

2017  
Corporate  
Responsibility  
Report



# About Symantec

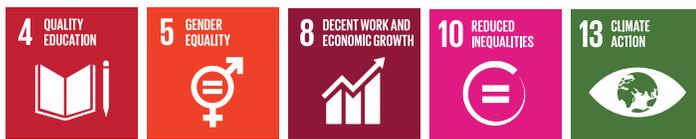
Symantec Corporation (NASDAQ: SYMC), the world's leading cyber security company, enables organizations, governments, and consumers to secure their most important data wherever it lives. Organizations and governments across the world look to Symantec for strategic, integrated solutions to defend against sophisticated attacks across endpoints, the cloud, and infrastructure. Likewise, more than 50 million people rely on Symantec's Norton and LifeLock product suites to protect their digital lives at home and across their devices. Symantec operates the world's largest civilian threat intelligence network, enabling us to see and protect against the most advanced threats.

## We support the United Nations Global Compact and Sustainable Development Goals

Symantec is committed to helping shift the world onto a sustainable path.

Symantec became a signatory to the United Nations Global Compact (UN Global Compact) in 2006. We continue to follow the 10 principles of the UN Global Compact and we maintain active membership in the UN Global Compact Network USA. We participate in the UN Global Compact LEAD program by hosting and participating in meetings and fully adhering to the UN Global Compact Advanced Criteria.

In addition, we've aligned our corporate responsibility activities with the following UN Sustainable Development Goals (SDGs).



## SYMANTEC AT A GLANCE

More than 163 million email users, 80 million web proxy users, and 175 million endpoints protected

Operations in more than 35 countries

More than 2,600 patents granted worldwide

Approximately 12,000 employees worldwide

A Fortune 500 company with more than \$4 billion in revenues (fiscal year 2017)

Headquarters in Mountain View, California

Founded in 1982; IPO in 1989

*Please learn more about corporate responsibility at Symantec, and share your feedback on this report, by visiting [www.symantec.com/about/corporate-responsibility](http://www.symantec.com/about/corporate-responsibility).*

## Recognition

**2017 Dow Jones Sustainability Indices** (North America and World), member for 11 consecutive years

**2017 FTSE4Good** Global Index, member for 11 consecutive years

**2017 One of World's Most Ethical Companies**, awarded 10 consecutive years by *Ethisphere Institute*

**2017 100 Best Corporate Citizens**, awarded three consecutive years by *Corporate Responsibility Magazine*

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



**FTSE4Good**

# Message from our CEO



As the global cyber security leader, Symantec takes seriously its mission to protect the world from the cyber attacks we hear about all too frequently. We are working each day to create a secure and sustainable future through our dedication to each other, our customers, and society.

In the past year, we've made exciting changes to redefine the future of cyber security and set the pace for innovation industrywide. We took transformational steps forward with the acquisition of Blue Coat and LifeLock. In both instances, the technologies and expertise we gained have allowed us to strengthen the protection we offer customers.

The very nature of our business—ensuring the security, availability, and integrity of our customers' information—requires a culture of global responsibility. Symantec continues to follow the United Nations Global Compact's 10 principles to protect human rights, uphold ethical labor conditions, preserve the environment, and combat corruption. We also embrace the United Nations Sustainable Development Goals (SDGs) relevant to our business. Throughout this report, we describe how we are contributing toward progress on specific SDG targets.

We have spent much of this transitional year integrating our workforce and driving operational efficiencies. While we've experienced a great deal of change, we remain committed to achieving our goals. Here are some of this year's highlights:

- Greenhouse gas (GHG) reduction: In FY17, we reduced our GHG emissions by 15 percent, far surpassing our three percent annual reduction target. This achievement puts us well on track to meet or exceed our 10-year, 30 percent reduction goal. We remain committed to environmental stewardship and are excited to report on our progress.

- Cyber security workforce growth: To date, we've exposed approximately 7,000 students to cyber security careers as we work to address the shortage of qualified candidates to join the fight against cyber criminals. Now in its third year, the Symantec Cyber Career Connection (Symantec C3) provides a pathway for young people, adults, and veterans to learn about, and get trained to enter, cyber security careers.
- Greater diversity and inclusion: I recently signed the CEO Action for Diversity & Inclusion pledge along with more than 150 other CEOs. The goal is to rally the business community to advance diversity and inclusion. In addition, Symantec earned a 100 percent score on the Human Rights Campaign Corporate Equality Index, earning a "Best Place to Work for LGBT Equality" designation for the ninth consecutive year. Progress toward our diversity and inclusion goal is not easy, but we are committed to continuing to work on this important issue.

I am proud of Symantec's continued leadership as a responsible and successful company, bringing together our people, passions, and powerful technology to support social and environmental priorities. On behalf of our entire team, thank you for your continued support.

A handwritten signature in black ink, appearing to read 'G Clark', written in a cursive style.

**Greg Clark**  
Chief Executive Officer

# Our Commitment to Corporate Responsibility

At Symantec, we pursue opportunities that provide maximum benefit to society. We make commitments and take action to inspire and unite our employees and customers and, more broadly, all of business and society. Through our global efforts to build and sustain a diverse and inclusive workplace, invest in STEM and cyber security education, and reduce GHG emissions, we are making the world a better and safer place.

**We organize our corporate responsibility efforts into three pillars:**



**Our People** includes talent, culture, diversity, and inclusion



**Your Information** includes securing information, privacy, and customer satisfaction



**The World** includes the environment, human rights, philanthropy, and community engagement

## Focusing on what matters most

Symantec's core set of priority issues guides our corporate responsibility strategy and disclosure. These priority issues, which are essential to our business success, are of highest concern to Symantec and its stakeholders.

Priority Issue:	Related Business Objective
<b>Talent and Culture</b>	Develop and maintain a skilled, diverse, and talented global workforce, and cultivate high levels of engagement and loyalty by providing opportunities for personal and professional growth.
<b>Diversity and Inclusion</b>	Grow the technology talent pipeline with diversity in mind and attract and retain the best talent available, create a culture where diverse talent can thrive and innovate, and better understand and serve our diverse global markets.
<b>Securing Information</b>	Provide software and services that protect and secure our customer's data where it lives and help to address the cyber security workforce development gap through the Symantec Cyber Career Connection program.
<b>Customer Satisfaction</b>	Engender customer loyalty through continuous improvements in our internal customer satisfaction metrics and customer retention practices.
<b>Energy and GHG</b>	Minimize Symantec's environmental footprint and partner with other organizations to work toward an environmentally sustainable future.
Important Issue:	Related Business Objective
<b>Philanthropy and Community Engagement</b>	Enhance employees' connection to the company, to each other, and to their own careers, and support business goals related to the priority issues above.

We conducted our first materiality analysis to determine priority issues in 2008. We update the analysis periodically to ensure that our priorities align with stakeholder interests and our internal assessments of trends, regulations, environmental and societal concerns, and overall business risks and opportunities.

# Our People: Talent and Culture



Symantec employees are dedicated to our mission of keeping the world's information safe. With a focus on innovation, our team uses its unique strengths to secure data and protect against future cyber attacks. To maximize employee engagement and success in delivering on our goals, we provide professional training and development and promote a winning culture.

## Innovating for the future

Employees are invigorated by the addition of new talent and leadership that have recently joined our Symantec team. With a significant technical background in cyber security, our new CEO continues to be well-positioned to identify new strategic opportunities to leverage our technology. Our focus on innovation will drive the company's growth and help us to win in the marketplace.

*We define a winning culture as one where every action expresses the cultural tenets that make Symantec strong: LEAD, INNOVATE, and GROW.*

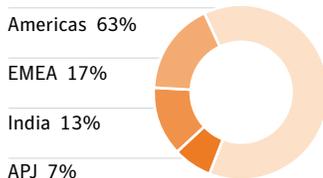
## Helping employees navigate change

Our commitment to employees has not wavered. We are helping them navigate the shifts of a changing organization by delivering targeted training. For example, the Change Leadership program enables employees to understand organizational change and their role within it, as well as to share their experiences and strategies for adapting to those changes.

