Gen™

2023
Social Impact Report

contents

Letter from Vincent Pilette

"We're working to bring together our team, passions and technology to support people and communities, making the world a better, safer place."

This has been a foundational year for Gen.

We are now a clear leader in consumer Cyber Safety. We've united behind a more ambitious purpose than ever before: Powering Digital Freedom.

Our social impact mission is an essential part of what it means to power Digital Freedom. We're working to bring together our team, passions and technology to support people and communities, making the world a better, safer place.

We're building a Company that drives real impact around the world. Our recent NortonLifeLock and Avast integration has allowed us to reimagine what that impact looks like as we reshape our global social impact strategy with our family of trusted consumer brands. We've defined new social impact priorities: Cyber Safety education and training; data privacy and protection; diversity, equity and inclusion; volunteering and giving; and the environment.

And we've already made progress together:

Cyber Safety education and training

We're committed to taking Cyber Safety education and resources to all communities. Especially the vulnerable and underrepresented. Through partnerships with global nonprofits, we reached more than 2.8 million people with our educational programs. During the past year, Norton made a $2.4 million investment to develop a global Cyber Safety education program for K-12 students with Edtech leader Discovery Education. We're also teaming up with The Trevor Project to bolster TrevorSpace — their online community of 400,000 LGBTQ+ young people — to help youth stay safe online. And our product donations helped more than 9,200 organizations with a retail value of more than $1.6 million.

Diversity, equity and inclusion

This year we've kept our commitments to partnerships that empower women in tech, like Czechitas and Women4Cyber. We've pledged nearly half a million dollars over three years to help eliminate the gender gap in European tech. We created Communities@Gen to bring our legacy NortonLifeLock and Avast employee resource groups together. And we introduced Life@Gen — to empower our team with the flexibility, choice and opportunities to grow.

Volunteering and giving

Driven to make a difference in the communities where we live and work, we rebuilt our volunteering program with our employees' voices front and center. We created a space called the Gen Giving Hub to make it easy for our teams to give their time and talent to the causes they care about. More than a quarter of our teams gave or volunteered within six weeks of the launch. This year alone, we volunteered more than 4,700 hours.

Environment

Though our environmental footprint is small, we're dedicated to doing our part. We introduced the Sustainable Home Improvement Program to empower employees to do their part, too. More than 780 projects were completed. Today, 98% of our products are delivered digitally and less than 0.5% of the material used in our global physical products contains plastic.

Our social impact work is essential in bringing equity, opportunities and safety to the next generation of digital life. We've launched Gen with total dedication to our purpose and values in all we do. And we'll keep pushing for better — for people, communities and the planet. Onwards.

Vincent Pilette
CEO, Gen™

Letter from Sue Barsamian

"We manage environmental, social and governance (ESG) risks and make social impact a focus in everything we do."

Our purpose is powering Digital Freedom and goes far beyond Cyber Safety technology. Protecting and empowering people is what motivates and inspires us.

We're investing in just that as a recognized leader trusted by millions of people around the world. We manage environmental, social and governance (ESG) risks and seek to make social impact a focus in everything we do.

Our commitment starts with our Board, which was recently **recognized** as one of the most innovative boards of directors among S&P 500 companies. The Board actively oversees social impact performance and stays informed on emerging ESG topics. Our Corporate Responsibility team leads a cross-functional ESG working group across our business to minimize risk and embed innovative and impactful programs that make our social impact mission a reality.

Environmental and social risks are assessed and incorporated into our evaluation and management of potential impacts to the business. We hold ourselves to high standards, reporting to CDP and following the Sustainability Accounting Standards Board (SASB) Standards and the Task Force on Climate-related Financial Disclosures (TCFD).

Just as technology reshapes the way people live every day, purpose is changing the way companies operate. We know that responsible businesses deliver more value and stronger, long-term performance.

The challenge of protecting Digital Freedom is more complex than ever. We intend to continue leading the way, driven by purpose to spark meaningful change in our business and the world.

Sue Barsamian
Board Member and Nominating and Governance Committee Chair, Gen™

About Gen

"New technology has brought conveniences and connections we couldn't have imagined. It also presents new challenges and complexities. Gen tackles these head-on with expertise, innovation and conviction to make Digital Freedom accessible to all as a basic right."

Ondrej Vlcek
President, Gen™

Company purpose: Powering Digital Freedom

Company mission: We create technology solutions for people to take full advantage of the digital world, safely, privately and confidently — so together, we can build a better tomorrow.

Gen is a global Company dedicated to powering Digital Freedom through our trusted consumer brands, including Norton, Avast, LifeLock, Avira, AVG, ReputationDefender and CCleaner.

Our combined heritage is rooted in providing safety for the first digital generations. We bring leading technology solutions in cybersecurity, privacy and identity protection to approximately 500 million users, so they can live their digital lives safely, privately and confidently today and for generations to come.

norton   Avast   LifeLock by norton   Avira

AVG   REPUTATION DEFENDER by norton   CCleaner

NASDAQ: GEN | GenDigital.com

Gen Launched
Nov 7 '22

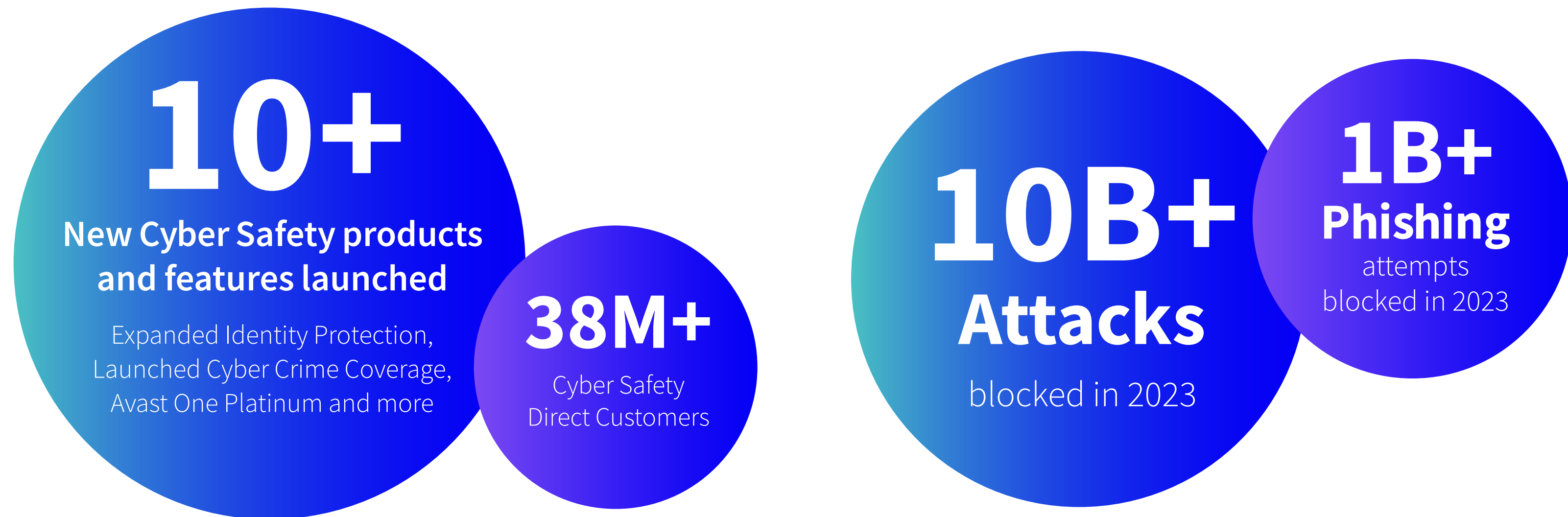**Dual HQ**
Tempe, Arizona (USA)
Prague, Czech Republic

~500M users in
150+
Countries

Please note: Following the merger of NortonLifeLock and Avast, on November 7, 2022, the two companies became Gen. For consistency, we will be using Gen in this report to reflect the Company's activities throughout the year.

A Global Leader in Consumer Cyber Safety

10+
New Cyber Safety products and features launched
Expanded Identity Protection, Launched Cyber Crime Coverage, Avast One Platinum and more

38M+
Cyber Safety Direct Customers

10B+
Attacks
blocked in 2023

1B+
Phishing
attempts blocked in 2023

20+
Awards

Company + Consumer Products

AV-Test | AV Comparatives | SE Labs

Top Rated Cybersecurity Solutions Spanning Norton, Avast, LifeLock and Avira

Newsweek Most Trustworthy & Most Responsible

Dow Jones Sustainability Index

Fiscal Year **2023**[1]

$3.3B Revenue

+23% YoY (CC)

$1.81 Earnings per share

[1] Non-GAAP

Social Impact@Gen

Building a better tomorrow, together.

"**Our commitment to social impact is embedded in our daily work as we empower people to live their best digital lives. Gen brings together a family of trusted brands in Cyber Safety with a rich and active history of social impact programs and partnerships. Our people are driven to make the world a better, safer place.**"

Krista Todd
Chief Marketing Officer, Gen™

Our social impact vision

is to position Gen™ as a responsible Company that is driving authentic, real and positive global impact.

Our social impact mission

is to bring together our team, passions and technology to support people and communities, making the world a better, safer place.

"I'm driven by the opportunity to bring social impact into every part of Gen. It's incredibly motivating to see the company come together across departments – DEI, recruitment, talent development, global health and wellness, legal, product, brand and marketing – as well as across geographies. Everyone is pulling together to make a real difference. Our people feel they have an active stake in the program. We're united in our community-minded values and passion for powering Digital Freedom."

Kim Allman
Head of Corporate Responsibility and Public Policy, Gen™

Our commitment to social impact

Our commitment to social impact anchors the Company's purpose — Powering Digital Freedom — through our trusted family of Cyber Safety brands. It's a purpose shaped, powered and fulfilled by all of us.

During 2023, we relaunched our social impact strategy as we became Gen. Our strategy focuses on the tangible and positive contributions we can make to the lives of our customers, employees, communities and other stakeholders.

Our contributions focus on helping children, families, and vulnerable people stay safe online, and eliminating the gender gap in tech by helping women advance their cybersecurity careers. We operate ethically; safeguard our customers', partners' and employees' data; support communities where we live and work and foster a culture of giving. Gen consistently seeks to improve our environmental impact and is committed to building a strong, diverse and dedicated team.

Priority focus areas

Gen plays to our strengths, striving to make a lasting, positive impact on the world. Our key focus areas for our social impact initiatives are: Cyber Safety education and training; data privacy and protection; diversity, equity and inclusion (DEI); volunteering and giving; and the environment.
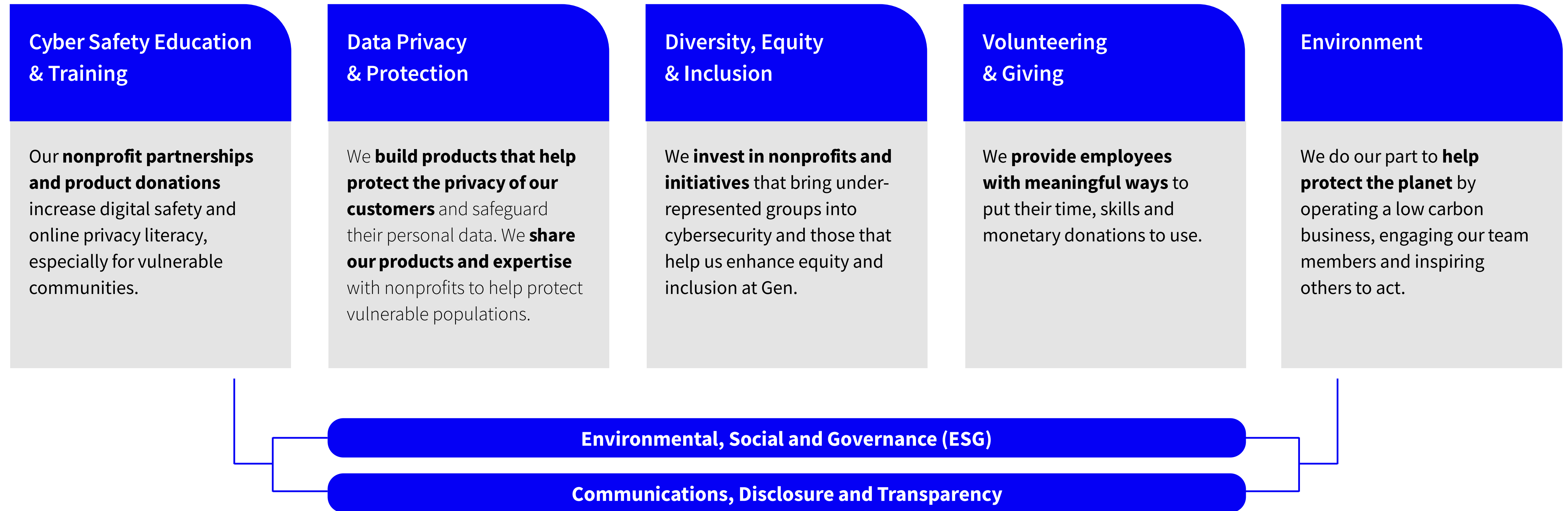
These areas were selected based on the outcomes of a formal environmental, social and governance (ESG) prioritization assessment conducted in collaboration with a third-party expert. Our approach is informed by widely accepted ESG standards and frameworks, including the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB) Standards; industry guidance; third-party and proprietary research; peer benchmarking; ESG ratings; and the current regulatory landscape. More than 50 internal and external stakeholders were included in the prioritization process, which helped to ensure that it is grounded in the current business landscape and has been validated by Company leadership and the Board.

