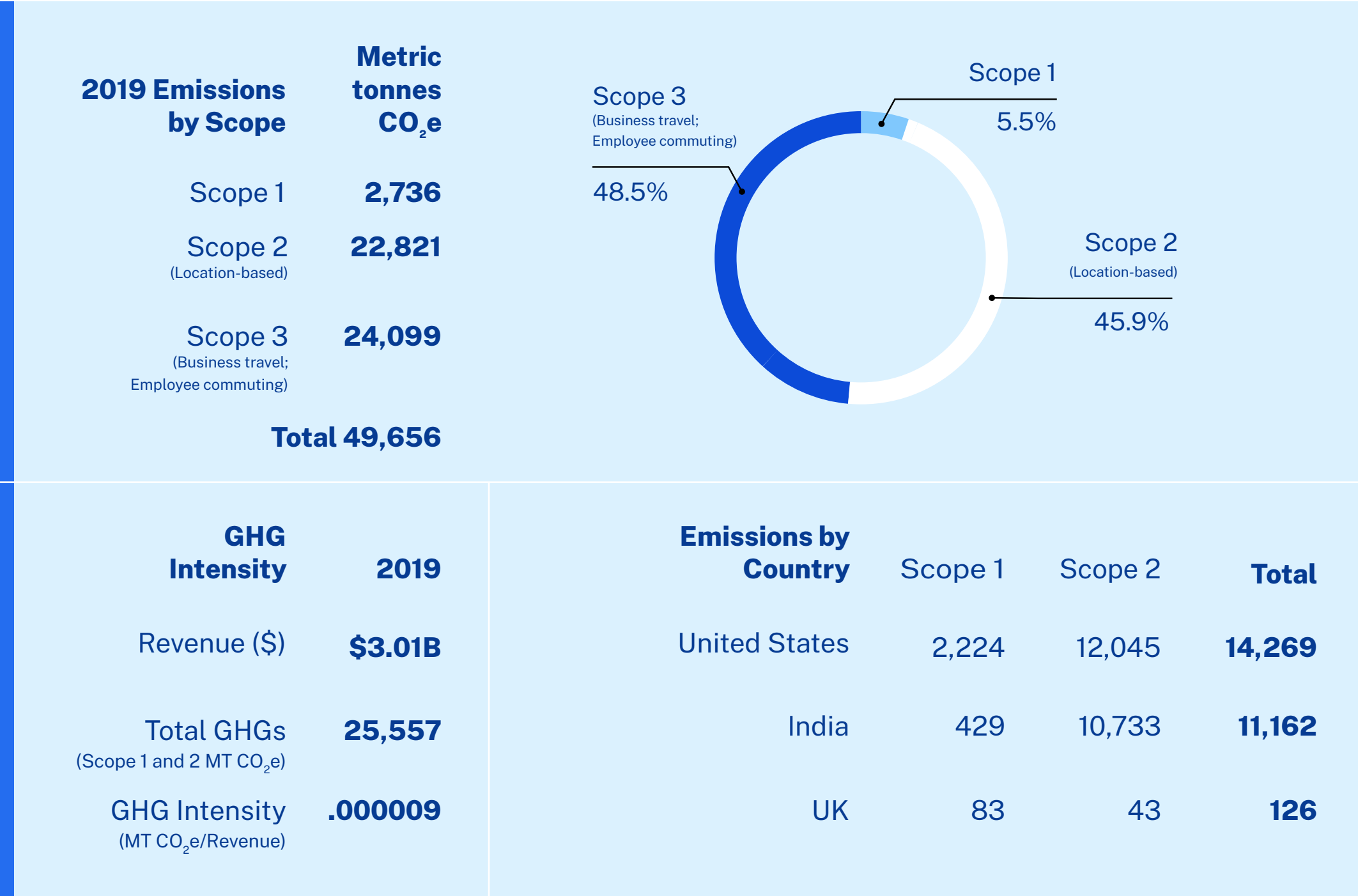
⁴ [2019 Citrix Annual Report](#)
⁵ [PwC Survey](#)
⁶ [U.S. Environmental Protection Agency](#)
⁷ [U.S. Environmental Protection Agency](#)
⁸ [U.S. Census](#)
⁹ [Global Workplace Analytics](#)



Our efforts to reduce Citrix’s carbon emissions

Like many of our customers, we too are committed to decreasing our environmental footprint. We calculated Citrix’s Scope 1, Scope 2 and Scope 3 (business travel and employee commuting) greenhouse gas emissions footprint and will be setting reduction targets over the near-term now that a baseline has been formulated.

In the U.S., transportation is the largest contributor to GHG emissions, and 70% of Americans commute to work by private car.



Enabling remote work helps to reduce commuting-related greenhouse gas emissions.





Case Study



01

Partnering to reduce costs and energy consumption

Centrica plc is an international energy services and solutions company serving 26 million customers in the UK, Ireland and North America. The business has 30,000 employees around the world, ranging from customer contact centers to energy traders working in the financial markets. Centrica is committed to protecting the planet and is targeting to be carbon neutral by 2050.

Centrica used a virtual desktop solution running on physical servers in its data centers. While the solution functioned well, it was difficult to scale. Centrica turned to Fujitsu Managed Mobile, part of the Citrix End User Services portfolio, to develop a new solution using Citrix Cloud services and Citrix application delivery controller.

Powered by Microsoft Azure and Citrix Cloud services, the solution makes it possible for Centrica to go rapidly from 2,000 users a day to 14,000, taking tens of thousands of customer calls. Almost immediately, the company had entire contact centers working from home. And as it added more people, the platform auto-scaled to handle the additional workload.

Auto-scaling means Centrica doesn't have a large IT infrastructure footprint running 24/7 in a dedicated data center. This results in reduced on-premises computing and electrical power consumption. At the same time, the solution makes Centrica's workforce more flexible than ever—with fewer cars on the road and potentially fewer offices in the future.

Citrix solutions help Centrica reduce its energy consumption and commuting-related emissions—and move it closer to its goal of carbon neutrality.



Case Study



02

Helping Nudie Jeans reach its sustainability goals

Nudie Jeans is an internationally acclaimed brand specializing in sustainably sourced and produced denim. The company takes pride in its socially and environmentally responsible production process and operations. Dedicated to a “wear, tear and repair mindset” rather than fast fashion, it operates repair and re-use centers for its jeans.

Nudie Jeans’ move to cloud computing started when it opened direct operations in America. The company partnered with [Citrix Gold Solution Advisor Xenit](#) to design a new IT infrastructure to provide all employees—wherever they

are—with access to the apps and information they require while supporting Nudie Jeans’ sustainability goals, which includes carbon neutrality across its entire supply chain by 2025.

Using [Citrix Virtual Apps and Desktops](#) and Microsoft Azure, Xenit centralized Nudie’s apps and data to give employees secure, real-time access to company resources regardless of device. The new virtual desktop benefits employees everywhere, making mobile and flexible working a practical reality.

