

## INTRODUCTION

In September 2008, Symantec issued its award-winning first [Corporate Responsibility Report](#). The report provided a comprehensive description of Symantec's environmental, social, and governance policies, programs, and performance. The report was based on a full materiality analysis that identified priority stakeholder and strategic issues, including governance, environment and Green IT, data protection and privacy, online safety, and vibrant relationships with our employees and communities.

Rather than publish a full report every year, Symantec has elected to follow a biennial reporting cycle. Our alternate-year Web-based updates will address our material issues as based on the previous year's analysis and a consideration of current trends, drivers, and stakeholder input. The updates will also provide up-to-date data and statistics for the most recent fiscal year. Finally, we will issue an annual progress report on the goals and commitments presented in the previous year.

We have updated each page of the Symantec [corporate responsibility Web site](#) to reflect FY09 data, case studies, and revisions to standard company policies and practices, as follows:

<b>Web page</b>	<b>Significant Updates</b>
<a href="#">Stakeholders</a>	New examples of stakeholder engagement activities undertaken in FY09, a summary of stakeholder feedback to the 2008 Corporate Responsibility Report, and an invitation for continued feedback and comments
<a href="#">Responsible Sourcing</a>	Expansion of the former Supplier Diversity page to encompass Symantec's overall approach to establishing responsible sourcing policies and building a sustainable supply chain
<a href="#">UN Global Compact</a>	Description of FY09 activities associated with Symantec's involvement with the United States Global Compact network and our statement of continued commitment to the ten principles of the United Nations Global Compact
<a href="#">Governance and Ethics</a>	Updates to Symantec's DJSI, FTSE4Good, and RiskMetrics Group ratings and rankings; and a description of changes to Symantec's Board of Directors
<a href="#">Public Policy</a>	Description of the formation of internal policy advisory teams, updates to our memberships list, and our political engagement priorities and activities (including PAC donations and input into anti-spam and anti-spyware legislation)
<a href="#">Privacy and Data Protection</a>	New information on how Symantec protects customers' privacy, updates on internal employee training around privacy and data protection, a description of Symantec's software assurance processes and safeguards, and background on Symantec's business continuity and disaster recovery management approaches
<a href="#">Online Safety</a>	Updated information on activities undertaken by Symantec's Global Intelligence Network, a link to the new Internet Security Threat Report, and the announcement of Symantec's new OnlineFamily.Norton online safety product
<a href="#">Environment and Green IT</a>	Extensive new information about environmental initiatives and progress, and specifically: Symantec's Green Teams; Green Data Center activities and the issuance of the annual Green IT report; membership in Green IT organizations; background on protocols used to measure FY09 greenhouse gas (GHG) emissions and an update on progress towards Symantec's GHG emissions reduction goal; achievements related to the implementation of sustainable building practices including new LEED certifications; water, recycling, and packaging statistics; and an update on the use of technology and awareness-raising programs to decrease impacts related to employee travel
<a href="#">Employees</a>	Updates to employee training data, health and safety statistics, and FY09 information related to Symantec's diversity programs
<a href="#">Community</a>	Description of changes to Symantec's philanthropic focus areas; new data on FY09 philanthropic giving, product donation, and employee involvement programs; and new case studies of Symantec's outreach to its communities worldwide

## ACHIEVEMENTS IN FY09

---

Symantec made strong progress in all of its key corporate responsibility focus areas over the past year, and specifically achieved great strides in building out company environmental programs and initiatives. Among our accomplishments, we:

- were recognized by various ratings and rankings organizations for excellence in our overall environmental, social, and governance performance:
  - Listed on the DJSI World Index for the first time
  - Named as a software industry sector leader by Sustainable Asset Management
  - Listed among World's Most Ethical Companies, The Ethisphere Institute, 2009
  - Ranked 23rd on the CRO's 100 Best Corporate Citizens of 2009
  - Received the Ceres-ACCA 2008 Reporting Award for best first-time reporter for our 2008 Corporate Responsibility report
  - Recognized with an Honorable Mention, Overall Leader in CSR Practices: Corporation with Less Than 25,000 Employees in PR News' CSR Awards, 2009
  - Awarded "Best Customer Commitment", "Best Use of Metrics and Business Intelligence", and "Best Embedded Product Support" in the Service & Support Professionals Association's (SSPA) STAR Awards Program, 2009
  - Received the top score (100 percent) in the Corporate Equality Index, Human Rights Campaign, 2009
- reduced our GHG emissions by eight percent (measured with regard to pounds per square foot) from our FY08 baseline, pushing us significantly towards our reduction goal of 15 percent by the end of FY12
- launched new products such as Symantec Enterprise Vault™ and Veritas NetBackup™ to help our customers cut their own energy use and emissions
- established more than 26 global employee-led-and-organized Green Teams to help us further reduce our carbon footprint
- joined the Business for Innovative Climate and Energy Policy (BICEP) group, which works to promote meaningful U.S. Federal energy and climate legislation
- achieved a LEED Gold rating for our new campus in Culver City, California, and LEED certification for Existing Buildings: Operations and Maintenance Gold rating for our facility in Springfield, Oregon. We are in the process of LEED certifying 23 buildings
- achieved ISO 14001 certification renewal at our Dublin, Ireland facility
- released a revolutionary new product, OnlineFamily.Norton, that is a first-of-its-kind Web-based service that allows parents complete control over their children's online activities. Parents can set time limits for online activity, supervise chat sessions, and even monitor social network use on all the family's computers – from anywhere
- introduced new privacy safeguards into our operations to ensure that we meet the increasing expectations of our customers, consumers, and government regulators
- restructured our philanthropy program so that it aligns with our corporate responsibility and core business objectives and donated more than \$20 million to charity through corporate giving, product donation, employee matches, and other programs

## UNITED NATIONS GLOBAL COMPACT: COMMUNICATION ON PROGRESS

Signatories to the United Nations Global Compact (UNGC) must report on their efforts to promote awareness of and progress towards meeting the objectives of the ten principles. Our 2009 Corporate Responsibility Update, comprising this document and the new information provided throughout our corporate responsibility Web site, serves as our 2009 Communication on Progress.

The index provided below links each principle with the relevant sections of our corporate responsibility Web site and other related Symantec documents.

UNGC Principle	Reference
1: Business should support and respect the protection of internationally proclaimed human rights	<a href="#">Symantec Code of Conduct Web page</a> <a href="#">Responsible Sourcing Web page</a> Symantec Human Rights Policy
2: Business should ensure that they are not complicit in human rights abuses	<a href="#">Responsible Sourcing Web page</a> <a href="#">Online Safety Web page</a> <a href="#">Privacy and Data Protection Web page</a> Symantec Human Rights Policy
3: Business should uphold freedom of association and the effective recognition of the right to collective bargaining	<a href="#">Symantec Code of Conduct Web page</a> <a href="#">Responsible Sourcing Web page</a> Symantec Human Rights Policy
4: Business should support the elimination of all forms of forced and compulsory labor	<a href="#">Symantec Code of Conduct Web page</a> <a href="#">Responsible Sourcing Web page</a> Symantec Human Rights Policy
5: Business should support the effective abolition of child labor	<a href="#">Symantec Code of Conduct Web page</a> <a href="#">Responsible Sourcing Web page</a> Symantec Human Rights Policy
6: Business should support the elimination of discrimination in respect of employment and occupation	<a href="#">Symantec Code of Conduct Employees Web page</a>
7: Business should support a precautionary approach to environmental challenges	<a href="#">Environment and Green IT Web page</a> <a href="#">Public Policy Web page</a> Symantec Environmental Policy
8: Business should undertake initiatives to promote greater environmental responsibility	<a href="#">Environment and Green IT Web page</a> <a href="#">Public Policy Web page</a> Symantec Environmental Policy
9: Business should encourage the development and diffusion of environmentally friendly technologies	<a href="#">Environment and Green IT Web page</a> Green IT Website Symantec Environmental Policy
10: Businesses should work against corruption in all its forms, including extortion and bribery	<a href="#">Symantec Code of Conduct Governance and Ethics Web page</a> <a href="#">Corporate Governance Web page</a>