Kim Allman, Gen Head of Corporate Responsibility and Public Policy (third from the left) joins #TeamGen for the Company's first Global Volunteer Day.

Social impact strategy

Our social impact strategy is rooted in these five areas. Management of ESG topics and our commitment to transparent communication and disclosure underpin all our work. These topics are addressed in this report as well as on our website.

Cyber Safety Education & Training

Our **nonprofit partnerships and product donations** increase digital safety and online privacy literacy, especially for vulnerable communities.

Data Privacy & Protection

We **build products that help protect the privacy of our customers** and safeguard their personal data. We **share our products and expertise** with nonprofits to help protect vulnerable populations.

Diversity, Equity & Inclusion

We **invest in nonprofits and initiatives** that bring under-represented groups into cybersecurity and those that help us enhance equity and inclusion at Gen.

Volunteering & Giving

We **provide employees with meaningful ways** to put their time, skills and monetary donations to use.

Environment

We do our part to **help protect the planet** by operating a low carbon business, engaging our team members and inspiring others to act.

Environmental, Social and Governance (ESG)

Communications, Disclosure and Transparency

Social impact objectives

We set targets to improve our performance and strengthen the transparency of our priority social impact focus areas. To develop and refine these targets, we worked with external experts, benchmarked best practices, reviewed peer targets and engaged with senior leadership. These external social impact targets align to our priority focus areas and are coupled with additional key performance indicators tracked and shared internally. While these targets were created in early fiscal year 2024, below we share our work in 2023 aligned to these objectives that set the foundation for progress in the years to come.

Cyber Safety Education & Training

Create educational programs for diverse and vulnerable populations in partnership with nonprofits to increase Cyber Safety knowledge and skills.

- Reached **2.8M+ people** through Cyber Safety education and training
- **9,200+ organizations reached** through our product donations
- **More than half of our grants** in 2023 were directed to support our Cyber Safety education and training programs
- Launched **new Cyber Safety partnerships** with Discovery Education and The Trevor Project
- **Continued legacy partnerships** with leading nonprofits to advance Cyber Safety such as the World Association of Girl Guides and Girl Scouts (WAGGGS), National PTA and more

Data Privacy & Protection

Share Gen's privacy expertise through educational opportunities, product donations and thought leadership.

- Became a **founding member** of the OpenWallet Foundation
- Continued involvement with **industry associations and thought leaders**
- Continued participation with experts **building standards around digital identity**
- Nine percent of 2023 revenue invested in R&D including: launch of a **Privacy R&D program, the Identity Innovation Research program** and the **Human-Centered Digital Safety Initiative**

Diversity, Equity & Inclusion

Invest in nonprofits and initiatives that reach underrepresented groups to advance diversity, equality and inclusion at Gen.

- **67% of our grants in 2023** had a DEI component
- **Committed $150K per year for three years** to Women4Cyber to address the gender gap in the European tech sector
- Worked with ISTQB/ASTQB to support **technology certifications for women** in Europe
- Extended **Avast legacy partnership with Czechitas** to advance IT skills and career paths of women in the Czech Republic
- Continued **partnerships with Girl Up and the National Association of Software and Service Companies (NASSCOM)** to support cyber security education and mentorship

Volunteering & Giving

Create opportunities, provide tools and benefits for employees to support causes they care about and to foster a culture of giving at Gen and drive engagement.

- More than **4,700 employee volunteer hours**
- Launched the **Gen Giving Hub through Benevity**, a best-in-class digital employee engagement platform
- Increased our **Dollars for Doers match to $20 per hour** of employee volunteer service and opened these donations to any qualified organization
- Held **Gen's first Global Volunteer Day** where 550 employees participated in activities with 14 organizations across the world, impacting more than 2,400 people

Environment

Operate a low-carbon business and engage employees in caring for the environment.

- Established **a GHG baseline for Gen's expanded footprint** post-merger
- **98% of products were delivered digitally** and 50% of the paper materials associated with our physical products was Forest Stewardship Council (FSC) certified
- **More than 780 projects** completed as part of Gen's Sustainable Home Improvement Program
- **B rating** on our first CDP submission as Gen
- Continued **supporting environmental nonprofits** Planet Water Foundation, GRID Alternatives and Barefoot College International

Stakeholder engagement

Gen identifies stakeholders as groups or individuals with an interest in or concern with our business. We also consider those our business affects in various ways. Engaging our stakeholders — employees, investors, customers, partners, communities, governmental and nongovernmental organizations, suppliers and industry groups — informs our social impact strategy by providing us with insight into changing external expectations, risks and opportunities.

▶ Visit our **2022 ESG Report** for our approach to stakeholder engagement.

Gen employees in Prague, Czech Republic.

SUSTAINABLE DEVELOPMENT GOALS

Multi-stakeholder engagements

Joining with other corporations, NGOs and civil society to recognize shared responsibilities helps us make more of an impact together.

As a signatory to the United Nations Global Compact, we continue to support their ten principles and this report serves as our annual Communication on Progress. We also support the United Nations Sustainable Development Goals (SDGs) and recognize the opportunity to align our core business capabilities and social impact programs with society's most pressing needs. We also believe these goals contribute to our business priorities.

We support UN Women, the United Nations entity dedicated to gender equality and the empowerment of women; the United Nations Free & Equal, a campaign for equal rights and fair treatment of LGBTQ+ people; and the Universal Declaration of Human Rights.

UN WOMEN

THE UNIVERSAL DECLARATION OF HUMAN RIGHTS
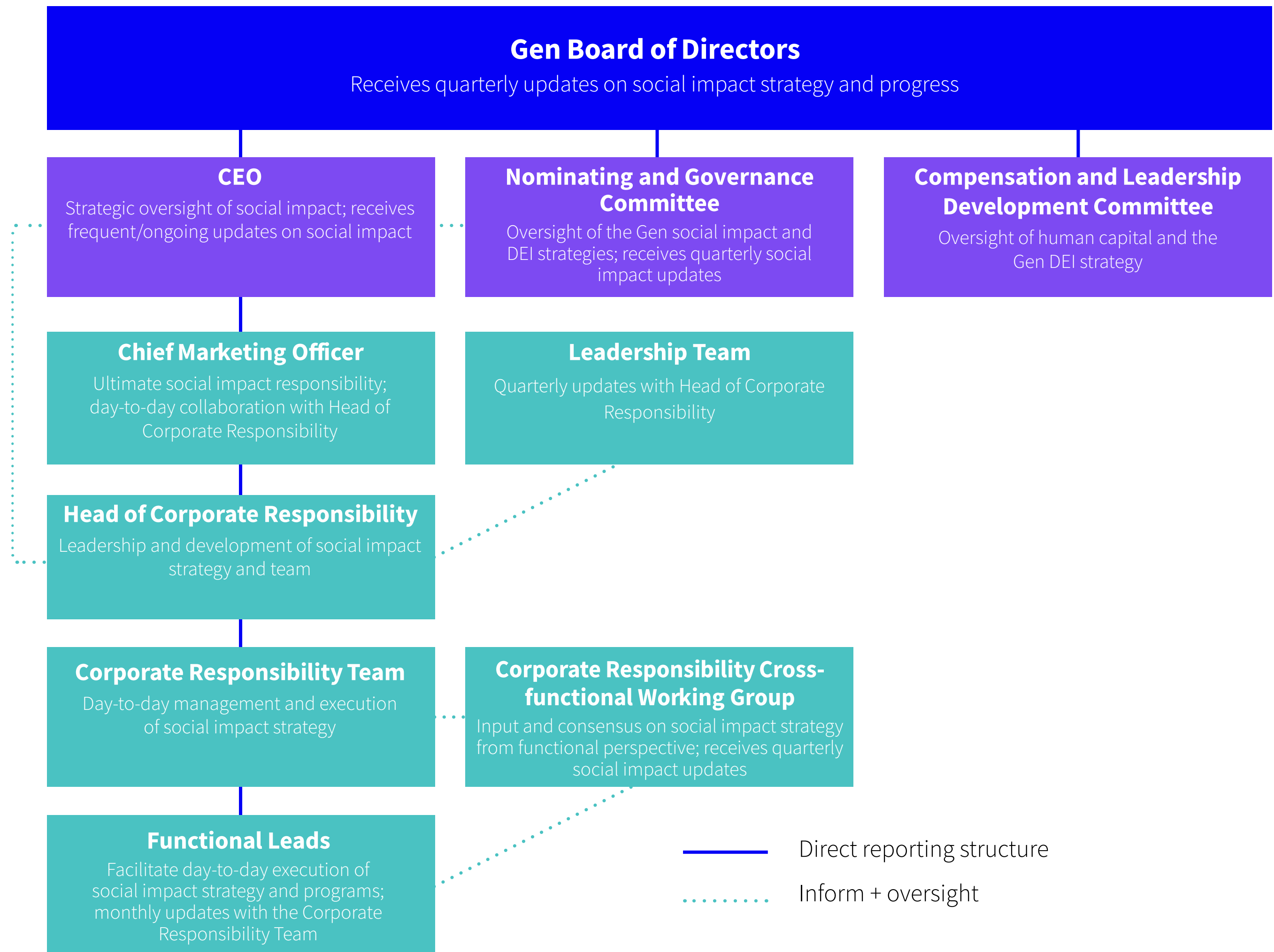
FREE & EQUAL UNITED NATIONS
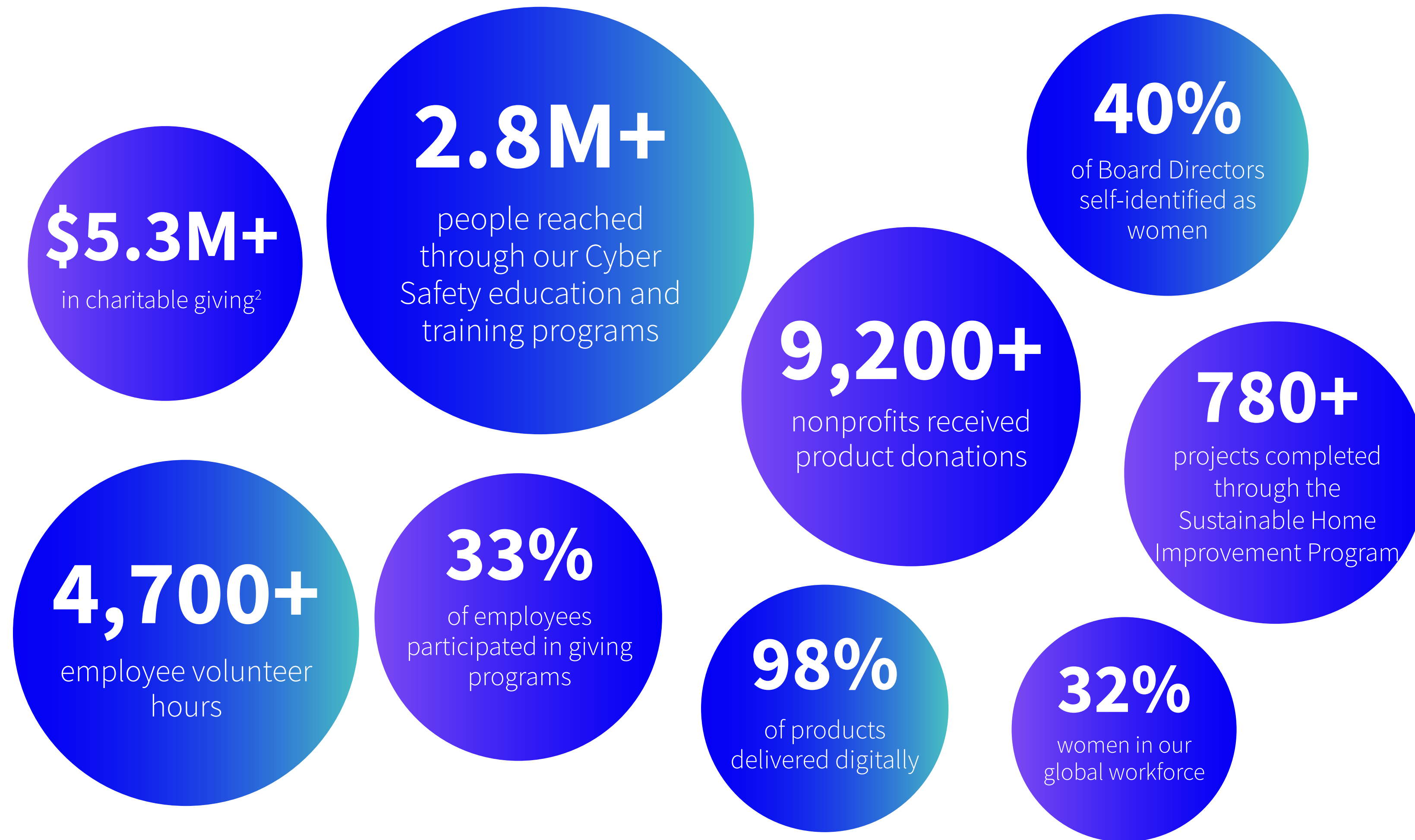
Social impact governance

The Gen Leadership Team is highly engaged in our social impact efforts. Our Head of Corporate Responsibility and Public Policy reports to our Chief Marketing Officer and provides frequent updates to our CEO on social impact activities. Our Head of Corporate Responsibility also meets quarterly with our Leadership Team and cross-functional Corporate Responsibility Working Group to review our strategy, progress and program updates.