Nudie Jeans co

Nudie Jeans’ Citrix on Azure solution is easily scalable. For example, if other distributor operations are acquired, or as its U.S. operations grow, the cloud-based infrastructure can be scaled up or replicated to create additional regional hubs.

The solution has proved so successful that Nudie Jeans plans to move all of its IT operations to Azure and Citrix Cloud service.

Case Study



03

Helping Citrix customers manage through the unforeseen

In addition to the typical challenges faced by organizations in both the private and public sectors, the risks of the climate change and business continuity are ever apparent. The impacts are all around us, and has been shown to increase the intensity and length of wildfires, including those recently experienced in California, Oregon and Washington State.

And this issue remains long after the fires have been extinguished as businesses work to restore their operations and communities struggle to recover from devastating losses. The 2020 COVID-19 pandemic has exacerbated conditions even further for many, increasing inequality among groups who were already suffering. Citrix is helping with solutions such as these:

- + When 20 percent of the student population at the University of Sydney were unable to return to campus for classes due to bushfires, local flooding, and the COVID-19 virus, the university teamed up with Citrix to create an online learning environment in just one week.
- + Over the past two years, the City of Corona, California, has been affected by severe wildfires that destroyed homes and forced evacuations. To cope with disasters such as these, the city wants its employees to be able to work from anywhere with full access to its systems and data. Citrix Workspace is not only enabling Corona to achieve that goal, but also increasing the effectiveness of its services delivery and simplifying collaboration across departments.

The climate crisis isn't going away. But businesses and the public sector can maintain continuity of their operations and maximize their IT investments by deploying Citrix remote solutions.

We design our offices and facilities to minimize energy consumption and waste and encourage our employees to reduce their ecological footprint.

This year, Citrix has submitted corporate climate data and strategy information to CDP, the voluntary global environmental disclosure platform.

Some of the ways we are minimizing our impact on the environment are:

- + Reducing and/or removing single-use plastics in our cafés and break rooms.
- + Providing EV charging stations at our Fort Lauderdale, Raleigh, and Santa Clara offices.
- + Maximizing natural light, LED lighting, photovoltaic electricity, and optimizing HVAC and lab equipment for minimal power use.
- + Eliminating most of the bottled water from offices and using biodegradable, recyclable, and/or reusable products.
- + Consolidating engineering labs.
- + Allocating resources for automation to turn devices on and off.
- + Working with green companies for the recycling of decommissioned IT hardware.
- + Installing LED fixtures as part of our new build and construction projects.
- + Following LEED (Leadership in Energy and Environmental Design) principles in relevant offices.

Renewable energy

We are working to reduce our energy and waste across our facilities. Renewable energy is now the source of over 75 percent of electricity consumption at our main data center location, and 90 percent of energy consumed at our India operations is from renewable sources, avoiding 7,050 tons of carbon emissions.



Over 75% of Electricity is Renewable

Sustainable design

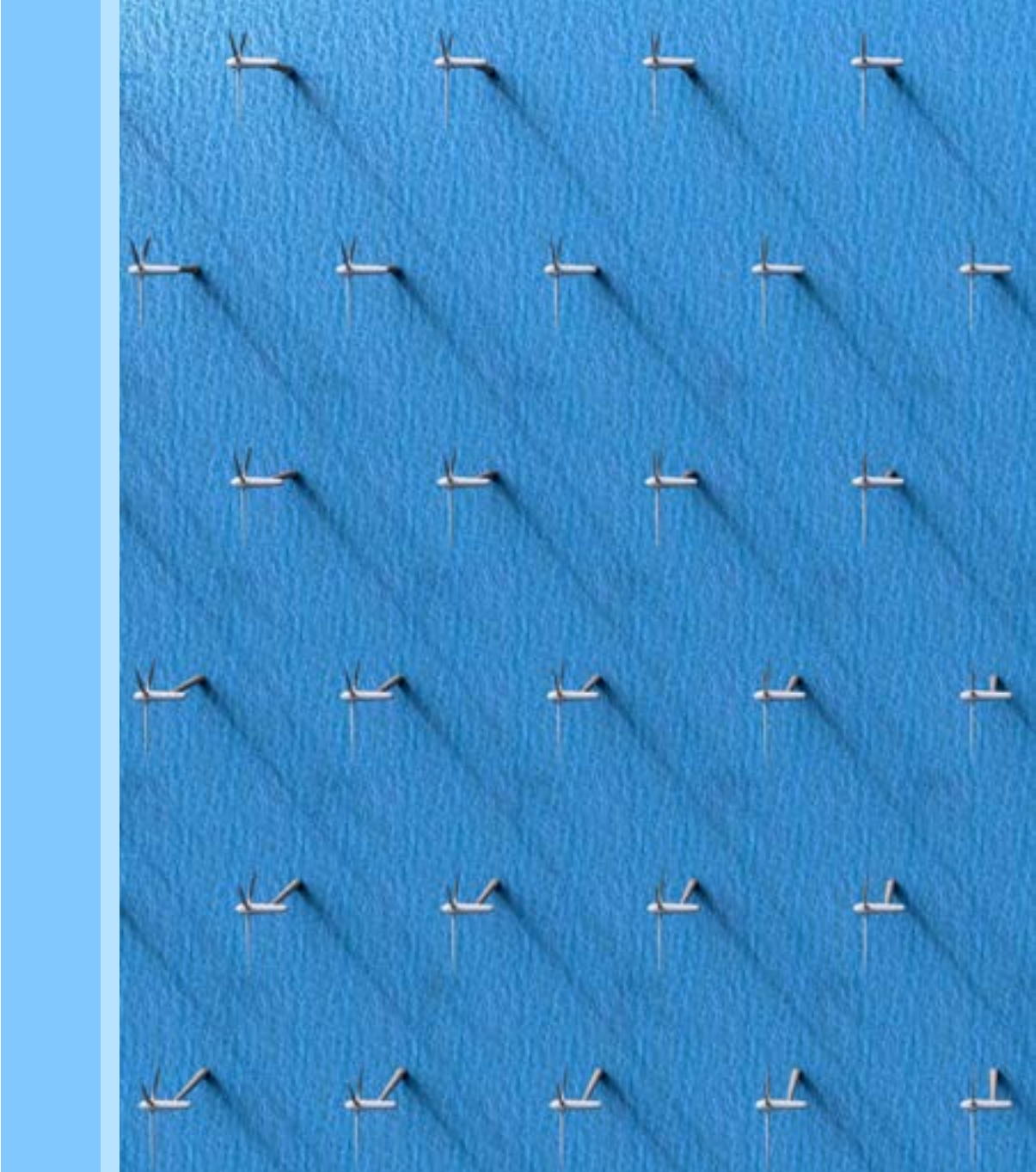
Investments in sustainable design features and green operations go into the development and expansion of our offices. Our real estate team identifies and addresses opportunities to reduce our carbon footprint, use alternative energy, and source green furniture, fixtures and equipment. When we build or complete full-scale renovations of our larger offices, we follow Leadership in



90% of Energy is Renewable

Energy and Environmental Design (LEED) principles where appropriate. We have also explored and reduced building system run times/peak utilization in certain sites to avoid excessive cooling/heating, thus lowering our utility consumption.