In FY17, we also relaunched Xcellerate, a one-year program for high-performing leaders. Xcellerate develops the leadership ability of those who demonstrate the desire, ability, and potential to take on broader, long-term challenges. The program, which includes individual coaching and the creation of individual development plans, is a way to further develop our high performers and recognize their value to the company.

We continue to check the pulse of the organization through employee surveys and apply the insights we gather to meet employee needs. In one instance, we learned many employees were unsure how to invest in their careers. In response, we launched the "Navigate Your Career" program on our intranet portal at the start of FY18.

## Xcellerate Participants by Region



*At our Xcellerate event in October, participants developed skills necessary to become even stronger leaders.*

## GOAL

By FY2020, limit voluntary attrition for employees receiving the highest performance assessments to no more than three percent, supporting our ongoing focus on making Symantec a great place to work.

## FY17 PROGRESS

Our retention rates have been flat due to organizational changes resulting from Symantec growth—both organic and through acquisitions. We will continue to focus on developing our talented leadership and employees.



Symantec participates in the annual Grace Hopper Conference that celebrates women in computing.

# Diversity and Inclusion



At Symantec, we aim to be as diverse as the world in which we live. We've made investing in diversity a priority not only because it's the right thing to do, but also because it translates to a higher performing industry and company, and boosts our bottom line. We understand that a diversity of perspectives promotes better business decision-making. It also helps ensure the products and services we offer meet the needs of the broad spectrum of customers worldwide.



### SDG LINKAGE

Achieve gender equality and empower all women and girls.

### RELATED SDG TARGET

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

### HIGHLIGHTS

- > We continued our support of the UN Women's Empowerment Principles and the Anita Borg Institute.
- > We continued funding the National Center for Women & Information Technology Pathways Study, which looks at how men and women in tech leadership positions talk about career advancement.



### SDG LINKAGE

Reduce inequality within and among countries.

### RELATED SDG TARGET

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

### HIGHLIGHTS

- > We advocated for marriage equality and the Equality Act, and opposed North Carolina's "bathroom bill."
- > We partnered with the Human Rights Campaign to advocate for LGBTQ equality issues.
- > We awarded a 2016 grant to Global Fund for Women supporting LGBTQ equality in India.
- > We initiated a series with TriplePundit called "[Black Lives Matter and Beyond](#)," which examines how companies can work to improve equality by increasing diversity in their ranks.

### GOAL

By FY2020, in the Symantec workforce, increase by 15 percent the percentage of women globally, and underrepresented minorities in the United States, using FY14 as a baseline year.

### FY17 PROGRESS

We are not making sufficient progress toward our goal, though we have integrated diversity and inclusion criteria into our attraction, retention, and advancement strategies. Our efforts have been especially challenged by recent organizational changes and acquisitions, which have impacted our ability to affect the mix of people at Symantec.



## Diversity and inclusion at Symantec

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

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



**Human Rights Campaign Foundation**  
2016 Best Places for Work for LGBT Equality, awarded nine consecutive years

# Our People: Diversity and Inclusion



## Symantec Workforce Diversity Report FY17

### Global Gender Diversity



### Leadership\*



### Technical



### Non-Technical



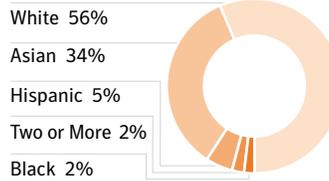
■ Female ■ Male

\* Leadership is defined as director and above.

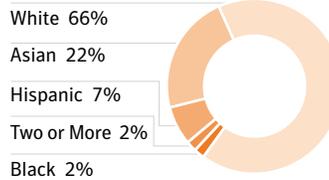
\*\* U.S. ethnic categories are based on EEOC race/ethnicity definitions. Employees who declined to self-identify for race/ethnicity have been excluded.

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

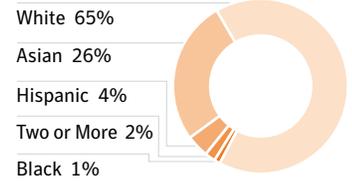
### U.S. Race / Ethnicity Total



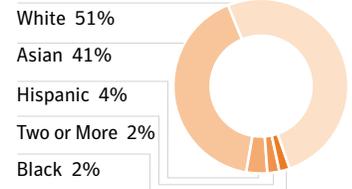
### Non-Technical



### Leadership



### Technical



## Tackling unconscious bias in the workplace

Addressing unconscious bias—the automatic, subconscious judgments and behaviors we exhibit toward others—has become a crucial lever in meeting our diversity goal. We must consider not only how to bring in more diverse candidates, but also how we can create a culture that ensures those candidates are evaluated and, if hired, treated without bias.

To promote inclusive thinking, we piloted a Mitigating Bias training that combined in-person and webinar sessions around the world. In FY17, Symantec:

- > **Rolled out the training to all recruiters and human resources business partners.**
- > **Embedded aspects of the training in our Pay and Performance training and New Manager training.**

By the end of FY19, we aim to roll out our Mitigating Bias training to all employees. Through these trainings, we are fostering an inclusive culture of acceptance and respect to achieve a healthier and more productive workplace.

## Targeting an untapped talent pool

Our commitment to diversity and inclusion includes working to create a qualified and diverse talent pool to supply the fast-growing cyber security industry. As one example, we donated \$50,000 to one of our nonprofit partners, Goodwill, so it could expand access to its Autism Advantage program. The program provides real-world training to candidates on the autism spectrum while also raising awareness among hiring managers about this often untapped, highly skilled talent pool. By sponsoring this innovative initiative, Symantec recognizes that equity comes in many forms.



At Symantec's Springfield office, Cass Averill discusses how to navigate uncomfortable and difficult situations in a recent Ally Education workshop offered by the employee resource groups PRIDE & SWAN.

# Your Information: Security and Privacy



As the world's largest pure-play cyber security company, with the largest civilian threat intelligence network in the world, Symantec has earned the trust of consumers, businesses, and governments to secure their information.

## Symantec's commitment to security and privacy

In FY17, a year marked by extraordinary cyber attacks, we continued to monitor, evaluate, and share threat data to ensure the security of our customers' information. At the same time, we fiercely protected customer and employee privacy and carefully managed access to personal information.

We believe it is imperative that we be involved in global conversations about data security and privacy. For example, we took part in discussions around the European Union's development of new rules for good data governance, and provided key input into the General Data Protection Regulation (GDPR). Through this experience, we gained the knowledge needed to provide our customers with a suite of products that ensures their compliance with the GDPR.

We are currently revamping our own critical systems to ensure Symantec is GDPR compliant. As an example, the GDPR requires that we include privacy considerations in the early stages of product development. To meet this requirement, Symantec is enhancing its "privacy by design" framework to ensure that data privacy is considered at all stages of product development and deployment. This framework will be implemented by the end of FY18. New "privacy by design" certifications will be required with each product release.

## Serving our customers

We deliver innovative products and services to our customers and stand ready to resolve any technical issues that may arise. Our online user communities and discussion forums also serve as an important resource for product applications.

We instill our brand vision, mission, and values into every product support interaction. When customers contact us, we carefully track how well we're doing to build trust, loyalty, and a sense of delight. We review all feedback and we follow up with customers who provided low scores to see if we can address their issues. We use this feedback to drive improvements in product quality and support transactions.



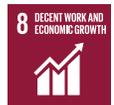
*Symantec's annual Internet Security Threat Report™ analyzes the cyber threat landscape and provides informed commentary on emerging trends in attacks, malicious code activity, phishing, and spam. The report gives governments, enterprises, small businesses, and consumers essential information to secure their systems effectively now and in the future. It is available online at [www.symantec.com](http://www.symantec.com).*

Your Information:

# Cyber Security Education



Cyber security is one of the most important fields in technology, and Symantec plays a critical role in building the pipeline of cyber security professionals.



**SDG LINKAGE**

Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.