The Nominating and Governance Committee of our Board of Directors has oversight of the Company's social impact strategy, and our full Board of Directors receives a quarterly update on our social impact strategy and progress. This quarterly update includes performance data and program information across ethics, community investment, environment; progress made toward our social impact targets; and information on emerging ESG topics. The Nominating and Governance and Compensation and Leadership Development Committees of our Board of Directors provide oversight and are actively engaged in our DEI strategy. Additionally, we hold regular meetings with functional leaders on our People & Culture, Brand & Marketing, DEI, Global Health & Wellness, Product and Supply Chain teams to collaborate and coordinate efforts.

Social impact governance structure

Gen Board of Directors
Receives quarterly updates on social impact strategy and progress

CEO
Strategic oversight of social impact; receives frequent/ongoing updates on social impact

Nominating and Governance Committee
Oversight of the Gen social impact and DEI strategies; receives quarterly social impact updates

Compensation and Leadership Development Committee
Oversight of human capital and the Gen DEI strategy

Chief Marketing Officer
Ultimate social impact responsibility; day-to-day collaboration with Head of Corporate Responsibility

Leadership Team
Quarterly updates with Head of Corporate Responsibility

Head of Corporate Responsibility
Leadership and development of social impact strategy and team

Corporate Responsibility Team
Day-to-day management and execution of social impact strategy

Corporate Responsibility Cross-functional Working Group
Input and consensus on social impact strategy from functional perspective; receives quarterly social impact updates

Functional Leads
Facilitate day-to-day execution of social impact strategy and programs; monthly updates with the Corporate Responsibility Team

—— Direct reporting structure
.... Inform + oversight

2023 Performance Highlights

$5.3M+
in charitable giving[2]

2.8M+
people reached through our Cyber Safety education and training programs

40%
of Board Directors self-identified as women

9,200+
nonprofits received product donations

780+
projects completed through the Sustainable Home Improvement Program

4,700+
employee volunteer hours

33%
of employees participated in giving programs

98%
of products delivered digitally

32%
women in our global workforce

Awards & recognition[3]

THE CIVIC 50 POINTS OF LIGHT — NAMED ONE OF THIS YEAR'S MOST COMMUNITY-MINDED BUSINESSES

SEAL AWARD WINNER 2023

THE BENEVITY CORPORATE GOODNESS AWARDS — 2023 NewB Finalist — THE GOODIES

B CDP Score ▲CDP

CEA The Corporate Engagement Awards[4]

AMERICA'S MOST RESPONSIBLE COMPANIES — 2021, 2022, 2023 — Newsweek — statista

[2] Total NortonLifeLock giving.
[3] Some awards were received in fiscal year 2024.
[4] Awarded directly to WAGGGS for the Surf Smart program co-developed with Norton.

Giving @ Gen™

In 2023, we established Giving@Gen, a mission-led community impact approach that powers Digital Freedom in communities around the world and helps us meet our strategic goals. In 2023, 9,900+ organizations were reached through Giving@Gen programs.[5]

We've created a holistic program encompassing nonprofit partnerships, product donations and employee volunteering and giving. We invest in partnerships that reflect our social impact and business ambitions: advancing Cyber Safety, increasing diversity in tech and caring for the environment. We embed a DEI lens across all of our Giving@Gen initiatives.

To learn more, visit the **DEI** section.

To learn more, visit the **Volunteering & Giving** section.

To learn more, visit the **Environment** section.

To learn more, visit the **Cyber Safety Education & Training** section.

To learn more, visit the **Cyber Safety Education & Training** section.

Increasing diversity in tech

Employee giving

Environment

Giving @ Gen™

Employee volunteering

Product donations

Cyber Safety education & training programs

Diversity, equity & inclusion (DEI) is embedded across our giving

67% of our grants in 2023 had a DEI component

[5] This includes financial investments, software donations, employee matching programs and volunteering.
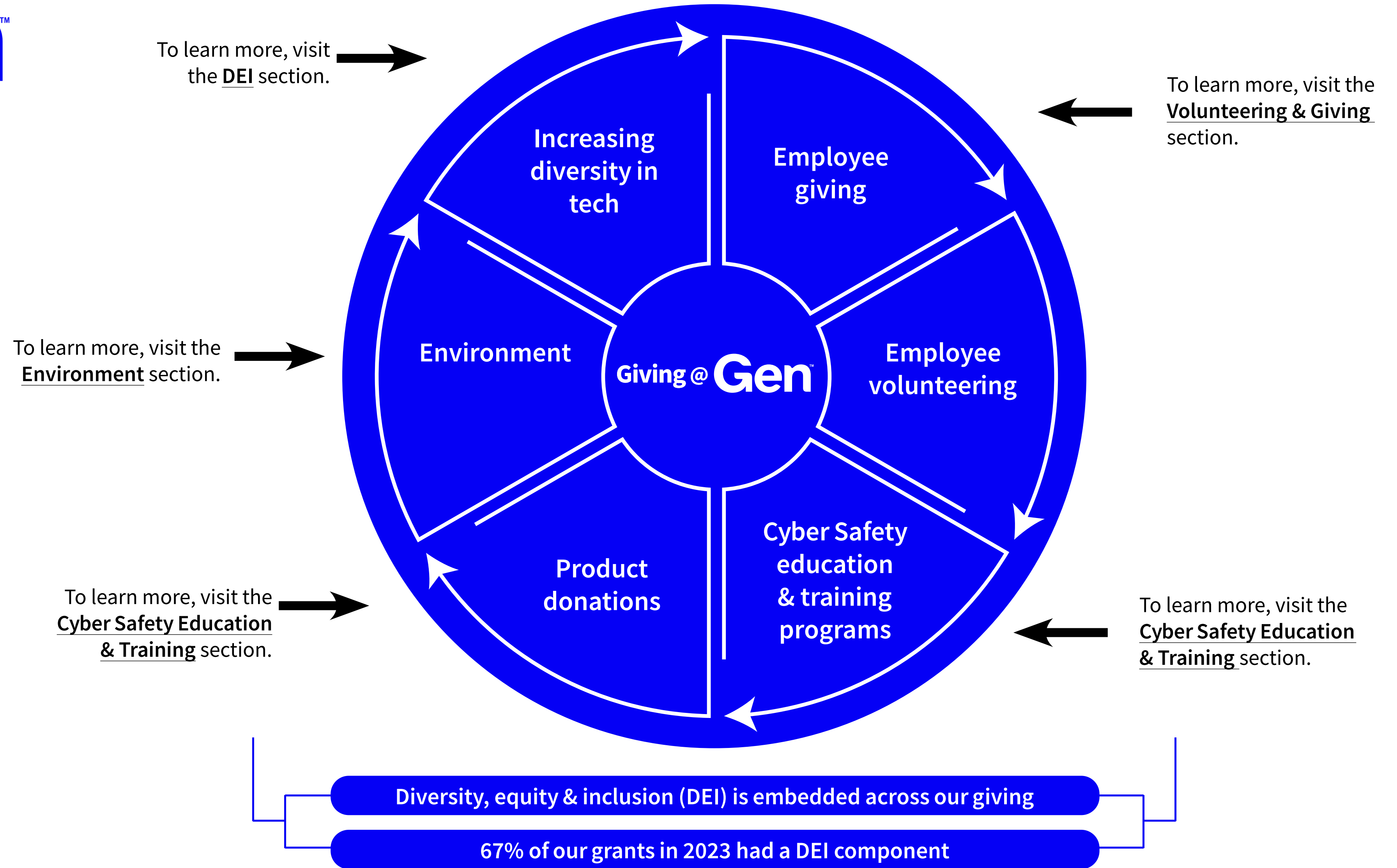
Cyber Safety Education & Training

Empowering people and nonprofits across the world to be safe online.

> "Gen creates unique opportunities that leverage our expertise and community-minded values to help educate and protect kids, families and vulnerable populations online, and that eliminate the gender gap in tech by helping women advance their cybersecurity careers."

Kimberly Bishop
Manager, Corporate Responsibility, Gen[TM]

Cyber Safety education and training

Gen uses our unique expertise and provides Cyber Safety education and training that helps young people, women, families and diverse and vulnerable populations stay safe online and focuses on eliminating the gender gap in tech by helping women advance their cybersecurity careers. More than half of our grants in 2023 were directed to support our Cyber Safety education and training programs.

In 2023, we reached more than 2.8 million people through Cyber Safety education and training, surpassing our goal of reaching one million.

We began new partnerships with Discovery Education and The Trevor Project, while growing our existing relationships with the World Association of Girl Guides and Girl Scouts (WAGGGS), National PTA, Save the Children and others. Gen has a rich history of partnerships that now continue through our consumer brands. We value our Cyber Safety education partners for their commitment to equity and inclusion as we look to embed DEI across our giving activities.

New partnerships

Discovery Education

In 2023, Norton, a leader in Cyber Safety and part of Gen, announced an exciting partnership with **Discovery Education**, a worldwide EdTech leader. Through the **National Afterschool Association** (NAA), we are providing a $2.4 million multi-year investment to support a global digital safety education program that will reach students in key markets across the world, including the U.S. and the UK in year one, followed by additional markets proposed in Europe, India and Spanish-speaking countries in years two and three. The program will include powerful video storytelling, dynamic interactives, compelling classroom activities and other relevant content to help promote equitable access to online safety tools for all students.

Discovery Education, in partnership with Norton, a leading Cyber Safety brand of Gen, is creating a digital citizenship resource center that will reach students worldwide.

40%
of students grades 4-8 have connected or chatted with a stranger online[6]

of those,
53%
gave their phone numbers[6]
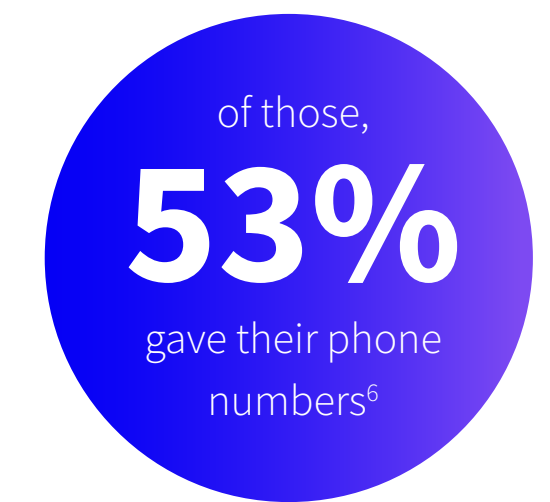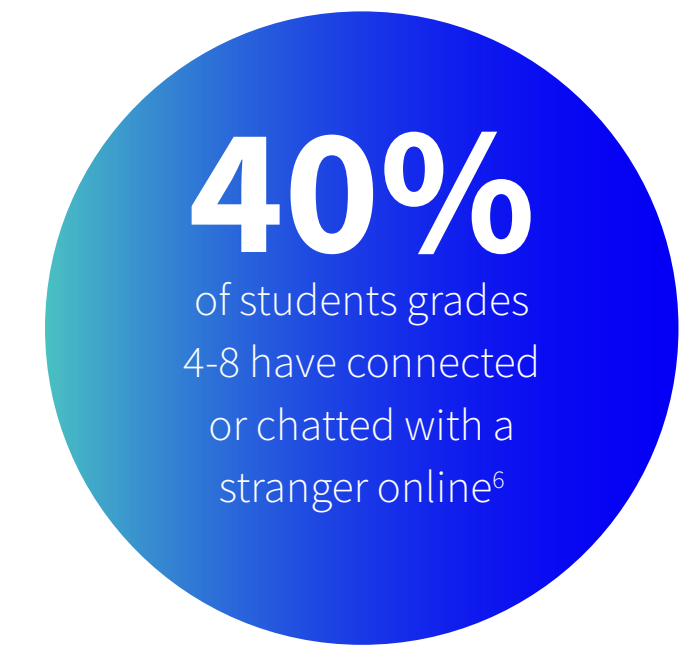
Through this partnership, we're helping to create a digital citizenship resource center, My Digital Life, to provide a centralized location for educators and students to learn and engage. We'll also work with Discovery Education to launch a suite of free resources focused on digital citizenship for educators and students for the 2024 school year. This partnership came in response to teachers' increased requests for digital safety content to share with students. As a supporting partner, NAA will engage their extensive community of afterschool professionals, who provide extended learning opportunities and care during out-of-school hours.