Global renovations include sustainable design elements such as maximizing natural light, adding motion sensors, installing light dimmers and timers, converting to LED fixtures, using low-flow faucets with aerators, decreasing shipping materials to the least possible amount that protects the shipment, automating controls to reduce consumption and waste, and optimizing HVAC and lab equipment for minimal power draw. Larger offices include photovoltaic electricity and water heaters that run on thermal solar.





Waste & recycling

We reuse, recycle and/or divert landfill items like plastic bags, packing foam, cardboard, wood, metal, electronic waste, fluorescent bulbs and batteries. Most recently we have removed single-use plastics in our consumables for café break rooms and office supplies, cutlery and utensils, and are now using primarily plant-based products. We’ve switched to the most sustainable items that we can, covering over 90 percent of single-use items in these areas.

In the near-term, COVID-19 impacts our ability to eliminate items that are not truly sustainable, such as individually wrapped cutlery in the break rooms. We are committed to supporting our ongoing efforts to decrease our carbon footprint and look forward to continuously improving this area when it is appropriate to do so.

Talent



Diversity, Inclusion & Belonging

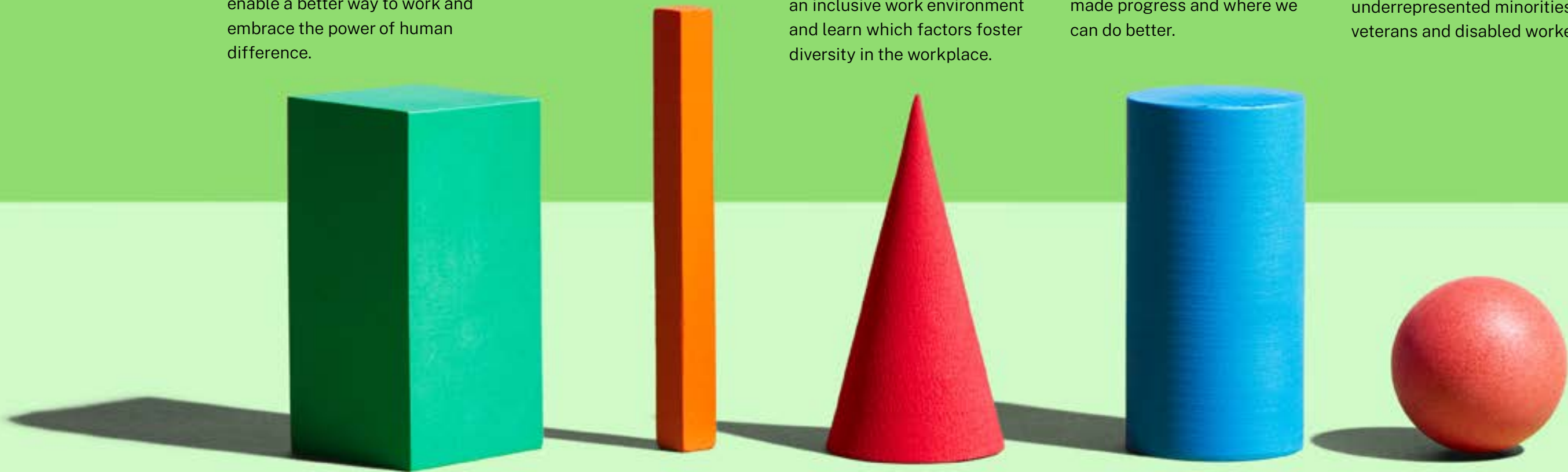
Today’s heightened level of awareness around social injustice brings to light the importance of Diversity, Inclusion & Belonging as companies reflect on the ways systemic issues can be addressed within their own organizations and communities. Our solutions enable a better way to work and embrace the power of human difference.

Citrix makes possible a distributed and flexible work environment, facilitating the recruitment and retention of a broader base of diverse talent. Here at Citrix, our diverse workforce spans multiple generations and lives and operates in more than 40 countries.

In 2019, we launched “Cultivating a Culture of Belonging” for our employees, a learning series to explore our own identities, share best practices and offer support as we champion inclusiveness and belonging across the enterprise. Through this program, employees are learning how our identities inform our perspectives, and how to incorporate other points of view. The program helps employees encourage an inclusive work environment and learn which factors foster diversity in the workplace.

Over the past year, we focused on enhancing our Diversity, Inclusion & Belonging program and tailoring it to Citrix: our people, our values and our culture. And, since we believe that trust begins with transparency and vulnerability, we have spent this year focusing on sharing more of our diversity metrics and progress, including where we’ve made progress and where we can do better.

In the area of Human Capital Management, we have launched a number of diversity and inclusion (D&I) efforts, including an employee-run committee focused on D&I initiatives. In addition, we expanded global parental leave benefits, gender pay equity initiatives and diversity-focused scholarships and programs to support underrepresented minorities, veterans and disabled workers.



While D&I training has always been a part of the Citrix culture, we know that we must do more. Effecting change requires us all to better understand how our own unintentional behaviors hinder diversity efforts. That’s why this year, we asked all employees to complete unconscious bias training. The training is designed to help Citrix employees uncover unconscious biases that result in prejudices and stereotypes. We have also continued to build bias mitigation practices into our people process. For example, removing gendered language from job postings, giving managers tools to mitigate bias before a performance review, and

encouraging diverse interview panels to make objective decisions on candidates. Later in the year, we plan to introduce additional resources focused on creating diverse and inclusive work environments.

For years, we have supported corporate citizenship initiatives; instituted policies and structures to promote diversity, inclusion, and belonging; and studied gender pay-equity across our organization. Going forward, we are committed to improving our transparency to provide more holistic data for ESG-related external disclosure.



Our Diversity, Inclusion & Belonging strategy

At Citrix, we’re striving to create a Culture of Belonging where we each feel like we fit in, can take risks, and are empowered to contribute as ourselves to drive the future of work. To achieve this, we have built our Diversity, Inclusion & Belonging strategy on four key pillars:

- +

Grow inclusive leaders and teams

Develop all Citrix employees to practice inclusion as the way we work.
- +

Mitigate unconscious bias

Remove the unconscious barriers to attract, develop and retain the best talent across background and identity.
- +

