



Transforming to Protect the Future

2014 Corporate Responsibility Report





03	Letter from the CEO	29	Your Information
05	About Symantec	30	Protecting information
07	Corporate Responsibility at Symantec	34	Ensuring online safety
09	Governance and ethics	35	Customer satisfaction
11	Priority issues		
14	Stakeholder engagement	37	The World
17	Support for the United Nations Global Compact	39	Green IT
		40	Resource conservation
19	Our People	45	Human rights
21	Employee engagement	46	Responsible sourcing
23	Working at Symantec	48	Investing in communities
24	Reaching out to the community		
26	Diversity and inclusion	52	Performance Tables
		60	About this Report
		61	Global Reporting Initiative G4 Content Index

Message from the CEO

In today's connected world, the free and safe flow of information drives people, businesses and governments to achieve new and better things.



Big data and digital devices have transformed the way data is consumed and stored, making the task of protecting information a top priority for organizations large and small. The risk to this most valuable asset has never been greater.

Symantec makes the world a safer place by protecting and managing information. We also believe corporate responsibility and creating a positive societal impact are core to our business success. Just as we are consistently pushing the boundaries in engineering to develop the most innovative and advanced technologies, we continuously invest in our employees, strive to reduce our environmental impact, and support philanthropic projects around the globe.

And we continue to deepen our commitment to integrating corporate responsibility across the business enabling Symantec to *Transform to Protect the Future*.

Committed to Engaging Our People

We take great pride in developing career paths for our employees, making Symantec an employer of choice. In FY2014, Symantec implemented a workforce engagement strategy designed to increase the connection employees feel with the company, develop career opportunities and position employees for long-term success.

We launched the Symantec Service Corps, a pilot program that sent a team of employees to Peru for four weeks to perform pro bono, skills-based volunteer work in support of three non-profit organizations. The teams worked full-time to solve specific business challenges to improve the local organizations' ability to provide critically-needed services for their communities. While at the same time, the teams developed their own leadership, teamwork, and cultural adaptability skills. Hundreds of employees from across the globe applied for the program, and while ten were selected to go to Peru, the entire company was inspired by their journey.

Symantec has received a perfect score of 100 on the Human Rights Campaign's (HRC) Corporate Equality Index (CEI) for the sixth consecutive year. We were also among HRC's 'Best Places to Work for LGBT Equality'. We reaffirmed our commitment to prioritize and expand diversity and inclusion by creating the Chief Diversity Officer role and welcomed two additional women to our board of directors. We have also set a new goal to increase the diversity of our workforce by 15 percent by the year 2020. These steps help us compete for and develop talent, and provide new perspectives and voices that accelerate our product strategy and development, and ultimately, our success.

Committed to Protecting Your Information

At Symantec, helping people, businesses and governments protect and manage their information remains our top business priority. In our 2014 [Symantec Internet Security Threat Report](#), we reported a 62 percent increase in the total number of breaches from the previous year. Recent headlines only underscore the impact a single security incident can have. That's why Symantec continues to innovate in how we protect and manage information. Our market-leading antivirus product remains a baseline capability required for any endpoint protection product and a critical piece of our broader arsenal against the evolving threat landscape. But we continue our ground-breaking work in keeping the world's information safe, anywhere and everywhere it goes, through innovation like our Advanced Threat Protection offerings we announced earlier this year.

We know that one of the biggest challenges facing the cybersecurity industry is the lack of trained cybersecurity professionals. Symantec recently launched our new [Symantec Cyber Careers Connection](#) (SC3) program to address this concern at the Clinton Global Initiative America Meeting. SC3 is designed to help narrow the global workforce gap in cybersecurity by training and certifying economically disadvantaged young adults and assisting them in landing meaningful internships and jobs. This important new program offers shared value to Symantec and society by addressing youth unemployment while building a long-term talent pool.



Committed to Improving the World

We continue our support for the ten principles of the United Nations Global Compact (UNGC) and have offered significant leadership in the UNGC U.S. Network as it has grown into an increasingly active organization.

Additionally, environmental stewardship is an integral part of our business strategy. However, we have been challenged in our efforts to establish a company-wide goal for reducing greenhouse gas (GHG) emissions. We are committed to continuing to work through a process to establish a relevant goal to reduce emissions and intend to announce a goal in FY15.

We continue to work towards the LEED certification goal we set for all newly owned or long-leased facilities. This year, we added two new certifications, raising the certified percentage of our eligible square-footage to 82 percent. At our Mountain View headquarters, we installed nearly 1,500 solar panels on a parking garage roof. This initiative, along with acceptance to the [Electronic Industry Citizenship Coalition](#) reflects the passion that Symantec has for preserving our environmental resources and creating better social, economic and environmental outcomes for our industry. We have set new goals for all tier one suppliers to implement the EICC code of conduct by the end of 2016 and for all products manufactured for Symantec to be validated as “conflict-free” across all four minerals - tantalum, tin, tungsten and gold - by 2017.

We also proudly provided over \$28 million in philanthropic support and software donations to partners whose work aligns with our mission and priorities, including supporting science, technology, engineering and math (STEM) fields; educating parents, schools, and students about safe and ethical online practices; promoting diversity, particularly in ways that benefit women and girls in engineering; and contributing to organizations that work in resource conservation and promote Green IT practices. Our software donation program issued 432,111 licenses reaching more than 23,000 organizations in 29 countries.

Symantec remains committed to making the world a safer place through our business efforts and our commitment to corporate responsibility. We are *Transforming to Protect the Future*. I am honored to play a role in Symantec’s transformation and am inspired by the passion displayed by our employees who are working together to protect the world from the next generation of information security challenges.

Sincerely,

Michael Brown

President and Chief Executive Officer

About Symantec

Symantec makes the world a safer place by helping people, businesses and governments protect and manage their information so they can focus on achieving their goals. We're committed to executing this mission while operating with integrity, respect for the environment, and a commitment to positive social impact. With more than 20,000 employees in more than 50 countries, we are the world's fourth largest software company.

We consider the security of information central to corporate responsibility in this digital age of increased exposure. We leverage our employees' specialized skills to make the digital world a safer place, raise awareness of cyber issues and contribute resources to our communities. As a company engaged in providing services with significant societal benefit, Symantec is committed to conducting our business with attention to and respect for ethical operation, the environment, and positive societal impact.

Our corporate responsibility platform is organized into three pillars:

- **Our People**, which includes employee satisfaction, talent management and diversity and inclusion
- **Your Information**, which includes cybersecurity, online safety, privacy and customer experience
- **The World**, which includes climate change, responsible sourcing and human rights, and community investment

For more information, see our corporate fact sheet and [Business Overview](#).

Our Corporate Values

This year, Symantec updated our values to create a set of durable, employee-generated, globally applicable values. Our new values were defined and written by a team of employees from all over the world, at every level of the organization.



Living these values ensures we deliver for all stakeholders, including employees, customers, partners, and communities. Together with the Symantec Employee Value Proposition (EVP) and the Leadership Success Profile (LSP), our values form a strong foundation for everything the company does.

Symantec at a Glance

- Founded in 1982, IPO in 1989
- Headquartered in Mountain View, California
- Operations in more than 50 countries
- More than 20,000 employees globally
- Ranked 378 on the Fortune 500 list
- More than 2,800 patents globally
- Invested 16 percent of FY14 revenue into research and development throughout worldwide facilities
- Donated more than \$28 million in cash and software to more than 20,000 nonprofit organizations globally in FY14

The EVP is the promise to employees of a great place to work, brought to life by our managers.

The LSP describes the behaviors and traits that leaders and managers should exhibit and that employees can expect.



Awards and Recognition



Named one of the World's Most Ethical Companies for the seventh consecutive year by the Ethisphere Institute.



Scored 98 of 100 points on the Carbon Disclosure Project (CDP), and received a performance score of "B," an improvement over FY13. Also listed on CDP's Leadership Index for the first time in FY14.



Achieved a perfect score of 100 in the Human Rights Campaign Corporate Equality Index for the sixth consecutive year. HRC also recognized Symantec for being one of the "Best Places to Work for LGBT Equality."



Listed as No. 13 in the Silicon Valley Business Journal's list of top corporate philanthropists, up from number 19 in FY13.



Selected as a "Best Diversity Company" by readers of Diversity/Careers.



Named to Minority Engineer's list of Top 50 Employers.



Listed on the FTSE4Good Global Index since 2007.



Named to Best Places to Work list in India (third year).



Listed on the Dow Jones Sustainability North America Index since 2007 and the Dow Jones World Index since 2006.



Named to Best Places to Work list in Mexico (third year).



Named to Best Places to Work list in Brazil.

Corporate Responsibility at Symantec

Symantec is committed to prioritizing corporate responsibility and appropriately positioning it within the organization. We believe that continued integration of corporate responsibility into everything we do is central to our company's business success and a cornerstone of value creation.

In FY14, Symantec raised the company's longstanding corporate responsibility leadership role to the vice president level, combining it with the function of Chief Diversity Office to form the new position of vice president of corporate responsibility. The vice president of corporate responsibility is charged with embedding and integrating corporate responsibility priorities into the company's strategy and operations. Additionally, this position drives the global implementation of community investment efforts and leads Symantec's executive diversity steering committee.

Symantec Corporate Responsibility Management and Accountability (CRM&A) Project

In FY14, we embarked on an ambitious project to fully integrate corporate responsibility into our everyday business operations. Building upon existing commitments and activities, we set out to:

1. Identify an ideal governance structure for managing corporate responsibility priorities—from board-level oversight to on-the-ground efforts
2. Determine how employees should be held accountable for performance on Symantec's corporate responsibility priorities
3. Inform Symantec's overall corporate responsibility program and its continued growth and integration with key business objectives

Over the course of FY15, we will begin implementing the results of our CRM&A project. We will convene a Corporate Responsibility Management Council, whose members will represent a cross-section of our businesses and functions. The council will help to advance performance on our corporate responsibility priorities and other important environmental, social and governance issues.

At Symantec, we conduct our business with a commitment to ethical operation, sound environmental management, and positive societal impact.

Engaging Employees and Stakeholders in Corporate Responsibility: FY14 Milestones

- Continued to provide quarterly updates on corporate responsibility performance and trending issues to the Symantec board of directors
- Developed and rolled out a public relations platform and external communications plan
- Delivered a "Corporate Responsibility Roadshow" to educate and engage employees across Symantec
- Published our sixth annual Corporate Responsibility Report and translated it into Spanish for the first time
- Published four external Corporate Responsibility Snapshots (quarterly CR newsletters) and held our first Twitter chat
- Published 71 external blogs, 47 articles on our employee intranet, and produced three television videos in coordination with NBC in the San Francisco Bay Area

Read Symantec's [Corporate Responsibility Snapshots](#)
Visit Symantec's [Corporate Responsibility in Action Blog](#)



Developing Company-Wide Goals

In engaging with stakeholders around Symantec's corporate responsibility reporting, we received feedback that goals included in previous reports were too activity oriented and limited in scope. In response, we have undertaken a process with our internal reporting team to establish more strategic, metrics-driven, and clearly measurable goals that are closely linked to our priority issues.

In FY14, we benchmarked the corporate responsibility goals set by our peers in areas aligned with our three pillars - our people, your information and the world. We used these findings to facilitate internal conversations about goals we might set. We then shared initial goals developed by our internal teams with a select group of external stakeholders for their feedback. These stakeholders were chosen due to their specific expertise in the areas related to our draft goals. In addition to their input on our goals process, we have asked these stakeholders to review and comment on our FY14 Corporate Responsibility report when it is published. We will use any insights to strengthen our future reporting. We intend to use these goals to drive progress on key corporate responsibility issues over the coming years.

Goals for FY15 and Beyond

Increase the diversity of our workforce at all levels of the company by 15 percent by 2020 (using a FY14 baseline year) by implementing efforts focused on accessing a more diverse talent pool, establishing executive level talent metrics and focusing on talent development.

Realize a 3 percent annualized voluntary termination rate by 2020 for employees receiving the highest performance assessments, supporting our ongoing focus to make Symantec a great place to work.

Complete 84,000 employee volunteer hours, an average of four hours per employee, and log hours in our internal tracking database by 2020.

Excite, engage and educate 1 million students in STEM education through global nonprofit partnerships, with an emphasis on computer science and cybersecurity, by 2020 with an investment of \$20 million.

Certify 100 percent of our hardware products as Energy Star by the end of 2015.

Implement the Electronics Industry Citizenship Coalition's (EICC) code of conduct with 100 percent of our tier one suppliers by the end of 2016.

Validate all products manufactured for Symantec as "conflict-free" across all four minerals (tantalum, tin, tungsten and gold) by 2017.

Governance and Ethics

Maintaining Strong Corporate Governance

Symantec's board of directors oversees all significant business issues at the company. These topics include strategy and long-term business plans, product issues, corporate responsibility, legal and ethical compliance, executive selection and compensation and Board conduct.

In FY13, Symantec divided the roles of chairman of the board and CEO. This action reflects our belief that shareholders are better served by having an independent director serve as the non-executive chairman of the board. This dual structure enhances the board's independent oversight of the company's senior management team.

Board Composition

- The positions of chairman of the board and CEO are separate.
- Our nine-member board is composed of eight independent directors and Symantec's president and CEO.
- We strive to maintain a diverse board composition to accurately reflect the concerns of stockholders. In FY14, two additional women were appointed, bringing the total to three women on Symantec's board (30 percent of total board members). Read more about our search process in the *Our People* section of this report.

All employees are enrolled in annual Code of Conduct training and certification. This training includes a section on our Human Rights Policy. We train new employees within 30 days of their first day at Symantec.

Ensuring Ethical Conduct

We hold ourselves accountable for operating with integrity. We view Symantec's reputation as a valuable business asset—one that requires sustained attention from all levels of our business. We therefore expect that all Symantec employees act in accordance with our company values and Code of Conduct.

Symantec's Code of Conduct is offered in nine languages. It can be easily downloaded from our internal and external websites. We supplement the Code of Conduct with detailed policies. These include our anti-corruption, non-discrimination, human rights and non-retaliation policies.

Our Code of Conduct applies to all Symantec directors, officers, employees, subsidiaries and entities worldwide. The Code requires compliance with the provisions of the U.S. Foreign Corrupt Practices Act (FCPA), global conventions that Symantec may be a party to, and all applicable anti-bribery and anti-corruption laws. We have established global toll-free hotlines and an online website (the EthicsLine Portal), through which employees or external parties can report any concerns. Employees can remain anonymous when they submit information.

Visit Symantec's [Corporate Governance Website](#)
Read Symantec's [Corporate Governance Guidelines](#)
Review the biographies of [current Board members](#)

Read Symantec's [Code of Conduct](#)
Download our [Human Rights Policy Statement](#)
Visit Symantec's [EthicsLine Portal](#)



Guarding Against Corruption

Symantec's Corporate Risk Assurance (CRA) function conducts audits to monitor company policies and operations for corruption risk. Audit findings are reported to the Office of Ethics and Compliance, which is responsible for remedial action. In FY14, 41 percent (12 out of 29) of the audits performed included test procedures that specifically covered provisions of the FCPA.

We communicate anti-corruption policy and procedures to employees globally through various means, including:

- A quarterly management newsletter.
- Information communicated during Symantec's annual Ethics Week.
- Intranet videos and additional training videos.
- Formalized online global anti-corruption training for all employees.

We expect third-party channel partners, such as distributors and resellers, to act in accordance with our Code of Conduct. When these organizations sign off on Symantec Partner Program Web-based agreements, they agree to comply with the Code and any applicable anti-corruption laws. Additionally, other third parties, including vendors and suppliers, will be asked to certify compliance with our Anti-corruption Policy to address specific policy requirements concerning company meetings and events.

World's Most Ethical Companies Award



In 2014, Symantec was recognized, for the seventh consecutive year, as a World's Most Ethical Company by the Ethisphere Institute. The Ethisphere Institute is an independent center of research promoting best practices in corporate ethics and governance. The award recognizes organizations that exhibit strong ethical leadership and corporate behavior. These characteristics include excellence

in ethics and compliance programs, reputation, leadership and innovation, corporate citizenship and responsibility, and establishing a culture of ethics.

Focusing on Priority Issues

We use a core set of priority issues to guide our corporate responsibility strategy. These issues reflect the topics of highest concern to Symantec and its stakeholders. We first defined a set of priority issues through a robust analysis in 2005. Since then, we have completed several rounds of refinement, with a formal review occurring approximately every two years.

We believe that our priority issues are deeply relevant to our ability to succeed as a business. We work to integrate consideration of and performance on these across our global operations.

FY14 Priority Issues Analysis **G4-18**

Symantec conducted an updated materiality analysis to identify our priority issues in advance of developing this report. The process was based on the Global Reporting Initiative's (GRI) Principles for Defining Report Content. As part of the process, we:

- Reviewed and refined our existing set of issues to reflect new information found in the GRI G4 Reporting Guidelines and the Sustainability Accounting Standards Board (SASB) Software and IT Services draft framework
- Analyzed inputs from customers, investors, nongovernmental organizations, peers, regulators, and research and rating organizations to prioritize the importance of each issue to these stakeholders
- Surveyed Symantec managers and employees to understand the internal importance of each issue
- Solicited executive feedback to confirm the alignment of analysis results with strategic initiatives and corporate goals

Symantec and the Sustainability Accounting Standards Board

Symantec is pleased to contribute to the development of a new industry-specific set of disclosure standards. SASB is a nonprofit organization whose mission is to develop and disseminate sustainability accounting standards. SASB's aim is to help publicly listed corporations disclose material environmental, social and governance issues in compliance with the U.S. Securities and Exchange Commission requirements.

In April 2014, SASB issued provisional standards for the technology sector for public comment. Symantec's vice president of corporate responsibility serves on SASB's Advisory Committee for Technology and Communications, and participated in reviewing early versions of the provisional standards. Given the relevance of these standards to our company, we have incorporated SASB Technology sector (Software and IT Services Standard) in this year's priority issues analysis.

Read the [Global Reporting Initiative G4 Guidelines](#)

Download the [SASB Technology Sector Provisional Standards](#)



Symantec Priority Issues Matrix G4-18, G4-19



Priority Issues	Important Issues
<ul style="list-style-type: none"> Employee Satisfaction Securing Information Diversity and Inclusion Talent Management Energy and GHGs 	<ul style="list-style-type: none"> Stakeholder Engagement Customer Satisfaction Innovation Green IT Ethics Human Rights

The priority issues identified through our analysis are covered in significant detail in this report. For each priority issue, we have included, as per GRI G4 requirements, a disclosure on management approach and at least one related qualitative or quantitative indicator. We also discussed additional topics (“Important Issues”) that we identified as having a high level of importance to either external stakeholders or Symantec itself.