▶ Visit **the Gen Social Impact blog** to read more on the launch of this partnership.

Amy Nakamoto
General Manager of Social Impact, Discovery Education

"While today's students may be digital natives, safety remains imperative to their online presence. In partnership with Norton, students and educators using Discovery Education's platform now have the tools to make digital citizenship a part of their learning experiences."

[6] **"What Is Digital Citizenship Curriculum & The Tech Behind It?"**, EdTech Magazine, May 16, 2022

More than 50% of LGBTQ+ identifying students have **experienced cyberbullying** at some point during their lifetimes.

Gen™ In partnership with **THE TREVOR PROJECT**

The Trevor Project and Gen have partnered to help LGBTQ+ young people stay safe online.

The Trevor Project

Founded in 1998, **The Trevor Project** is the leading organization working to end suicide among lesbian, gay, bisexual, transgender, queer and questioning (LGBTQ+) young people in the U.S. and beyond. The nonprofit operates several programs to help prevent and respond to the public health crisis of suicide among LGBTQ+ young people, including 24/7 free crisis services, innovative research, advocacy, public education and peer support. The Trevor Project's research shows that negative treatment by others, like bullying, is a strong and consistent risk factor for youth suicide. Additionally, LGBTQ+ youth will experience bullying at significantly greater rates than their straight and cisgender peers.

According to the most recent data from the **Cyberbullying Research Center**, more than half of students who identify as LGBTQ+ will experience cyberbullying at some point during their lifetimes. To counter this trend, Gen is teaming up with The Trevor Project to bolster the organization's **TrevorSpace** platform, an affirming online community for 400,000 LGTBQ+ young people and allies to share interests and make connections. Gen is also supporting the creation of an educational resource that speaks to how LGBTQ+ young people can stay safe online and how we can all promote more inclusive and welcoming digital spaces.

Our partnership with The Trevor Project supports both our Cyber Safety and DEI efforts. As part of this, Gen will host a 'lunch and learn' educational event and a volunteer event for us to team up with The Trevor Project staff to speak about important LGTBQ+ issues.
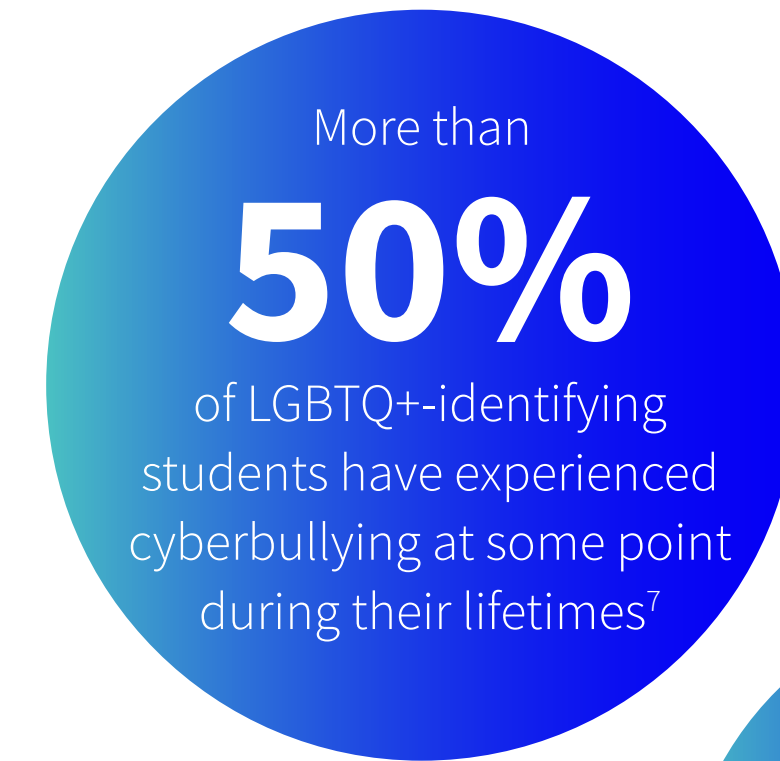
Ongoing partnerships

A group of girls finishing the Surf Smart 2.0 badge program.

WAGGGS Surf Smart 2.0

In 2023, Norton continued collaborating with WAGGGS and committed $1 million to expand our co-developed **Surf Smart 2.0**.

The Surf Smart 2.0 badge program teaches girls and young women to communicate, learn, have fun, raise their voices as responsible citizens and stay safe online. The funding helped build increased capacity for online safety programs across Europe, supported the 2023 WAGGGS Academy event in Germany and helped launch an online advocacy

More than **50%** of LGBTQ+-identifying students have experienced cyberbullying at some point during their lifetimes[7]

33% of women under 35 say they have been sexually harassed online[8]

61% of women say online harassment is a major problem[8]

fund to support girls and young women who are interested in digital advocacy. We reached 165,917 people in 2023 alone through the partnership.

▶ **Read more on the Gen Social Impact blog** and watch this **video about our WAGGGS collaboration**.

[7] **"Bullying, Cyberbullying, and LGBTQ Students,"** Cyberbullying Research Center, 2020.

[8] **"The State of Online Harassment,"** Pew Research Center, January 13, 2021.

The Smart Talk helps families set healthy tech limits together.

Participants of Save the Children programs in India.

National PTA and The Smart Talk

In 2015, **National PTA** and Norton co-created **The Smart Talk**, a free, interactive resource that helps families set healthy tech limits together. In 2021, Norton committed $1 million to update the platform and increase its reach. In June 2022, based on analysis of data from nearly 300 parents, the tool relaunched with essential updates to inclusivity, content, user experience and reach. National PTA conducted focus groups with families from many racial and socioeconomic backgrounds and hired education experts that specialize in accessibility.

The relaunched tool is now offered in Spanish with an updated user experience, which, in part, is designed for neurodiverse children and caregivers. The content was refreshed to be relevant to today's families. The tool is now tailored to age groups and people can now complete one module at a time. We increased our funding to local PTAs who host The Smart Talk Conversations at their school to help families navigate the digital world. This has allowed us to reach 180 local PTAs over the 2021-2022 and 2022-2023 school years.

▶ Read more on the **Gen Social Impact blog**.

Save the Children

Gen is a proud supporter of Save the Children in India. We support the organization's "Creating a Safe and Enabling Experience for Children Online" program, which provides Indian children who live in the district of Thiruvallur in Tamil Nadu and the district of Pune in Maharashtra with online safety education.

Since 2022, nearly 20,000 children and more than 300 teachers have been trained in the specifically designed digital safety curriculum across 80 government schools. Save the Children generated additional awareness through a Cyber Safety campaign. Using posters, social media, community awareness and #BeDigiSmart, more than 696,000 individuals were reached indirectly.

▶ Read more on the **Gen Social Impact blog**.

▶ **Read more** about how we work with additional organizations, like the National Network to End Domestic Violence (NNEDV), to provide education, training and product donations that empower survivors to stay safe online.

Cyber crime targeting children spiked

261%

amid the first pandemic-induced lockdown in India[9]

92%

of Americans feel it is more important than ever for parents to talk to their children about Cyber Safety[10]

78%

of Americans feel it is difficult for parents to keep children safe when they are online[10]
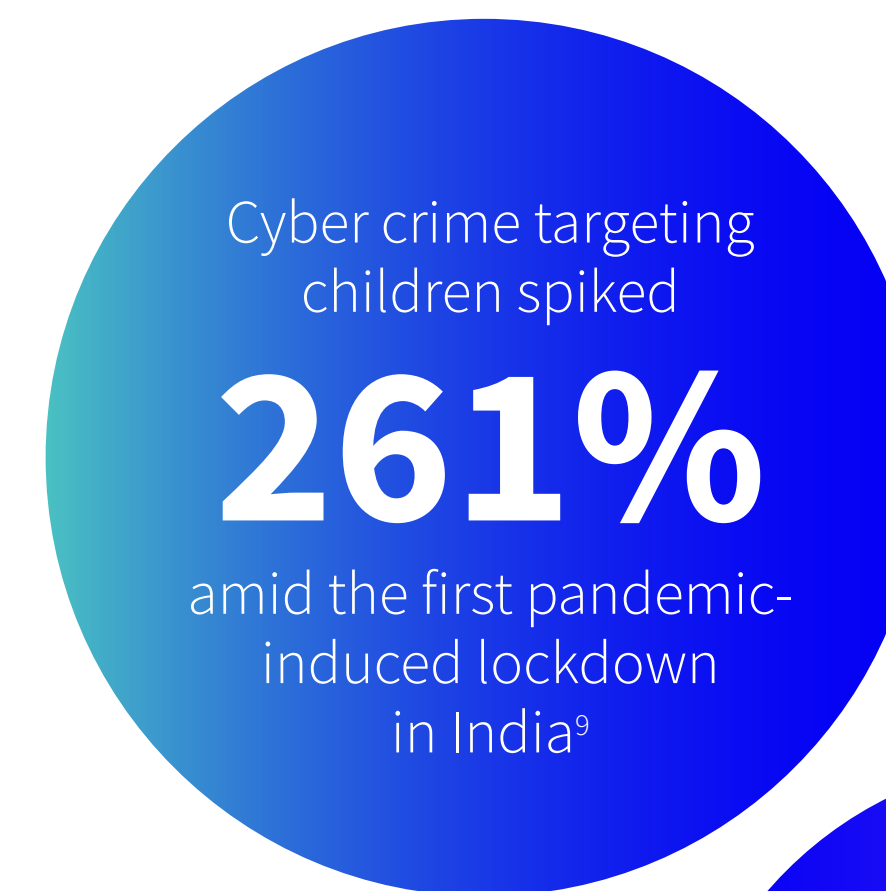
[9] **"Cybercrime against kids up 261% in 2020,"** Times of India, January 2, 2022.
[10] **"2022 Norton Cyber Safety Insights Report: Special Release–Home & Family,"** NortonLifeLock Inc., July 2022.

The Avast Foundation was created in 2021 to help empower digital citizens across the globe by supporting digital freedom and citizenship. While the foundation closed in 2023, the goodwill was absorbed and adopted by Giving@Gen, which will continue to deliver meaningful change.

In 2023, the Avast Foundation and Gen granted **Moonshot Platform** $600,000 to launch the Moonshot Awards, Festival and Young Leaders Camp. The digital movement connects innovators, entrepreneurs and changemakers with the resources they need to accelerate their work. By 2024, Moonshot aims to reach up to one million young innovators, from the ages of 15 to 30 across four continents, with the hopes of finding 200 Moonshot Awards candidates.

The Global Fund for Children launched the **The Spark Fund** pilot program in 2021 with financial support from the Avast Foundation. In 2023, the Avast Foundation and Gen provided grants totaling more than $900,000. Since January 2022,[11] the pilot program has awarded more than $706,000[12] of flexible funds to 56 groups, distributing grants ranging from $10,000 to $15,000, granted by youth to youth.

Avast's award-winning Be Safe Online educational program has a broad reach, helping tens of thousands of children learn how to safely explore and engage in the online world.

Product donations

Through our product donation program, Gen gives products directly to nonprofits including the **National Consumers League** and to our longstanding partner **TechSoup**, which helps us increase the reach of our donations.

Nonprofits can access donated and discounted products using the Norton and Avast eStores on TechSoup for an easy checkout flow and have access to our customer support. We also sponsor TechSoup events and promotions which offer further cost reductions to lower barriers to access for even more nonprofits. In 2023, we held promotions during October's Cybersecurity Awareness Month, and in January 2023, to celebrate the New Year.

In 2023, we helped

9,200+

nonprofits and public libraries keep their devices and data secure through donated and discounted products

Our product donations equated to a retail value of

$1.6M+

[11] Another set of funds will be disbursed in calendar year 2023.