Develop diversity

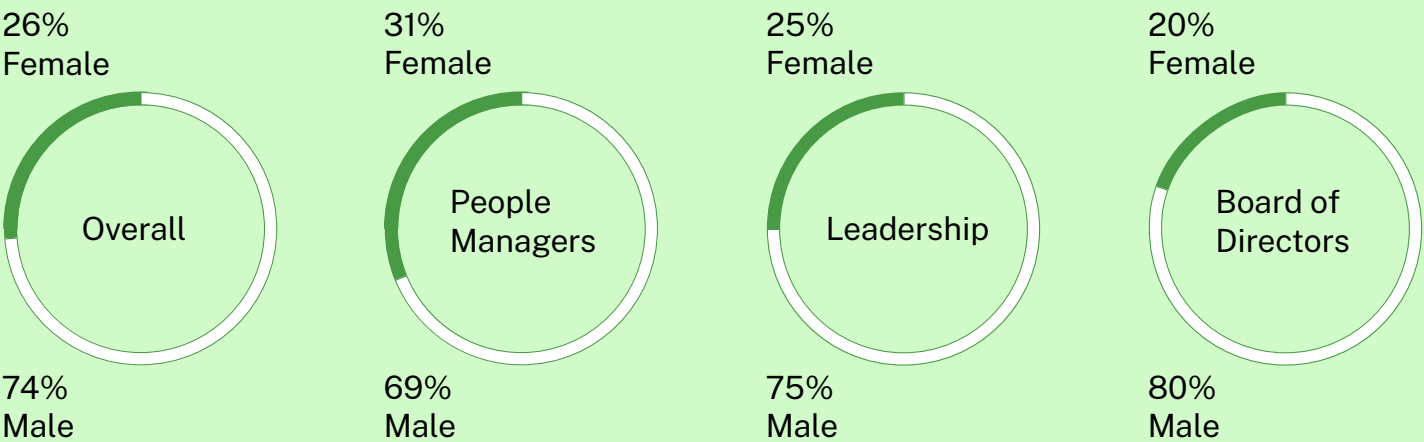
Reach new candidate sources and support employee growth.
- +

Mobilize our employees

Harness the passion in our workforce to experiment, learn and grow together.

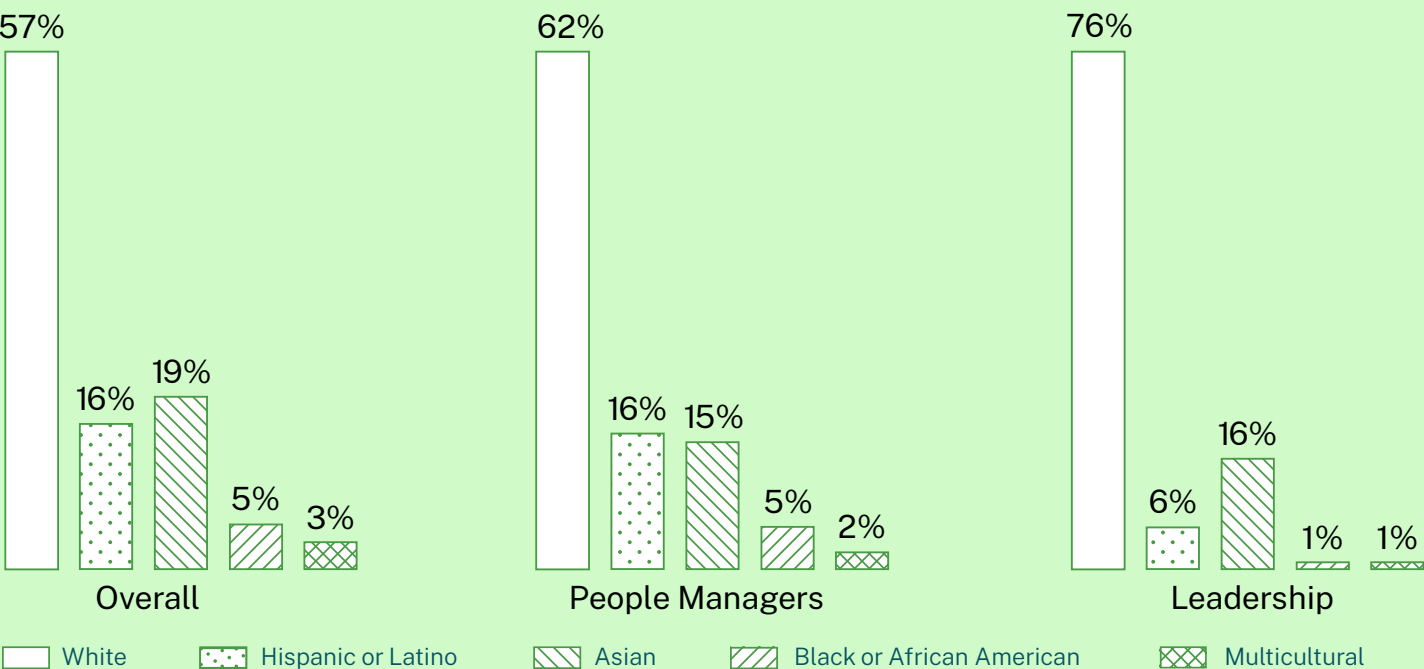
In February 2021, KPMG conducted an independent accountant’s review of our greenhouse gas emissions and diversity and inclusion metrics and updates have been made to our 2019 data accordingly. Please visit our online report to view our independent accountant’s review in full.

2019 Workforce Metrics



Data from December 2019. Gender data is global. “Leadership” represents VP levels and above.

2019 Race and Ethnicity



Data from December 2019. Race and ethnicity data is U.S. only. “Leadership” represents VP levels and above.

More than 2,300 employees are engaged with Citrix ERGs—approximately 30% of our employee base.

One of the ways we celebrate diversity is through our employee resource groups (ERGs)

Our ERGs support underrepresented groups of employees and build “safe spaces” for members, educate allies, and attract and retain talent. ERGs are an important component of our Diversity, Inclusion & Belonging efforts, addressing topics like career development, mentoring, advocacy and networking.

More than 2,300 employees are engaged with Citrix ERGs—approximately 30 percent of our employee base. Today, we have ten ERGs with 29 chapters across nine offices in seven countries. Each ERG has the support of an Executive Leadership Team

Champion and a Senior Vice President or Vice President-level sponsor, to provide guidance, visibility and support to the ERG’s chair and broader membership.

ERGs benefit Citrix by connecting us around the globe, improving our workforce representation and providing awareness and feedback that make us better as a company and a steward in the communities we serve.



Dawn Morris
 Senior Manager,
 Investor Relations
 and President, Black
 Professionals Network

“Working with Citrix’s executive and diversity and inclusion teams, we’re building a culture that encourages us to share our ideas towards a more inclusive environment for all.”
 —Dawn Morris

Citrix has the following ERGs:

- +

Black Professionals Network (BPN):

BPN was established in 2017 to support employees of African descent by providing networking opportunities, mentorship and education for both allies and members, as well as support Citrix’s efforts to attract and retain diverse talent and suppliers. In 2020, the BPN has been a driving force within Citrix for Racial Equity, hosting Daring Dialogue discussions and working with Corporate Citizenship and Diversity, Inclusion & Belonging to drive systemic, internal and personal change at Citrix.
- +

Women’s Inspirational Network (WIN):

For more than ten years, WIN has been providing support, enhancing career development and evolving the work environment for women at Citrix. Every March, WIN members lead the celebration of International Women’s Day, an official holiday in 20 countries. The 2020 festivities celebrated the 100th anniversary of women’s constitutional right to vote in the U.S. WIN has more than 500 members across nine Citrix offices in the U.S., Central America, India, East Asia and Europe.
- +

Pride Alliance—LGBTQ+:

The Pride Alliance was established more than a decade ago by LGBTQ+ employees at Citrix to gain domestic partner benefits for their spouses. Since then, they have partnered with the company to champion industry-leading initiatives, making Citrix a leader for LGBTQ+ rights, scoring 100 percent in the last four HRC Corporate Equality Indexes. The Pride Alliance has more than 300 members across seven offices in the U.S., Central America and Europe.
- +

Asian Professionals:

Founded in 2020 by Citrix employees of Asian and Pacific Islander descent and allies, dedicated to social, professional and cultural development. A truly virtual ERG, they have members in most of Citrix’s U.S. offices.