2014 Priority Matrix Key ◆ Our People □ The World + Your Information

Symantec Value Chain and Impact Boundaries

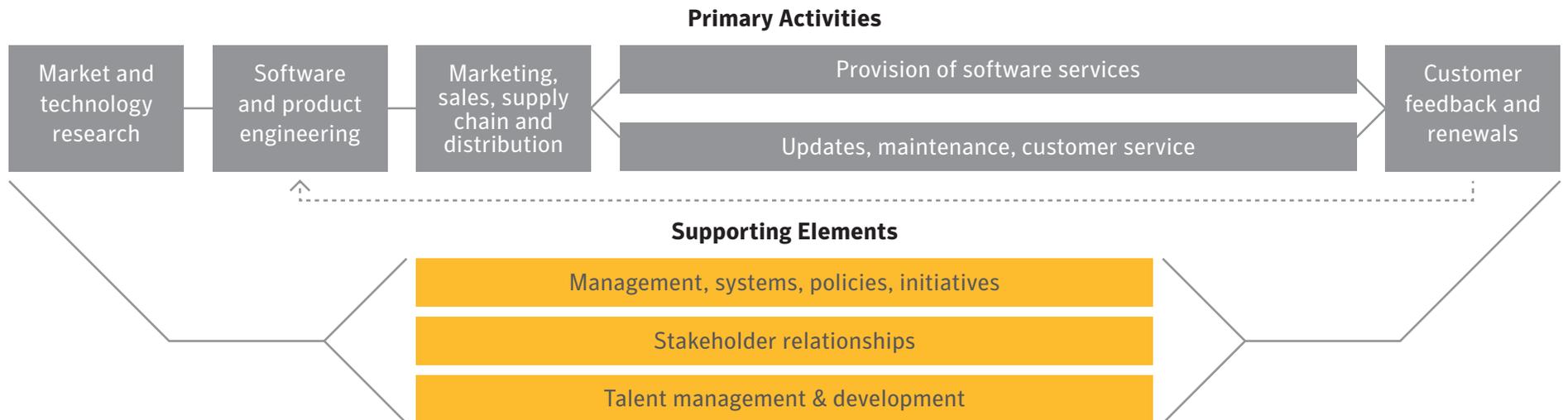
We have developed a simplified value chain diagram to depict major stages of value creation within, upstream, and downstream from Symantec operations. We have also identified where along the value chain significant impacts related to our priority issues could potentially occur.

Findings **G4-20, G4-21**

- Impacts related to the priority issues of talent management and development—employee satisfaction, diversity and inclusion, and talent management—occur throughout our value chain. The impacts related to these issues are primarily internal.
- Impacts related to the priority issue of energy and GHGs are mostly related to the software and product engineering and provision of software services stages of our value chain. Impacts occur both internally within the company as well as externally to our organization.
- Impacts related to the priority issue of securing information occur during the stages of market and technology research, software and project engineering, provision of software services, updates, maintenance, customer service, and customer feedback and renewals, both internally and externally.
- All of Symantec’s priority issues have impacts that are relevant throughout our global operations.

The definitions of our value chain stages are as follows:

- **Market and technology research** activities relate to turning research and innovations into new technologies, target markets and potential customers.
- **Software and product engineering** involves the design and development of products and services.
- **Marketing, sales, supply chain and distribution** includes communication of the value of Symantec’s products and services; engagement with new, existing, past and prospective customers and vendors through the sales process; and distribution of products and services through a variety of channels.
- **Provision of software services** encompasses the continued provision of Symantec’s services, including security and cloud data services, as well as corporate client services.
- **Updates, maintenance and customer service** consists of providing product upgrades and improving product performance and ongoing assistance for customers.
- **Customer feedback and renewals** involves the integration of customer comments to help focus and improve activities at all stages of the value chain, product and service contract renewal and efforts to expand relationships with existing customers.





Stakeholder Engagement G4-24, G4-25, G4-26, G4-27

As the world becomes ever more interconnected, we must engage our many groups of stakeholders to help us better recognize and manage our impacts.

Symantec's business strategy and corporate responsibility priorities are influenced by our stakeholders. Stakeholders include employees, customers, investors, partner organizations, community members, regulators, and others who have an interest in or interact with our company.

We preferentially engage with those stakeholders who have the greatest potential impact on our operations or that could be significantly affected by our business activities. We set up multiple channels of communication to solicit feedback on our performance, including on how well we report externally.

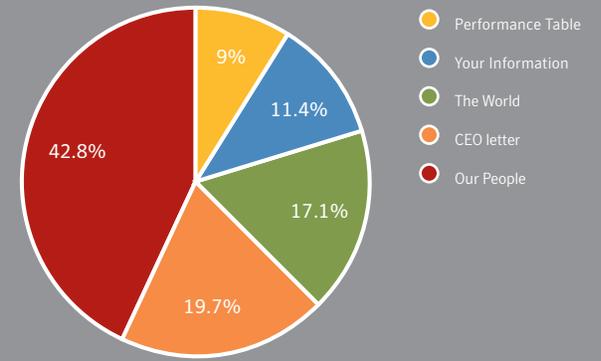
Corporate Responsibility Reporting: A Work in Progress

We are constantly seeking ways to improve public disclosure of corporate responsibility issues and impacts. At the end of each reporting cycle, we collect feedback on our corporate responsibility report. In past years, we have convened a distinguished panel of sustainability practitioners, conducted one-on-one interviews, and sent out a global survey via the Corporate Responsibility Snapshot newsletter.

In September 2013, our VP of corporate responsibility hosted a stakeholder call to present highlights from our FY13 report. The call reviewed Symantec's accomplishments along with areas of challenge where the company needs to do more to improve performance.

Through our outreach efforts, we discovered that employees form one of our report's biggest audiences. In fact, 90 percent of respondents to last year's report survey were employees. We learned from the survey that we could do a better job of addressing the topics of employee satisfaction and talent management, as well as responsible sourcing—feedback that we've incorporated into this report. Readers were also interested in seeing specific, measurable targets and goals.

Which section of the 2013 Corporate Responsibility Report did you find most interesting



Stakeholder G4-26, G4-27	Types and Frequency of Engagement	Topics Raised and Resulting Actions
Investors	<ul style="list-style-type: none"> We engage with investors on a daily, weekly and monthly basis through individual calls and meetings. Symantec holds quarterly earnings calls, and participates in various investor conferences and events held throughout the year. The corporate responsibility team also engages with analysts on a number of ratings and rankings initiatives such as FTSE4Good Dow Jones Sustainability Index, Vigeo and Carbon Disclosure Project. 	<ul style="list-style-type: none"> In FY14, we received investor information requests on corporate governance issues. Investors queried us on executive compensation. In response, we have communicated our belief that tying management's compensation to our current and long-term performance yields benefits for our employees, customers, partners and stockholders. The corporate responsibility team prepares and submits responses to ratings and rankings questionnaires in order to publicly disclose environmental, social and governance information.
Customers – Corporate and Consumer	<ul style="list-style-type: none"> We engage continuously with customers through a variety of channels, including, for example: <ul style="list-style-type: none"> Formal and informal surveys Direct customer conversations and needs assessments Delivery team interface Comments and feedback on user community sites In FY14, we implemented six customer experience pilot initiatives (one of which was employee-centered) to explore more effective ways of meeting customer needs. 	<ul style="list-style-type: none"> Customer queries influenced our decision to join the Electronic Industry Citizenship Coalition (EICC). We focus on delivering customer delight through Symantec's Customer-Driven Philosophy. Our pilot initiatives revealed that we need to have a stronger focus on the customer life cycle, an area we will be addressing in FY15. <p>Read more in Your Information Customer section</p>
Employees	<ul style="list-style-type: none"> We seek employee input via both global and smaller "pulse" surveys. The global SymVoice Survey has multiple "dimensions" that measure a broad range of employee experiences, such as those related to customer centricity, innovation, and job satisfaction. Employees can provide feedback to Symantec in several ways: by commenting on executive blogs and articles on our intranet, meeting with their managers, and contacting the Employee Communications and/or the Human Resources team. 	<ul style="list-style-type: none"> We analyze employee survey data and disseminate results to managers and employees. We put in place action plans at the team level for specific areas for improvement. More than 2,700 tailored action plans were created to address the few most important issues highlighted in the FY14 survey. We respond to concerns raised by employees during fireside chats and all-hands meetings, as well as through our intranet and internal messaging platforms. Employees constituted the majority of respondents to the 2013 corporate responsibility report survey. Their feedback was considered in the development of this year's report. <p>Read more in Our People section</p>
Governments and Regulators	<ul style="list-style-type: none"> Symantec engages with government agencies and police forces around the world to provide training in cybersecurity enforcement. We maintain a continuous presence and relationships with national and regional governments with regard to providing input into sector-related public policy and legislation. Across our global regions, we have consistently advocated for the crucial importance of robust network and information security as a cornerstone of privacy protection in the digital age. We engage with regulators on a formal schedule of interaction, depending on the norms of the particular regulatory body. 	<ul style="list-style-type: none"> In the United States, Symantec directly engaged the Executive Branch on the development of the President's Executive Order (EO) on Cybersecurity. One of the outcomes of the EO was the creation of the National Institute of Standards (NIST) Cybersecurity Framework, a voluntary, risk-based set of standards guidelines and practices to help organizations manage cyber risks, which Symantec has both adopted and supported. Symantec, in partnership with the Organization of American States (OAS), developed a comprehensive report on threats and cybersecurity trends in Latin America and the Caribbean. In the framework of the European data protection reform, the European Parliament's backing of proposals on authentication, access control to data, information security, and breach notification underscores the importance of Symantec's advocacy outreach. Policy makers have understood our message on the evolution of the threat landscape, and they are prepared to take the right steps to address the challenges facing businesses and individuals today. <p>Read more in Your Information section</p>
Community Members, Non-Governmental Organizations (NGOs), and Nonprofits	<ul style="list-style-type: none"> We engage with community members through our post-report surveys and email feedback, in-person presentations, and philanthropic initiatives. We engage with NGOs and nonprofit organizations continuously throughout the year. These interactions take the form of in person meetings, phone conversations and volunteer projects . 	<ul style="list-style-type: none"> We incorporate insights gathered from post-report surveys into the current reporting development process. <p>Read more in The World Community section</p>
Suppliers	<ul style="list-style-type: none"> We communicate our expectations regarding corporate responsibility performance to suppliers through our procurement and contracting process. We provide suppliers with our supplier codes of conduct and conflict-minerals policy. As a new member of the EICC, we anticipate undertaking supplier audits in FY15. 	<p>Read more in The World Responsible Sourcing section</p>



Association Membership

Symantec's management and employees participate in national and regional associations and advocacy organizations related to our priority issues. Our memberships include many leading organizations, some of which are listed here.

Trade and Industry Associations

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

Environmental/Climate Change Policy

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

Diversity and Gender Organizations

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

Cybercrime Prevention

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

Support for the United Nations Global Compact

Symantec joined the United Nations Global Compact as a signatory and member in 2006. Symantec encourages all companies to adopt the UN Global Compact's 10 principles to protect human rights, uphold ethical labor conditions, preserve the environment, and combat corruption.

In the years since we became a member, we have worked diligently to strengthen our own performance and share best practices and thought leadership with others. We are a participant in the Global Compact LEAD initiative, a platform for corporate sustainability leadership that was launched by the UN Global Compact in January 2011. As part of this commitment, we pledged to implement the blueprint for corporate sustainability leadership and to share our experience with other companies through UN Global Compact Local Networks and other initiatives.

We also play a key leadership role in the U.S. Network of the UN Global Compact, a forum designed to bring U.S. based signatory companies (and U.S. based units of foreign companies) together with stakeholders from the public sector, civil society, labor, academia and other spheres in order to advance the principles of the UN Global Compact.

With respect to programming, the U.S. Network convenes at least one theme-based working symposium each year. These multistakeholder forums bring together leading corporate sustainability practitioners, NGOs, and other issue experts for deep discussion and the sharing of best and emerging practices.

Steering Committee Participation

Symantec chaired the Steering Committee for the organization's U.S. Network in FY14 and in past years. The company also participates in network meetings and symposiums and in the UN Global Compact working groups. Some of the ways we maintained our commitment to the UN Global Compact:

- Symantec continues to be a member of the UN Global Compact LEAD Program.
- Company representatives served on the Women's Empowerment Principles Advisory Committee and the Anti-Corruption Working Group.

Symantec's VP of corporate responsibility also continues to serve on the steering committee for the organization's United States Network. Through active participation in the UN Global Compact U.S. Network, biannual meetings, UN Global Compact working groups, and through external promotion of the initiative, Symantec encourages members to partner for greater effect.

With significant leadership from Symantec and the steering committee, the U.S. Network of the UN Global Compact became incorporated in the state of Delaware in May 2014 and took steps toward becoming a 501(c)(3) nonprofit organization. We helped to lead this transition in order to increase the organization's legitimacy, facilitate the growth of the network by formalizing its operations, establish the ability to hire staff, and create a more sustainable funding model to support network activities and member offerings.





Supporting the Women's Empowerment Principles

We 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 in the workplace, marketplace, and community. In the international community and global business world, these are the recognized principles and standards for women's equality.

We adhere to these principles as part of [our guiding framework](#) to attract and develop a diverse employee base. Through this and other public-private relationships, Symantec demonstrates its unwavering commitment to increase diversity in the workforce.

We look forward to continuing our efforts and fostering the talent of our incredible female workforce at Symantec—and to ensuring women's equality continues to improve in the workplace and in all other realms of life.

Symantec Takes Active Role in Anti-corruption Working Group

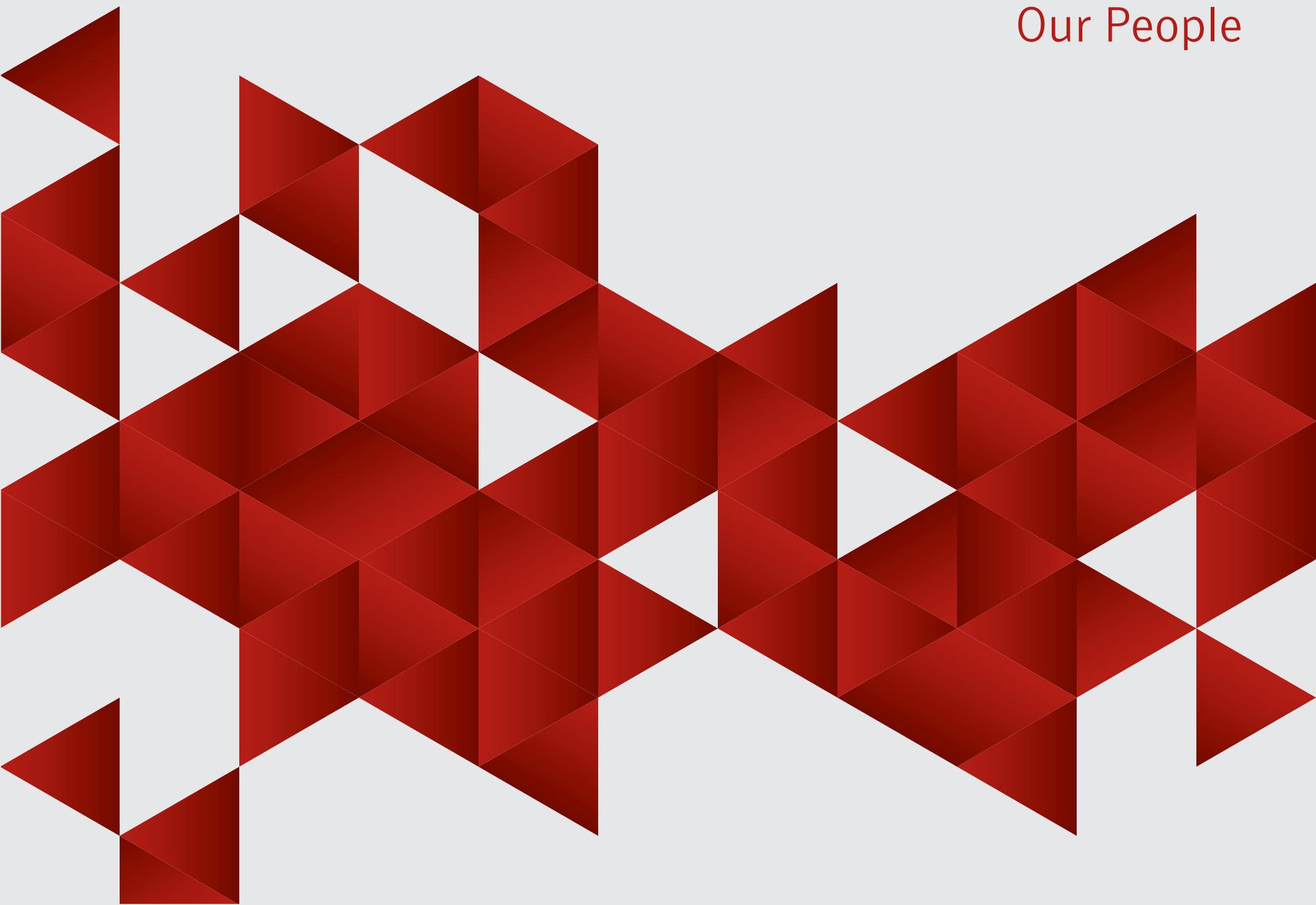
Our Director of Ethics and Compliance participated in the session The Role of Information and Technology Tools in the Fight Against Corruption at the 13th meeting of the UN Global Compact Working Group on Anti-corruption in December 2013.

The meeting was attended by more than 90 business executives, international business associations, civil society leaders, government representatives, and anti-corruption experts, committed to furthering the discourse on the private sector's role in the fight against corruption, with the goal of integrating anti-corruption and good governance goals more firmly into the post-2015 development agenda. Among other topics, the group discussed the importance of implementing mechanisms within companies for anonymous whistleblower complaints.

Symantec volunteers staff and resources to support various UN Global Compact initiatives. Current projects include a Global Whistleblower Guide in support of the fight against corruption.