**RELATED SDG TARGET**

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

**HIGHLIGHTS**

> We continued to address the global shortage of cyber security professionals through the Symantec Cyber Career Connection program.

## Scaling our workforce development efforts through Symantec Cyber Career Connection

Now in its third year, the Symantec Cyber Career Connection (Symantec C3) program provides a pathway for underrepresented young adults, veterans, and others to enter the cyber security field. Symantec C3 delivers targeted education, training, and certifications to help candidates fill in-demand cyber security jobs and enter long-term, meaningful careers.

In FY17, we evaluated ways to scale the Symantec C3 program to reach more students. We conducted multi-stakeholder interviews and established a database to track progress. In the coming year, we intend to establish additional partnerships to expand the reach of this impactful program.

## Syantec C3 addresses four key challenges across the workforce pipeline

Excite	Recruit, Train, Certify	Prepare for Job	Launch Careers
We help nonprofits and educators raise awareness of careers in cyber security.	We recruit and train underrepresented populations in cyber security.	We place students in cyber security internships.	We connect graduates to cyber security positions.
<b>6,800+</b> students reached since program inception in 2014.	<b>81%</b> graduation rate.	<b>63%</b> are people of color; <b>25%</b> are female; <b>22%</b> are veterans.	<b>72%</b> employed in cyber security or pursuing additional degrees within six months of graduation.

## Inspiring girls in STEM

We believe it is never too early to engage with students about cyber security. We support the AAUW’s national Tech Trek Program, which offers week-long STEM camps to eighth grade girls in the US. We added a cyber security track to the program, giving students the opportunity to learn about coding and other technology subjects. Given the success of this curriculum, we are working to expand its distribution to other nonprofits.

**GOAL**

By FY2020, excite, engage, and educate one million students in science, technology, engineering, and math (STEM)—emphasis on computer science and cyber security—through global nonprofit partnerships, with an investment of \$20 million.

**FY17 PROGRESS**

This year we passed our milestone of one million students educated in STEM, since FY15, on a \$9,085,000 investment. We reached our engagement goal by expanding the American Association of University Women (AAUW) Tech Trek program and by adding multiple nonprofit partnerships focused on cyber security education. Our Science Buddies partnership also exceeded our reach expectations, exposing hundreds of thousands of students to hands-on science education projects.



“Tech Trek was a once-in-a-lifetime opportunity. It opened up my eyes to a whole new idea of what my future career can be.”

—Grace Beal, Tech Trek participant

# The World: Energy and GHG Emissions



Our environmental strategy grows out of our responsibilities as an individual enterprise and a global stakeholder. We're building a more sustainable business, playing a key role in creating a low carbon future, and incorporating environmental stewardship into our operations, products, and supply chain.



## SDG LINKAGE

Take urgent action to combat climate change and its impacts.

## RELATED SDG TARGET

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

## HIGHLIGHTS

- > We made more efficient use of our office and data center space to optimize our physical footprint.
- > We implemented energy efficiency projects in carbon-intensive locations including Tucson, Arizona and Pune, India.

## Promoting a low carbon future

We believe that moving to a low carbon economy is important for sustainable economic growth. As we integrate new business acquisitions, we are reducing resource use across our operations, and engaging employees and taking part in industry initiatives to transition to a clean energy future.

## Setting our bar high

We are excited to report significant progress toward our 10-year, 30 percent GHG reduction goal. In FY17, we exceeded our targeted three percent annual reduction, delivering a 15 percent reduction in just one year. Since our FY15 baseline year, we have reduced scope 1 and 2 emissions by 19 percent. We achieved this progress primarily as a result of three initiatives:

- 1 Energy efficiency projects that reduced overall energy consumption.**
- 2 Space consolidation efforts that created a more efficient global office footprint.**
- 3 An internal cloud platform initiative that reduced our data center footprint.**

While we can most effectively reduce our scope 1 and 2 GHG emissions, we recognize our responsibility to address our broader carbon footprint, including indirect, or scope 3, GHG emissions. In FY17, we became a signatory to the Science Based Targets initiative, which commits us to a full accounting of scope 3 emissions and to setting a science-based goal that incorporates both direct and indirect GHG emissions.

## Saving energy and saving money—an example

At our Tucson data center, our most energy-intensive site, we realized new energy savings after implementing a simple solution to a confounding problem. The data center was consuming huge amounts of energy to cool onsite servers. The data center had been built in three phases, each with its own chilled-water cooling system, each operating independently. We installed a roof pipe to connect the three systems, making them into a single, more efficient system. The outcome? Reduced energy use (expected annual savings of 7.7 million kilowatt hours) and fewer GHG emissions (over 5,700 metric tons of CO<sub>2</sub> avoided per year), plus significant cost savings: a win-win for our business and the environment.

## GOAL

By FY2025, reduce scope 1 and 2 GHG emissions by 30 percent (compared with FY15).

## FY17 PROGRESS

In FY17, we reduced scope 1 and scope 2 GHG emissions by 15 percent, far surpassing our three percent annual reduction target and bringing our reduction total to 19 percent. For more information, see below.

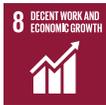


A pipe connecting several chilled-water systems was the solution to saving energy and money at our Tucson data center.

# The World: Supply Chain



Symantec is committed to respecting and upholding human rights, including the rights to privacy and freedom of expression, as well as human rights across our supply chain. We implement policies and processes to eliminate risk, enhance transparency, and promote greater accountability in our own operations and with our suppliers.



## SDG LINKAGE

Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.

## RELATED SDG TARGET

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

## HIGHLIGHTS

- > We issued our first UK Modern Slavery Act statement.
- > We utilized a human trafficking risk index to evaluate our Tier One product suppliers.
- > We added the EICC code to 37 percent of our Tier One product supplier contracts; 57 percent of those have completed the EICC-On SAQ, which has a section on human trafficking.

## Engaging suppliers on human trafficking

The elimination of human trafficking is a key aspect of supply chain responsibility, as highlighted in the UK Modern Slavery Act of 2015. To ensure we comply with this legislation, we have implemented a due diligence process for human trafficking in our supply chain. In FY17, we sent questionnaires to existing Symantec Tier One suppliers, analyzed the results, and found that the vast majority of our suppliers are at low risk. For the single supplier identified as medium risk, we gathered further policy and monitoring information and outlined our expectations for improvement. We will conduct this same review process with Blue Coat suppliers in FY18.

## Completing supply chain integration

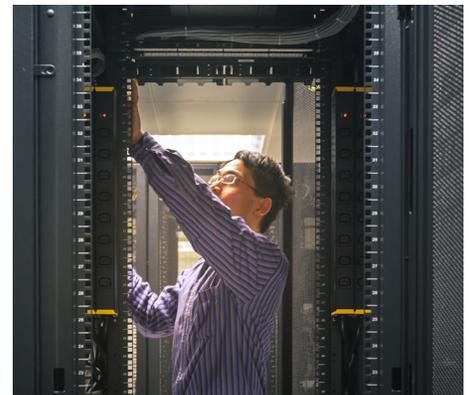
We continuously work to strengthen our supplier relationships. Our goal is to improve transparency and instill responsible business practices in supplier operations and value chains. The Blue Coat integration added many new suppliers to our lists. Accordingly, FY17 was a transitional year for many of our supply chain responsibility activities. In FY18, we will complete a full review of our key suppliers and establish an updated compliance process.

## GOAL

By FY16, implement the Electronics Industry Citizenship Coalition (EICC) code of conduct with 100 percent of our Tier One suppliers.

## FY17 PROGRESS

We did not meet our goal. This was primarily due to shifts in our supplier base associated with the FY16 Veritas divestiture and FY17 Blue Coat acquisition. As of FY17, 37 percent of Tier One suppliers added environment and corporate responsibility terms to their contracts and 57 percent of those suppliers completed the self-assessment questionnaire (SAQ) on EICC-On.