- +

Citrix Enabled:
This ERG was founded in 2017 as a caregiver’s group for parents of special needs children. In 2020, Enabled was reimagined to promote the awareness of diverse-abilities, including physical disabilities, neurodiversity and mental health in the workplace while also offering a community of support for Citrix employees and their loved ones. The group strives to develop a culture where all employees feel empowered by their abilities by advocating for accessibility across physical space and technology and by educating to reduce stigma.
- +

Latino Professionals Group (LPG):
LPG was founded in 2017 to promote awareness of Latino issues and foster a sense of community and belonging at Citrix. LPG has more than 150 members at our Fort Lauderdale headquarters.

- +

Foster Family & Adoption Group:
Founded in 2017, this ERG provides an open and supportive atmosphere for employees who are in the process of adopting or considering adoption or fostering. The main focus of the group is to provide support to nonprofits focused on child abuse prevention, foster care awareness and adoption services.
- +

Military Veterans:
Supports military veterans and military families at Citrix globally. Members are comprised of active duty military reservists, veterans, military family members and allies. Working closely with corporate citizenship and talent acquisition, the ERG has been instrumental in recruiting military candidates, supporting active-duty and veteran nonprofits and promoting cyber education.

- +

Citrix Emerge:
Launched in March of 2020, Emerge had its first event on the last day Citrix employees were in the office before COVID sent all employees home. As one of our newest ERGs, it has embraced a virtual model of engagement. Its mission is to engage, support and inspire the next generation of Citrix employees by building a cross-functional community of professionals emerging in their careers or any new role.
- +

Parent & Caregivers:
This ERG was started as an online support group for parents at the start of the COVID work-from-home period in April 2020. It has grown to be one of our largest ERGs, with members in every region of the world. In September 2020, the parents’ group combined with the caregivers’ group, to officially launch as our newest ERG.





Developing accessible products for those with disabilities

In 2020 we teamed up with accessibility experts to ensure that our digital services—such as websites, mobile apps, electronic documents, software products and other digital systems, are accessible to people with disabilities. As more and more everyday activities go digital—including shopping, remote work, education, healthcare and banking—people with disabilities need to be able to access these services more than ever before. We are working to make sure Citrix software is accessible to all users.

Specifically, we are emphasizing these areas:

- + Web Accessibility
- + Company-wide Digital Accessibility
- + Accessibility of our Online Chat Functions
- + Establishing a plan to ensure social media postings are accessible

In 2019, Citrix signed the Valuable 500 Commitment, supporting a global movement to put disability on the business leadership agenda. The initiative includes the following commitments:

- + Ensure that disability inclusion is on our board agenda
- + Make at least one firm commitment to action
- + Share our commitment with the business and the world





We’re honored to be recognized with three Best Places to Work awards:

- + With a score of 90 percent, Citrix has been named for the second year in a row to the 2020 Disability Equality Index (DEI)® [Best Places to Work for Disability](#).
- + For the fourth year in a row, Citrix was named a [Best Place to Work for LGBTQ+ Equality](#) by the Human Rights Campaign (HRC).
- + Citrix has been named to Working Mother magazine's third annual list of the [Best Companies for Dads](#). Citrix was granted this honor for leading in the areas of paternity leave, childcare, flexible schedules and more.

Benefits & wellness

Citrix is known for providing industry-leading paid leave for new parents by providing all parents (moms, dads and partners) 18 weeks of paid leave to care for a newborn or newly adopted child. This is just one more way Citrix supports our employees’ work/ life harmony and their growing families in one of life’s most exciting (and challenging!) times. This paid leave is in addition to the nine paid holidays and other paid time off (PTO) from Citrix for family-focused time.

We provide health benefits and wellness programs for employees and their families. We provide free healthy snacks and fitness programs (where available), cafés that serve fresh, nutritious meals and wellness and educational events. In addition to a competitive base salary or hourly wage, Citrix offers a company-matched 401K, performance-based bonus program, recognition awards and appreciation events for employees.

Due to COVID-19, we were unable to conduct our annual health fairs in person, but we continue to hold events virtually, including healthy cooking classes, wellness classes and parenting information sessions.

During 2020, we also grew our mindfulness community. Mindfulness is a practice that helps employees strengthen their brain’s ability to focus and helps them avoid getting sidetracked by stress. Mindfulness can also help employees navigate conflict and strengthen their resilience in a world where change and transformation are the new normal.

We now offer daily mindfulness sessions to everyone at Citrix. We have also started a global mindfulness moment that provides all our offices a global moment to offer meditation to their teams. Mindfulness is a way for people to calm their minds. It’s a scheduled moment break during which everyone is invited to “Take a break, take a moment, reset yourself.”



Mindfulness
is a way for
people to calm
their minds.

Social Equality

Black Lives Matter.

Every single one of us must do our part—to listen, to learn, and to speak out and take action against social and racial injustice.

Social equality

Everyone deserves to be free of discrimination, harassment and bias, no matter its source. And it will take all of us to bring about the changes we need and seek. In response to the desire to listen, to learn, and to ask questions to better understand allyship and advocacy, we have started a company-wide discussion series entitled “Daring Dialogue.” More than 3,600 employees participated in two of these

topical conversations over the past several months. Of those that registered, the attendance rate of the dialogue exceeded 90 percent.

Everyone deserves to be free of discrimination, harassment and bias, no matter its source. And it will take all of us to bring about the changes we need and seek.