[12] Each partner is scheduled to receive two years of funding. The amount listed above includes only the first-year grant.

Volunteering & Giving

Community-minded and driven to make meaningful, positive impact.

"Giving@Gen unites our global team through shared purpose and impact, creating opportunities for people to volunteer, donate and support nonprofits worldwide. Our culture of giving sits at the core of how we engage with one another."

Erin Gallegos
Manager, Corporate Responsibility, Gen™

Volunteering and giving

We actively encourage team members to step up and make a difference. Team Gen is driven by the positive impact we can make in the communities where we live and work.

In the same year we announced our new company name, we launched the Gen Giving Hub through **Benevity**. This best-in-class digital platform strengthens our engagement capabilities to provide people with a seamless way to find volunteering, giving and educational opportunities. Engagement with employees around their interests and expectations directly informed the offering through the Gen Giving Hub. To celebrate the launch, Gen gave each employee $50 in Gen credits, which could be donated to a charity of their choice. Nearly 33% of Gen team members participated in giving opportunities within the Hub during the first five months of launch. We continued our partnership with **Visit.org**, whose extensive library of social impact experiences offers meaningful volunteer and educational opportunities that align to our core values and social impact strategy.

Cross-functional collaboration

In 2023, we continued to prioritize cross-functional collaboration with our DEI, People & Culture, Marketing and Environment teams. These engagements uncover new channels for employees to connect to causes, while helping us build employee volunteering opportunities that directly support our business priorities. This can be seen in the onsite volunteer activities held in coordination with People & Culture, the numerous diversity-focused events held in partnership with Communities@Gen (our employee resource groups), and employee environmental initiatives, such as our Sustainable Home Improvement program, described on **page 40**.

Volunteering

Our people come together through volunteerism, donating their time and skills to positively impact lives around the globe. In 2023, together we shaped and launched a revamped volunteering program to further boost engagement. Gen hosts team building volunteer opportunities, collaborates with Communities@Gen on events and offers in-person local/regional efforts, as well as virtual and skills-based volunteering. We create space for people to take part in volunteering with five days of paid volunteer time off per year.

▶ To learn how Gen employees support the environment, visit the **Environment** section; for more about how we support gender and racial or ethnic diversity, visit the **DEI** section.

Employees in Mountain View, California participate in Global Volunteer Day 2023.

Employee giving

Gen amplifies employee donations through our Matching Grants program, where we give one corporate dollar for every dollar donated by a Gen employee annually. We promote special 2:1 and 3:1 matching campaigns, such as a 3:1 match during Giving Tuesday. This year, we increased our Dollars for Doers program match to a $20 donation[13] for every hour of volunteer service an employee contributes and launched an open choice program where these donations can be allocated to any approved organization. The Dollars for Doers and Matching Grants programs have a combined cap of $2,000 per employee per year. Through Gen Rewards, people are incentivized to participate in volunteering and educational events with ownership over which causes receive their donations.

Employee engagement highlights

More than 550 Gen employees around the world came together on April 18, 2023, to participate in the Company's first **Global Volunteer Day**. The day of service, which took place across seven Gen sites in four countries and virtually, positively impacted upwards of 2,400 people and brought health, hygiene, education and environmental resources to communities across the globe. Gen partnered with 14 nonprofit organizations to host in-person volunteer opportunities in India, Ireland, Czech Republic and the U.S., as well as three virtual volunteer events. Collectively, employees logged more than 900 hours of service in just one day.

▶ Discover more by visiting our blog, "**Gen Hosts First Global Volunteer Day**."

The Corporate Responsibility team partners closely with our DEI team and Communities@Gen year-round to boost each other's efforts. Our POWER Community partnered with our Corporate Responsibility team to hold a Company-wide Black History Month Celebration with the **Represented Foundation**, investing in Black and Brown entrepreneurs to help solve societal issues.

[13] As of November 2022.

Gen volunteers come together for the Company's first annual Global Volunteer Day.

4,752 employee volunteer hours

33% employee participation in employee giving programs

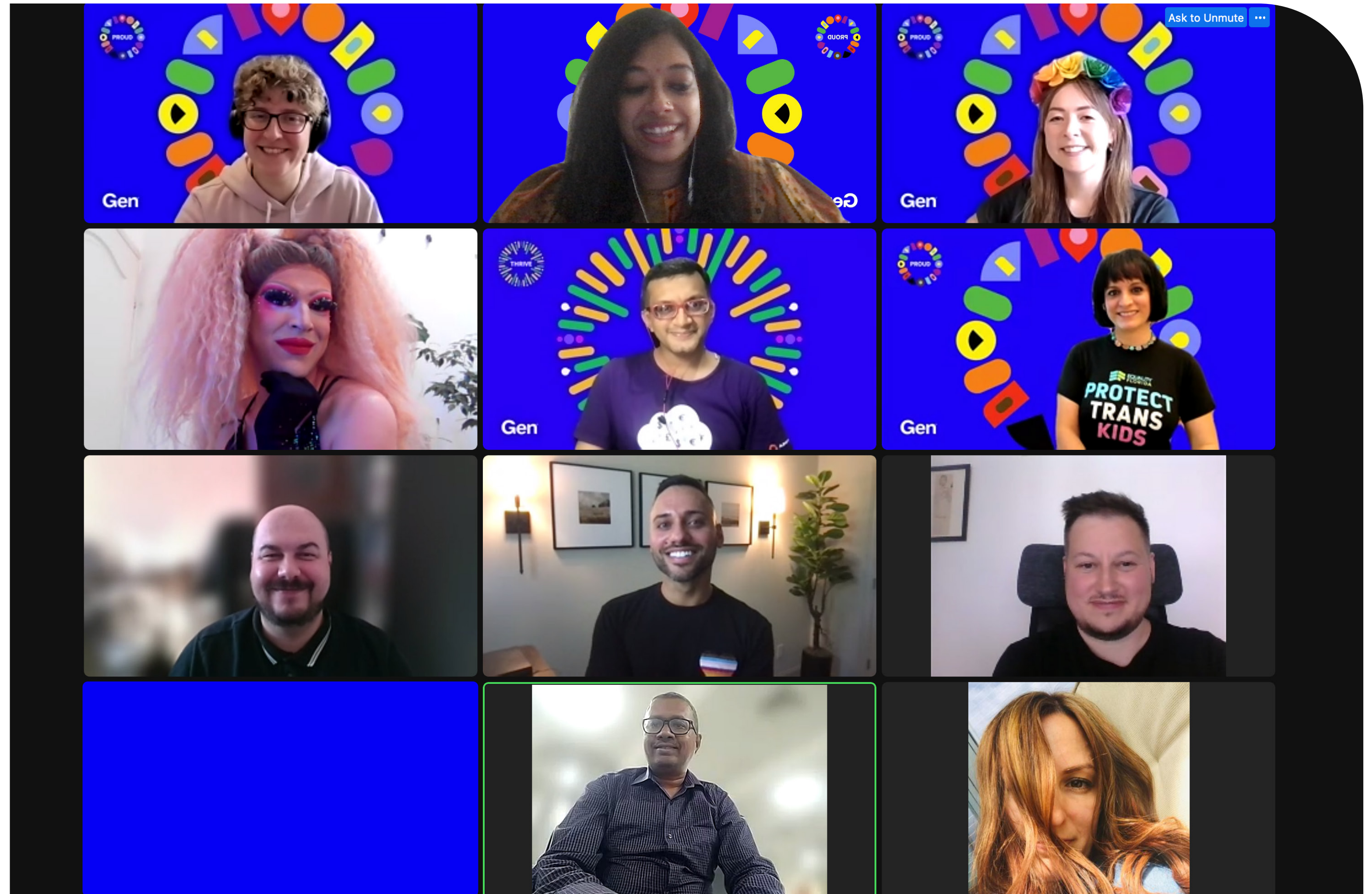**5** days of paid time off to volunteer

In March 2023, Gen celebrated Women's History Month with a dynamic program of events, several supported by WONDER, our women's leadership alliance Community. This included the #EmbraceEquity2023 challenge inviting everyday advocacy for gender equity. WONDER chaired a webinar with **Girls Empowerment Network**, a platform providing tools and content to support employee volunteering. WONDER and our Global Health & Wellness team held a Zumba class to focus on physical health and hosted four **#IamRemarkable** workshops throughout the month to equip participants with self-promotional skills and tools.

During World Autism Month, Gen held an all-Company event, featuring nonprofit partner **Disability: IN**. The event highlighted the challenges of sensory overload for neurodiverse individuals and helped people understand how they can better support themselves or team members who may have a disability.

During Pride Month, Gen co-hosted a variety of activities in partnership with The Trevor Project. This included our third-annual, all-employee virtual Pride Parade with a diverse panel of speakers from LGBTQ+ organizations across the U.S., Ireland, Czech Republic, Serbia and India to discuss issues the LGBTQ+ community faces from a global perspective. We also held an employee Lunch & Learn with our PROUD Community and The Trevor Project. And the Corporate Responsibility team hosted an #AllInThisTogether Pride Challenge in the Gen Giving Hub.

▶ Discover more about how people supported **Women's History month** and Pride month.

▶ Read more about corporate philanthropy, including product donations, on **page 20**.

The Gen team celebrates Pride month virtually across the globe.

Approach

Cyber Safety Education & Training

Volunteering & Giving

Diversity, Equity & Inclusion

Human Capital Management

Data Privacy & Protection

Environment

Ethics & Governance

Appendices

24

Diversity, Equity & Inclusion

Building a strong, diverse and passionate team.

"We truly believe our team is strengthened by our differences. Gen thrives on diversity that creates new and different ways of thinking. We're building an authentic and open workplace where everyone inspires and empowers each other to win together."

Marie Miller-Rodriguez
Head of Learning, Development and DEI, Gen™

Diversity, equity & inclusion

DEI is a top priority at Gen and we're proud of our inclusive workplace and culture. People of every race, ethnicity, age, religion, gender identity or expression, sexual orientation, ability, background and experience are respected and encouraged to thrive.

This was a year of transition as we integrated the Avast and NortonLifeLock teams and adapted our diversity approach to changing demographics. Our first task was to understand the global landscape and availability of diverse talent to shape how we can continue hiring talent from diverse backgrounds.

We have a dedicated DEI team reporting into our Chief People & Culture Officer, who has leadership accountability for our DEI strategy and programs. The Nominating and Governance and Compensation and Leadership Development Committees of our Board of Directors provide oversight and are actively engaged in our DEI strategy. We share our DEI progress with the full Board on a quarterly basis.

Our four-pillar DEI strategy is at the heart of our mission, acting as a compass for Company decisions. These four core pillars include measurement and accountability, fostering an inclusive environment, diversifying our workforce and development and retention. These efforts drive our mission to attract, retain and develop talent by providing meaningful opportunities within our diverse teams. Gen wants everyone to thrive in a genuinely supportive and inclusive environment.

We have a Global Workforce Inclusion Policy, which we review annually. We are also supporters of the United Nations Standards of Conduct for Business Tackling Discrimination Against LGBTI People, a global set of standards guiding businesses in protecting the rights and eliminating discrimination of LGBTQ+ employees, customers and community members.

Employees in the Mountain View office celebrate the launch of Gen.

Measurement and accountability

After measuring our baselines post-merger, we began again setting clear and actionable multi-year representation targets. We closely monitor data to evaluate our progress and accountability. Diversity scorecards are shared regularly with senior leaders. These scorecards include actual representation data and targets, as well as a plan to achieve these targets. Ultimately, we are working to increase the global representation of women and underrepresented groups in the U.S., including but not limited to racial and ethnic representation (including Black representation).

In 2023, women made up 32% of our global team, 30% of leadership (Directors and above) and 40% of our Board of Directors self-identified as women. We continued to achieve gender parity for the independent members of our Board of Directors. Underrepresented racial/ethnic diversity was 15% of the total U.S. population (including those without a selection) in 2023.

We ask new hires and employees to self-identify their demographics and important characteristics such as race, ethnicity, veteran status, disabilities, sexual orientation and pronouns. This helps us accurately measure the diversity of our teams and informs our people strategies. In 2023, we expanded our self-identification program outside of the U.S.

Through 2024, we'll continue to evolve our representation strategy to align with our broadened geographic distribution. Our primary objective to develop, retain and increase our diverse teams remains. We're focusing on career mobility and growth for existing employees and exploring new graduate opportunities to put us in a strong position to recruit more diverse talent.

▶ Visit the **Governance section** of our investor relations website for our most recent U.S. EEO-1 Component 1 Data Collection Report.

Fostering an inclusive environment

Gen is committed to inclusivity. Post-integration, Communities@Gen (what we call employee resource groups) include nine communities of employees who educate, inspire and unite members and allies through events and initiatives, learning journeys, mentoring, volunteering opportunities and more. Our Leadership Team directly engages with Communities@Gen and individual Community Champions to discuss and support DEI initiatives.