# Philanthropy and Community Engagement



Symantec believes strongly in giving back to the communities where we live and work. We implement programs—both financial and hands-on—that improve people’s lives and communities, while enhancing our business. In growing our volunteer and philanthropy programs, we offer our employees opportunities to develop their leadership and collaboration skills. The impact can be measured in many ways.



### SDG LINKAGE

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

### RELATED SDG TARGET

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

### HIGHLIGHTS

> We conducted an assessment in Pune, India to understand the professional interests of women and people with disabilities living in slums. The goal is to determine Symantec’s ability to provide IT job opportunities to this demographic.

## Empowering employees to volunteer

In November 2016, Symantec employees logged more than 4,000 volunteer hours during our first annual Global Service Week. The event enabled employees to connect with new organizations and explore ways to give back year-round. As Symantec and Blue Coat were coming together as one company, Global Service Week was an excellent opportunity for friends, old and new, to connect.

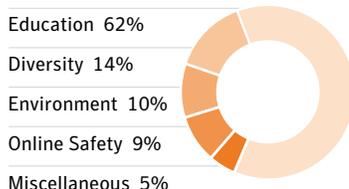
## Five paid working days to volunteer

We cultivate personal and professional growth, engagement, higher morale, and loyalty by providing volunteer opportunities for Symantec individuals and teams. In FY17, we launched Symantec Service Time. The program, designed to be completed during work hours, grants each employee 40 hours a year to volunteer or serve on a community relations committee, Employee Resource Group (ERG), or Green Team.

## Evolving our product donation model

Product donations remain one of Symantec’s largest mechanisms for supporting the nonprofit community. Many small nonprofits face difficult choices in allocating limited funds. A Symantec product donation enables them to ensure the security of their information while preserving funds for other expenses. As product hosting moves from desktop to cloud, we’ll be evolving our donation model to accommodate this transition.

## FY17 Cash Contributions by Focus Area



*We refined our education focus area in FY17 to prioritize cyber security education, rather than general STEM topics. This focus better aligns with our overall company objectives and expertise.*

## GOAL

By FY2020, reach an average of four volunteer hours per employee—in line with what is considered best practice for employee engagement.

## FY17 PROGRESS

In FY17, our engagement numbers dropped by 10 percent to 2.24 hours per employee. This decrease was primarily due to competing internal priorities and employee turnover. We have since redoubled our commitment to support volunteer opportunities through such programs as Symantec’s Take Five initiative, Global Service Week, and Symantec Service Time.



Employees in Reading, UK help clear Beale Park for future visitors.



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

# Performance Tables

<b>OPERATIONS<sup>1</sup></b>	<b>FY17</b> (ENDED MARCH 31, 2017)	<b>FY16</b> (ENDED APRIL 1, 2016)	<b>FY15</b> (ENDED APRIL 3, 2015)	<b>FY14</b> (ENDED MARCH 28, 2014)
<b>Revenue (in millions of \$)</b>				
Total revenue	4,019	3,600	3,956	4,183
Consumer security	1,664	1,670	1,887	2,063
Enterprise security	2,355	1,930	2,069	2,135
<b>Revenue by Region</b>				
Americas	58%	59%	56%	55%
Europe, Middle East, and Africa (EMEA)	24%	25%	27%	27%
Asia Pacific and Japan (APJ)	18%	16%	17%	18%
<b>Cost of Revenue (in millions of \$)</b>				
Total cost of revenue	853	615	727	791
<b>Operating Expense (in millions of \$)</b>				
Total operating expenses	3,266	2,528	3,075	3,248
<b>Income Tax</b>				
Income tax expense (in millions of \$)	-26	1,213	-8	16
Effective income tax rate <sup>2</sup>	10%	309%	-8%	15%
<b>Net Income (in millions of \$)</b>				
Net income attributable to stockholders	-106	2,488	878	898

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

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

## Performance Tables



FY17 WORKFORCE BREAKDOWN BY GENDER	TOTAL		FEMALE		MALE		NOT DECLARED	
	FY17	FY16	FY17	FY16	FY17	FY16	FY17	FY16
<b>Employment Contract</b>								
Permanent (Employees)	12,518	11,430	3,253	3,114	9,210	8,250	55	66
Temporary (Contingent Workers)	551	557	18	49	19	55	514	453
Interns	140	127	27	39	113	88	0	0
<b>Employment Type<sup>1</sup></b>								
Full-Time	12,478	11,383	3,219	3,075	9,204	8,242	55	66
Part-Time	40	47	34	39	6	8	0	0
<b>Workforce by Region<sup>1</sup></b>								
Americas	6,148	5,567	1,629	1,581	4,507	3,978	12	8
Asia Pacific and Japan (APJ)	1,493	1,266	471	441	982	769	40	56
Europe, Middle East, and Africa (EMEA)	2,139	1,975	634	614	1,502	1,359	3	2
India	2,738	2,622	519	478	2,219	2,144	0	0
<b>Employee Category<sup>1</sup></b>								
Executive (Vice President or above)	177	118	23	17	154	101	0	0
Manager (Nonexecutive with direct reports)	1,959	1,809	558	524	1,396	1,282	5	3
Individual Contributor (Nonexecutive without direct reports)	10,382	9,503	2,672	2,573	7,660	6,867	50	63
<b>Board of Directors</b>								
Board of Directors	11	10	3	3	8	7	0	0

<sup>1</sup> Excludes interns.

PERCENTAGE OF FEMALE EMPLOYEES <sup>1</sup>	FY17	FY16	FY15	FY14
Companywide	26%	27%	27%	28%
Americas	26%	28%	28%	29%
Asia Pacific and Japan (APJ)	32%	35%	32%	32%
Europe, Middle East, and Africa (EMEA)	30%	31%	29%	29%
India	19%	18%	19%	18%

## Performance Tables



AGE COMPOSITION OF EMPLOYEES <sup>1</sup>	OVER 50 YEARS OLD		30-50 YEARS OLD		UNDER 30 YEARS OLD		NOT DECLARED	
	FY17	FY16	FY17	FY16	FY17	FY16	FY17	FY16

### Employee

Employee Categories	FY17	FY16	FY17	FY16	FY17	FY16	FY17	FY16
Executive (Vice President or above)	34.5%	39.8%	65.5%	60.2%	0.0%	0.0%	0.0%	0.0%
Manager (Nonexecutive with direct reports)	17.0%	13.8%	81.5%	84.1%	1.4%	1.9%	0.0%	0.2%
Individual contributor (Nonexecutive without direct reports)	10.0%	8.3%	72.4%	71.6%	17.6%	19.9%	0.0%	0.2%

### Board of Directors

Board of Directors	73.0%	80.0%	27.0%	20.0%	0.0%	0.0%	0.0%	0.0%
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<sup>1</sup> Excludes interns.

FY17 ETHNIC COMPOSITION OF U.S. EMPLOYEES <sup>1</sup> AND BOARD OF DIRECTORS <sup>2</sup>	AMERICAN INDIAN/ALASKA NATIVE		ASIAN		BLACK/AFRICAN AMERICAN		HISPANIC/LATINO		NATIVE HAWAIIAN/OTHER PACIFIC ISLANDER		TWO OR MORE RACES		WHITE		NOT SPECIFIED <sup>3</sup>	
	FY17	FY16	FY17	FY16	FY17	FY16	FY17	FY16	FY17	FY16	FY17	FY16	FY17	FY16	FY17	FY16

### Employee

Executive (Vice President or above)	0.0%	0.0%	11.3%	16.8%	1.4%	2.1%	2.1%	4.2%	0.0%	0.0%	2.1%	3.2%	42.3%	72.6%	40.8%	1.1%
Manager (Nonexecutive with direct reports)	0.2%	0.2%	24.1%	27.7%	0.8%	1.3%	4.4%	5.6%	0.0%	0.2%	1.2%	2.1%	48.9%	60.0%	20.5%	2.8%
Individual contributor (Nonexecutive without direct reports)	0.1%	0.2%	28.2%	32.7%	1.8%	2.4%	3.9%	5.0%	0.1%	0.2%	1.6%	2.0%	43.4%	55.1%	20.9%	2.5%

### Board of Directors

Board of Directors	0.0%	0.0%	9.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	91.0%	90.0%	0.0%	0.0%
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<sup>1</sup> Excludes interns.