[Learn more about the United Nations Global Compact](#)
[Read about the Global Compact LEAD Initiative](#)
[Download the Women's Empowerment Principles](#)

Our People





Our People

A Time of Transformation

This past year marked the first phase of a significant transformation for our organization and our people. In order to accelerate progress in how we go to market and become more efficient in our operations, we:

- Realigned our organization to reduce complexity, remove redundancies and improve agility and execution
- Recruited valuable new talent and improved programs for onboarding employees
- Significantly increased employee development and mobility, providing leadership training to approximately 5,000 employees and creating many advancement opportunities
- Reduced the number of management layers
- Redesigned our go-to-market strategy
- Made significant improvements to our product offerings

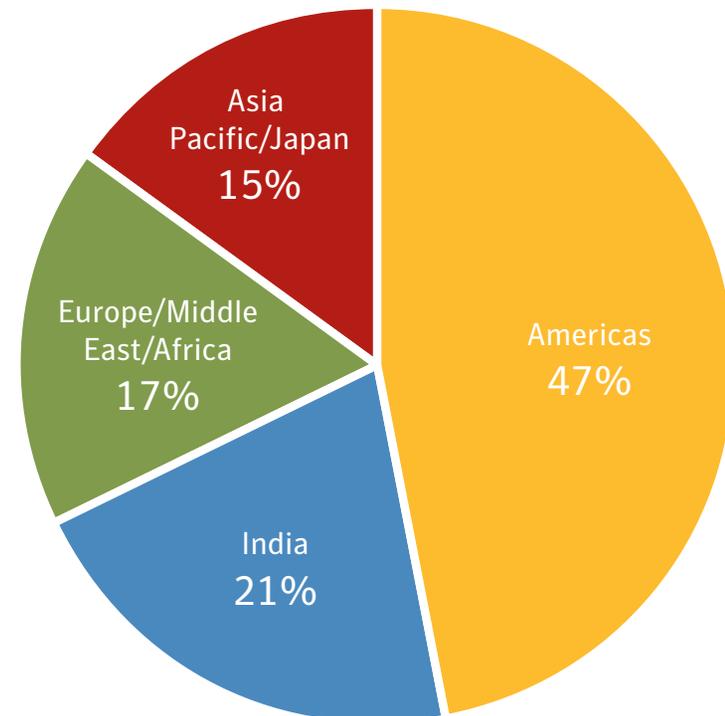
The year also saw transitions of several senior officers, including, toward the end of FY14, our chief executive. Overall, we faced a global (voluntary and involuntary) turnover rate of 21.5 percent (excluding interns) for the year, while in the same period we filled more than 5,000 open positions at the company. We recognize that in the short term, change at this scale and pace is difficult on employees and can create challenges in the fierce competition to attract and retain people with the specific skills that we require. However, we are confident that these necessary organizational decisions are helping us to build a better company for our employees, customers and shareholders over the long term.

Employees by Category	
TOTAL EMPLOYEES AS OF END OF FY14	20,786
Executive (Vice President or above)	164
Manager (Non-executive with direct reports)	2,277
Individual contributor (Non-executive without direct reports)	18,345

We are also working harder than ever to keep our employees engaged, with related achievements in FY14, including:

- Best Place to Work recognition in India, Mexico and Brazil and acknowledgement by the Human Rights Campaign
- A 94 percent response rate on our SymVoice employee survey, with new insights for action to improve our culture
- Launching a new set of company values that support sustainable employee engagement
- The expansion of our efforts in community involvement, diversity and inclusion
- Creating intensive programs to help our people understand and cope with change

FY14 Workforce by Region



Employee Engagement

Sharing Our Vision with Every Employee

Our Employee Value Proposition (EVP), company values and Leadership Success Profile (LSP) are the three pillars that guide how we work and behave as an organization. Each has played an essential role in shaping our transformation

Our EVP, unveiled in FY14, formalizes our promise to our employees, outlining what they can expect in return for building their careers with Symantec.

The EVP meets five essential employee needs:

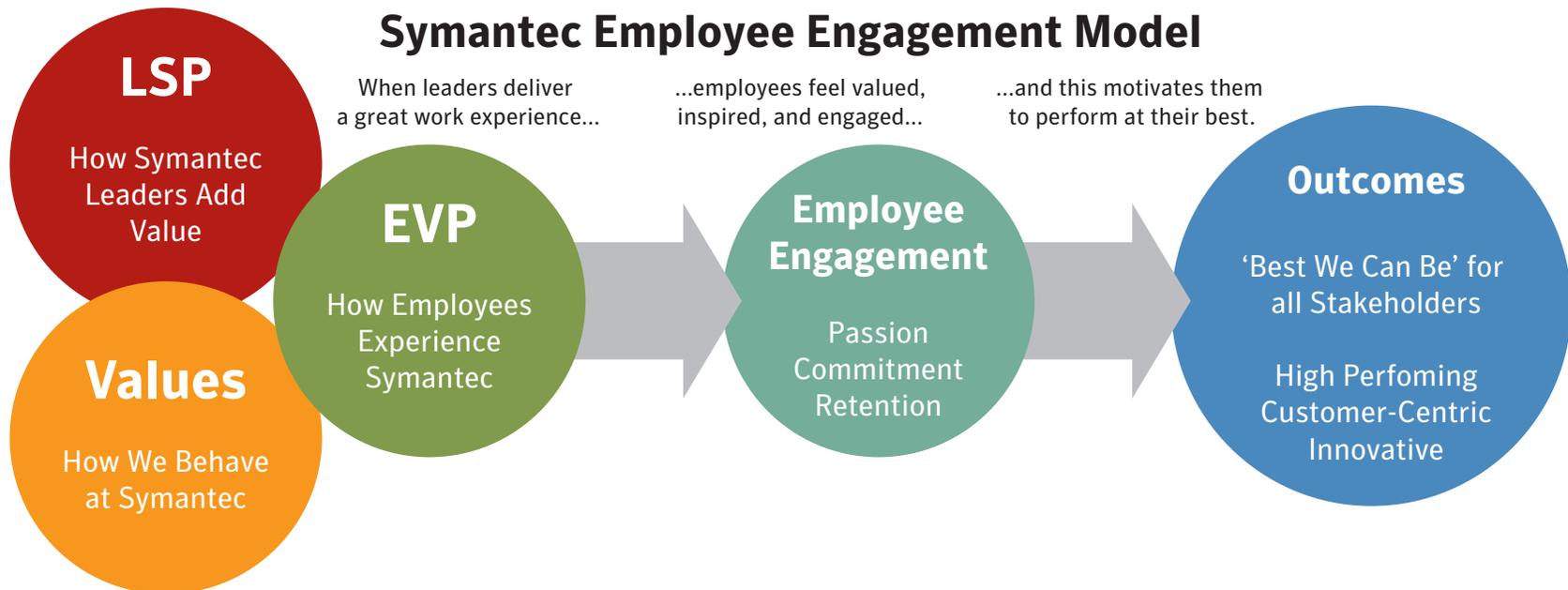
- Let me know where I stand and how I'm doing.
- Pay me fairly and recognize my contributions.
- Help me be the best I can be.
- Invest in me.
- Make me an integral part of the team, and value diversity.

In FY14, we also updated our core values. The restated values—which were developed by employees, for employees—reflect the ways in which employees should work with one another and their stakeholders in order to achieve excellence in all aspects of the business.

Our LSP outlines the traits that all Symantec leaders should exhibit. It is built on our conviction that leaders add value to the organization when they make wise decisions, teach others to do the same, and bring judgment and courage to their work. We ask that each leader:

- Apply business acumen
- Lead change with courage
- Execute effectively for customers
- Build strong teams

Symantec's employee engagement model brings together the company's LSP, company values, and the EVP as the foundation for employee engagement and our company's long-term success.





Listening to Employees

In this time of transformation, it is more important than ever to increase the strength of our employees' voices and to assure them that their opinion matters. In late 2013, we rolled out SymVoice, our redesigned employee survey based on our EVP and LSP, Symantec's description of the qualities and skills leaders require to navigate change. More than just a satisfaction survey, this anonymous questionnaire gathers feedback from employees about:

- How well teams are being led.
- How engaged employees are in their jobs and with the company.
- To what extent they experience a culture and work environment that is high performing, innovative, and focused on customers.

Managers review SymVoice results to accurately diagnose their teams' experience, identify strengths to celebrate, and determine actions needed to improve engagement and performance.

SymVoice Survey, December 2013/January 2014

Key Numbers

94%: Global response rate

79%: Employees who expressed overall engagement

This year's SymVoice survey results reaffirmed the need to address issues that had been of concern for executive leadership. Employees reported a high degree of satisfaction and engagement with their immediate supervisors and their work. But they felt siloed and disconnected from other business functions, which hampered their ability to innovate and serve customers' needs. Many of the changes now occurring at Symantec are aimed at improving our structure and culture to increase company-wide engagement, communication, and collaboration.

Strengthening Organizational Alignment

Symantec's Leadership in Action Program

Symantec developed the Leadership in Action program to educate and align company leaders on the philosophies and methodologies necessary for transformation.

In putting this program in place, we understood that a successful organizational transformation requires leaders to share a common understanding of the company's mission and strategic direction, as well as methodologies for change management. The learning program provided learners with a common language and approach to how they would run their businesses. It also brought together leaders across business units and countries to share stories and learn from each other. There are two core courses:

- **Leadership Foundations**, designed to educate managers, VPs, and directors about the Leadership Success Profile. The classes focus on educating and aligning leaders on the leadership philosophies and methodologies necessary to move the company forward in its transformation. This includes effective resource allocation, prioritization, change management, decision-making, and leveraging diverse perspectives. Leaders are also taught how to "cascade" this knowledge to their teams in staff meetings.
- **Mindset for Transformation**, a prerequisite to Leadership Foundations for mid-level managers. It prepares managers to understand how their mindset impacts their ability to support the transformation ahead. The course will be rolled out to all employees by the fourth quarter of FY15. At the conclusion of each class in FY14, participants assembled their thoughts on barriers facing the company and actions needed to solve them. Each of these memos was reviewed by the leadership team and received a personal response from the CEO.

Comments by Leadership in Action participants

"The interaction with the broader leadership team was very valuable, and then blending that with building new skills and techniques was the key value for me."

"I walked away from the training understanding where Symantec is headed. Everything I have seen from the leadership team has been aligned. Knowing that, I am emotionally aligned with the direction of the business. I walked away not knowing how many seats there will be on the bus but hoping there is one for me."

The learning program also supported the creation of a new set of core company values. The Mindset class included an assessment of values developed by external leadership and culture consultants to help managers explore their personal values and contrast them with current and desired corporate values. In addition to providing valuable learning in class, participants' anonymous assessment data was also used by the core values project team, effectively giving all class participants a voice in the creation of our values.

Preparing Our Employees for Change

Late 2012: Leadership Foundations classes delivered to over 1,400 global directors and VPs (89 percent attendance).

Mid-late 2013 into early 2014: Mindset for Transformation and Leadership Foundations classes were delivered to over 2,000 managers (71 percent attendance). In November 2013, Mindset for Continuous Growth, the first of these courses to be rolled out to all employees, replaced the Mindset for Transformation course and was delivered to nearly 1,600 employees by the end of FY14.

Read more about [Symantec's Core Values](#) in the About Symantec section of this report.

Working at Symantec

Onboarding

Being a large global company, we may not be able to offer the exact same experience to all employees, but we can offer a more consistent experience. One challenge we have long recognized is the need to improve our onboarding process, which has differed across our many sites, as many of our employees have noted in surveys and interviews.

In FY14, we piloted a more consistent and meaningful New Employee Welcome event for new hires at major sites. The results of our New Employee Welcome pilot were extremely positive. Among participants, 100 percent strongly agreed the experience validated their decision to join Symantec, 94 percent strongly agreed they understood Symantec's culture, mission, and business, and 100 percent strongly agreed the experience clarified what the next steps of their integration into the company would be.

In FY15, we plan to roll out this program more broadly to our global locations. In addition, we will launch:

- a virtual version of onboarding to ensure that all employees are welcomed to the company in a consistent manner;
- a New Employee Portal to outline assimilation activities on day one through 90 days; and
- self-service tools to help managers prepare to onboard their new hires.

Ensuring a Safe and Healthy Workplace

We strive to provide a safe and healthy work environment for those working for, and on behalf of, the company. We develop and implement health and safety management programs designed to promote a safe and healthy work environment, avoid unsafe situations, maintain legal compliance, and respond to incidents and medical emergencies.

For example, we have established an ergonomics training and assessment program for all employees. The overall aim of the program is to reduce incidence of pain, discomfort, and ergonomics-related injuries. In FY14, the ergonomics team managed approximately 1,000 cases, with an overall reduction in discomfort of 83 percent across the globe, improved from 68 percent last year.

Highlights of our safety program in FY14:

- We strengthened our global team with the addition of regional health and safety professionals in the Americas, EMEA, and India. With this influx of talent in-house, we:
- Renewed development of our safety management system to align with the principles of OHSAS 18001, the internationally recognized standard for health and safety
- Enhanced our identification of risks and requirements, and revised our long-term strategy to reflect changes in our business and industry
- Our strategy clearly supports the EVP. We provide employees with a great place to work, not only by offering participation in health and safety programs, but also by providing opportunities for employee engagement as emergency response volunteers, safety committee members, and management safety representatives.

Looking ahead, we plan to work closely with our internal partners to develop consistent and robust programs for health and safety management. We are also working to improve measurement systems for health and safety performance throughout the world.

Career Transition

Symantec offers counseling for terminated employees through our Employee Assistance Program. We also provide continuation of benefits, with the length depending on the former employee's country.

Employees may be offered severance upon their termination, calculated according to the duration of employment. Symantec will continue to provide benefits for employees during the severance period at the level in effect prior to the employee's termination. Outplacement services are also made available for terminated employees. Vice presidents receive six months of outplacement assistance; managers receive three months; and individual contributors, one month.

Training and Skills Development

To encourage the use of educational resources and programming, Symantec grants Learning Excellence Credits (LECs) to employees for the completion of training courses or development activities. LEC Achievement Awards are offered to those employees with exceptional course participation. In FY14, Symantec saw a 26.1 percent decrease in LEC credits earned, per employee. The decrease can be partially attributed to fewer class offerings while the Training Department created and delivered targeted training to certain populations of Symantec employees.

Our **Career Circuit program** promotes "career fitness" through the exploration of unique business skills and concepts. In FY14, course topics were selected in line with the new leadership principles. By combining eBooks, interactive webinars, and online training modules, Career Circuit has helped Symantec employees build learning into their daily routines. In FY14, employees completed 12,473 hours of training through the Career Circuit program.



Employees Reaching Out to the Community

Symantec encourages employees to volunteer time and resources to charitable causes. We believe that volunteerism helps to forge stronger connections between employees, the company and the communities where we operate. For example, in August 2013, employees collectively donated 86 hours over one lunchtime to repurpose our own CD-ROMs slated for landfill into two projects to teach students about various science and technology concepts.



At our office in Pune, India, 160 employees assembled approximately 2,500 school kits for those affected by a major cyclone. Employees in Pune unloaded raw materials and prepared the supplies for shipping.

Volunteer Hours: On the Upswing

We have been steadily increasing our employee participation in volunteer activities. In FY14, employee volunteering increased by 23 percent over FY13 and 73 percent over FY12.

Year	Employee Volunteer Hours
FY14	31,073
FY13	25,819
FY12	18,379

Project Highlight: Science Buddies

Science Buddies is a nonprofit that helps students, teachers, and parents find free and fun project ideas in all areas of science. On December 11, 2013, 31 Symantec employees, based at four different Symantec sites in the United States and Singapore, each spent three hours testing new projects for the Science Buddies website.

"One of the best parts of this event was actually touching and living the Symantec values," said one employee, who organized the project after joining a newly formed business unit. "Additionally, it helped us in our work of building a team, by creating a common, fun experience and a forum where people could meet one another face to face."



A New Approach

In FY14, we took steps to further transition the company to a “skills-based” volunteering approach, in which our people leverage their specific work-related skill sets in their volunteering. We believe this approach has multiple advantages:

- **Larger impact:** Communities and nonprofits need professional support, not just “extra hands”; one study found the average value for nonprofit or pro-bono work to be \$150 per hour and of volunteering to be \$20 per hour.
- **Workforce development:** Pro-bono work helps our people build critical business, leadership and teamwork skills.
- **Increased morale:** Employees are more engaged because they know they’re making a difference.

Toward this end, we’ve made a commitment to **A Billion+Change**, a national initiative to encourage pro-bono community service among corporations. We committed to make at least one pro-bono service opportunity available to all of our employees in FY14. We met the commitment through the launch of a major new program, The Symantec Service Corps, through which employees build skills and make an impact in a country in the developing world.

Symantec Service Corps: Making a Difference in Peru

The Symantec Service Corps is a unique new program designed to create positive social impact, build cultural awareness, and develop leaders across all levels of the organization. In February 2014, 10 high-potential employees from across the world—selected from a pool of 200 applicants—were sent to Arequipa, Peru’s second largest city, for a month to work on projects aligned with their skills. The group helped three local nonprofits on projects related to financial management, organizational restructuring, and business development.

For example, one group helped Paz Peru, which supports survivors of domestic abuse, to develop a marketing plan for a textile business that will support its program activities.

“We are all working hard, with days packed with meetings, new ideas to work on, and challenges to be faced,” reported an employee who was involved with the project. “Yet our days are also filled with positive energy, and a real sense of belonging and laughter. In the evening, we all share tales of our respective families, cultures, and likes and dislikes. We are getting closer to each other and becoming a stronger team.”

In a survey after their return, all participants agreed that the experience was relevant to their work at Symantec. Most team members reported developing skills in leadership, teamwork, cultural awareness, and consulting. They documented their experience in a [blog](#) and [video](#). “I think our employees are really proud of Symantec for doing this project,” said one participant.

“The team clearly identified the problems that we had with our accounting system, focusing on and documenting the errors and inconsistencies . . . With this work we could identify, evaluate, and propose a new accounting system [to the Board of Directors]” – Marco Antonio Paredes, Director, DESCOSUR



Read Symantec’s Service Corps [blog](#) and [view the video](#)!



Diversity and Inclusion

With operations in more than 50 countries, Symantec is a truly global company, with a globally diverse workforce. Our ability to attract, develop, promote, retain and fully engage a wide range of talented individuals enhances innovation in our products and services and improves our competitiveness.

At Symantec, we define diversity broadly to include gender, lesbian, gay, bisexual and transgender (LGBT), race, ethnicity, disability and veterans. We are committed to keeping our diversity and inclusion initiatives front and center. As we continue to expand our efforts, we keep four goals in mind:

- Expanding the talent pool and maximizing our access to that pool
- Helping everyone in our workforce understand the paths to advancement and feel supported in their roles
- Helping everyone in our global workforce feel connected to the organization
- Connecting our diversity and inclusion efforts to the business goals of the organization

Symantec's Diversity and Inclusion Plan for the Future

Symantec understands the importance of having the right talent to enable us to achieve our goals. Therefore, our diversity and inclusion plans for the future are centered on strengthening our global talent pipeline and utilizing our existing talent to the fullest.

Symantec's five year goal is to increase the diversity of our workforce at all levels of the company by 15 percent by 2020 (using a FY14 baseline year) by implementing efforts focused on accessing a more diverse talent pool, establishing executive level talent metrics and focusing on talent development.