In addition to Communities@Gen, we offer education curated by our DEI team and raise awareness of diversity topics (unconscious bias, inclusive leadership, allyship, microaggressions, privilege, prejudice and more) through All-Hands meetings, published blogs, Community events, Learning Journeys in our internal newsletter and on our intranet.

We offer group learning sessions beyond classroom training and encourage authentic, open dialogue led by employee facilitators. Our popular **Global Discovery Series** is a team-led cultural content creation program offering one-hour sessions on regional cultures. In 2023, we held Global Discovery Series sessions including a Culture Corner intranet page spotlighting Ireland. The series will continue in 2024, featuring the U.S., Czech Republic and more. These global sessions are scheduled to accommodate team members across time zones to create multicultural connection and understanding. Awareness and cultural inclusion consciousness are also built into our Code of Conduct training, which more than 97% of our active employees completed in 2023.
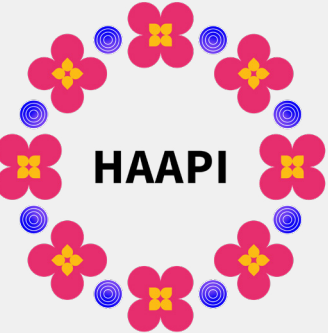
▶ Read more in the **Employee Engagement section** about how Communities@Gen, our DEI team and our Corporate Responsibility teams work together to support our communities. And visit the **Pay and Benefits section** to learn how Communities@Gen and our Global Wellness Team collaborate to provide inclusive benefits.

Communities@Gen

LEADS
Advancing careers

HAAPI
Sharing the cultures and histories of Asian Americans and Pacific Islanders

HOLA
Increasing access to opportunities for Hispanic and Latino employees

THRIVE
Empowering those with disabilities

PROUD
Building a safe, inclusive and equitable environment

CARES
Supporting caregivers

WONDER
Helping achieve gender equity

POWER
Supporting Black employees

TERRA
Caring for the environment

Diversifying our workforce

Gen engages the best global partners to increase visibility of career opportunities. Our Talent Acquisition team employs diverse interview panels to attract more diverse candidates. They partner with Communities@Gen and team members as sources of education, insight and referrals to fuel our recruiting efforts.

In 2023, we introduced an enhanced employee referral program for diverse candidates. Anyone who introduces a diverse candidate, who's successfully hired, receives a referral bonus.

Increasing diversity in tech and building a talent pipeline across Europe

czechitas

Czechitas helps women develop valuable IT skills to advance their careers.

In 2023, Gen extended Avast's years-long partnership with **Czechitas**, a nonprofit that focuses on supporting IT requalification courses for women and helping with their career transition into the tech industry. The nonprofit also helps connect its graduates to partner companies hiring in the IT field. In 2023, the partnership supported eight events, including Czechitas' Digital Academy, and educated more than 227 people. Czechitas is a great example, illustrating how a philanthropic partnership can support our social impact focus area and help the DEI team meet its diversity goals.

Women4Cyber helps address the gender gap in European tech.

In 2023, we began a multi-year partnership with **Women4Cyber**. The organization has created a roadmap to eliminate the current gender gap in European tech by creating awareness, promoting tailored education and training programs, supporting and shaping gender-inclusive policies and establishing partnerships, both within the EU and abroad.

Our contribution of $150,000 per year for three years will add content to Women4Cyber's Academy, offer mentorships with Gen employees and contribute to the expansion of new chapters of Women4Cyber across the region. In the first year, we helped Women4Cyber launch and expand their Academy to more than 30 courses, organize four rounds of mentorship impacting 400 women and supported the opening of nine new Women4Cyber chapters.

We work with the International Software Testing Qualifications Board (ISTQB)/American Software Testing Qualifications Board (ASTQB) to support technology certifications for women in Europe. At our Brno hub, Gen hosted a testing program providing women with the training needed to pass the ISTQB/ASTQB certification tests. This equips people will the skills needed to develop a career in testing units.

▶ **Read more** about our partnership with Girl Up to support cybersecurity education and mentorship for young women and about our partnership with NASSCOM to run The Cyber Security Skills Development Initiative for Women in India.

Development and retention

Gen offers intentional development programs and mentorship opportunities for team members. In 2023, several team members from underrepresented groups joined our social impact partner Out & Equal's Global Workplace Summit that helps professionals, experts and community leaders create spaces in which LGBTQ+ employees can thrive. The McKinsey Academy offers three training programs each year for current and aspiring Black, Hispanic/Latino and Asian leaders, which Gen leverages for professional development. Selected candidates are introduced to internal and external leader networks and follow a rigorous online learning program to help them develop business acumen and leadership qualities to bring back and pass down to their teams.

Tempe, Arizona employees collaborate.

Human Capital Management

Attracting, retaining and developing top talent.

"Our team members are at the core of what we do and how we achieve our shared purpose. We work hard to recruit the best and the brightest, and to retain them through engagement and development opportunities that support continuous learning and growth."

Kara Jordan
Chief People Officer, Gen™

Human capital management

Becoming one global Gen team made 2023 a significant year of change. We brought together the very best of our legacy companies while laying the foundation for a new culture and refreshed values.

In 2023, we began mapping our employee experience end-to-end with a focus on achieving balance between the efficiency of digital operations and the need for human interaction. We bring our values to life through awareness and engagement, including a 100-day culture rolling plan across all levels of our business. People Leaders have the tools to further personalize our employee experience, and we optimize simple processes for agility and adaptability.

▶ Read about the Board's role in oversight of human capital management in the Governance section and in the Board's **Compensation and Leadership Development Committee's Charter**.

Gen employees are inspired by protecting people, together.

Chennai employees collaborate.

Recruiting talent

Our recruiters work across regions, developing and sharing approaches, tools, technologies and partners that define a globally expansive, locally effective talent acquisition process. Through regular meetings with senior leaders, we adapt our focus and processes to help us hire people with the skills we need today and plan for those we'll need tomorrow.

From the initial contact with a potential hire, the Talent Acquisition team provides a warm and engaging experience, highlighting learning and development opportunities and our mentorship culture. We discuss the pathways to get involved in our social impact program and Communities@Gen (what we call employee resource groups). Our People & Culture and Corporate Responsibility teams work closely together. All 100% of new employees receive information through our onboarding process on Giving@Gen and how they can get involved. We offer welcome sessions to new teammates and "get to know us" sessions for legacy Avast team members. We follow up with recent hires to see if there's any room for improvement in our hiring practices.

▶ Visit the **DEI section** for more on our approach to inclusive recruitment and hiring.

Life @ Gen™

Our employees are the core of our mission and how we play to win together. Life@Gen empowers employees with flexibility and support to think big, innovate and thrive through challenging yet exciting work.

Culture and connections: Our mission and values are at the core of our culture and culture is the foundation of how we do things at Gen. We include team members into these cultural conversations through our intranet, regular Engage surveys, our workplaces and integrated employee experience.

Inspiration: Team members inspire and are inspired by others through their efforts with our Communities@Gen and Giving@Gen. Recognition is shared and amplified through the Inspire program and extraordinary team members are nominated for their efforts in our Customer Experience (CX) Heroes program.

Holistic well-being: Physical, mental and emotional wellness is paramount at Gen. Special events and webinars are regularly hosted to educate and inspire team members to take a pause and focus on their health and well-being. Flexible working, My Time Off, Work from Elsewhere allow team members the opportunity to customize their environment to fit their working needs.

Investment: Each team member is empowered to own their own growth and development through a variety of learning and development programs including our in-house mentorship program, and regular coaching and feedback sessions. Tuition reimbursement is available for those seeking continued education outside of Gen's on-demand Learning and Development tools.

Our Values are at the core of what we do

Protecting people is what inspires us and people are at the core of what we do. In 2023, we introduced new values to unite and guide our team members around the world.
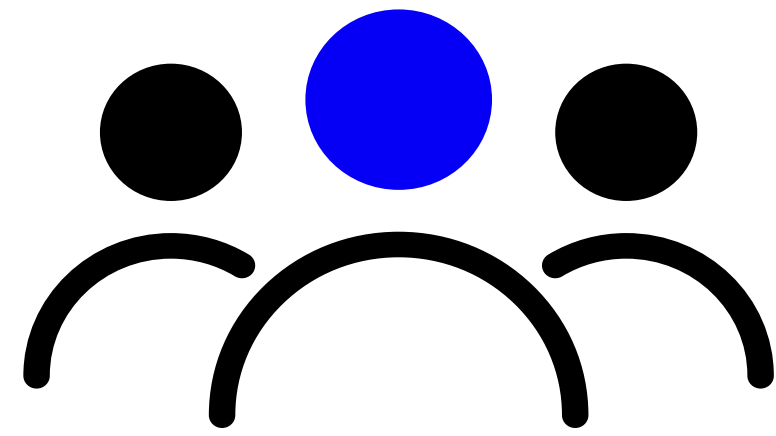
Customer Driven. Community Minded.

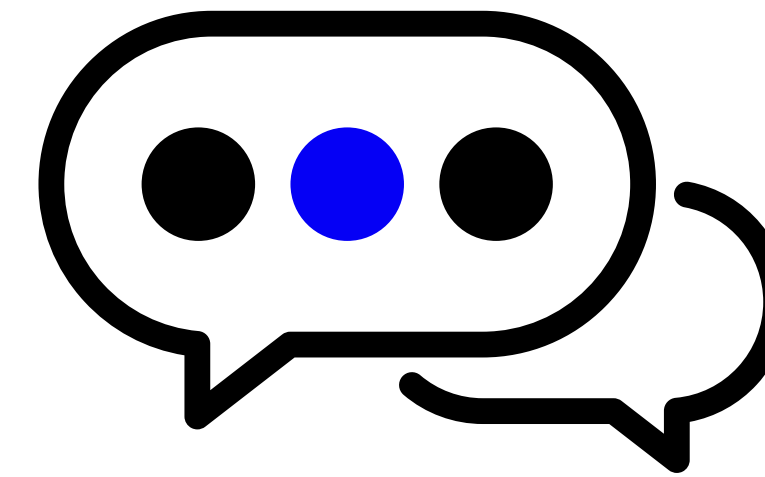We are advocates for our customers and are dedicated to making their lives simpler and safer.

We are driven by the positive impact we can have on all the communities where we live and work.
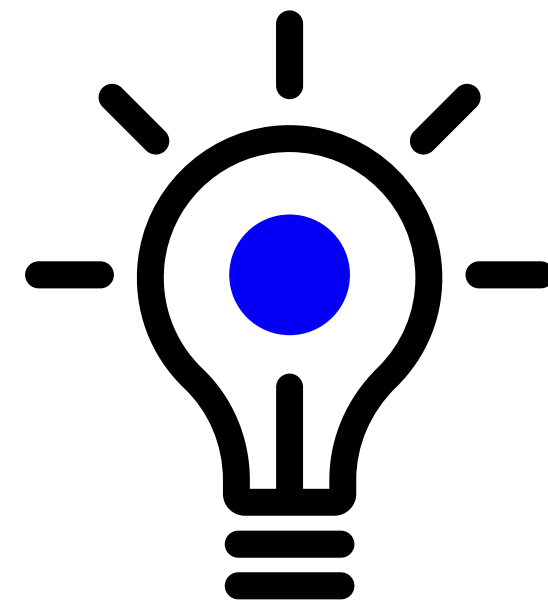
Think Big. Be Bold.

We empower and inspire one another to think in new ways and to embrace change.

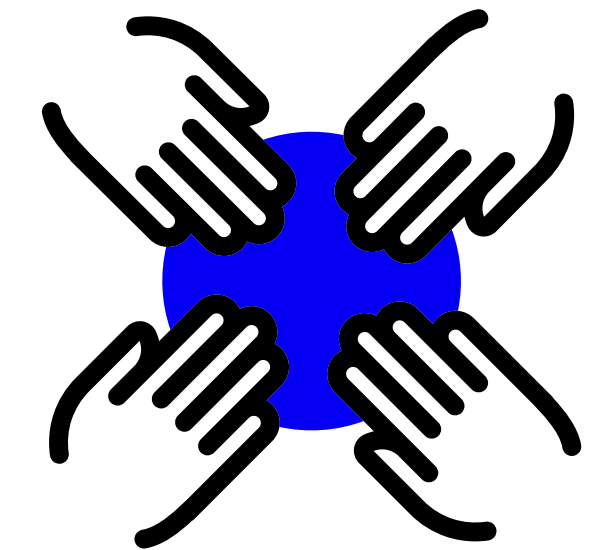We take calculated risks and learn fast to drive innovation across the business.

Keep It Real. Make It Happen.

We are authentic, open and treat one another with respect.