<sup>2</sup> U.S. data only, based on U.S. government reporting EEO data.

<sup>3</sup> Complete FY17 ethnicity data was not available, in part due to the Veritas divestment and Blue Coat and LifeLock acquisitions, but also because of employee turnover.



<b>FY17 NEW EMPLOYEE HIRES<sup>4</sup></b>	<b>FY17</b>	<b>FY16</b>
Total	3,369	3,087
<b>New Employee Hires by Region</b>		
Americas	1,817	1,256
Asia Pacific and Japan (APJ)	469	446
Europe, Middle East, and Africa (EMEA)	579	585
India	504	800
<b>New Employee Hires by Gender</b>		
Female	801	905
Male	2,561	2,178
Not declared	7	4
<b>New Employee Hires by Age Group</b>		
Under 30 years old	687	990
30-50 years old	2,192	1,859
Over 50 years old	482	212
Not declared	8	26

<sup>4</sup> Excludes contingent workers and interns.

<b>FY17 EMPLOYEE TURNOVER AND RATE</b>	<b>EMPLOYEE TURNOVER<sup>4</sup></b>		<b>TURNOVER RATE<sup>5</sup></b>	
	<b>FY17</b>	<b>FY16</b>	<b>FY17</b>	<b>FY16</b>
Voluntary	951	1,566	7.6%	10.2%
Involuntary	1,369	1,930	10.9%	12.6%
Total	2,320	3,496	18.5%	22.8%
<b>Turnover by Region</b>				
Americas	1,240	1,457	9.9%	9.5%
Asia Pacific and Japan (APJ)	263	573	2.1%	3.7%
Europe, Middle East, and Africa (EMEA)	410	700	3.3%	4.6%
India	407	766	3.3%	5.0%
<b>Turnover by Gender</b>				
Female	678	984	5.4%	6.4%
Male	1,630	2,491	13.0%	16.3%
Not declared	12	21	0.1%	0.1%
<b>Turnover by Age Group</b>				
Under 30 years old	363	729	2.9%	4.8%
30-50 years old	1,656	2,413	13.2%	15.8%
Over 50 years old	299	344	2.4%	2.2%
Not declared	2	10	0.0%	0.1%

<sup>4</sup> Excludes contingent workers and interns; FY16 data excludes transfers to Veritas in Oct 2015.

<sup>5</sup> Turnover rate = total terminations count/average headcount.

## Performance Tables



<b>U.S. MATERNITY AND PATERNITY LEAVE</b>	<b>TOTAL</b>	<b>FEMALE</b>	<b>MALE</b>	<b>NOT DECLARED</b>
<b>FY17 U.S. Maternity and Paternity Leave<sup>6</sup></b>				
Employees on maternity or paternity leave at some time during FY17	244	132	112	0
<b>FY16 U.S. Maternity and Paternity Leave</b>				
Employees on maternity or paternity leave at some time during FY16	465	222	243	0
FY16 employees who returned to work after maternity or paternity leave ended	300	142	158	0
Total number of employees who returned from maternity or paternity leave during FY16 and are still employed 12 months after their return	234	105	129	0
FY16 Retention rate	78%	74%	82%	0

<sup>6</sup> Complete FY17 maternity and paternity leave data, including retention rate, will be available at the end FY18.

<b>OUR PEOPLE</b>	<b>FY17 (ENDED MARCH 31, 2017)</b>	<b>FY16 (ENDED APRIL 1, 2016)</b>	<b>FY15 (ENDED APRIL 3, 2015)</b>	<b>FY14 (ENDED MARCH 28, 2014)</b>
Percent of workforce unionized	0.72%	0.76%	1.12%	1.25%
<b>Training and Development<sup>7</sup></b>				
Total Learning Excellence Credits (LEC) earned	0	238,065	346,760	433,299
Average number of LECs per employee	0	15.52	18.70	20.85
Total training and development hours	15,918	—	—	—
Average hours per full-time employee	1.4	—	—	—
<b>Health &amp; Safety (U.S. Sites)<sup>8</sup></b>				
Total injury and illnesses	16	14	33	74
Lost work days	126	94	255	213
Fatalities	0	0	0	0

<sup>7</sup> Talent Development no longer tracks Learning Excellence Credits (LECs), but we are tracking the total and average hours of training and development per full-time employee.

<sup>8</sup> Accident and injury statistics are provided for the United States only; global statistics are not currently available.



<b>YOUR INFORMATION</b>	<b>FY17</b> (ENDED MARCH 31, 2017)	<b>FY16</b> (ENDED APRIL 1, 2016)	<b>FY15</b> (ENDED APRIL 3, 2015)	<b>FY14</b> (ENDED MARCH 28, 2014)
Total number of worldwide granted patents (approximately)	2,620	2,124	3,303	2,705
Employees trained on Global Privacy Policy <sup>1</sup>	New hires	New hires	All new hires + 20% of existing population	94%
Employees trained on Global Security	New hires	95%	84%	—
# of mobile vulnerabilities discovered	855	528	168	127
# of grants to fight cybercrime & support online safety	31	26	28	28
Value of grants to fight cybercrime & online safety grants (\$) <sup>2</sup>	2,550,000	2,585,900	2,158,000	790,000

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

<sup>2</sup> Philanthropic dollars contributed to cyber crime and online safety are included in total philanthropic giving figures reported.

<b>WORLD DATA FROM SYMANTEC'S SECURITY THREAT REPORT (VOL. 22)</b>	<b>CALENDAR YEAR 2016</b>	<b>CALENDAR YEAR 2015</b>	<b>CALENDAR YEAR 2014</b>
Total breaches	1,209	1,211	1,523
Total identities exposed	1.1B	564M	1.2B
Breaches with >10M identities exposed	15	13	11
Web attacks blocked per day	229,000	340,000	—
Phishing rate	1 in 2,596	1 in 1,846	1 in 965

## Performance Tables



THE WORLD	FY17 (ENDED MARCH 31, 2017) <sup>5</sup>	FY16 (ENDED APRIL 1, 2016) <sup>5</sup>	FY15 (ENDED APRIL 3, 2015) <sup>5</sup>	FY14 (ENDED MARCH 28, 2014)
<b>LEED/ENERGY STAR</b>				
LEED certified buildings	16	15	18	22
ENERGY STAR-certified buildings (United States)	3	3	2	2
<b>Greenhouse Gas Emissions<sup>1</sup></b>				
Total absolute emissions (thousands of metric tons of CO <sub>2</sub> e) <sup>2</sup>	145	163	164	244
Scope 1 (natural gas, diesel, propane, refrigerants, gasoline)	5	4	5	9
Scope 2 market-based (purchased electricity and heating)	102	123	126	—
Scope 2 location-based (purchased electricity and heating)	89	114	119	153
Scope 3 (air travel and rental cars)	38	36	32	83
Total normalized emissions (metric tons of CO <sub>2</sub> e per million dollars of revenue)	36	45	42	36
Emission intensity – Scope 1	1	1	1	1
Emission intensity – Scope 2 market-based	25	34	32	23
Emission intensity – Scope 3	10	10	8	12
<b>Energy Consumption (gigajoules)<sup>1</sup></b>				
Total energy consumption	1,352,149	1,465,834	1,421,487	1,890,447
Scope 1 (natural gas, diesel, propane, gasoline, onsite solar)	56,324	63,980	72,301	108,666
Scope 2 (purchased electricity and heating)	741,079	878,342	877,930	1,023,955
Scope 3 (air travel and rental cars)	554,746	523,512	471,256	757,826
Energy intensity (all scopes per million dollars of revenue)	336	407	359	283
<b>Waste Management (metric tons)<sup>3</sup></b>				
Total	1,191	1,158	1,105	—
Landfill	554 (47%)	539 (47%)	380 (34%)	—
Recycling/Composting	585 (49%)	579 (50%)	600 (54%)	—
Recovery (energy from waste)	52 (4%)	40 (3%)	125 (11%)	—
<b>Water<sup>4</sup></b>				
Water consumption (thousand m <sup>3</sup> per year)	439	442	565	351
Water intensity (m <sup>3</sup> per million dollars of revenue)	109	123	143	53
<b>Environmental Fines</b>				
Number of environmental fines	0	0	0	—
Amount of environmental fines	0	0	0	—

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

<sup>2</sup> To align with the WRI/WBCSD Greenhouse Gas Protocol Scope 2 Guidance published in 2015, Symantec has calculated and will be reporting market-based and location-based Scope 2 values from the greenhouse gas reduction goal base year of FY15 and forward. The total absolute and normalized emissions include Scope 2 market-based values.