In the near- to mid-term, Symantec's global diversity and inclusion road map will include three key strategic focus areas:

- **Talent Acquisition** – Increase our access to a more diverse talent pool by:
 - a. Building stronger partnerships with colleges and universities that serve diverse populations (for example, Women, African-Americans, Latinos, people with disabilities, veterans, etc.)
 - b. Strengthening our company's internship program as a pipeline where diverse talent can be identified early in their careers
 - c. Leveraging our Employee Resource Groups as a talent source through the company's ongoing employee referral program
- **Leadership Accountability** – Establish executive level metrics on talent to drive change and diversify our overall workforce by:
 - a. Fully implementing the diversity scorecard to measure leaders' success talent mobility
 - b. Launching a company-wide inclusion survey to measure Symantec's culture and assess managers
 - c. Rolling out an inclusion training focused on Unconscious Bias for all executives, people managers and high potential talent
- **Talent Development** – Build and retain our talented workforce by:
 - a. Designing and launching a targeted high potential program for diverse talent
 - b. Utilizing diversity as a key component in the succession planning process for future leaders
 - c. Building an Employee Resource Group Leadership Academy to develop this group of employees as future leaders

Leveraging employee unique differences and focusing on these three strategic areas will help Symantec innovate and give us a competitive advantage in the marketplace while diversifying our workforce over the next five years.

Our New Diversity and Inclusion Goals

Deliver Symantec's Global Diversity and Inclusion Strategy with action steps to the CEO and Executive team by end of FY15.

Ensure that all active global Employee Resource Group chapters have a clear mission, organization structure and annual goals by end of FY15.

Connecting for Support

Symantec's Employee Resource Groups (ERGs) are grassroots networks of individuals who connect to explore interests, perspectives and values. ERGs frequently host events focused on career development and provide cultural awareness for all employees. These employee groups also participate in community service events. Five particularly active ERGs focus on Women, African American, Hispanic, LGBT, and Asian employees. Symantec's ERG for women has seven chapters globally.

Diversity as a Core Value

Launched in FY14, our new core corporate values (developed with input from employees throughout the company) now include "Value Individual Differences." This new value encourages bringing one's whole self to work and recognizes that the uniqueness of employees' experiences, personalities and ways of working can foster a richer and stronger work environment.

Among the organizations we formed affiliations with in FY14 that focus on supporting our diversity efforts are:

- Human Rights Campaign
- U.S. Business Leadership Network
- Center for Talent Innovation
- International Labor Organization Global Business and Disability Network
- Catalyst
- Diversity Inc. Best Practices

Diversity and Inclusion Scorecard

Our new internal diversity scorecard provides information on the composition of each business unit's workforce from a diversity perspective. This new tool will help our leaders track the progress of attraction, development, promotion and retention of globally diverse talent. The scorecard will be used to hold leaders accountable for their progress, and it will set a benchmark to help us follow through on our new corporate values. Our Diversity Scorecard will also be used to represent our current workforce.

Management Changes

Several developments in FY14 will allow us to increase our capabilities in the area of diversity and inclusion:

- We created and filled two positions: director and manager of global diversity and inclusion. Our Global Diversity function was moved from Human Resources to the Corporate Responsibility function. Our Vice President of Corporate Responsibility now also serves as our Chief Diversity Officer.
- We developed a diversity and inclusion plan for rollout in FY15.

Symantec's FY14 Workforce Data

Global Gender Diversity



Leadership



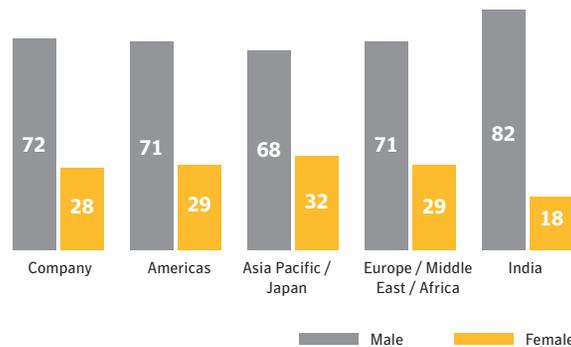
Non-Tech



Tech

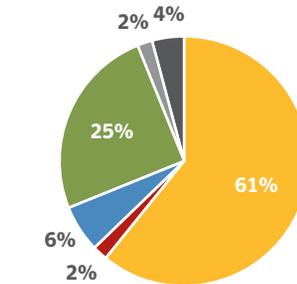


Gender Breakdown by Region

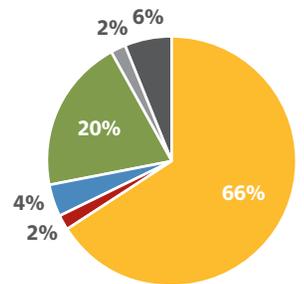


US Ethnic Diversity

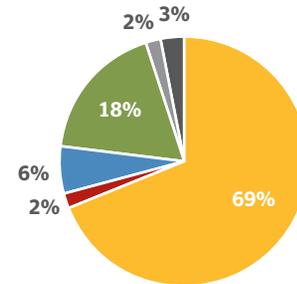
Total



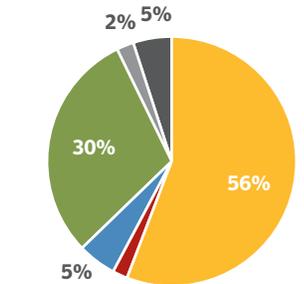
Leadership



Non-Tech



Tech





Women and Leadership

Around the world, women are underrepresented in the field of technology. As a result, women are missing an opportunity to pursue a promising career path, and the field is not benefiting from their potential contributions. Symantec is committed to gender equality and advancement of women in technology. Our efforts to increase the representation of women in leadership reached two milestones in FY14:

- At the end of FY14, we increased the number of women in leadership from 25 percent to 27 percent, matching the overall percentage of employees who are women.
- In FY14, with the hiring of two new directors, we also achieved our goal of 30 percent representation of women on our Board. Among our peers—the largest companies in the San Francisco Bay Area—women comprise only 11 percent of corporate directors.

Symantec’s internal efforts, such as those undertaken by our SWAN chapters around the world, are complemented by participation in national and international organizations that advocate for the advancement of women in the workplace:

- Anita Borg Institute for Women and Technology
- Catalyst
- National Center for Women & Information Technology (NCWIT)
- Room to Read
- United Nations Global Compact (UNGC)
- World Association of Girl Guides and Girl Scouts (WAGGGS)

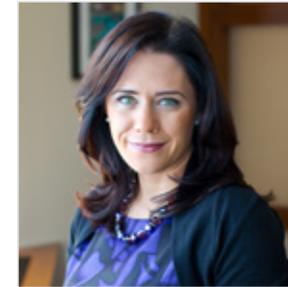
Percentage of Female Employees	FY14	FY13	FY12
Company Wide	28%	28%	28%
Americas	29%	29%	29%
Asia, Pacific, Japan (APJ)	32%	33%	32%
Europe, Middle East and Africa (EMEA)	29%	29%	30%
India	18%	18%	18%

Ensuring Gender Equity on Our Board of Directors

In 2013, our Board of Directors added two new directors. The nominating committee took special care to consider all qualified candidates for the roles and made sure not to include three criteria that tend to limit search committees’ pools of female candidates. The candidate did not need to be:

- Someone already known to Board members
- A former CEO
- Someone with experience on corporate boards

Ultimately, each role was filled by a highly qualified business and security leader.



Anita M. Sands previously served at UBS Financial Services as Group Managing Director and Head of Change Leadership.



Major General and Commander (retired) Suzanne M. Vautrinot, served 31 years with the U.S. Air Force, most recently having directed 14,000 people as part of a multibillion-dollar, cyber-focused enterprise conducting military, law-enforcement and intelligence operations.

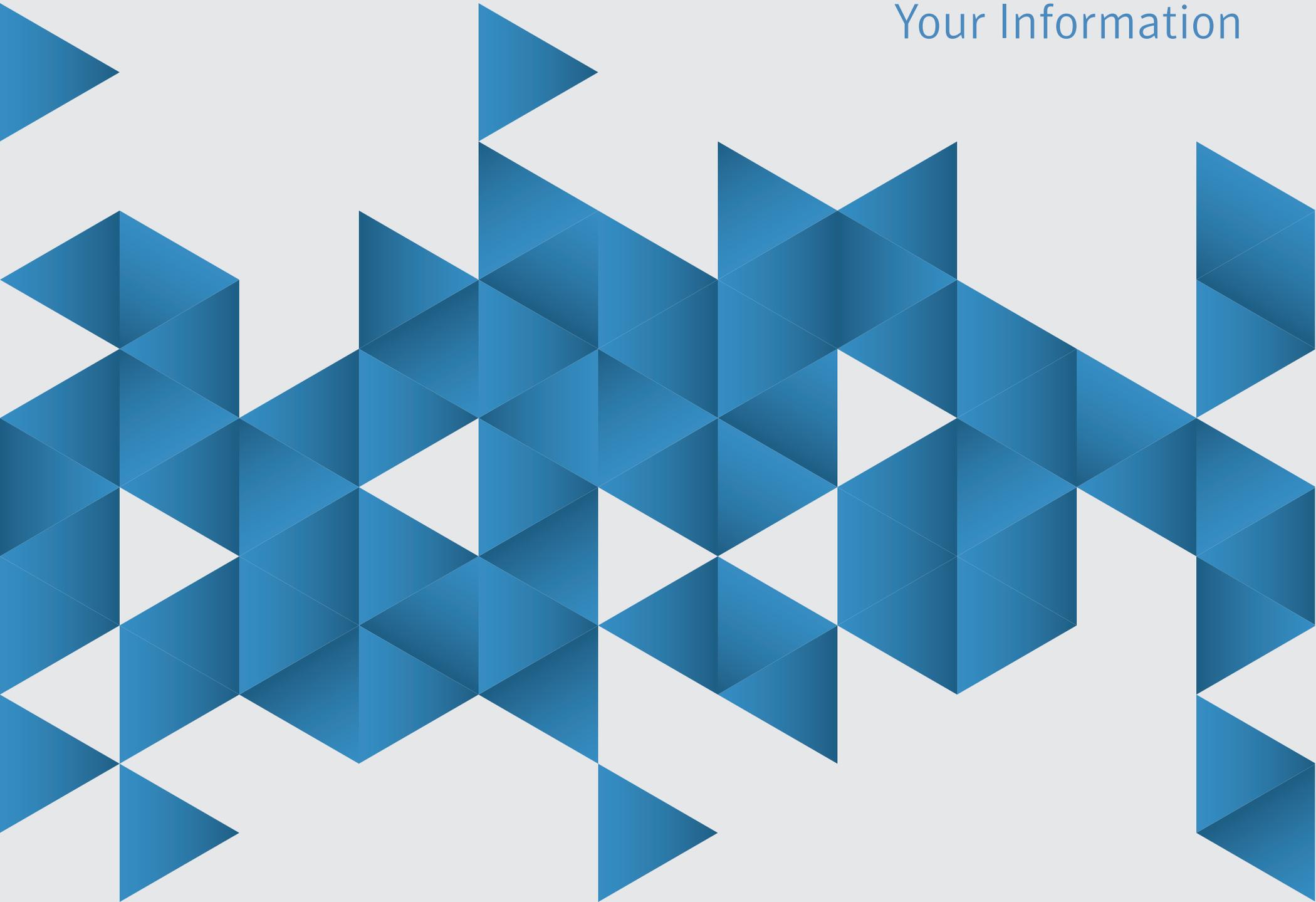
Going forward, Symantec will continue to apply inclusive hiring and advancement criteria to ensure access to a wide and diverse pool of qualified applicants.

Gender Equity Image Project

As the public face of our company, our marketing efforts are a particularly important area in which Symantec must address gender equity. Through the Gender Equity Image Project, Symantec is conducting an organized effort to reduce stereotypical imagery in our promotional, sales and advertising communications. As part of this project, Symantec conducts an annual audit of gender representation in its communications with the public. While we have worked on this informally for several years, the project was formalized in 2013.

The project aims to increase the proportion of imagery that is considered a positive representation of gender roles. After completing the first gender representation audit, Symantec worked with its marketing agencies and key stakeholders to set a target of five percent improvement in scores over the first year. We have also used our learning from this project to update our Visual Guidelines and our Corporate Editorial Style Guide in order to educate all groups involved with marketing and sales on our commitment to positive gender representation.

Your Information





Protecting Information

Protecting information is more than the purpose of our business—it is also a central element of corporate responsibility for every company in the digital age. We are committed to the secure management of both our customers' data and our own across every aspect of our operations.

Ensuring Cybersecurity and Fighting Cybercrime

In order to remain effective within the ever-changing landscape of electronic security threats, we are continually enhancing our standards and expanding and maturing our capabilities.

For example, in October 2013, to cap National Cyber Security Awareness Month in the U.S., Symantec and Bloomberg Government partnered to host a cybersecurity conference, "Cybersecurity: Risk. Response. Reward." The event brought together a wide range of industry and government leaders, including the White House, the U.S. Department of Homeland Security, the Financial Services Roundtable, and the Information Technology Industry Council, for discussions on protecting commerce and markets, public-private partnerships, and effective cyberstrategies.

Symantec's CEO keynoted the conference and discussed the current cyberthreat landscape and the National Institute of Standards and Technology Cybersecurity Framework. This framework was created through public-private collaboration to provide a common language to address and manage cyber risk based on business needs without additional regulatory requirements for businesses.

Symantec Cyber-Readiness Challenge

Competitive play has been shown to be an effective learning tool. The Symantec Cyber-Readiness Challenge is a sophisticated, immersive simulation that helps IT professionals test, practice, and develop their security skills. The simulation is offered as both online and on-site events at numerous locations around the world. We have used similar challenges to maintain the skills of our own internal teams.



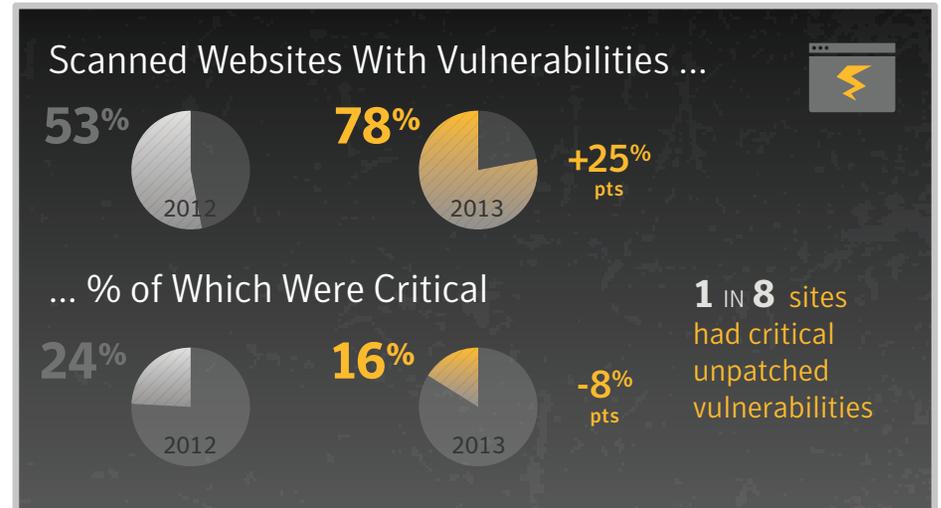
Tracking and Reporting on Global Threats

By monitoring and evaluating the global risks our customers face daily, Symantec has created one of the most comprehensive collections of Internet threat data in the world, all amassed in the Symantec Global Intelligence Network, which comprises approximately 69 million attack sensors and records thousands of events per second.

We share these insights with businesses, consumers, and law enforcement through our Internet Security Threat Report, an overview and analysis of the year in global threat activity.

Our 2014 Internet Security Threat Report found that in 2013:

- Targeted attack campaigns increased by 91 percent
- Breaches increased 62 percent
- More than 552 million identities were exposed via breaches
- 23 zero-day (that is, never-seen-before) vulnerabilities were discovered
- 38 percent of mobile users experienced mobile cybercrime in the past 12 months
- One in eight legitimate websites had a critical vulnerability
- An unprecedented eight major information breaches each exposed 10 million identities or more.



Informing the Public

Sharing our research and expertise is an important part of our leadership in cybersecurity and corporate responsibility. Our Security Response white paper series, published on our website, has covered the following cybersecurity topics in the past year:

- A Special Report on Attack on Point of Sales Systems
- Targeted Attacks Against the Energy Sector
- Hidden Lynx – Professional Hackers for Hire
- ZeroAccess in Depth
- Mobile Adware and Malware
- Dragonfly Blog and Report

We also work with many different partners to provide information that can help people and companies maintain information security. For example, we have collaborated with FedEx to publish cybersecurity advice for its small business customers.

[Download the 2014 Internet Security Threat Report](#)



Symantec Cyber Career Connection

Connecting Cybersecurity Jobs with Underserved Young Adults

An estimated 300,000 cybersecurity jobs are vacant in the U.S.¹ Many of our own customers have difficulty finding qualified personnel. We often support our customers with employee training to help them field effective security teams.

At the same time, underemployment and unemployment are significant problems across the U.S. and around the world, particularly in underserved communities and among those without traditional four-year college degrees. Our analysis suggests that up to 20 percent of cybersecurity openings could be filled by individuals without college degrees.

In response to this mismatch of supply and demand, we have developed the Symantec Cyber Career Connection. This initiative will generate life-changing career opportunities for underserved young adults while helping to alleviate our industry's chronic talent shortage. It will also advance our mission to protect the world's people and information.

The initiative was formally launched in June 2014 at the Clinton Global Initiative America meeting in Denver. The launch was part of Job One, a major set of corporate commitments—including Symantec's—focused on improving job pathways for youth in the U.S. "This has been a priority for us, because six years after the financial crash, many young people are still struggling," said former U.S. Secretary of State Hillary Rodham Clinton when the initiative was announced. "In fact, one of the most terrifying statistics is that nearly six million young Americans between the ages of 16 and 24 are out of school and out of work. For those who don't get a college education or even graduate high school, most doors just won't open no matter how hard they knock," Clinton said.

Symantec Cyber Career Connection was developed in FY14 and will be piloted in early FY15, with an initial group of 45–50 trainees across three cities, and one-third will be women. It will include a cybersecurity curriculum developed by Symantec in partnership with our agency partners. It will also feature a virtual mentorship program designed to promote and familiarize students with the industry. Once training is complete, participants will be placed in paid internships with Symantec customers and other leading employers. These internships will be funded by Symantec or the hiring company. Upon completion of the internships, the program will help participants locate and transition into full-time cybersecurity positions.

Through the Symantec Foundation, our agency partners for the pilot are Year Up in Baltimore and the San Francisco Bay Area and NPower in New York City. These are both well-respected organizations with track records of creating successful job-training programs for young people. We intend to learn from this pilot and eventually scale the program to train many more candidates across the nation and internationally.

We believe Symantec Cyber Career Connection can help solve the cyber career gap and move underserved young adults—including people of color, women, and veterans—out of low-end jobs and into highly paid and meaningful careers. The program will also help us meet the critical needs of our customers and increase the number of trained cybersecurity professionals.