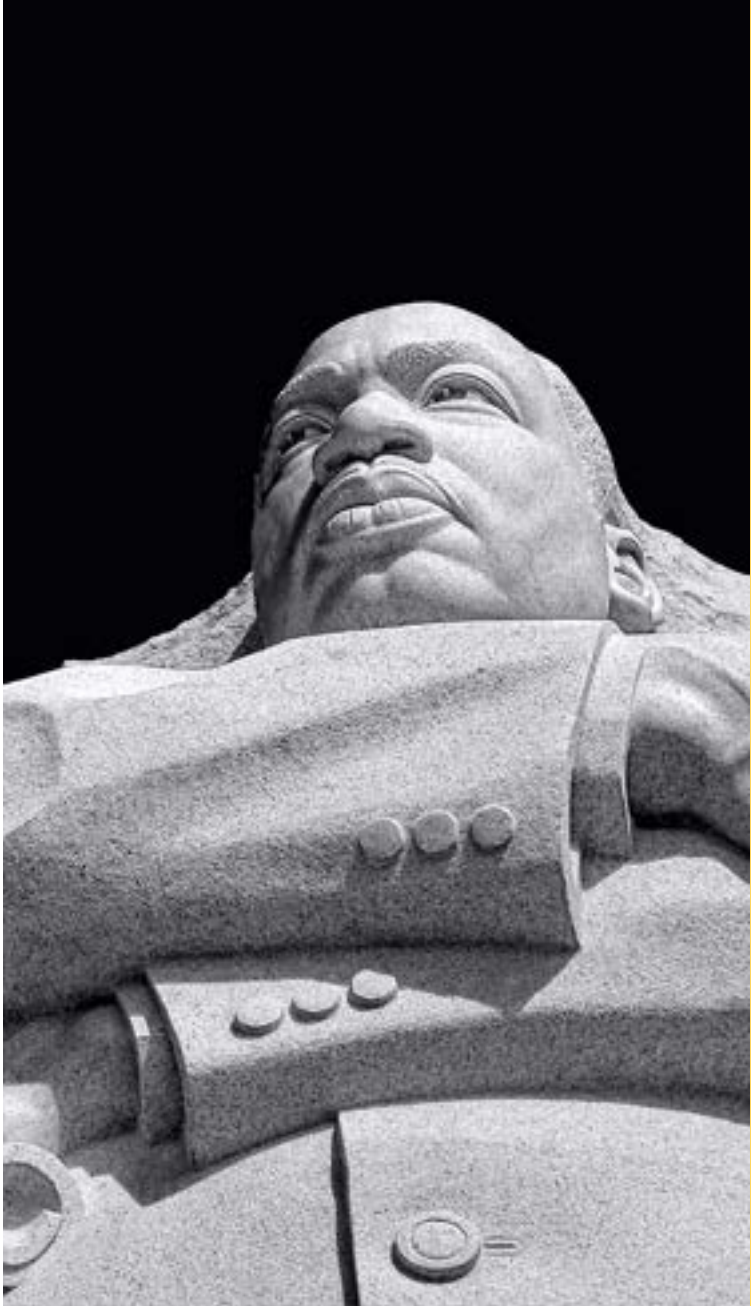




- In reviewing our company demographics, we saw a need to increase Black representation within Citrix, and we are committing to take the following actions:
- + To increase Black employee representation within Citrix, we will expand our recruiting at Historically Black Colleges & Universities (HBCUs) and organizations such as the National Society of Black Engineers (NSBE), National Association of Black Accountants (NABA) and AfroTech and engage sourcing agencies specifically focused on Black and African American candidates.
 - + To improve our career pathing and leadership development of Black employees, we provide executive mentors for Black employees identified through our Black Professionals Network or those on VP management succession plans, deliver unconscious bias, diversity and inclusion training for all employees, and expand opportunities for Black employees and other underrepresented groups in our leadership development programs with the goal of producing a diverse pipeline of future leaders within Citrix.
 - + At an executive recruiting level, we are committed to having a racially diverse candidate pool for all executive and Board of Director searches.

In addition, we’re making significant investments in a comprehensive Racial Equity and Social Justice Program. Our community outreach campaign will include college scholarships and internships, partnerships with social justice nonprofits and localized adopt-a-school programs for minority at-risk students.

In 2020, employee donations, matched by Citrix, contributed over \$500,000 to a variety of social justice organizations. These donations assisted 275 nonprofits with their racial equality work and engaged almost 300 employees in supporting causes that promote racial equality.



Observing Black History Month

In 2020, we celebrated Black History Month by reflecting on the many historical influences of, and contributions by, minority tech professionals. We also highlighted the opportunities that diversity in thought and experiences give us as we look to the future of technology and Citrix.

It’s a future where the need for more minority professionals in high tech will only grow. U.S. Census projections show that by 2050, half of the U.S. population will identify as part of a minority group.¹⁰

And the talent crunch companies across industries face today will only intensify. A global talent shortage of 85 million employees is expected by 2030.¹¹

There’s ample opportunity for technology companies to embrace, develop and advance the voices and ideas of Black professionals and other diverse employees. As we continue our focus on diversity, inclusion, and belonging at Citrix, we believe the most exciting time for diversity in technology is before us.

¹⁰ [U.S. Census](#)
¹¹ [Korn Ferry: Future of Work](#)

\$500,000,

\$500,000 in social justice contributions.

275

275 nonprofits assisted.

300

300 employees.



Corporate Citizenship

Like the diversity across our employee base, our Corporate Citizenship efforts are broad and reflect the individual and collective interests and passions of our employee base. Volunteerism at Citrix is based on our program, Simply Serve, and financial donations through our program, Simply Give. In 2019, 3,134 employees participated in Corporate Citizenship activities benefitting 1,179 charities across 40 countries.

Simply serve

Citrix employees receive 16 hours of paid volunteer time each year and can receive up to three additional volunteer days to support disaster relief volunteer efforts. In response to COVID-19, we are identifying opportunities for employees to virtually volunteer.