<sup>3</sup> For FY15 we have data available for a small number of our global sites, representing 41 percent of our total global square footage and including our headquarters in Mountain View, California. The waste data for FY16 and FY17 represents 47 percent and 36 percent, respectively, of our total global square footage, including our headquarters in Mountain View, California.

<sup>4</sup> Water consumption data was compiled from Symantec's owned or long-leased facilities (where Symantec has operational control of the water utility bill) worldwide. The FY14-17 data has been verified (limited assurance) by a third-party vendor. Starting in FY15, the water consumption data includes estimates for sites for which actual water consumption data is not available. Data for previous years included only water directly purchased by Symantec.

<sup>5</sup> For FY15-17, we have adjusted energy use, water use, and GHG emissions data to reflect the Veritas divestment and Blue Coat and LifeLock acquisitions back to the beginning of FY15, which is the baseline year for the GHG goal.

## Performance Tables



<b>PHILANTHROPIC GIVING</b>	<b>FY17</b> (ENDED MARCH 31, 2017)	<b>FY16</b> (ENDED APRIL 1, 2016)	<b>FY15</b> (ENDED APRIL 3, 2015)	<b>FY14</b> (ENDED MARCH 28, 2014)
<b>Philanthropic Giving (in thousands of \$)</b>				
Total giving	24,492	26,726	31,753	29,151
Symantec Foundation	1,116	1,475	1,486	0
Grants and sponsorships	3,568	3,635	3,808	4,185
Matching gifts, Dollars for Doers	1,086	814	1,060	938
Software donations (retail value of licenses)	18,772	20,802	25,399	24,028
Licenses donated (number)	428,299	436,828	471,575	441,046
<b>Employee Contributions</b>				
Employee giving (\$)	803,170	592,440	621,739	781,143
Volunteer hours	27,794	28,782	29,983	31,073

<b>GRANTS BY FOCUS AREA</b>	<b>FY17</b> (ENDED MARCH 31, 2017)	<b>FY16</b> (ENDED APRIL 1, 2016)	<b>FY15</b> (ENDED APRIL 3, 2015)	<b>FY14</b> (ENDED MARCH 28, 2014)
Diversity	14%	15%	16%	18%
Education	62%	60%	51%	43%
Environment	10%	4%	9%	6%
Online safety	9%	13%	18%	24%
Miscellaneous	5%	8%	7%	9%

# GRI 102: General Disclosures 2017

DISCLOSURES	DESCRIPTION	CROSS-REFERENCE OR ANSWER	GRI & UNGC ADDITIONAL INFORMATION	UNGC CROSS-REFERENCE
<b>Organizational Profile</b>				
102-1	Name of the organization	Symantec Corporation		
102-2	Activities, brands, products, and services	<a href="#">Company Profile</a> <a href="#">Business Overview</a> <a href="#">2017 10-K, p. 4-6</a>		
102-3	Location of headquarters	Mountain View, California		
102-4	Location of operations	Operations in more than 35 countries. <a href="#">2017 10-K, p. 5-7</a>		
102-5	Ownership and legal form	<a href="#">2017 10-K, p. 4</a>		
102-6	Markets served	<a href="#">2017 10-K, p. 4</a>		
102-7	Scale of the organization	<a href="#">Performance Tables, p. 12-13</a> <a href="#">2017 10-K, p. 4, 6-8, 43-44</a>		
102-8	Information on employees and other workers	<a href="#">Performance Tables, p. 13</a>	Symantec's work is not performed by a substantial number of independent contractors or supervised workers. There is no significant variation in Symantec's employment numbers during the year.	
102-9	Supply chain	<a href="#">The World: Supply Chain, p. 10</a> <a href="#">Supply Chain Responsibility</a>	Symantec's global supply chain includes procurement, travel, manufacturing, and logistics. Each region (Europe, Middle East and Africa; Asia Pacific and Japan, and Americas) manages end-to-end supply chain processes for their region. All manufacturing and logistics are outsourced to partners in the region. In total, Symantec has 37 Tier One (major) manufacturing/logistic suppliers.  <a href="#">Symantec's Global Supplier Code of Conduct</a>	Advanced Criterion 2
102-10	Significant changes to the organization and its supply chain	<a href="#">2017 10-K, p. 4-8</a>		Advanced Criterion 2
102-11	Precautionary principle or approach	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 occurrence and conducts exercises to ensure full understanding of possible impact. This enables us to determine, and report on, any unacceptable single points of failure.  Formula used to determine risk: risk value = threat impact x threat probability	

# General Disclosures 2017

DISCLOSURES	DESCRIPTION	CROSS-REFERENCE OR ANSWER	GRI & UNGC ADDITIONAL INFORMATION	UNGC CROSS-REFERENCE
<b>Organizational Profile</b> (Continued)				
102-12	External initiatives	See explanation.	<p>Symantec joined the UN Global Compact as a signatory and member in 2006. We are a participant in the Global Compact LEAD initiative, a platform for corporate sustainability leadership. As part of this commitment, we pledged to implement the blueprint for corporate sustainability leadership and to share our experience with other companies, the UN Global Compact Networks, and other initiatives.</p> <p>We also are proud to be a founding signatory of the Women's Empowerment Principles (WEP). This partnership initiative of UN Women and UN Global Compact provides a set of considerations to help the private sector focus on key elements integral to promoting gender equality.</p>	Advanced Criterion 18
102-13	Membership of associations	See explanation.	<p><b>Trade and Industry Associations</b></p> <ul style="list-style-type: none"> <li>• The Software Alliance (BSA)</li> <li>• American Chamber of Commerce to the European Union (AMCHAM EU)</li> <li>• Canadian American Business Council (CABC)</li> <li>• European Internet Foundation</li> <li>• EURIM</li> <li>• Digital Policy Alliance Family Online Safety Institute (FOSI)</li> <li>• Information Technology Industry Council (ITI)</li> <li>• Information Technology Association of Canada (ITAC) TechAmerica</li> <li>• Online Trust Alliance</li> <li>• Software Assurance Forum for Excellence in Code (SAFECode)</li> <li>• TechNet</li> <li>• U.S. Chamber of Commerce</li> <li>• U.S.-India Business Council</li> <li>• U.S. Information Technology Office (USITO)</li> </ul> <p><b>Environmental/Climate Change Policy</b></p> <ul style="list-style-type: none"> <li>• Business for Innovative Climate &amp; Energy Policy (BICEP)</li> <li>• Silicon Valley Leadership Group</li> </ul> <p><b>Diversity and Gender Organizations</b></p> <ul style="list-style-type: none"> <li>• Anita Borg Institute</li> <li>• Catalyst</li> <li>• Center for Talent Innovation</li> <li>• Executive Women's Forum</li> <li>• International Labor Organization Global Business and Disability Network</li> <li>• Invent Your Future</li> <li>• Human Rights Campaign</li> <li>• National Center for Women &amp; Information Technology (NCWIT)</li> <li>• U.S. Business Leadership Network (USBLN)</li> </ul> <p><b>Cybercrime Prevention</b></p> <ul style="list-style-type: none"> <li>• National Cyber-Forensics &amp; Training Alliance (NCFTA)</li> <li>• National White Collar Crime Center (NW3C)</li> <li>• National Cyber Security Alliance (NCSA)</li> <li>• Society for the Policing of Cyberspace (POLCYB)</li> </ul>	