The Cybersecurity Talent Gap

- Cybersecurity job postings grew 74 percent between 2007 and 2013, more than twice the rate of IT jobs as a whole.
- 25 percent of midsize and large businesses report a shortage of IT security skills.
- 83 percent of enterprise organizations say that it is "extremely" or "somewhat" difficult to recruit and hire information security specialists. Organizations facing the largest challenges include companies in rural areas, midmarket firms, academia and the public sector.
- 16 percent of adults age 18–29 in the U.S. are unemployed, more than double the national rate.
- Women and people of color are underrepresented in the cybersecurity profession.

¹ Cyber Security Jobs Report (2013): "Analysis considering 18,000 companies with over 340,000 cyber security job postings nationwide"

Visit the [Cyber Career Connection website](#)

Empowering Cybercrime Victims

On April 1, 2014, we launched Victims of Internet Crimes Empowered (VOICE) website. The site provides cybercrime information, such as videos and guides on preventing and recovering from Internet-related crimes, and directly links victims to the Internet Crime Complaint Center (IC3) to file complaints of malicious internet activity. The site was unveiled at the U.S. Capitol with the support of U.S. Senator Sheldon Whitehouse (D-RI) and Representative Mac Thornberry (R-TX).



The launch of VictimVoice.org is the result of a two-year partnership between Symantec and the National White Collar Crime Center.

“Cybercrime continues to be among the greatest security threats facing our country, yet too many Americans remain in the dark about the severity of the threat and what they can do about it. The VOICE website can serve as an important resource to educate internet users about how to protect themselves against cyber attacks, and to report suspected attacks as they happen. I thank Symantec and the NW3C for their efforts to help Americans defend themselves against cyber criminals.”
– U.S. Senator Sheldon Whitehouse

Visit the [Victim Voice](http://VictimVoice.org) website

Learn more about filing cybercrime complaints at the [Internet Crime Complaint Center \(IC3\)](http://InternetCrimeComplaintCenter.com)

Working with Governments

We work collaboratively with government partners, in the U.S. and across the world, on ways to improve online security across the globe.

In FY14, we launched our Government Cybersecurity Partnership Program. Through this program, Symantec partners with governments to raise awareness, mitigate threats, and share cyberthreat information to better protect citizens, and their information and critical infrastructure.

Examples of established partnerships include:

- With The International Telecommunications Union (ITU), based in Geneva, to co-brand the Internet Security Threat Report, distribute the report to all 193 member countries, and make the report available on their website,
- With The Organization of American States (OAS), which represents 35 countries in the Americas, to publish a report that provides the most comprehensive snapshot to date of cybersecurity threats in the Latin American and Caribbean region. The goal was to raise awareness of cybercrime issues and promote the importance of cybersecurity throughout the region as a national and economic security imperative. The **first edition of the report** was published in June 2014 and released on the eve of the OAS General Assembly meeting in Asuncion, Paraguay.

Supporting Law Enforcement

Cybercriminal techniques and networks have typically evolved faster than the capacity of law enforcement to investigate and prosecute them. In response, Symantec has developed programs for training and expanding the capabilities of law enforcement to effectively investigate and prosecute cybercrimes.

For example, in October 2013, we signed a Memorandum of Understanding with the Korean National Police Agency’s Cyber Terror Response Center to formalize our partnership to increase cyber awareness education and share cyberthreat information.

Developing Future Cybercrime Prosecutors

Cybercrimes represents a growing challenge to our legal system. To help develop the prosecution skills needed to bring perpetrators to justice, Symantec has developed, and sponsored the University of California Los Angeles Cyber Crimes Moot Court Competition for the past three years. Teams from law schools around the country argue real-world case scenarios in front of actual judges that volunteer for the competition. Other examples of our support for career education include:

- Partnering with the University of Montana School of Law in 2014 to bring students a continuing cybersecurity education curriculum.
- Symantec also partners with international advocacy organizations, including Canadian Society for the Policing of Cyberspace (POLCYB), to provide training workshops to law enforcement officials and policymakers around the globe. To date, we have partnered with POLCYB and other organizations to train law enforcement officials and policy makers in more than 35 countries around the world.





Ensuring Online Safety

As children increasingly become users of connected mobile devices, parents are concerned about issues such as cyberbullying and contact with strangers. We share these concerns and seek opportunities for our products and consumer engagement efforts to protect the safety of families as well as individuals and businesses.

Examining Online Behaviors

Now in its fourth year, The Norton Report examines consumers' online behaviors, attitudes and security habits, as well as documents the dangers and financial cost of cybercrime. It is one of the largest global studies of its kind. This year's report surveyed 13,022 online adults across 24 countries.

Among the Key Findings:



63 percent of survey respondents own smartphones; 30 percent own tablets.



Nearly half of respondents report using their personal devices (PCs, laptops, smartphones, tablets) for work-related activities.



Nearly one in two mobile device users don't take basic precautions such as using passwords, having security software, or backing up files on their device.



The total global direct cost of cybercrime grew to \$113 billion this year, up \$3 billion from last year.



The average cost of a cybercrime incident also increased, to \$298 per victim, up from \$197.

Helping Parents

Norton Family is an online safety program we make available free of charge to help parents monitor children's online activities on computers and mobile devices. Its features include a browser history that shows websites visited, videos viewed, and search terms used, with all data viewable from a website or app for parents. A premium version provides detailed reports and more advanced options.

In FY14, we expanded distribution of the program and also prepared new features for the latest release, made available in early FY15. The program is now available in 25 languages.

[Read the 2013 Norton Report](#)
[Download the Norton Family Free Online Safety Program](#)

Customer Satisfaction

Ensuring the Security of Symantec's Own Products

Our software development lifecycle emphasizes security. It includes standard security practices, such as threat modeling, code reviews, penetration testing, and secure coding. We also have a dedicated Product Security Team, which helps product teams implement these security practices.

In addition, we monitor the use of our brand globally to proactively prevent, identify, and facilitate the remediation of piracy, fraud, and other abuse of Symantec products and services throughout the product lifecycle. Preventing piracy of our brand and products protects our business and revenues as well as customers, who might otherwise expose themselves to data theft by using untrustworthy software. Our brand protection focus areas are:

- Cyberfraud/attacks on Symantec
- Gray-market sales
- Norton Product Key – Lifecycle
- Enterprise license compliance

Exceeding Customer Expectations and Requirements

It is fundamental to our customer promise that we have robust enterprise resilience systems in place. The existence of these business continuity and disaster recovery measures can be verified by customer representatives included in the teams that audit our procedures and facilities. We also require our most critical vendors and suppliers to have resiliency programs in place to ensure that an incident at their location will not impact our operations.

Customer Experience Program

Recognizing the benefits of a stronger emphasis on the customer lifecycle, in FY14 we launched our Customer Experience Team. The team oversaw several pilot initiatives meant to provide insights into how our customers experience doing business with us and using our products. These initiatives are supporting customer-focused product innovation as well as changes to our internal processes.

In FY15, the program's focus will evolve from discovery to driving improvement. One improvement we've already made is to establish a specific Norton consumer-facing business unit. This will help us better address the needs of individual users around the Norton brand. We're also working to accelerate innovation to deliver new types of products and services to our customers. By learning from our pilot initiatives and maintaining active engagement across our customer channels, we will enable Symantec employees to address customer needs from a different perspective.

Tracking Satisfaction Through Customer Surveys

With 150 products and millions of customers, it is essential to our success to solicit and act upon feedback, which we do in many different ways. Our Norton products have built-in feedback loops for customers to communicate preferences regarding product features. We deploy a number of customer surveys throughout the year. Various groups, including engineering and sales, engage in customer dialogue. There is also a formal effort underway to establish customer advisory boards, and several are already in place.

In addition to these measures, we engage with external agencies that survey customers and monitor industry benchmarking standards. All of this data is put to use in refining existing products and developing new ones.



Protecting Customer Privacy

Our role in ensuring the privacy and rights of our customers is becoming ever more important as Symantec becomes more involved in cloud services, which demand new levels of vigilance. We also take the privacy of employee data very seriously and have developed stringent practices to ensure proper handling, storage and protection of employee confidential and personal data. Finally, we view data privacy as a human rights issue, because safeguarding information and its owners is one way of protecting freedom of expression.

Our Privacy Program Office, established in FY11, sets a comprehensive and cohesive vision for privacy, provides legal support on privacy matters, and grows and maintains the capabilities of the business units to support privacy compliance. Our executives have appointed managers of key organizations across the company as Privacy Champions responsible for ensuring business unit commitment to our privacy policies.

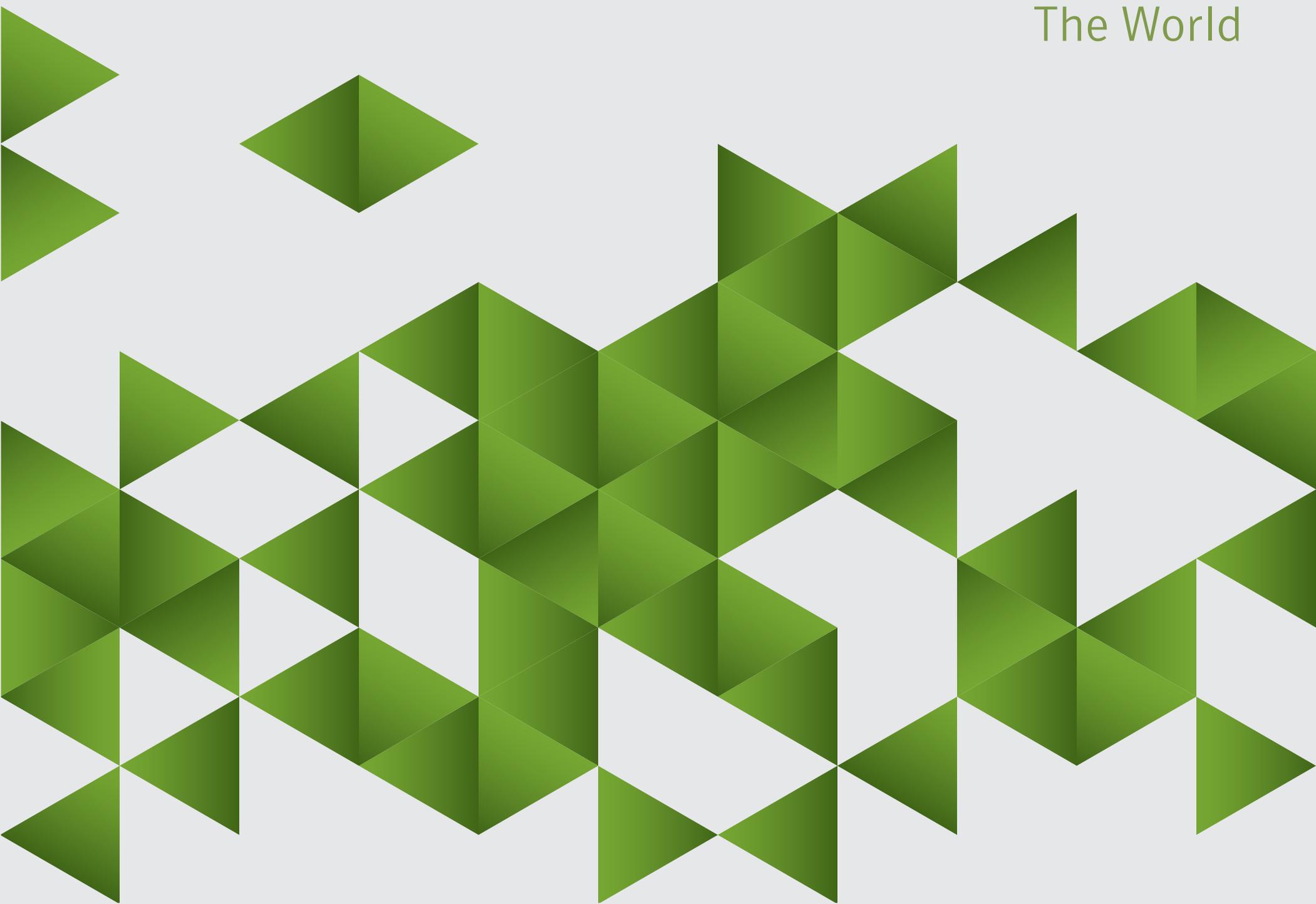
Internally, we hold mandatory privacy training for employees and additional specialized training for our human resources teams, given their access to sensitive employee records. We also regularly communicate with employees about privacy through a variety of internal channels, including company-wide communications and department newsletters.

In order to verify adherence to our high standards in this area, we are working with an internal audit team on implementing international privacy audits, which examine whether selected environments and procedures align with our policy. This work is helping us move toward earning Safe Harbor certification, a standard built on seven principles for ensuring privacy, transparency, and informed consent for users of information systems and products.

We are also evolving beyond strict compliance with privacy regulations toward a model of data stewardship and Privacy by Design. Privacy by Design incorporates privacy practices into each of the business processes that touch personal data. It also applies principles that protect privacy from the beginning of the product design process.

To learn more about our commitment to maintain the trust of our customers, see the [Symantec Privacy Policy](#)

The World





The World

We have a global responsibility to operate in an environmentally sound manner, uphold ethical and social standards in our supply chain and make a positive difference in the communities where we live and work.

Our Approach to Environmental Performance

We aim for continual improvement in our environmental performance. Our environmental management framework is based on the “Plan, Do, Check, Act” approach, which is the foundation of the ISO 14001 Environmental Management System standard. Our framework serves as a documented, auditable, company-wide program to identify and address our environmental impacts.

Environmental Priority Action Areas

GREEN IT	RESOURCE CONSERVATION	TRAVEL AND EVENTS	RESPONSIBLE SOURCING
 <ul style="list-style-type: none"> • Energy efficiency • Products and services • Electronic waste disposal • Data center/lab locations 	 <ul style="list-style-type: none"> • Energy reduction • Water reduction • Waste reduction • Green buildings 	 <ul style="list-style-type: none"> • Environmental choice • Supplier partnerships • Public transit/ride share • Virtual technologies 	 <ul style="list-style-type: none"> • Supplier Code of Conduct • Sustainable products • Supplier selection • Supplier impacts

We have recently refined and strengthened our Environmental Policy. We are also engaging employees and managers from around the business to define key metrics, develop tracking systems, and identify and implement projects to reduce our environmental footprint. Our program extends beyond the boundaries of the company, as we are incorporating our environmental standards into supplier engagements.

Setting Environmental Goals

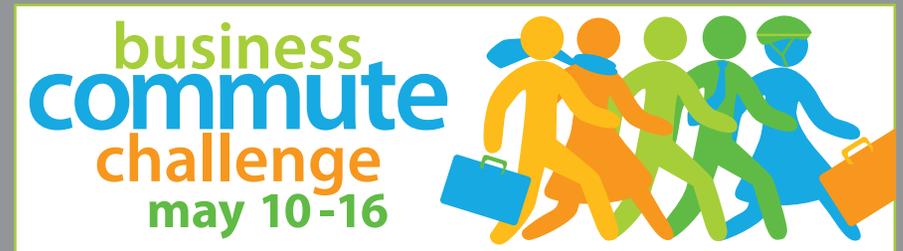
We hold ourselves accountable for our environmental performance, including setting targets for improvement. We have been challenged, however, in our efforts to establish a company-wide goal for reduction of greenhouse gas (GHG) emissions, an area of key priority for Symantec. We are currently working through a process, both internally driven as well as influenced by external stakeholder review, to establish a strategically appropriate and measurable goal to reduce company-wide GHGs. We intend to publicly announce this goal in FY15 and report on progress in our next corporate responsibility update.

Symantec’s Green Teams

Symantec encourages employees to get personally involved in environmental stewardship. In FY14, we designated a new executive champion to lead our Green Teams initiative. Through our Green Teams, employees can plan environmentally oriented events at their work sites. They can also contribute ideas that will improve Symantec’s overall environmental performance.

One example of a Green Team success featured Symantec employees coming together to win the Eugene/Springfield, Oregon, Business Commute Challenge. This regional, week-long event challenges local businesses to reduce commuting-related environmental impacts by cutting down on single-person car travel. More than 203 Symantec employees (14 percent of the total site population) signed up to the challenge and logged 612 non-single person trips to work during the competition. Symantec’s team beat out other large businesses, and contributed to the overall 68,987 mile reduction of single-person car travel—equivalent to avoiding 70,234 pounds of carbon dioxide emissions.

In FY15, Green Teams across Symantec will spearhead a campaign to inspire employees to use reusable cups and mugs instead of paper or plastic cups.



[Read our Environmental Policy Statement](#)

Green IT

Through our Green IT initiative, we aim to incorporate environmental sustainability, and particularly energy efficiency, into how we develop and deliver products and services to our customers. Examples include the use of energy efficient IT equipment, implementation of software solutions such as automated power management, and enhanced data storage approaches in our data center and labs. We also work to eliminate unnecessary packaging materials by making it easy for customers to download products directly.

Symantec Data Centers and Labs

Our data centers and labs represent our most energy intensive operations. We are therefore prioritizing energy efficiency and equipment upgrades in these locations.

We have installed sub-metering in many of our labs to help us track usage and target efficiency improvements. At our enterprise data center, we track the relationship between energy used by the IT equipment and energy used to run the overall facility through a measurement known as Power Usage Efficiency (PUE). In FY14, the average PUE value for our enterprise data center was 1.69.

We are evaluating and installing more efficient heating and cooling (HVAC) equipment. In some facilities, we are also implementing systems to better manage airflow, for example, by isolating the chilled air fed into the IT racks from the heated air they exhaust. This practice, called hot/cold aisle containment, increases the efficiency of the existing cooling infrastructure. In the past year, we have installed such systems in China, India, and the UK.

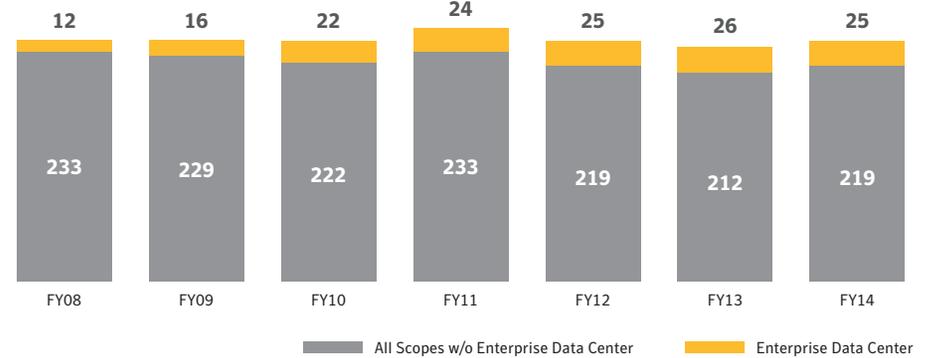
Over the next few years, we will be consolidating our labs and data centers into fewer, larger locations that we expect to deliver a number of efficiencies, including in energy use.