We do what we say and say what we do with integrity.

Play to Win. Together.

We act with passion, purpose and energy to win with customers and in the marketplace.

We leverage the strength of our global team, knowing we're more powerful together.

Talent development and engagement

Aligning our DEI and Learning and Development strategies and initiatives is a priority at Gen. Our Learning & Development team has a two-fold goal: to help people achieve their career goals and to evolve and grow the talent within our business. One of our primary programs for achieving these goals is RISE Learning. It provides a suite of offerings, including accessible learning options, career growth and development support, mentorship and networking. Employees and interns have immediate access to this program from day one of their career journey.

Accessible learning

We build our learning initiatives to help team members advance their careers and cultivate the world-class expertise our business needs. These include:

- **4,000+ on-demand learning modules**
- **Workday platform** for employees to create Individual Development plans, establish goals, identify skills to grow and socialize development goals with People Leaders
- **Monthly learning** and development topics
- **TED@Work series** includes hundreds of curated TED Talks for individuals and teams
- **LEADS Community** supports and promotes the development of early-in-career employees
- **Education reimbursement** helps team members pursue professional and educational certifications

Gen prioritizes leadership development at all levels.

Leadership development

We offer thorough learning paths and well-equipped toolkits for leaders at all stages of their career development. In 2023, we entered the second year of our rebranded program, University of RISE (U RISE). The leadership program inspires and invests in current and aspiring People Leaders to develop into more empathetic and bold leaders. The program offers comprehensive course options and group learning opportunities with best-in-class content from Harvard University. To date, hundreds of recognition badges and certificates have been awarded to participants, recognizing their achievements. Participants from across the globe meet on dedicated channels to discuss specific modules, ideas and plans to co-create a truly global group learning and coaching experience.

Employees in Gen's Chennai office.

Mentorship and network

The RISE Mentorship Program is our internal global mentorship program. It pairs people based on the attributes mentees are looking to build on. Mentors benefit in kind by sharing their experiences and expertise. Sessions take place at least once a month and the relationships last three months with an option to continue. Monthly TED@Work consultations are held to support the growth and development of mentors within the program and to develop their leadership and communication skills. The program has continued to grow with nearly 100 active mentor/mentee pairings as of March 2023.

One-third of Gen team members have participated in 5,000+ courses.[14]

200+ People Leaders have participated in U Rise, and the participant pool continues to grow [14]

Gen has nearly 100 active mentoring partnerships in the Rise Mentorship program [14]

[14] As of March 2023.

Approach   Cyber Safety
Education & Training   Volunteering
& Giving   Diversity, Equity
& Inclusion   **Human Capital
Management**   Data Privacy
& Protection   Environment   Ethics &
Governance   Appendices   **32**

Engagement

Welcoming employee feedback is important to our culture of continuous improvement. In addition to Teams channels and direct engagement with People Leaders, we've developed an ongoing dialogue with our team members through quarterly Engage pulse surveys. Each quarter, we measure overall engagement, inclusion and employee NPS, seeking feedback on specific topics to help us make improvements.

More than 80% of employees participate in Engage surveys. During the merger of Avast and NortonLifeLock it was important to listen to people and take their feedback on board. As a result, our People & Culture teams and leadership have developed a new baseline and our scores have been reset. Our leadership team is engaged with listening, discussing feedback and taking action to address any issues or key opportunities. We share results and proposed actions with employees through our All-Hands meetings and with our Board on a quarterly basis.

Gen introduced Inspire, a peer-to-peer recognition program. This allows individuals to show their appreciation of a teammate's commitment to promoting or shaping the Company values while delivering outstanding performance results.

Pay and benefits

Gen offers a competitive benefits package to team members, featuring market aligned compensation, health insurance, unlimited paid time-off and other leave programs, employee assistance program, disability insurance, life insurance, retirement and pension programs, paid parental leave and other family planning programs, including surrogacy and adoption programs.

Our compensation approach helps us attract, motivate and retain diverse talent. We offer market competitive base pay and short- or long-term incentive plans that align team members' contribution,

potential performance and long-term interests with shareholder goals, while supporting pay fairness and our DEI Strategy. Employees are also encouraged to participate in the employee stock purchase program.

Well-being is a high priority at Gen. Our integrated and equitable wellness program supports the body, mind and financial health of our people and their diverse needs. Our three wellness pillars focus on the health, financial and emotional well-being of our team members. They form the core of our benefits philosophy, featuring a flexible work environment and a 'work from elsewhere' option.

We partner with our DEI and Corporate Responsibility teams to bring inclusive and targeted benefits to our people.

In 2023, we held more than 65 wellness events, in person and virtually. Together, we celebrated neurodiversity, provided mental health training, discussed challenges faced by people living with disabilities and facilitated discussions about racial injustice. We welcome suggestions to the program to feature a breadth of current issues and important topics.

Teams in Brno, Czech Republic gather during a fiscal year kickoff roadshow.

Data Privacy & Protection

Respected as an industry leader, trusted by millions around the globe.

"Gen brings together a rich history with award-winning products to deliver comprehensive Cyber Safety for people around the world. We look beyond the device to protect people with a focus on innovation for the next generation."

Leena Elias
Chief Product Officer, Gen^TM

Products

Today, digital life is life. Five billion people around the world are online every day banking, shopping, learning and more. That's just the freedom digital life allows. It also puts people at the center of modern day cybercrime, and cybercriminals keep finding new ways to steal identities and attack devices.

Gen brings award-winning technology solutions in cybersecurity, privacy and identity protection to nearly 500 million users. We have one of the world's largest consumer Cyber Safety networks around the globe to protect people against advanced online threats.

Our focus is on being a trusted partner with the insights and guidance people need to stay Cyber Safe. Our portfolio of solutions help protect people, not just devices. We empower our customers to take full advantage of the digital world safely, privately and confidently. We are focused on delivering integrated, connected services and tools through a single, flexible, scalable and adaptable platform.
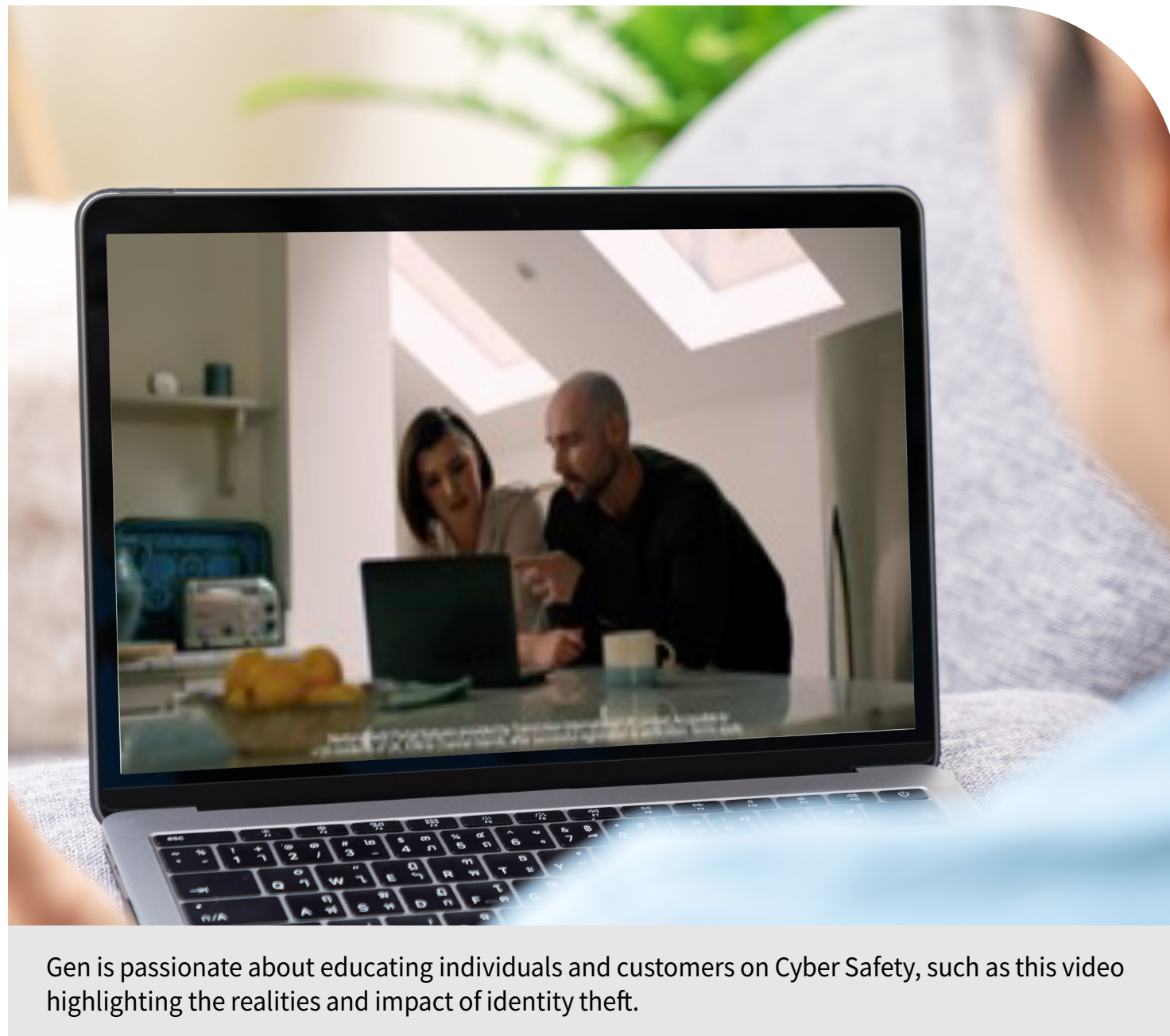
During 2023, we began to synthesize capabilities across our consumer brands, starting with a restructured product team and leadership drawn from Avast and NortonLifeLock. We integrated data protection technology from Avast across our portfolio and expanded Norton identity protection and privacy offerings globally.

Broad Portfolio Expanding Cyber Safety

The combined strengths of Gen include a broad and complementary product portfolio that spans beyond core security into identity and privacy and towards adjacent trust-based solutions.

Cyber Safety
Protecting your digital life

Adjacent Trust-Based Solutions
Empowering you to live a full digital life

500M+ users
Individuals, families and small businesses

Connected Home · Family Safety · Privacy & Monitoring · Identity Theft Protection · Restoration & Insurance · Digital Reputation · Digital Identity & Access Management · Device Security · Performance & Utility

As a global leader in consumer Cyber Safety, we go beyond just product solutions. We are passionate about creating education, tips and awareness for people using our deep expertise in cybersecurity. Our robust research team focuses on critical problems facing society today and tomorrow including malware, AI, privacy, scams, chidren's online safety and more.

Gen is passionate about educating individuals and customers on Cyber Safety, such as this video highlighting the realities and impact of identity theft.

▶ Cyber Safety Education and Training is a social impact focus area. Discover more about our programs with leading nonprofits on **page 37**.

Embracing innovation

During 2023, we built a new research and innovation team at Gen. Our approach remains customer-driven, beginning with how users experience digital safety, as well as capability-driven, where new technological developments drive product development. We also utilize principle innovations, such as artificial intelligence, to provide cutting-edge and best-in-class backend and frontend security solutions.

Nine percent of revenue in 2023 was invested in research and development (R&D) including:

· Launch of a Privacy R&D program that informs our privacy portfolio and the Identity Innovation Research program that shapes the future of our identity products

· The Digital Trust Services team democratizing technologies that build trust online

· Avast Email Guardian that scans emails and protects people from malicious emails or phishing scams

· Launch of identity offerings in UK, Australia, New Zealand, Germany and France

· The first Identity offering for British Telecom with dark web and social media monitoring integrated into their custom Norton 360 app

Human-Centered Cyber Safety

We seek out opportunities to impact Cyber Safety and privacy today and in the future. Until recently, studies showed that the majority of threats targeted devices, software and operating systems. Research across our user base shows that today, 70% of attacks are targeting users instead, through phishing, scamming and social engineering (manipulation to gain control of one's computer system). This is a massive shift in the threat landscape.

Our Human-Centered Digital Safety Initiative, a research program and framework, focuses on responding to evolving threats. The initiative centers on five innovation areas:

· **Supporting user-engaged Cyber Safety**, where products no longer operate silently in the background, but interact with users

· **Protecting against the latest in phishing attacks**

· **Delivering social engineering protection** so users can see when an attack has been delivered through chats and social media

· **Building technologies** to help users recognize digital warfare and help protect them against misinformation

· **Targeting algorithmic manipulation** (when digital information is manipulated using computer algorithms) and creating solutions to help protect against this

Data Privacy

We use a customer-first, privacy-by-design approach to anticipate, identify and help prevent invasive events before they happen. Privacy measures are not add-ons in our products, but fully integrated components. We only collect personal data for specified, clear and legitimate purposes, and we only collect as much personal data as we need to achieve those purposes.