# General Disclosures 2017

DISCLOSURES	DESCRIPTION	CROSS-REFERENCE OR ANSWER	GRI & UNGC ADDITIONAL INFORMATION	UNGC CROSS-REFERENCE
<b>Strategy</b>				
102-14	Statement from senior decision-maker	<a href="#">Message from our CEO, p. 2</a>	Support of the United Nations Global Compact.	Advance Criterion 17 Advanced Criterion 19
<b>Ethics and Integrity</b>				
102-16	Values, principles, standards, and norms of behavior	<a href="#">Code of Conduct</a>	Business values and contributions to UN goals and issues.	Advanced Criterion 14 Advanced Criterion 15
<b>Governance</b>				
102-18	Governance structure	<a href="#">2017 Proxy Statement, p. 9-13</a> <a href="#">Charter of the Nominating and Governance Committee of the Board of Directors</a> <a href="#">Corporate Governance</a>		
<b>Stakeholder Engagement</b>				
102-40	List of stakeholder groups	<a href="#">Stakeholder Engagement</a>		Advanced Criterion 21
102-41	Collective bargaining agreements	<a href="#">Performance Tables, p. 16</a>	We support employees' rights to freedom of association through collective bargaining agreements and/or works councils.	Advanced Criterion 8
102-42	Identifying and selecting stakeholders	<a href="#">Stakeholder Engagement</a>		Advanced Criterion 21
102-43	Approach to stakeholder engagement	<a href="#">Stakeholder Engagement</a>		Advanced Criterion 21
102-44	Key topics and concerns raised	<a href="#">Stakeholder Engagement</a>		Advanced Criterion 21
<b>Reporting Practice</b>				
102-45	Entities included in the consolidated financial statements	<a href="#">2017 10-K, p. 1</a>		
102-46	Defining report content and topic Boundaries	<a href="#">2016 Corporate Responsibility Report, Our Commitment to Corporate Responsibility, p. 5-6</a> GRI/UN Global Compact Index; Topics and Topic Boundary Table	<a href="#">2014 Corporate Responsibility Report, p. 13</a>	Advanced Criterion 2
102-47	List of material topics	GRI Standards topics related to Symantec's priority issues include: Customer Privacy, Employment, Economic Performance, Diversity and Equal Opportunity, Training and Education, Energy, Emissions, and Marketing and Labeling		

# General Disclosures 2017

DISCLOSURES	DESCRIPTION	CROSS-REFERENCE OR ANSWER	GRI & UNGC ADDITIONAL INFORMATION	UNGC CROSS-REFERENCE
<b>Reporting Practice</b> (Continued)				
102-48	Restatements of information	For FY15-FY17, we have adjusted energy use, water use, and GHG emissions data to reflect the Veritas divestment and BlueCoat acquisitions back to the beginning of FY15 as the baseline year for the GHG goal.		
102-49	Changes in reporting	None.		
102-50	Reporting period	Data in this report reflect Symantec's global operations and correspond to Symantec's fiscal year ending March 31, 2017.		
102-51	Date of most recent report	Our last Communication on Progress (COP) was published in October 2016. Our last full report was published for FY16 in October 2016.		
102-52	Reporting cycle	Symantec publishes a full corporate responsibility report every two years and a UN Global Compact Communication on Progress each year.		Time period covered by COP.
102-53	Contact point for questions regarding the report	We welcome your comments and questions about this report and our corporate responsibility efforts. Please email us at <a href="mailto:cr@symantec.com">cr@symantec.com</a> .		
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.		COP incorporates high standards of transparency and disclosure (GRI Standards: Core option).
102-55	GRI content index	GRI Index		
102-56	External assurance	Although we do not seek full assurance for our reporting, we have externally assured the company's greenhouse gas emissions figures for FY17 with a global audit covering Scope 1, 2, and 3 emissions. <a href="#">We also assure externally our water withdrawal data.</a>		

# GRI 103: Topics and Topic Boundaries 2017

MATERIAL TOPICS	MANAGEMENT APPROACH CROSS-REFERENCE	RELEVANT EXTERNAL ENTITIES	UNGC CROSS-REFERENCE
<b>Economic</b>			
GRI 201: Economic Performance 2017	<a href="#">2017 10-K, p. 8-20, 43-47, 67-68</a> <a href="#">2017 Climate Change CDP, CC5-6</a> <a href="#">Message from the CEO, p. 2</a>	Communities Customers Governments and regulators Investors Suppliers	
<b>Environmental</b>			
GRI 302: Energy 2017	<a href="#">Environmental Policy Statement</a>	Communities Customers Governments and regulators Investors Suppliers	Advanced Criterion 9 Advanced Criterion 10
GRI 305: Emissions 2017	<a href="#">Environmental Policy Statement</a> <a href="#">2017 Climate Change CDP, CC7.1-8.5, 9, 10, 12, 14</a>	Communities Customers Governments and regulators Investors Suppliers	Advanced Criterion 9 Advanced Criterion 10
<b>Social</b>			
GRI 401: Employment 2017	<a href="#">Code of Conduct</a> <a href="#">Human Rights Policy</a>		Advanced Criterion 6 Advanced Criterion 7
GRI 404: Training and Education 2017	<a href="#">2016 Corporate Responsibility Report, Talent and Culture, p. 10-11</a>		Advanced Criterion 6 Advanced Criterion 7
GRI 405: Diversity and Equal Opportunity 2017	<a href="#">Human Rights Policy</a>		Advanced Criterion 6 Advanced Criterion 7
GRI 417: Marketing and Labeling 2017	<a href="#">2017 10-K, p. 5</a>	Customers Governments and regulators	
GRI 418: Customer Privacy 2017	<a href="#">2016 Corporate Responsibility Report, Customer Satisfaction, p. 18-19</a>	Customers Governments and regulators	
<b>ADDITIONAL TOPICS</b>			
GRI 205: Anticorruption 2017	<a href="#">Code of Conduct</a> <a href="#">Conflict Minerals Policy</a> <a href="#">Symantec's EthicsLine</a>		Advanced Criterion 12 Advanced Criterion 13
GRI 412: Human Rights 2017	<a href="#">Human Rights Policy</a> <a href="#">Corporate Responsibility Policies</a> <a href="#">Conflict Minerals Policy</a> <a href="#">Symantec's EthicsLine</a>		Advanced Criterion 3 Advanced Criterion 4

# GRI 200-400

## Topic-Specific Disclosures 2017

GRI TOPICS	DISCLOSURES	DISCLOSURE DESCRIPTION	DISCLOSURE CROSS-REFERENCE	EXPLANATIONS OR OMISSIONS	UNGC CROSS-REFERENCE
<b>Economic</b>					
GRI 201: Economic Performance 2017	201-1	Direct economic value generated and distributed	<a href="#">Performance Tables, p. 12</a> <a href="#">2017 10-K, p.31, 43-47, 68</a>	<a href="#">Community Investments</a>	Advanced Criterion 16
	201-2	Financial implications and other risks and opportunities due to climate change	2017 Climate Change CDP, CC5.1, 6.1		
*GRI 205: Anticorruption 2017	205-1	Operations assessed for risks related to corruption	See explanation.	Five out of 10, or 50 percent, of internal audits conducted in FY17 assessed risks related to corruption.	Advanced Criterion 14
	205-2	Communication and training about anti-corruption policies and procedures	See explanation.	This year we deployed an updated Global Anti-Corruption Policy. Anticorruption was also a key topic within our mandatory annual Code of Conduct training. In addition, anticorruption has been addressed in our quarterly all employee ethics and privacy newsletters. We also featured an anticorruption expert speaker at our Mountain View headquarters and a SymInfo article highlighting UN Anti-Corruption Day in December.	Advanced Criterion 14
	205-3	Confirmed incidents of corruption and actions taken	None.		Advanced Criterion 14
<b>Environmental</b>					
GRI 302: Energy 2017	302-1	Energy consumption within the organization	<a href="#">Performance Tables, p. 18</a> 2017 Climate Change CDP, CC11		Advanced Criterion 11
	302-2	Energy consumption outside of the organization	<a href="#">Performance Tables, p. 18</a> 2017 Climate Change CDP, CC14	Includes energy from business travel. Symantec's calculations are based on the WRI/WBCSD GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard.	Advanced Criterion 11
	302-3	Energy intensity	<a href="#">Performance Tables, p. 18</a>		Advanced Criterion 11
	302-4	Reduction of energy consumption	<a href="#">The World: Energy and Greenhouse Gas (GHG) Emissions, p. 9</a> <a href="#">Performance Tables, p. 18</a> 2017 Climate Change CDP, CC3.3, 12		Advanced Criterion 11

We have reported additional indicators not related to material GRI G4 Aspects. These additional indicators are denoted by an asterisk.