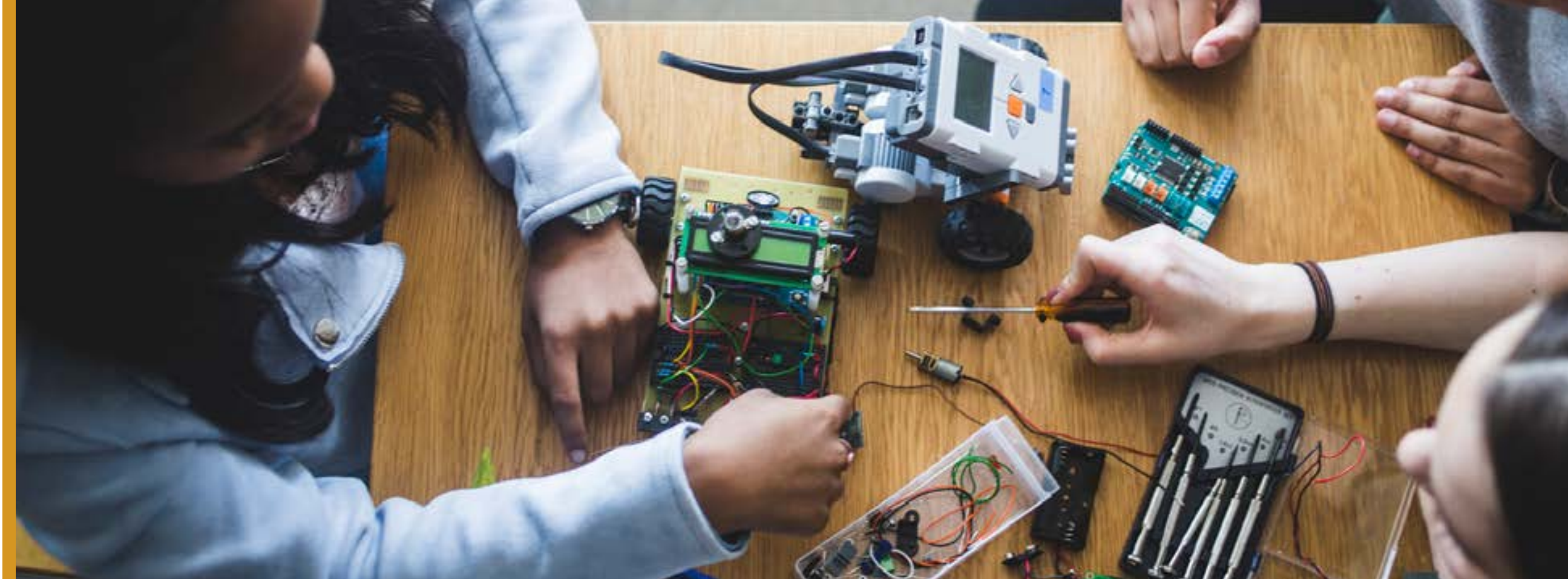
Simply give

Citrix matches donations up to 2,000 USD per employee per year to qualifying nonprofits. Through the Dollars for Doers program, employees can volunteer their own time and earn “Cause Cards” allowing them to donate to their favorite nonprofits. In 2020, we doubled this match cap to 4,000 USD

per employee to support COVID-19 relief and recovery efforts. Additionally, we have set up a COVID-19 Relief and Recovery Fund to assist the most vulnerable populations impacted by the pandemic.

In 2019, 3,134 employees participated in Corporate Citizenship activities benefitting 1,179 charities across 40 countries.





Philanthropy

Our Corporate Giving Program is committed to increasing opportunities and improving the quality of life in our communities, both locally and globally. Citrix contributes to many educational and charitable organizations. Donations are made to nonprofit and non-governmental charitable organizations who are non-religious and non-political with an emphasis on diversity and globalization.

These organizations are championed by Citrix employees and provide many volunteer opportunities. Please review our list of organizations supported by the Corporate Giving Program.

Our Supplier/Partner Code of Business Conduct expresses our values—including acting ethically, supporting communities and respecting the environment—and serves as a foundation for Citrix policies and practices.



Diverse suppliers

Our commitment to Diversity, Inclusion & Belonging extends through our procurement policies. The Citrix Supplier Diversity program actively encourages diversity within the supply base, promoting social inclusion by using diverse suppliers.

Supplier Diversity at Citrix identifies and promotes the equitable inclusion of diverse third-party suppliers within all our business operations. We define a Diverse Supplier as a business owned by an underrepresented group or person whether registered with an official certifying body or not, including Small Business Enterprises (SBE). Through partnerships with our Corporate Diversity Councils: Disability:IN, National LGBT Chamber of Commerce (NGLCC), National Minority Supplier Development Council (NMSDC) and Women’s Business Enterprise National Council (WBENC),

we can identify suppliers in each of these diversity categories. Our goal is to include at least one qualified diverse supplier for each of our purchasing opportunities, when diverse suppliers exist within the category. We track our spend with existing diverse suppliers and provide Tier 2 reporting to our customers when requested.

In 2019, we hosted an Interactive Supplier Diversity Fair where 22 diverse suppliers, five Supplier Diversity Advocacy organizations and Citrix employees across various departments convened to discuss how diverse suppliers can gain business opportunities and/or expand existing relationships with Citrix.

For 2020, we have joined the Inclusion Works program at Disability:IN, connecting with its 49 member companies committed to creating an inclusive culture for people of diverse abilities, including physical disabilities, neurodiversity and mental health in the workplace. We are in the process of developing a roadmap to improve our accessibility and broaden our inclusion of employees with disabilities.

As we begin to look into expanding our program to a more global/international perspective by region in 2021 and beyond, we have begun to do some work in India to identify our Micro, Small and Medium Enterprise (MSME) Suppliers and collect the appropriate certificates.





UN Sustainable Development Goals



Supporting UN Sustainable Development Goals (SDGs)

We are proud to be part of the larger business continuity and risk mitigation discussion, now and going forward. We are equally proud to enable customers to achieve their environmental and social responsibility objectives and to support nine of the UN Sustainable Development Goals.

Citrix Workspace can help decrease negative environmental impact in a number of ways, including:



Citrix solutions can help address social and economic inequities and support stronger, healthier communities. They enable employers around the world, across every industry, to expand recruiting and retention efforts across geographical locations. By enabling remote work, companies can increasingly offer employment opportunities across urban, suburban and rural locations. They are not limited to developed countries or specific hubs within developed countries and can accelerate opportunities in developing regions. This broadening of economic opportunity and improved availability of quality employment can help reduce poverty and hunger domestically and abroad.



At Citrix, gender and underrepresented minority pay equity is a topic we have long been working on. We are committed to ensuring that there is no gap within our own company. To meet that commitment, every year we plan to engage an independent pay equity study firm prior to compensation planning so that we can continue to monitor, identify root causes and consider appropriate remediation as necessary.



We celebrate diversity through our Employee Resource Groups (ERGs), which support underrepresented groups of employees and build “safe spaces” for members, educate allies and attract and retain talent. ERGs are an important component of our Diversity, Inclusion & Belonging efforts, addressing topics like career development, mentoring, advocacy, networking and other areas of focus for ERG members. ERGs also benefit Citrix by connecting us around the globe, improving our workforce representation and providing awareness and feedback that make us better as a company and a steward in the communities we serve.



Our Diversity, Inclusion & Belonging initiatives create a better way to work and embrace the power of human difference. Our diverse workforce spans multiple generations, and lives and operates in more than 40 countries. In 2019, we launched “Cultivating a Culture of Belonging,” a learning series to share to best practices and offer support as we champion inclusiveness and belonging.



Belonging initiatives
create a better way
to work and embrace
the power of human
difference.



When organizations deploy Citrix Workspace and manage client devices to optimize for energy efficiency, they can dramatically decrease the greenhouse gas emissions (GHG) associated with client computing. For example, a desktop uses an average of 200 W/hour when in use. So, a computer that is on for eight hours a day uses almost 600 kWh and emits 175 kg of CO₂ per year.¹² Compare this to a laptop that uses between 50 and 100 W/hour or uses 150 to 300 kWh and emits between 44 and 88 kg of CO₂ per year. Some of the most efficient thin clients, such as Chromebooks, use ~20 W/hour.¹³ Assuming a fully equipped desktop deployment as a starting point, Workspace makes it possible to reduce GHG emissions from employee computing considerably.