We are currently working to qualify FY14 baseline energy use and emissions associated with our third party operated colocated data centers. All new agreements with third-party data centers include a requirement to provide us with monthly energy use data as well as annual PUE values. By collecting this information, we will be able to measure total energy use and emissions associated with both the data centers under our direct control and our use of third party owned and operated facilities. This data will also enable us to engage with our data center vendors towards future efficiency goals.

What is PUE?

Power Usage Effectiveness—or PUE—is calculated by dividing the total energy consumption of a facility by the energy consumption of the IT equipment it contains. A hypothetically perfect data center, where 100 percent of the energy is used to power IT equipment, would have a PUE of 1. According to the Uptime Institute’s 2013 Data Center Survey, the global average of respondents’ largest data centers was 1.65.

Enterprise Data Center GHG Emissions (thousands of metric tons of CO₂e per year)



Energy use and emissions from our Enterprise Data Center has grown organically as our business has expanded. We have been able to offset some of these increases by improving our facilities’ efficiency across the board.

Shaping the Future of Internet Power

Symantec is one of a group of leading technology companies that form the Business for Social Responsibility’s (BSR) Future of Internet Power. This multipartner collaboration with companies such as Adobe, Facebook, eBay, and HP is committed to improving data center energy efficiency. Together, we are:

- Identifying ways to overcome obstacles to collaboration between data center operators and utilities and policymakers
- Developing a common understanding of opportunities to drive new low-carbon, sustainable power in select locations
- Creating a network of experts and advocates to pursue public-policy advocacy initiatives
- Using our collaborative purchasing power to develop investments in sustainable, low-carbon power generation

For more information, visit the [Future of Internet Power](#) webpage.



Product and Packaging Innovation

Part of our approach to delivering more sustainable products and services is to reduce our use of packaging. Our products are becoming smaller, lighter and wherever possible, entirely non-physical. This miniaturization—moving from objects the size of a box or a CD to something that is 3 inches by 5 inches or the size of a credit card—reduces our use of materials. It also reduces the amount of material brought into the postconsumer waste and recycling stream. We are in the process of eliminating CDs as a delivery method. We are also replacing plastics with paper laminates.

We encourage customers to purchase products online for download. When customers download software directly, we can eliminate packaging waste and shipping-related emissions. We estimate that our FY14 product shipping emissions were approximately 70,000 metric tons (or 30 percent) less than our FY13 emissions. Part of this decrease can be attributed to increased online purchasing and direct downloads.

Resource Conservation

Establishing Accountability for Continuous Improvement

One of our top priorities is to establish a formal, company-wide GHG reduction goal. Our efforts over the past few years to set a realistic, measurable, and appropriate goal have been challenged by several factors. These include ongoing changes to our business model, streamlining of operations, and a lack of sub-metering in our labs and facilities. In FY14, we made progress on resolving some of these factors, and are optimistic about addressing this gap in our program.

We are currently working with internal Symantec team members from the IT, Cloud Platform Engineering, and real estate groups to review emissions and facilities information and to determine a new goal which will also be informed by external specialist stakeholders. Our intention is to publish a company-wide goal for GHG emissions reduction in FY15.

Understanding Our Climate Impacts

We are committed to accurately measuring and addressing our climate impacts. We are identifying ways to mitigate climate risk for Symantec and, where we can have an influence, to engage in climate change mitigation beyond the boundaries of our own facilities.

Symantec signs BICEP's Climate Declaration

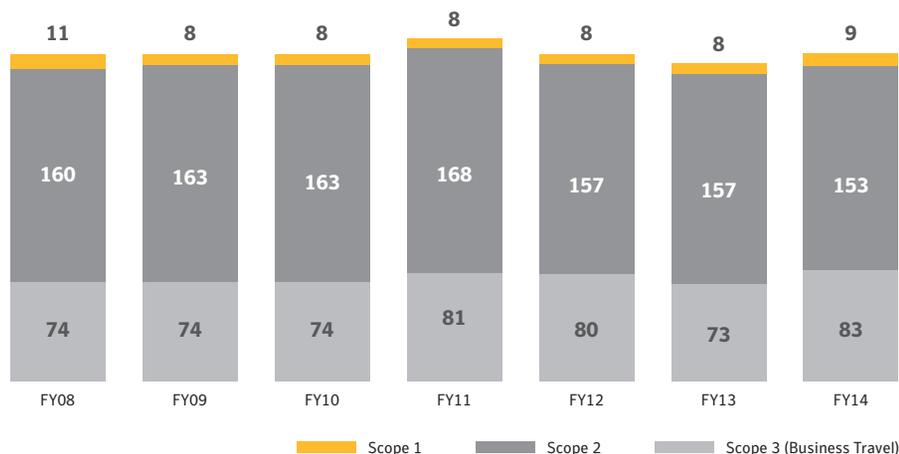
During 2013, Symantec became a signatory to the Business for Innovative Climate and Energy Policy (BICEP) Climate Declaration. The Declaration calls for America's public and private sectors to unite in combating climate change.

Symantec sees the movement to a low-carbon economy as a significant opportunity for economic growth. We believe that company action, in partnership with other stakeholder collaboration, is key to both mitigating risk and finding opportunity during this transition.

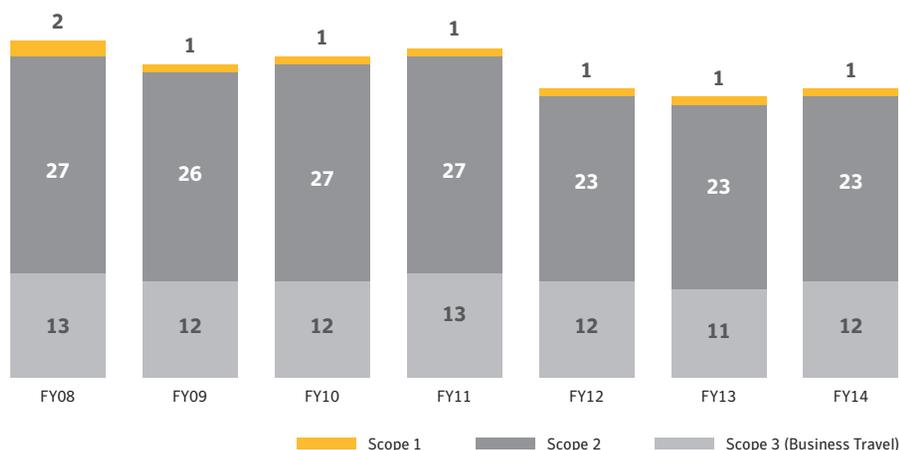
We have been tracking GHG emissions from our direct operations, purchased electricity and business travel since FY08. Among these sources, the generation of electricity to power our data centers, labs and offices (scope 2 emissions) is the most significant. By lowering these emissions, through energy efficiency initiatives and the use of cleaner energy sources, we can better meet customer demand for an environmentally responsible partner. We can also reduce our utility bills and the costs of complying with regulations such as the UK Carbon Reduction Commitment.

In FY14, our total direct and indirect energy (Scope 1 and 2) emissions were 2.4 percent lower than in FY13. This improvement resulted in part from a continued transition away from occupying older buildings, towards locating in newer, more efficient buildings.

Absolute Greenhouse Gas Emissions (thousands of metric tons of CO₂e per year)



Normalized Greenhouse Gas Emissions (metric tons of CO₂e per million dollars of revenue)



In FY14 Symantec recalculated its historical scope 1 and 2 emissions back to the FY08 baseline year due to changes in calculation methodology and improvements in the accuracy of data. The recalculation resulted in a significant change in the base year (FY08) emissions data. In FY14, we also recalculated air travel emissions for all years back to FY08 to reflect revised emission factors published by UK DEFRA that take into account the impact of radiative forcing on greenhouse gas emissions associated with air travel as per latest UK DEFRA guidance. For more information, please see the [Performance Tables](#) section of the report. [G4-22](#)

Between FY13 and FY14, we experienced a 14 percent increase in emissions from business travel. The large majority of this increase was due to greater amounts of air travel related to business meetings and events such as our Vision Conferences. The increase was also partly due to an internal policy decision to allow premium economy travel on flights over eight hours. The greater passenger space of this travel class results in higher emissions per trip.

In addition to GHG emissions from our facilities and business travel, our activities give rise to GHG emissions in a range of other ways. For example, emissions are produced:

- When employees commute to and from work
- When physical products are manufactured and transported to our customers
- When individuals attend Vision and other conference events
- In the supply chain for the products and services we use to run our business
- When customers download and use our software products

We do not directly control the source of most of these Scope 3 emissions. We recognize, however, that they are part of our global carbon footprint and that we have a responsibility to influence reductions in these emissions, where possible.

Over the past two years, we have expanded our efforts to estimate Scope 3 emissions. For example, in FY13, we started asking our critical suppliers to report their GHG emissions to us to help us understand the carbon footprint of our direct spend. We have also estimated emissions associated with our indirect purchasing (i.e. goods and services we directly use in our business but which are not incorporated into our product), product shipping and the use of appliances that we sell to our customers.

Our estimates indicate that Scope 3 emissions are at least three times greater than our Scope 1 and 2 emissions. We expect that our continuing efforts to more fully and accurately quantify our carbon footprint will help us to identify ways to target emissions reductions associated with our business.

We strive to be transparent in both our actions and our progress. We have responded to the annual Carbon Disclosure Project (CDP) Climate Change Investor survey for the past five years. In FY14, the CDP named Symantec to its Carbon Disclosure Leadership Index. We scored a 98B on our 2013 CDP survey response which was announced during our FY14.



Customers Seek Environmental Commitment

Our reputation as a good environmental steward is valued by our customers. Since 2011, the potential revenue value of customer requests that included questions on our corporate responsibility program has been more than \$95 million. In FY14, several of our customers requested that Symantec respond to the CDP Supply Chain survey.

In addition to pursuing climate change mitigation through emissions reductions, Symantec supports climate change adaptation through our back up products. These products could help our customers be more resilient in the face of increased frequency and severity of extreme weather events. For example, our data backup and recovery products helped our customers stay up and running during Hurricane Sandy in late 2012.

Improving Our Facilities Through LEED

The decisions that are made during the design, construction, and operation of our buildings have a significant influence on their overall environmental impact. Symantec uses the U.S. Green Building Council's (USGBC) **Leadership in Energy and Environmental Design (LEED)** Program, an internationally recognized green building system, to guide the design, construction and operation of its buildings.

We have established a goal of obtaining a minimum of LEED Gold certification for all new Symantec-owned and long-leased facilities. In FY14, we added two new certifications, raising the certified percentage of our eligible square-footage to 82 percent.

New LEED Facilities Earn Top Honors

We are particularly proud of our most recent LEED certifications. Our two new facilities in Pune, India, have achieved LEED Platinum certification. The facilities were recognized for "notable achievements" in alternative transportation, energy efficiency, aligning with regional green building priorities and water efficiency. We reduced potable water usage at one site by 54 percent from the calculated baseline design.

In past years, in addition to LEED certification, Symantec sought Energy Star accreditation for our facilities. Energy Star is a U.S.-based program recognizing buildings that achieve high levels of energy efficiency. In FY14, the metering system that we had in place to provide the necessary information for Energy Star eligibility did not operate as intended. We are working to address this situation, and we plan to resume Energy Star accreditations in FY15.

A New Solar Roof in Mountain View

Our Mountain View, California café/parking garage is now sporting a new look—and a net-zero carbon footprint. By roofing the entire parking garage with 1,452 solar panels, we are reducing GHG emissions by 180 tons annually. We will also reduce our electricity bills for this building by approximately 90 percent. We expect to realize more than \$5 million in savings over the next 20 years from this project.



We are implementing multiple initiatives across our global locations that are yielding not only environmental benefits, but also significantly reducing costs. For example, Symantec's Appliance Solutions group identified two opportunities to reuse spare parts and relocate old inventory while avoiding the purchase of new equipment.

In the first project, Symantec worked with a vendor to harvest highly valuable spare parts such as hard drives, fiber-channel cards and Ethernet adapters, for use as replacements at customer sites. The second project relocated unused appliance units to Symantec engineering labs around the world, meeting high demand for this hardware while avoiding capital expenditure for new units. Together, these initiatives saved the company approximately \$3.4 million.

Other projects include:

- Adding electrical charging stations for vehicles and using electric vehicles for campus maintenance
- Implementing recycling programs for eWaste, cafeteria waste, and paper
- Leveraging needed upgrades to convert to energy efficient equipment
- Eliminating the most harmful ozone depleting substances from HVAC equipment
- Supporting Bike-to-Work programs through onsite bike repair, lockers, showers, and incentives for participation
- Conserving water through xeriscaping and the implementation of higher efficiency water management systems
- Incorporating environmental considerations to our facility related purchases.

Mountain View Campus Environmental Update

Symantec has operations in more than 50 countries around the world. Parts of the Mountain View campus are located within what is known as the Middlefield-Ellis-Whisman Superfund Study Area (MEW Site). During the 1960s and 1970s, various industrial companies released chemicals into the soil and groundwater in this area. These chemicals included a chlorinated solvent known as trichloroethene (TCE). The parties responsible for the contamination (Responsible Parties) continue to clean up the groundwater underlying properties in the MEW Site, including the groundwater underlying the Mountain View Campus. (The groundwater in this area is not currently used for drinking water or household uses.)

In the early 2000s, the U.S. Environmental Protection Agency (EPA) began to evaluate the way certain solvents, like TCE, can migrate from groundwater and soil into the indoor air space of buildings. It determined that cleanup levels for certain chlorinated solvents should be established for indoor air to protect the health of building occupants. As a consequence, Region 9 of the EPA established certain cleanup levels for TCE in indoor air and required the Responsible Parties to sample indoor air in buildings in the MEW Site, including the Mountain View campus. Based upon the indoor air sampling results to date for the Mountain View campus buildings in the MEW Site, the concentrations of TCE in indoor air are less than the EPA Region 9-approved cleanup levels for commercial land use. Indoor air sampling will continue in the future in accordance with EPA requirements.

Symantec regularly participates in conference calls and meetings with the EPA and other nearby commercial building owners to discuss the ongoing cleanup activities at the MEW Site. We also get updates and reports on indoor air quality monitoring and groundwater cleanup efforts related to the Mountain View campus.



Travel and Events

Travel

We are exploring and implementing ways to reduce the environmental impacts of our travel related activity. We already use teleconferencing to limit air travel, and we are currently in the process of examining additional initiatives, such as:

- Increasing access to low-emission rental cars for employee travel
- Partnering with airlines that focus on reducing their emissions
- Tracking the actual carbon emissions associated with employee flights, rather than using more generic emissions factors to calculate our travel footprint

We have begun to request that hotels we do business with explain how they can meet the disclosure requirements of the emerging Hotel Carbon Measurement Initiative (HCMI) standard. This practice reinforces the hospitality industry's move toward a common carbon-reporting language. It also provides us with unambiguous information on our vendors' climate change strategies.

Meetings and Events

The Symantec corporate events team is responsible for major corporate events. The team has taken several important steps to minimize the impacts associated with Symantec's flagship event: the Vision conference.

During FY14's Vision conference, the team implemented lessons learned from assessing the sustainability strategy of the previous year's conference. By engaging with internal teams and suppliers to rethink and improve procedures and practices, the team achieved several notable performance milestones:

- 86 percent of key conference suppliers were assessed for sustainability.
- 48 percent of waste was diverted from landfill.
- 85 percent of signage was diverted from landfill, with 45 percent signage incorporating more sustainable materials.
- 60 percent of food was sourced from within 400 miles of the event.

Leading the Conversation

Symantec's Director of Global Travel and Meetings leads the Global Business Travel Association (GBTA)'s *Sustainability Committee*. This involvement is an example of our commitment to advancing sustainability among our peers. The GBTA Sustainability Committee's key objectives include:

- Develop resources and education to help GBTA members integrate sustainability into their travel management programs.
- Communicate and promote sustainable travel and management strategies and practices to the GBTA and member organizations.
- Drive innovation through identifying new ideas and initiatives in the sustainable design of travel and meeting management.
- Act as a hub to assimilate unique sources of feedback into ongoing sustainability programs for the GBTA and its membership.



[Download the Vision 2013 Las Vegas Event Sustainability Report](#)

Human Rights

We are committed to upholding human rights in our operations and supply chain. By proactively communicating this position and acting accordingly, we create a workplace that employees can be proud of. We also enhance our reputation with stakeholders and mitigate regulatory and compliance risk.

Symantec's Human Rights Policy

Symantec's Human Rights Policy outlines the company's expectations for fair employment, non-discrimination and abolition of workplace harassment, and supports the International Labour Organization's core conventions. It sets forth our assessment of significant risks and opportunities for our company as related to human rights, including:

- Privacy
- Freedom of expression
- Labor rights
- Gender equality

As a company whose core business is to provide data security, Symantec faces unique human rights issues. On one hand, there is a risk that our products, particularly those with monitoring capabilities, may be misused by governments or enterprises in order to invade privacy and restrict freedom of expression. At the same time, our offerings can help individuals protect their data, thus preserving their rights to privacy.

We strive to be as transparent as possible in disclosing what data is collected by our products. In this way, we can provide individuals the tools they need to appropriately manage their personal information.

Communicating Our Policy to Employees and Suppliers

We ensure proper understanding of and respect for human rights by requiring that every Symantec employee take part in Code of Conduct training. Our Human Rights Policy is included in this training. Employees are specifically instructed on:

1. Non-discrimination
2. Prohibition of child or forced labor
3. Freedom of association
4. Right to engage in collective bargaining

The Code of Conduct training also specifies the procedures we have established to evaluate and select third parties. It explains how to monitor those parties' performance on human rights issues. We assist our suppliers with understanding their responsibilities by providing training. We also ensure compliance through supplier audits and view audits as an opportunity for education and outreach about the centrality of human rights in our business approach.

As a further means to embed awareness, in FY14 we conducted targeted Human Rights webinars. We offered these webinars to business units (Human Resources, Compliance/Risk Assessment, and Legal) charged with responsibility for overseeing Symantec's adherence to our policy.



Responsible Sourcing

Symantec promotes responsible operation in our internal operations and throughout our supply chain. Our *Global Supply Chain and Fulfillment Code of Conduct* and *Global Supplier Code of Conduct* are based on the ISO 26000 social responsibility standard and the [Electronic Industry Citizenship Coalition \(EICC\) Code of Conduct](#). Both codes require that our suppliers adhere to stringent labor, ethics, environmental, and health and safety criteria.

We require all new suppliers to sign a Master Services Agreement. The agreement includes a provision identifying Symantec as a signatory to the UN Global Compact. By signing the agreement, suppliers warrant that they will conduct business pursuant to the UN Global Compact's 10 Principles.