# Topic-Specific Disclosures 2017

GRI TOPICS	DISCLOSURES	DISCLOSURE DESCRIPTION	DISCLOSURE CROSS-REFERENCE	EXPLANATIONS OR OMISSIONS	UNGC CROSS-REFERENCE
<b>Environmental</b> (Continued)					
GRI 305: Emissions 2017	305-1	Scope 1 GHG emissions	<a href="#">Performance Tables, p. 18</a> 2017 Climate Change CDP, CC7.1-8.5, 8.9, 9	Symantec's emission figures are calculated in accordance with the WRI and the WBCSD GHG Protocol.	Advanced Criterion 11
	305-2	Scope 2 GHG emissions	<a href="#">Performance Tables, p. 18</a> 2017 Climate Change CDP, CC7.1-7.4, 10	Symantec's emission figures are calculated in accordance with the WRI and the WBCSD GHG Protocol.	Advanced Criterion 11
	305-3	Scope 3 GHG emissions	<a href="#">Performance Tables, p. 18</a> 2017 Climate Change CDP, CC14	Symantec's emission figures are calculated in accordance with the WRI and the WBCSD GHG Protocol.	Advanced Criterion 11
	305-4	GHG emissions intensity	<a href="#">Performance Tables, p. 18</a> 2017 Climate Change CDP, CC12.2-12.3		Advanced Criterion 11
	305-5	Reduction of GHG emissions	<a href="#">The World: Energy and Greenhouse Gas (GHG) Emissions, p. 9</a> <a href="#">Performance Tables, p. 18</a> 2017 Climate Change CDP, CC3.3, 12		Advanced Criterion 11
<b>Social</b>					
GRI 401: Employment 2017	401-1	New employee hires and employee turnover	<a href="#">Performance Tables, p. 15</a>		Advanced Criterion 8
	401-2	Full-time benefits not provided to temporary/part-time employees	<a href="#">Employee Benefits and Perks</a>	<p>Employees actively working at least twenty (20) hours per week are eligible to participate in Symantec's Benefit Programs. Employees who actively work fewer than 20 hours per week are only eligible to participate, at a pro-rated rate, in our paid time off and holiday pay program.</p> <ul style="list-style-type: none"> <li>- Life insurance</li> <li>- Health care</li> <li>- Disability</li> <li>- Leaves of Absence</li> <li>- Retirement</li> <li>- EAP</li> <li>- Wellness</li> </ul>	
	401-3	Parental leave	<a href="#">Performance Tables, p. 16</a>		Advanced Criterion 8

GRI 200-400:

# Topic-Specific Disclosures 2017

GRI TOPICS	DISCLOSURES	DISCLOSURE DESCRIPTION	DISCLOSURE CROSS-REFERENCE	EXPLANATIONS OR OMISSIONS	UNGC CROSS-REFERENCE
<b>Social</b> (Continued)					
GRI 404: Training and Education 2017	404-1	Average hours of training per year per employee	<a href="#">Performance Tables, p. 16</a>		Advanced Criterion 8
	404-2	Programs for upgrading employee skills and transition assistance programs	<a href="#">Our People: Talent and Culture, p. 4</a>		
	404-3	Percentage of employees receiving regular performance and career development reviews	<a href="#">Performance Tables, p. 16</a>		Advanced Criterion 8
GRI 405: Diversity and Equal Opportunity 2017	405-1	Diversity of governance bodies and employees	<a href="#">Performance Tables, p. 14</a> <a href="#">Management Team</a> <a href="#">Committee Composition</a>		Advanced Criterion 8 Advanced Criterion 15 Advanced Criterion 18
*GRI 412: Human Rights Assessment 2017	412-2	Employee training on HR policies or procedures	See explanation.	Zero. The new vendor code of conduct training does not include a human rights training module.	Advanced Criterion 5
*GRI 414: Supplier Social Assessment 2017	414-1	New suppliers that were screened using social criteria	See explanation.	None of our T1 Product suppliers were screened via a questionnaire/audit for human rights criteria. However, all new T1 product suppliers are requested to comply with Symantec's Environmental and CR requirements and sign our Agreement. They then complete the self-assessment questionnaire (SAQ) on EICC-On and share their information with Symantec. Some of the SAQ relates to human rights.	Advanced Criterion 2 Advanced Criterion 5

We have reported additional indicators not related to material GRI G4 Aspects. These additional indicators are denoted by an asterisk.

# Topic-Specific Disclosures 2017

GRI TOPICS	DISCLOSURES	DISCLOSURE DESCRIPTION	DISCLOSURE CROSS-REFERENCE	EXPLANATIONS OR OMISSIONS	UNGC CROSS-REFERENCE
<b>Social</b> (Continued)					
GRI 414: Supplier Social Assessment 2017 (continued)	414-2	Negative social impacts in the supply chain and actions taken	See explanation.	<p>Symantec is a member of the EICC. In 2015/2016 we rolled out the EICC code of conduct to our T1 Product Suppliers and requested they complete the EICC-ON questionnaire. The results indicate who are our High, Medium, and Low Risk suppliers. We worked with the suppliers on their results and, where necessary, outlined our expectations for them to improve the results. We will complete the process anew with a new list of suppliers that came with an acquisition. Existing suppliers will be required to take the SAQ again.</p> <p>Symantec also conducted our Conflict Mineral process with T1 Product Suppliers. In FY17:</p> <ul style="list-style-type: none"> <li>• 46 percent of in-scope suppliers responded via the survey.</li> <li>• 100 percent of suppliers who responded provide products that contain Conflict Minerals.</li> <li>• 100 percent of in-scope suppliers who responded have a Conflict Minerals policy in place, and 83 percent of such in-scope suppliers have made their policy available to the public.</li> <li>• 100 percent of in-scope suppliers who responded have implemented due diligence measures for conflict-free sourcing.</li> <li>• 100 percent of in-scope suppliers who responded collect conflict minerals due diligence information from their suppliers.</li> <li>• 100 percent of in-scope suppliers who responded request smelter names from their suppliers.</li> <li>• 100 percent of in-scope suppliers who responded review due diligence information received from their suppliers against their company's expectations.</li> <li>• 100 percent of in-scope suppliers who responded have a review process in place that includes corrective action management.</li> <li>• 67 percent of in-scope suppliers who responded are subject to the Conflict Minerals Rules.</li> </ul> <p>All results and expectations were shared with Suppliers.</p> <p>In FY17, we also sent human trafficking questionnaires to suppliers and analyzed the results. Results were shared with the suppliers along with our expectations for improvement. We also conducted other risk analyses for human trafficking risks.</p>	Advanced Criterion 5

# Topic-Specific Disclosures 2017

GRI TOPICS	DISCLOSURES	DISCLOSURE DESCRIPTION	DISCLOSURE CROSS-REFERENCE	EXPLANATIONS OR OMISSIONS	UNGC CROSS-REFERENCE
<b>Social</b> (Continued)					
GRI 417: Marketing and Labeling 2017	417-3	Incidents of noncompliance concerning marketing communications	None.		
GRI 418: Customer Privacy 2017	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	See explanation.	Details are confidential.	