The ability for employees to work on any device, on any network, anywhere, when paired with a supportive flexible work policy, decreases reliance on fossil fuels, lessens the burden of traffic and decreases GHG emissions. To illustrate, emissions from transportation account for 14 percent of global GHG and 30 percent of GHG in the United States. In the U.S., transportation is the largest contributor to GHG emissions with over 75 percent of Americans getting to work by private car.¹⁴ Work from home employees in the U.S. avoid emitting 3.6M tons of commuting related GHGs—the equivalent of 91 million trees planted.¹⁵



As more companies adopt more flexible work policies, physical office space requirements could decrease. In recent years prior to the pandemic, while the global energy intensity per building has improved, the number of buildings was increasing, up more than 2 percent annually. Without action at scale, carbon emissions related to buildings is expected to double by 2050.

¹² [Energuide](#)
¹³ [Digital Trends](#)
¹⁴ [U.S. Census](#)
¹⁵ [Global Workplace Analytics](#)



GRI/SASB Index

Global Reporting Initiative (GRI) Index

This report was prepared using the Global Reporting Initiative (GRI) Standards.

Organizational Profile

Disclosure #	Description	Answer
102-1	Name of the organization	Citrix Systems, Inc.
102-2	Activities, brands, products, and services	Citrix Products
102-3	Location of headquarters	851 West Cypress Creek Road, Fort Lauderdale, Florida 33309
102-4	Location of operations	Citrix Worldwide
102-5	Ownership and legal form	Citrix is publicly traded under the ticker symbol CTXS
102-6	Markets served	About Us
102-7	Scale of the organization	About Us
102-8	Information on employees and other workers	2020 Proxy Statement
102-12	External initiatives	UN Global Compact

Strategy

Disclosure #	Description	Answer
102-14	Statement from senior decision-maker	Message from the CEO

102-15	Mechanisms for advice and concerns about ethics	2020 Proxy Statement
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Ethics & Integrity

Disclosure #	Description	Answer
102-16	Values, principles, standards, and norms of behavior	Citrix Trust Center

102-17	Mechanisms for advice and concerns about ethics	Corporate Governance
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Governance

Disclosure #	Description	Answer	Disclosure #	Description	Answer
102-18	Governance structure	Corporate Governance	102-29	Identifying and managing economic, environmental, and social impacts	Governance
102-20	Executive-level responsibility for economic, environmental, and social topics	Governance	102-30	Effectiveness of risk management processes	2020 Proxy Statement, p. 14
102-21	Consulting stakeholders on economic, environmental, and social topics	Governance	102-31	Review of economic, environmental, and social topics	Governance
102-22	Composition of the highest governance body and its committees	2020 Proxy Statement, pp. 24–27	102-32	Highest governance body’s role in sustainability reporting	Governance
102-23	Chair of the highest governance body	2020 Proxy Statement, p. 10	102-33	Communicating critical concerns	Corporate Governance
102-24	Nominating and selecting the highest governance body	2020 Proxy Statement, p. 12	102-35	Remuneration policies	2020 Proxy Statement
102-25	Conflicts of interest	2020 Proxy Statement, p. 10	102-36	Process for determining remuneration	2020 Proxy Statement, pp. 34–57
102-26	Role of highest governance body in setting purpose, values, and strategy	Governance	102-37	Stakeholders’ involvement in remuneration	2020 Proxy Statement, p. 36
102-27	Collective knowledge of highest governance body	2020 Proxy Statement, pp. 18–27	102-38	Annual total compensation ratio	2020 Proxy Statement, pp. 72–73
102-28	Evaluating the highest governance body’s performance	2020 Proxy Statement, p. 12			

Stakeholder Engagement

Disclosure #	Description	Answer
102-40	List of stakeholder groups	Governance
102-42	Identifying and selecting stakeholders	Governance
102-43	Approach to stakeholder engagement	Governance
102-44	Key topics and concerns raised	Governance

Reporting Practice

Disclosure #	Description	Answer
102-45	Entities included in the consolidated financial statements	2019 Form 10-K
102-46	Defining report content and topic Boundaries	Governance
102-47	List of material topics	Governance
102-48	Restatements of information	No significant changes
102-49	Changes in reporting	No significant changes
102-50	Reporting period	January 1, 2019–December 31, 2019
102-51	Date of most recent report	This is Citrix’s inaugural Sustainability Report
102-52	Reporting cycle	Annual
102-54	Claims of reporting in accordance with the GRI Standards	Prepared using the Global Reporting Initiative (GRI) Standards (2016).
102-55	GRI content index	GRI Index

Economic Performance

Disclosure #	Description	Answer
201-1	Direct economic value generated and distributed	2019 Form 10-K
201-2	Financial implications and other risks and opportunities due to climate change	CDP Climate Change disclosure

Indirect Economic Impacts

Disclosure #	Description	Answer
203-1	Infrastructure investments and services supported	Social Equality
203-2	Significant indirect economic impacts	Social Equality

Energy

Disclosure #	Description	Answer
302-2	Energy Consumption	1.6061 e+14 Joules
302-3	Energy Intensity	53,347.77 (Joules/Revenue)

Emissions

Disclosure #	Description	Answer
305-1	Direct (Scope 1) GHG emissions	Environmental Impact
305-2	Energy indirect (Scope 2) GHG emissions	Environmental Impact
305-3	Other indirect (Scope 3) GHG emissions	Environmental Impact
305-4	GHG emissions intensity	Environmental Impact
305-5	Reduction of GHG emissions	Environmental Impact

Employment

Disclosure #	Description	Answer
401-1	New employee hires and employee turnover	Talent
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Talent
401-3	Parental leave	Talent

Training & Education

Disclosure #	Description	Answer
404-3	Percentage of employees receiving regular performance reviews	In 2019, 99 percent of employees received performance reviews

Diversity & Equal Opportunity

Disclosure #	Description	Answer
405-1	Diversity of governance bodies and employees	Talent

Supplier Social Assessment

Disclosure #	Description	Answer
414-1	New suppliers screened using social criteria	Social Equality
414-2	Negative social impacts on society in the supply chain, and actions taken	Social Equality

Customer Privacy

Disclosure #	Description	Answer
418-1	Substantiated complaints regarding breaches of customer privacy and losses of customer data	Governance

Sustainability Accounting Standards Board (SASB)

Our reporting aligns with the SABS Software & IT Services Sustainability Accounting Standard.

Environmental Footprint of Hardware Infrastructure

Code	Metric	Reference
130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Environmental Impact
130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	CDP Climate Change disclosure

Data Privacy & Freedom of Expression

Code	Metric	Reference
220a.1	(Description of policies and practices relating to behavioral advertising and user privacy	Data Security & Privacy

Data Security

Code	Metric	Reference
230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Data Security & Privacy

Recruiting & Managing a Global, Diverse & Skilled Workforce

Code	Metric	Reference
330a.2	Employee engagement as a percentage	Sustainability and Business Strategy
330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff wand (3) all other employees	2019 Workforce Metrics

Managing Systemic Risks from Technology Disruptions

Code	Metric	Reference
550a.2	Description of business continuity risks related to disruptions of operations	COVID-19 and Business Continuity



Sustainability Report
2019

851 West Cypress Creek Road,
Fort Lauderdale, Florida 33309