Symantec's Membership in the EICC

In FY14, Symantec joined the Electronic Industry Citizenship Coalition. The EICC is a global partnership of leading electronics industry companies. Member companies are allied in the belief that application of high standards will create better social, economic, and environmental outcomes for all participants in electronics and ICT supply chains. Many of our customers view EICC membership as an important mark of corporate responsibility. These customers frequently include EICC membership in their vendor requirements and requests for proposals.

By joining EICC, we gain access to EICC's robust tools for engagement, assessment, auditing, and capacity building. We are committed to aligning our own operations with the EICC's rigorous Code of Conduct. We also support and encourage our own Tier 1 Supply Chain Suppliers to do the same. We expect our alignment with EICC to continue throughout FY15.

Symantec's Supply Chain

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 24 Tier 1 (major) suppliers.

Two areas of focus in FY14 were our manufacturing supply chain and changes to our procurement management system:

- Manufacturing

Symantec has an emerging hardware platform. For this appliance, we use a contract manufacturer to produce a private label product under the Symantec name. Though this venture represents less than one percent of our annual expenditure, our need to understand and control the raw materials that go into manufacturing was a major impetus to securing membership in the EICC.

- Procurement

In FY14, we made significant progress in updating our procurement processes by implementing a new Enterprise Resource Planning (ERP) system. This new system embeds corporate responsibility criteria into the procurement process. It allows us to identify and track the diversity of our potential partners, from the size of the business to whether they are minority- or woman-owned. Expanding our diversity footprint is important for large customers with stringent requirements, but it is also an important internal objective. Once we can track revenue linked to supplier diversity, we can better understand how much profit/revenue we enable by employing diverse suppliers.

Conducting Audits and Assessments

In FY14, we did not conduct any supplier audits, as we were in the process of joining the EICC. In FY15, we will begin auditing our suppliers against the EICC Code of Conduct. We intend to meet the EICC requirement that we audit at least 25 percent of our suppliers each year.

Our membership in the EICC will provide the support and structure to formalize our supplier due diligence. It will also enable direct conversations with supply chain management groups so that we can address any issues systematically. The EICC auditing process has particular value in examining the complexities and vulnerabilities specific to the manufacturing supply chain. An additional benefit of being an EICC member is that Symantec is able to participate in joint audits and access other audits that have been conducted under the EICC umbrella. Access to audits will accelerate our own progress and increase the efficiency of managing our supply chain.

Eliminating Conflict Minerals From Our Supply Chain

In some global regions, raw materials essential to the manufacture of electronic products have become a source of financing for lethal conflicts. The Democratic Republic of Congo (DRC) is an example of how mining conflict minerals fuels atrocities. Violence in the region—a major producer of several in-demand minerals whose extraction is controlled by armed groups—is responsible for thousands of deaths per month.

In 2012, the U.S. Securities and Exchange Commission (SEC) adopted a rule requiring companies to disclose whether the products they manufacture, or contract to manufacture, contain conflict minerals. These minerals include columbite-tantalite (for tantalum), cassiterite (for tin and solder), wolframite (for tungsten), and/or gold originally sourced from the DRC or other covered countries.

Symantec issued a Conflict Minerals Policy in December of 2013 to ensure that our commitment to ethics, integrity, and human rights is respected throughout our supply chain. We comply with current conflict minerals legislation. We are also working with our suppliers to obtain these materials through a validated supply chain. To underscore that our products are “DRC Conflict Free,” we have:

- Created a governance structure to implement our conflict minerals policy
- Communicated this policy to our suppliers
- Joined the Electronic Industry Citizenship Coalition (EICC)
- Developed a comprehensive due diligence process that is in line with the *Organization for Economic Cooperation and Development (“OECD”) Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas*

In FY14, we collected data from our suppliers via EICC conflict mineral questionnaires. Working from this base, we analyzed the data and completed our due diligence, looking deeply into our supply chain to identify the ultimate source of all relevant minerals. The report was delivered to the Symantec Board of Directors for review, indicating the importance Symantec assigns to properly managing conflict minerals.

Some of our suppliers have not yet been able to provide us with a full guarantee of their ultimate raw material sources. As a result, in FY14 we submitted an “indeterminable” filing as per legal requirements. We expect to obtain more robust responses from our suppliers in FY15. If conflict minerals are found in our supply chain, we will require suppliers to change their sourcing approach.



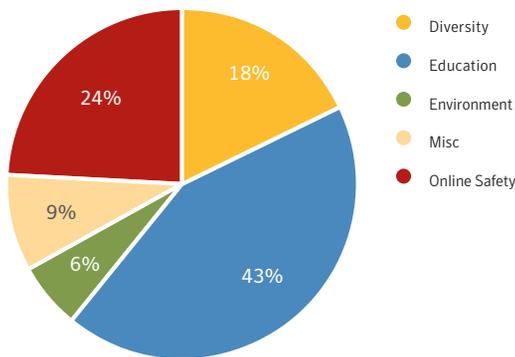
Investing in Communities

Symantec strives to have a positive impact in the communities in which it operates. Our philanthropic goal is to help create a sustainable and diverse future for the technology industry. We focus our efforts in four areas:

- Science, technology, engineering, and math (STEM) education and equal access to education
- Online safety
- Diversity
- Environmental responsibility

In FY14, we continued to identify key strategic partners that align with our giving objectives. We also began testing a measurement model to formalize our reporting of community impacts. We intend to report impacts for our key strategic partners starting with our FY15 report.

FY14 Grants by Focus Area



Visit the Websites of the Symantec Philanthropic Partners Featured in this Section:

- Teach for America
- Boys and Girls Clubs of America
- Room to Read
- Common Sense Media
- World Association of Girl Guides and Girl Scouts
- Net Impact
- TechSoup Global

STEM Education and Equal Access to Education

STEM education and equal access to quality education are both important to Symantec because of our need to support the long-term development of talent for our industry.

Teach for America

Teach for America (TFA) is a national teacher corps of recent college graduates and professionals who commit to teach for two years and raise student achievement in public schools. TFA corps members have improved the academic trajectories of more than three million children since 1991.

We have supported TFA since 2005. In FY14, our partnership focused on recruiting STEM educators from diverse backgrounds. We believe that one of the best ways to reach students who are underrepresented in the engineering profession is through educators and role models with similar backgrounds and experiences.

We will contribute \$500,000 to TFA in FY14 and FY15, bringing our cumulative support to nearly \$4 million since the partnership began.

Boys and Girls Clubs of America

At its more than 4,000 facilities, Boys and Girls Clubs provide a safe place for children to learn and grow, all while having fun. Since the beginning of 2013, Symantec has supported the development of BGCA's highly engaging STEM programming. BGCA has also used this funding to offer "mini-grants" to Clubs in communities where Symantec employees reside.

With Symantec's support, Clubs have taken part in a national high school cyberdefense competition, an underwater robotics project; a digital game-design curriculum, and more. Recently, Symantec stakeholders selected BGCA in a survey to win an additional \$50,000 grant in conjunction with the release of the company's 2013 Corporate Responsibility Report.

Room to Read

Room to Read assists developing countries with programs that support literacy and gender equality in education. Since 2008, Symantec has supported Room to Read's school libraries and girls' education programs in Sri Lanka and India. The investment has helped 542 Indian and Sri Lankan girls complete secondary school and acquire key life skills. It also supported the establishment of 195 school libraries, serving more than 27,000 children. In FY14, Symantec also supported Room to Read with technology investments that will expand its capacity to assist governments and NGOs.

Online Safety

Common Sense Media

Common Sense Media (CSM) promotes safe and responsible media usage by children and families. Symantec provided support for the expansion of CSM's Common Sense digital literacy and citizenship programs in schools across the United States and Australia and the creation of new educational materials on piracy and copyright issues.

In the United States, we supported CSM in development of an instructional module in online safety that can be delivered by Symantec volunteers in their communities. After the module is completed (scheduled for late 2014) Symantec employees who are interested in volunteering will be trained in the module and given the resources to lead a conversation on online safety with a classroom or community group.

In Australia, Symantec created a partnership with Common Sense Media, Cyber Safe Kids, and the Victoria Department of Education to support a pilot digital citizenship initiative, Growing Up Digital. The program provides ongoing, accessible resources to Australian schools, including K-12 lesson plans, interactive modules for students and parents, and training for teachers.

The program will be piloted across 10 Victorian schools. It will cover Internet safety, digital footprints and reputation, privacy and security, relationships and communication, cyberbullying, and creative credit and copyright.

World Association of Girl Guides and Girl Scouts

In 2011, the World Association of Girl Guides and Girl Scouts (WAGGGS) partnered with Symantec to educate children and young people about online safety. WAGGGS and Symantec developed a curriculum—

called **Surf Smart**—that helps children and young people identify online risks, protect themselves and others, and address online incidents. In 2011–2012, the curriculum was piloted in France, Germany, and the United Kingdom.

A FY14 grant from the Symantec Foundation enabled Surf Smart to be delivered in Africa by training African facilitators and peer educators to deliver it in their home countries. By mid-2014, these facilitators and educators had disseminated their learning to more than 57,000 girls and young women in 13 countries across the continent, including Nigeria, South Africa, Burundi, and Lesotho.



Training in Rwanda



Surf Smart participants with the Chief Commissioner in Kenya

Diversity

Net Impact

Net Impact is a membership-based nonprofit that empowers a new generation to drive social and environmental change on college campuses and throughout their careers. In FY14, the Symantec vice president of corporate responsibility joined the Net Impact board of directors.

Also in FY14, Symantec provided a grant of \$180,000 to help Net Impact expand its chapter outreach to undergraduates at historically black colleges and women's colleges. This grant supports the launch of 15 chapters.

Net Impact sponsors events and skill-building programs and provides educational and career resources aimed at igniting interest in sustainability. By attracting and engaging more high-caliber students with diverse backgrounds to the Net Impact community, we believe we can advance a more sustainable future.

With the help of the Symantec grant, Net Impact was able to fund 15 students and faculty members from seven campuses to travel to the Net Impact annual conference in October 2013 and host a breakfast at the conference that included 10 Symantec employees, Net Impact staff, undergraduate students from HBCUs and women's colleges, and Symantec's other nonprofit partners. Five of the seven schools that participated in the conference were so energized by the experience they returned to build a Net Impact presence on their home campuses.



Environment

Plant-for-the-Planet

Plant-for-the-Planet is a global children's initiative to raise awareness on environmental and climate change issues. Symantec has supported this organization since 2012, when we engaged with Plant-for-the-Planet to help raise awareness of climate change and environmental protection issues at Vision EMEA, our annual user and technical conference.

In the fall of 2013, we sponsored an “Academy” for 55 children in Nice, France, by providing a \$10,000 grant. Educational training days or “Academies” are held all over the world and have been recognized as an official project under the **UN Decade of Education for Sustainable Development**.

Software Donations

TechSoup Global

Software donation is our largest philanthropic effort, at \$23 million in retail value annually. To implement our software donation program, we partner with TechSoup Global, which builds the capacity of nonprofits by leveraging technology from more than 100 donor partners. Most organizations that received Symantec donations have annual budgets under \$1 million and serve low-income or underserved populations.

In FY14, we expanded the number of organizations we serve through TechSoup and donated products in two new countries, Indonesia and Vietnam, bringing the total countries served by our donations to 30.

Symantec's Software Donation Program in FY14

- Licenses donated: 435,559
- Retail value of licenses: \$23,364,337
- Countries served: 30

Northwoods Wildlife Center Software Donation

The Northwoods Wildlife Center is a nonprofit organization that provides wildlife rescue, rehabilitation, and release services to an average of 800 to 900 wildlife patients each year—from chipmunks to black bears—in northern Wisconsin and Michigan's Upper Peninsula.

The organization also offers a robust wildlife education and outreach program for schools and libraries, through which children learn how to protect wildlife and its habitat and what to do when they encounter wildlife in need. More than 10,000 people each year visit the center or attend one of the organization's educational events.

Three years ago, the organization's annual fundraising drive was delayed by a virus-caused database crash, severely hampering its operating budget for the following year. Thanks to a software donation from Symantec, delivered via TechSoup, the center now has the best security and malware protection available.

The center has replaced the motley collection of security software it had on all its different computers with a consistent version of Norton Internet Security to keep all of its computers secure. And because the expiration date for this donation is the same for all computers, it will also be easier and more efficient for the center to manage license renewals.

“Thanks to TechSoup and the generosity of Symantec, we have not had an incident since we installed Norton Internet Security on all our computers! With the help of TechSoup and its donor partners like Symantec, we are moving in the right direction. Quite simply, we could not do our work without you!” – Geri Miller, Executive Director, Northwoods Wildlife Center



Symantec and TechSoup Global: The Big Picture

79K

Symantec donations have kept 79,121 nonprofits and public libraries' systems secure since 2002.

\$154M

Symantec's generosity has saved these organizations \$154,429,149 on technology investments.

30

Symantec donation programs are active in 30 countries around the world. Indonesia and Vietnam launched in May 2013.

\$202M

Symantec grants and in-kind donations have enabled TechSoup Global to protect its own IT infrastructure, as well as build and scale a rich array of learning materials for the sector.

Supporting Our Strategic Partners

In FY14, 94 Boys and Girls Clubs of America received 3,448 Symantec Endpoint Protection and Norton Internet Security Licenses, saving them \$204,531 in IT expenses.

"As a growing facility within our community, it's critical to protect the computers used by our patrons and staff. Access to Symantec software products through TechSoup has enabled us to keep our expenses at a minimum. Thank you for providing our computers with trusted software, making it possible to continue our work, free of worry." – Shanna Scheessele, Resource Development Director, Boys & Girls Club of Evansville, Indiana

Performance Tables



Performance Tables

Operations

Operations	FY14 (ended March 31, 2014)	FY13 (ended March 31, 2013)	FY12 (ended March 31, 2012)
Revenue (in millions of \$)			
Total revenue	6,676	6,906	6,730
User Productivity and Protection	2,869	2,979	2,975
Information Security	1,294	1,298	1,197
Information Management	2,513	2,629	2,558
Revenue by Region			
Americas	54%	54%	54%
Europe, Middle East and Africa	28%	27%	28%
Asia-Pacific and Japan	18%	19%	18%
Cost of Revenue (in millions of \$)			
Total cost of revenue	1,149	1,175	1,082
Operating Expense (in millions of \$)			
Total operating expenses	4,344	4,625	4,544
Income Tax			
Income tax expense (in millions of \$)	258	251	308
Effective income tax rate	22%	25%	21%
Net Income (in millions of \$)			
Net income attributable to stockholders	898	755	1,187



Our People

FY14 Workforce Breakdowns	Total	Female	Male	Not Declared
Employment Contract				
Permanent (employees)	20,786	5,708	14,842	236
Temporary workers	2,411	60	67	2,284
Interns	160	41	119	0
Employment Type *				
Full-time	20,694	5,632	14,826	236
Part-time	92	76	16	0
Workforce by Region *				
Americas	9,729	2,861	6,851	17
Asia-Pacific and Japan	3,162	1,027	2,024	111
Europe, Middle East and Africa	3,562	1,020	2,434	108
India	4,333	800	3,533	0
Employee Category				
Executive (vice president or above)	164	27	137	0
Manager (non-executive with direct reports)	2,277	549	1,721	7
Individual contributor (non-executive without direct reports)	18,345	5,132	12,984	229
Board of Directors				
Board of Directors	9	3	6	0

*Excludes interns

FY14 Age Composition of Employees as Percentage	>50 years old	30-50 years old	Under 30 years old	Not Declared
Employee Categories				
Executive (vice president or above)	25%	74%	0%	1%
Manager (non-executive with direct reports)	13%	85%	2%	0%
Individual contributor (non-executive without direct reports)	9%	70%	21%	0%
Board of Directors				
Board of Directors	89%	11%	0%	0%

FY14 Ethnic Composition of US Employees and Board of Directors as Percentage*	American Indian/ Alaska Native	Asian	Black/ African American	Hispanic/Latino	Native Hawaiian/ Other Pacific Islander	Two or More Races	White	Not Specified
Employee Categories								
Executive (vice president or above)	0%	10.94%	2.34%	2.34%	0%	2.34%	67.19%	14.84%
Manager (non-executive with direct reports)	.44%	23.78%	1.74%	4.70%	.09%	1.22%	66.20%	1.83%
Individual contributor (non-executive without direct reports)	.31%	25.39%	2.51%	5.65%	.29%	1.76%	61.12%	2.97%
Board of Directors								
Board of Directors	0%	0%	0%	0%	0%	0%	100%	0%

*U.S. data disclosed based on voluntary responses from Equal Employment Opportunity Commission (EEOC) data.



FY14 New Employee Hires	Total
Total	3,740
New Employee Hires by Region	
Americas	1,630
Asia-Pacific and Japan	606
Europe, Middle East and Africa	659
India	845
New Employee Hires by Gender	
Female	1,097
Male	2,501
Not declared	142
New Employee Hires by Age Group	
Under 30 years old	1,330
30-50 years old	2,100
Over 50 years old	254
Not declared	56

FY14 Employee Turnover*	Total	Turnover Rate
Voluntary	2,166	10.5%
Involuntary	2,266	11.0%
Total	4,432	21.5%
Terms by Region		
Americas	1,987	20.8%
Asia-Pacific and Japan	754	23.2%
Europe, Middle East and Africa	980	27.0%
India	711	17.0%
Terms by Gender		
Female	1,292	22.8%
Male	3,096	20.9%
Not declared	44	26.3%
Terms by Age Group		
Under 30 years old	816	20.8%
30-50 years old	3,125	21.7%
Over 50 years old	491	22.0%

* Excludes contingent and intern workers.

Employee Training during FY14	
Gender	Average Hours of Training
Female	21
Male	19
Employee Category	Average Hours of Training
Executive (vice president or above)	14
Manager (non-executive with direct reports)	29
Individual contributor (non-executive without direct reports)	20

Employee Performance Reviews for FY14	
Gender	% receiving reviews
Female	99.2%
Male	99.9%
Employee Category	% receiving reviews
Executive (vice President or above)	99.3%
Manager (non-executive with direct reports)	99.8%
Individual contributor (non-executive without direct reports)	99.6%

U.S. Parental Leave during FY14*

	Total	Female	Male	Not Declared
Employees on maternity or paternity leave at some time during FY14	227	214	12	1
Total number of employees who returned from maternity or paternity leave during FY13 and are still employed 12 months after their return	138	126	12	0
FY13 Employees who returned to work after parental leave ended	184	166	18	N/A
FY13 Employees who returned to work after parental leave ended and were still active 12 months after leave	154	139	15	N/A
FY13 Retention Rate	84%	84%	83%	N/A

* U.S. supplemented parental leave.

Our People	FY14 (ended March 31, 2014)	FY13 (ended March 31, 2013)	FY12 (ended March 31, 2012)
Training and Development			
Total Learning Excellence Credits (LEC) earned	433,299	586,676	647,243
Average number of LECs per employee	20.85	28.41	31.57
Health & Safety (U.S. Sites)*			
Total injury and illnesses	74	81	49
Lost work days	213	153	197
Fatalities**	0	1**	0

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

** On June 1, 2012, a Symantec employee was involved in a fatal car accident on the way home from a business trip.



Your Information	FY14 (ended March 31, 2014)	FY13 (ended March 31, 2013)	FY12 (ended March 31, 2012)
Number of patents held (approximately)	2,705	2,225	1,768
Employees trained on Global Privacy Policy*	94%	92%	77%
# of mobile vulnerabilities discovered	127	415	315
# of grants to fight cybercrime & online safety	28	30	23
Value of grants to fight cybercrime & online safety grants (\$)**	790,000	730,000	646,000
# of visitors to Victim Voice portal ⁺	3,700	NA	NA
	Calendar year 2013	Calendar year 2012	Calendar year 2011
Total breaches	253	156	208
Total identities exposed	552M	93M	232M
Breaches with >10M identities exposed	8	1	5
Web attacks blocked per day	568,700	464,100	190,000
Total global direct cost of cybercrime (\$)	113 billion	110 billion	-

*A privacy training module was added to Symantec's Code of Conduct training in FY14. The FY14 figure represents the percentage of employees who completed the online Code of Conduct training course globally.

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

+ Victims Voice portal launched in FY14 with more than 1,000 visitors to the site in the first week.

The World	FY14 (ended March 31, 2014)	FY13 (ended March 31, 2013)	FY12 (ended March 31, 2012)
LEED/ENERGY STAR®			
LEED certified buildings	22	20	18
ENERGY STAR® certified buildings (United States)	2	12	11
Audited internal buildings that meet ENERGY STAR® standard	0	4	1
Total buildings that meet ENERGY STAR® standard	7	16	12
Greenhouse Gas Emissions (thousands of metric tons of CO2e)^			
Total	244	238	245
Scope 1 (natural gas, diesel, propane, refrigerants, gasoline)	9	8	8
Scope 2 (electricity)	153	157	157
Scope 3 (air travel and rental cars)	83	73	80
Emissions intensity (scope 1+2 per million \$ of revenue)	24	24	24
Energy Consumption (gigajoules)^			
Total	1,890,447	1,783,881	1,862,014
Scope 1 (natural gas, diesel, propane, refrigerants, gasoline)	108,666	100,692	90,418
Scope 2 (electricity)	1,023,955	1,028,887	1,037,804
Scope 3 (air travel and rental cars)	757,826	654,302	733,792
Energy intensity (all scopes per million dollars of revenue)	283	258	277
Waste Management (metric tons)^^			
Absolute waste recycled	Waste data was not collected in FY14	52% (684)	52% (791)
Waste sent to landfill		48% (619)	48% (716)
Packaging			
Percent of products downloaded (vs. boxed)	NA	89%	70%
Philanthropic Giving (thousands of \$)			
Total giving	28,220	24,274	23,978
Grants and sponsorships	4,185	3,400	3,297
Matching gifts, Dollars for Doers	938	874	865
Software donations	23,364	20,000	19,186
Employee Contributions			
Employee giving	\$781,143	\$919,377	\$791,714
Volunteer hours	31,073	25,819	18,379

^ In FY14, Symantec recalculated its historical emissions due to changes in calculation methodology and improvements in the accuracy of data, which resulted in a significant change to the base year data.

^^ Symantec has conducted individual LEED site waste audits since FY08. Data from FY13 and FY12 represents 88 percent of our eligible LEED certified buildings.



About this Report



Symantec uses the Global Reporting Initiative's (GRI) Sustainability Reporting Guidelines in developing its corporate responsibility reports. In FY14, Symantec transitioned from the GRI G3 to the GRI G4 Guidelines. This report has been developed in accordance with the GRI G4 Core Guidelines.

This report also meets Symantec's United Nations Global Compact Communication on Progress requirement for FY14 including disclosures related to the UN Global Compact Advanced Criteria. As a UN Global Compact signatory and participant in its LEAD initiative, Symantec encourages the adoption of the UN Global Compact's 10 principles to safeguard human rights, ethical labor conditions, the environment, and corruption-free business practices.

In addition to the information contained in this PDF document, we have included responses to certain GRI indicators in the [GRI/UNGC Content Index](#). The content index provides page locations for GRI G4 Content Index disclosures and cross-references each of the UN Global Compact ten principles.

Symantec publishes a full corporate responsibility report every two years and a UN Global Compact Communication on Progress each year. Our most recent Communication on Progress was published in September 2013. Our last full report was published for FY12 in October 2012.

Data in this report reflects Symantec's global operations and corresponds to Symantec's 2014 fiscal year, which spans April 1, 2013 through March 31, 2014, unless otherwise noted. Although we do not seek full assurance for our reporting, we have externally assured the company's greenhouse gas emissions figures for FY14 with a global audit covering Scope 1, 2, and 3 emissions.

In alignment with the UN Global Compact Advanced Criteria's external review requirement, Symantec has undertaken a targeted engagement effort with stakeholders who have specific expertise in areas related to Symantec's priority issues. These stakeholders are helping to shape the development of Symantec's corporate responsibility goals. They will also provide feedback and commentary on this report upon its publication. We expect to use their input in refining future corporate responsibility disclosures.

Contact Us!

We welcome your comments and questions about this report and our corporate responsibility efforts. Please email us at cr@symantec.com.

Learn more about the [Global Reporting Initiative](#) and the [United Nations Global Compact](#)
Please visit Symantec's [corporate responsibility website](#) for more information about our programs and our Corporate Responsibility in Action blog
Download Symantec's previous reports from the [News and Report Archive](#)

Global Reporting Initiative G4 Content Index

General Standard Disclosures

Indicator	Description	Cross-Reference or Answer	Additional Information	UNGC Cross-Reference	External Assurance
Strategy and Analysis					
G4-1	CEO Statement	CEO Letter, p. 3-4			No
Organizational Profile					
G4-3	Name of the organization.	Symantec Corporation			No
G4-4	Primary brands, products, and services.	Company Fact Sheet Company Profile 2013 Form 10-K, p. 5-7			No
G4-5	Location of the organization's headquarters.	Mountain View, California			No
G4-6	Number of countries where the organization operates, and names of countries where the organization has significant operations.	Operations in more than 50 countries including: United States United Kingdom Ireland Singapore India 2013 Form 10-K, p. 4			No
G4-7	Nature of ownership and legal form.	2013 Form 10-K, p. 4			No
G4-8	Markets served.	2013 Form 10-K, p.4, 6-8, 41			No
G4-9	Scale of the organization.	Performance Tables, p. 52 2013 Form 10-K, p.4, 6-8, 57-58			No
G4-10	Workforce information.	Our People, p. 20, 27 Performance Tables, p. 54	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.	Principle 6	No
G4-11	Percentage of total employees covered by collective bargaining agreements.	See explanation.	We support employees rights to freedom of association; ten percent of Symantec employees are covered by collective bargaining agreements and/or belong to works councils.	Principle 3	No
G4-12	Organization's supply chain.	The World, p. 46			No
G4-13	Significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain.	2013 Form 10K p. 4-8	In FY14 the Supply Chain was restructured with Regional Leaders managing end to end processes. The Organization was flattened to reduce the reporting lines. The existing EMEA Director was given Global Responsibilities.		No
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	See explanation.	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.		No



General Standard Disclosures – Continued

Indicator	Description	Cross-Reference or Answer	Additional Information	UNGC Cross-Reference	External Assurance
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	UN Global Compact Support, p. 17-18			No
G4-16	List memberships in associations and national or international advocacy organizations.	Association Membership, p. 16			No
Identified Material Aspects and Boundaries					
G4-17	a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	2013 Form 10-K p. 1			No
G4-18	a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	Priority Issues, p. 11-12			No
G4-19	Material Aspects identified in the process for defining report content.	Priority Issues, p. 12	GRI G4 Aspects related to Symantec Priority Issues include: Employment Economic Performance Diversity and Equal Opportunity Training and Education Energy Emissions		No
G4-20	For each material Aspect, report the Aspect Boundary within the organization.	Symantec Value Chain, p. 13 GRI G4 Content Index, p. 64			No
G4-21	For each material Aspect, report the Aspect Boundary outside the organization.	Symantec Value Chain, p. 13 GRI G4 Content Index, p. 64	All Aspects material outside of the organization are relevant across our global operations.		No
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	The World, p. 41 Performance Tables, p. 59 GRI G4 Content Index, p. 65			No
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	No significant changes.			No

General Standard Disclosures – Continued

Indicator	Description	Cross-Reference or Answer	Additional Information	UNGC Cross-Reference	External Assurance
Stakeholder Engagement					
G4-24	List of stakeholder groups engaged by the organization.	Stakeholder Engagement, p. 14 Stakeholder Engagement			No
G4-25	Basis for identification and selection of stakeholders with whom to engage.	Stakeholder Engagement, p. 14			No
G4-26	Organization's approach to stakeholder engagement.	Stakeholder Engagement, p. 14-15			No
G4-27	Key topics and concerns that have been raised through stakeholder engagement.	Stakeholder Engagement, p. 14-15			No
Report Profile					
G4-28	Reporting period for information provided.	About this Report, p. 60			No
G4-29	Date of most recent previous report .	About this Report, p. 60			No
G4-30	Reporting cycle (such as annual, biennial).	About this Report, p. 60			No
G4-31	Contact point for questions regarding the report or its contents.	About this Report, p. 60			No
G4-32	GRI Content Index.	About this Report, p. 60 GRI G4 Content Index, p. 61-67			No
G4-33	Organization's policy and current practice with regard to seeking external assurance for the report.	About this Report, p. 60			No
Governance					
G4-34	Governance structure of the organization, including committees of the highest governance body.	Governance and Ethics, p. 9 Proxy Statement p. 7-13 Section III.B of the Nomination and Governance Committee charter Corporate Governance	The Nominating and Governance Committee bears primary responsibility for corporate responsibility issues. It receives regular briefings on Symantec's corporate responsibility objectives and performance and oversees the company's compliance with legal requirements and ethical standards.		No
Ethics and Integrity					
G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	About Symantec, p. 5 Governance and Ethics, p. 9 Our People, p. 21 Company Charters Privacy Statement		Principle 10	No



Specific Standard Disclosures: Aspects and Aspect Boundaries

Material Aspect	DMA Cross-Reference	Material within the organization or external? (G4-20, G4-21)	Relevant External Entities (G4-21)	External Assurance
Economic				
Economic Performance	2013 Form 10-K, pp. 11-25, 57-61, 85-86 CDP response, CC5-6	Both	Communities Customers Governments & regulators Investors Suppliers	No
Environmental				
Energy	The World, p. 39-42 Environmental Policy Statement	Both	Communities Customers Governments & regulators Investors Suppliers	No
Emissions	The World, p. 39-42, 44 Environmental Policy Statement 2014 CDP response, CC7, 8, 10, 12, 14	Both	Communities Customers Governments & regulators Investors Suppliers	No
Social - Labor Practices and Decent Work				
Employment	Our People, p. 20-25 Code of Conduct Human Rights Policy	Within		No
Training and Education	Our People, p. 22-23	Within		No
Diversity and Equal Opportunity	Our People, p. 26-28 Human Rights Policy	Within		No

Specific Standard Disclosures: Indicators

Material Aspect	Indicator	Indicator Description	Indicator Cross-Reference	Explanations or Omissions	UNGC Cross-Reference	External Assurance
Governance						
Economic Performance	G4-EC1	Direct economic value generated and distributed.	Performance Tables, p. 53 2013 Form 10-K, pp. 41, 57-61, 86			No
	G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	2014 Climate Change CDP, CC5.1, 6.1		Principle 7	No
Environmental						
Energy	G4-EN3	Energy consumption within the organization.	Performance Tables, p. 59 2014 Climate Change CDP, CC11		Principles 7, 8	No
	G4-EN4	Energy consumption outside of the organization.	Performance Tables, p. 59 2014 Climate Change CDP, CC14	Includes energy from business travel. Symantec's calculations are based on the WEI/WBCSD GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard.	Principle 8	No
	G4-EN5	Energy intensity.	Performance Tables, p. 59		Principle 8	No
	G4-EN6	Reduction of energy consumption.	The World, p. 39 Performance Tables, p. 59 2014 Climate Change CDP, CC3.3, 12		Principles 8, 9	No
Emissions	G4-EN15	Direct greenhouse gas emissions (scope 1).	The World, p. 41 Performance Tables, p. 59 2014 Climate Change CDP, CC7.1-8.5, 8.9, 9	Syantec's emission figures are calculated and updated, in accordance with the WRI and the WBCSD GHG Protocol, to account for change in the data, inventory boundary, methods, or any other relevant factors. In FY14 Symantec recalculated its baseline emissions due to changes in calculation methodology and improvements in the accuracy of data which resulted in a significant impact on the base year (FY08) emissions data.	Principles 7, 8	Yes
	G4-EN16	Energy indirect greenhouse gas emissions (scope 2).	The World, p. 41 Performance Tables, p. 59 2014 Climate Change CDP, CC7.1-7.4, 10	Syantec's emission figures are calculated and updated, in accordance with the WRI and the WBCSD GHG Protocol, to account for change in the data, inventory boundary, methods, or any other relevant factors. In FY14 Symantec recalculated its baseline emissions due to changes in calculation methodology and improvements in the accuracy of data which resulted in a significant impact on the base year (FY08) emissions data.	Principles 7, 8	Yes
	G4-EN17	Other indirect greenhouse gas emissions (scope 3).	The World, p. 41 Performance Tables, p. 59 2014 Climate Change CDP, CC14	Syantec's emission figures are calculated and updated, in accordance with the WRI and the WBCSD GHG Protocol, to account for change in the data, inventory boundary, methods, or any other relevant factors. In FY14 Symantec recalculated its baseline emissions due to changes in calculation methodology and improvements in the accuracy of data which resulted in a significant impact on the base year (FY08) emissions data.	Principles 7, 8	Yes
	G4-EN18	Greenhouse gas emissions intensity.	Performance Tables, p. 59 2014 Climate Change CDP, CC12.2-12.3		Principle 8	No
	G4-EN19	Reduction of greenhouse gas emissions.	The World, p. 41 Performance Tables, p. 59 2014 Climate Change CDP, CC3.3, 12		Principles 8, 9	No



Specific Standard Disclosures: Indicators – Continued

Material Aspect	Indicator	Indicator Description	Indicator Cross-Reference	Explanations or Omissions	UNGC Cross-Reference	External Assurance
Social - Labor Practices and Decent Work						
Employment	G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender, and region.	Performance Tables, p. 56	Rate of new employee hires is not provided.	Principle 6	No
	G4-LA2	Benefits provided to fulltime employees that are not provided to temporary or part-time employees, by significant locations of operation.	Employee benefits	Employees actively working at least twenty (20) hours per week are eligible to participate in Symantec's Benefit Programs. Employees who actively work less than 20 hours per week are only eligible to participate in our paid time off and holiday pay program at a pro-rated rate. - Life insurance - Health care - Disability - Leaves of Absence - Retirement - EAP - Wellness		No
	G4-LA3	Return to work and retention rates after parental leave, by gender.	Performance Tables, p. 57	All Symantec employees are entitled to some parental leave in accordance with local law and Symantec employee benefits.	Principle 6	No
Training and Education	G4-LA9	Average hours of training per year per employee by gender, and by employee category.	Performance Tables, p. 56		Principle 6	No
	G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Our People, p. 22-23			No
	G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category.	Performance Tables, p. 56		Principle 6	No
Diversity and Equal Opportunity	G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Our People, p. 27 Performance Tables, p. 54-55 Management Team Board of Directors		Principle 6	No
Social - Human Rights						
Investment	G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	The World, p. 45		Principle 1	No
Assessment	G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments.	See explanation.	Symantec operates in many countries, but we do not review each country every year. We have a model based on materiality and risk. Countries deemed to be high risk can be audited every year, medium risk once every two years, and the rest once every three or more years. Last year 9 countries were audited, which accounts for approximately 20 percent of our operations. Audits were conducted in countries located in the Nordics and Iberia, as well as the Philippines, Japan, and Mexico.	Principle 1	No

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

Specific Standard Disclosures: Indicators – Continued

Material Aspect	Indicator	Indicator Description	Indicator Cross-Reference	Explanations or Omissions	UNGC Cross-Reference	External Assurance
Supplier Human Rights Assessment	G4-HR10	Percentage of new suppliers that were screened using human rights criteria.	The World, p. 47		Principle 2	No
	G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken.	See explanation.	Symantec did not conduct any human rights impact assessments in FY14. Symantec has joined the EICC and we will be rolling out a new supplier program, including a new code of conduct, an online assessment tool and audits. In FY14, Symantec rolled out its Conflict Mineral Policy and Process to its Tier 1 Suppliers and conducted due diligence on all surveys.	Principle 2	No
Social - Society						
Anti-corruption	G4-S03	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	See explanation.	Compliance with Company policies are audited for corruption and Foreign Corrupt Practices Act (FCPA) risk according to the Corporate Risk Assurance (CRA) function audit plan. The scope of the CRA audits includes corruption and findings are reported to the Office of Ethics and Compliance who are responsible for remedial actions. While all of Symantec's business units are included in the CRA analysis, it is important to note that audits vary in size and scope so a percentage based on the number of audits performed provides only a simplistic view of audit coverage. In FY14, 41% (12 out of 29) audits performed included test procedures that specifically covered provisions of the FCPA. Fraud is also considered when we conduct audits that don't have specific FCPA test procedures.	Principle 10	No
	G4-S04	Communication and training on anti-corruption policies and procedures.	Governance and Ethics, p. 10		Principle 10	No
	G4-S05	Confirmed incidents of corruption and action taken.	See explanation.	Employees may report concerns of corruption to their managers, anyone in their management reporting chain, a human resources representative, or the Office of Ethics and Compliance. They may also report their concerns anonymously, if they prefer, by calling or going online to Symantec's EthicsLine, which is operated by an independent third party. During FY2014, we received 327 concerns through all reporting channels which led to follow-up investigations. The investigated concerns were related to corruption, as well as human resources issues and other matters covered by the Code of Conduct, such as sales integrity, misuse of confidential information, and expense reporting violations. All concerns expressed via the reporting channel are investigated at the direction of the Office of Ethics and Compliance and reported out to internal and external auditors as appropriate. Symantec does not report the number of employees disciplined or dismissed for incidences of corruption. No contracts with business partners were terminated or not renewed due to incidents of corruption during the reporting period. No legal cases regarding corrupt practices by Symantec or its employees took place during the reporting period.	Principle 10	No
Social - Product Responsibility						
Product and Service Labeling	G4-PR5	Results of surveys measuring customer satisfaction.	Your Information, p. 35			No
Customer Privacy	G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Your Information, p. 31, 36	There were zero complaints of breaches of customers privacy/data loss in FY2014.		No

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