We launched a new self-service deletion capability for customers in October 2022. While we've always offered support for data rights, this new feature helps our customers assert their right to deletion quickly and easily through self-service. We also launched a standalone Data Governance program and published a new Data Governance Policy and Records Management Schedule, to align the storage and management of data across Gen.

In 2023, more than
97%
of active employees completed our Code of Conduct, Security and FTC training.

Governance and compliance

We hold ourselves accountable through our guiding principles, internal/external audits, employee privacy and data protection awareness, continuous improvement and effective risk management.

Examples include:

- Privacy Operating Model (POM) outlines Gen privacy governance structure, defining accountability for privacy at all levels of the Company, from the Board and Leadership Team to the employees handling personal information daily.

- Privacy Business Lead program embeds privacy experts at the front lines of the Company.

- Dedicated Technology and Cyber Security Board Subcommittee and privacy experts in our legal team and on our Board of Directors.

- Role-specific privacy trainings, such as training for our People & Culture team on protecting employee privacy, in a human resources and facilities context.

- Rotating annual privacy training, including timely, relevant topics.

- Global Privacy Policy that guides our approach to privacy across all brands and creates consistency in how we handle personal data across everything we do. Brand-specific privacy statements provide details for transparency about personal data processing by individual brands and their specific products.

- All vendor agreements updated where personal data is transferred between the European Union and the U.S. to reflect updated standard contractual clauses.

▶ Read more about our public policy and advocacy efforts in the **Governance section**.

Information security

We maintain a comprehensive technology and cybersecurity program to support the effectiveness of our systems and prepare for information security risks. This includes regular oversight of our programs and security monitoring for internal and external threats to safeguard the confidentiality and integrity of our information assets. We align our information security management system to ISO 27001 and maintain an annual SOC2 Type 2 report.

Our Chief Information Security Officer remains responsible for our cybersecurity program and meets at least quarterly with the Board of Directors or the Audit Committee of the Board of Directors to brief them on technology and information security matters, including the newly established Technology and Cyber Security Subcommittee of the Board. All Board Directors have Cyber Safety and technology expertise and experience.

Our IT infrastructure and information security management systems are audited by external auditors each fiscal year, and we conduct third-party vulnerability analysis, including simulated hacker attacks. Additionally, we carry insurance that provides protection against the potential losses arising from a cybersecurity incident.

Employees must follow the Gen Information Security Policy and Standards. In 2023, we offered security trainings, including our annual Security Awareness training, privacy trainings on the General Data Protection Regulation (GDPR) and Privacy by Design, as well as training related to U.S. trade compliance and global phishing threats.

▶ Read more about board oversight over information security in our **10-K**.

Environment

Doing our part to protect the planet by operating a low carbon business and engaging employees in caring for the environment.

"**We know we can do more for the planet by working together. We cultivate awareness of environmental sustainability through the Company's employee Community, TERRA. Wider community efforts such as World Water Day help to inspire, educate and encourage our employees to do their part to protect the planet.**"

Amanda Davis
Senior Corporate Responsibility Manager, Gen™

Greenhouse gas emissions

We believe it is important to remain committed to an impactful environmental strategy that aligns with our business objectives, supports actions to manage GHG emissions, engages employees and inspires others to act. Our environmental focus areas are listed below.

▶ For more information on our approach to managing environmental impacts, visit our **Environmental Policy**.

We work to minimize GHG emissions across our value chain, including the buildings where employees work, the data centers that power our products, how and when our employees travel, the practices of our suppliers and the use of our products. With 98% of our products digitally offered, our top priorities remain focused on our emissions from data centers and office energy use (Scope 1 and 2 emissions), as

well as remote work, employee travel and our purchased goods and services (Scope 3 emissions).

Our transition to Gen increased our physical locations and data centers. Due to this expanded physical footprint, our Scope 1 and 2 GHG emissions increased by 26% in 2023. In the coming year, we'll be looking at further opportunities to reduce GHG emissions.

Environmental Focus Area	2023 Highlight
Greenhouse Gas Emissions (GHGs): Reduce GHG emissions from our operations.	Established a GHG baseline (2023) for our post-merger, expanded footprint.
Employee Engagement: Engage and educate employees on environmental topics. Encourage sustainable lifestyle choices.	Our Sustainable Home Improvement Program won the **2023 SEAL Environmental Initiatives Award**.
Community Partnerships: Partner with environmental advocates to amplify our work.	Continued multi-year partnerships with Planet Water Foundation, Barefoot College International and GRID Alternatives.
Sustainable Products: Reduce the environmental footprint of our products across their life cycle.	Increased our use of Forest Stewardship Council (FSC) certified paper, that is associated with our physical products, to 50%.
Supply Chain: Promote high environmental standards in our supply chain.	100% of our Tier 1 physical product suppliers agreed to the Corporate Responsibility requirements outlined in our **Global Supplier Code of Conduct**.
Reporting: Be transparent about our progress and commitments.	Scored a B on our **first disclosure to CDP as Gen**.

Sustainable products

In 2023, 98% of our products were digitally delivered and 50% of the paper materials associated with our physical products were Forest Stewardship Council (FSC) certified. Around 50% of our products were shipped in our smallest packaging size. Going one step further, we have worked to remove plastic from our physical products. In 2023, less than 0.5% of the material used in our global physical products contained plastic. Additionally, we are globally compliant with packaging regulations and fund the cost of packaging recycling for our customers through in-country recycling programs.

In 2023, 100% of our products complied with the European Union's Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) regulation, which manages the risks of hazardous substances in products.

Supply chain sustainability

Our **Global Supplier Code of Conduct** sets forth the responsible business standards to which we expect suppliers, their employees and any subcontracted parties to adhere. In 2023, 100% of our Tier 1 physical product suppliers and all newly onboarded suppliers agreed to the social impact requirements outlined in our Global Supplier Code of Conduct. Additionally, our two main suppliers, who produce more than 98% of our global physical product by spend, maintain environmental management systems that are ISO 14001 certified.

Employee engagement

The **Sustainable Home Improvement Program (SHIP)** is a new Gen employee benefit providing team members with cash incentives for home improvement projects that help reduce environmental impacts. The program not only helps employees and the planet but also helps us address our employee work-from-home Scope 3 emissions. Through SHIP, employees can apply to receive up to $500 per year to make sustainability improvements. These include the installation of energy efficient bulbs and electric vehicle charging, heating and cooling upgrades, water conservation efforts and composting and gardening that can enhance biodiversity. In its first year, more than 780 projects were completed around the globe. Gen received SEAL's 2023 Environmental Initiatives Award for our efforts through SHIP. SEAL (Sustainability, Environmental Achievement & Leadership) is a top environmental advocacy organization that honors leadership through its business sustainability and environmental journalism awards while funding research and pursuing environmental impact campaigns.

Our TERRA Community engages employees in environmental action. TERRA is committed to helping protect the planet by taking small actions every day — as we believe that, together, our individual acts can help save forests, conserve water, reduce air pollution and tackle climate change. Terra has grown to more than 60 members, who are interested in and passionate about the environment. TERRA has arranged educational events on topics including upcycling and growing your own food. To celebrate Earth Month 2023, we partnered with **Girl Up** and **Anthesis** to host a panel on climate activism, justice and equality. Employees also participated in themed Earth Month missions and challenges in our Giving Hub each week.

Environmental community partnerships

Partnerships with sustainability-focused nonprofits allow Gen to amplify our environmental efforts.

For the third consecutive year, Gen partnered with Planet Water Foundation on World Water Day to deliver clean drinking water to rural communities in India. In 2023, Gen volunteers worked alongside Planet Water Foundation to construct a new AquaTower water filtration system at the Arignar Anna Municipal School in Anumandputheri, Tamil Nadu, a village of 2,250 people. The system can produce 1,000 liters of clean drinking water per hour and functions as a handwashing station for students, caregivers and family members, helping to keep 340 elementary and middle school children well enough to attend school and prevent illnesses in the school community and beyond.

In 2022, Gen launched a partnership with GRID Alternatives' National Tribal Program, a leading nonprofit helping low-income communities get clean, affordable, renewable energy, transportation and jobs. Since the partnership began, GRID has worked with 20 tribes in California, Colorado, Washington and New Mexico to complete more than 155 renewable energy projects. Our funding has helped install 720+ kilowatts of solar power in those states, benefiting 380 Tribal families and generating $4 million in financial savings for Tribal leadership.

This equates to preventing an estimated 13,000 tons of harmful GHG emissions over the systems' lifetime. Additionally, 57 trainees have contributed 2,700 hours of hands-on experience installing these projects, exceeding our goal of 50 individuals.

▶ For more information about our other partnerships with NGOs, such as Barefoot College International (BCI), please visit "**3 Ways We Cared for the Planet This Earth Month**" and "**Providing Clean and Safe Water on World Water Day**" on our blog.

Reporting

We continue to focus on transparent disclosure of our environmental performance. We report to CDP (formerly the Carbon Disclosure Project) and received a B rating on our first disclosure as Gen. We also include a Task Force on Climate-related Financial Disclosures (TCFD) Index in the back of this report.

▶ For more information, please visit our **TCFD Index** at the end of this report.

Gen employees help install solar panels for Tribal communities through Gen's partnership with GRID Alternatives' National Tribal Program.

Ethics & Governance

Conducting our business honestly and with transparency.

"Better decisions and stronger corporate governance come from Boards with experienced, independent and diverse members. We're proud of the breadth of our Board's expertise and for being recognized as one of the most innovative Boards among the S&P 500."

Bryan Ko
Chief Legal Officer, Legal & Corporate Development, Gen™

Corporate governance

We openly and transparently communicate our financial and governance activities and have made our **Code of Conduct**, **Corporate Governance Guidelines**, the composition of our corporate committees and our **Company charters** publicly available on our website.

This year, we are proud to again be recognized as one of the most innovative Boards of Directors among S&P 500 companies.

▶ Read more about our approach to corporate ethics and governance on our **website**.

Social impact and ESG oversight

Our Board of Directors is charged with managing the Company in a way that is aligned with our commitment to the principles of social impact, as outlined in this report.

The Nominating and Governance Committee of the Board of Directors has oversight of the Company's social impact strategy. Both the Nominating and Governance Committee and our full Board of Directors receive quarterly briefings on social impact objectives and performance.

▶ Read the full details of how we govern social impact in the **Approach** section.

Board of Directors

Our Board of Directors brings diverse perspectives, skills and areas of expertise important to fostering the Company's business success.

The Board is comprised of ten Directors, and there are four committees of the Board: The Audit Committee, the Compensation and Leadership Development Committee, the Nominating and Governance Committee and the Technology and Cybersecurity Committee. The Board has delegated various responsibilities and authorities to these different

[15] Underrepresented communities include ethnic, race, gender, and sexual orientation.

committees, as described in our **committee charters**. Eight of our ten Board Directors are independent, and all of our committees are made up of independent Directors.

Diversity of the Board is important to Gen. In 2023, women represented 40% of our Board of Directors and half of our independent Board Directors. As of 2023, 30% of our Directors are members of an underrepresented community.[15]

▶ Visit our **2023 Annual Report** for background on our Director commitments and effectiveness.

Executive compensation

We believe our executive compensation programs benefit our employees, customers, partners and stockholders by having management's compensation tied to our near- and long-term performance. In general, these pay programs reward the achievement of challenging performance goals that align with our business strategy. We have a continued and heightened our commitment to pay-for-performance and to corporate governance best practices.

The **Compensation and Leadership Development Committee** of the Board of Directors undertakes rigorous review of proposed executive compensation packages to promote a balance between fair compensation and our ability to attract and retain top talent. The process includes a comprehensive performance evaluation, comparison with other companies' practices and consultation with compensation experts. We also considered the importance of DEI as our employee population grew both by number and footprint. Our Compensation Committee incorporated diversity metrics into our executive annual incentive plan for the first time in 2023.

▶ Read more about our Company's approach to executive compensation on our **website**.

Enterprise risk management

Our enterprise risk management (ERM) practices are focused on identifying and managing risks that could impact the achievement of our strategy and business objectives. This includes reducing the likelihood that events will occur — or if they do occur, managing the impacts of such events. Climate risk is incorporated into our ERM process, and our ERM process includes an assessment of priority ESG topics.

▶ Visit our **2022 ESG Report** for our approach to risk management.

Tax strategy

Our global tax strategy supports our commitment to high standards of corporate governance and transparency. We operate with a zero-tolerance approach to tax evasion and the facilitation of tax evasion.

Ethics

Gen has a robust Ethics & Compliance program with high standards for compliance. The Board's Nominating and Governance Committee reviews and assesses the adequacy of the Code of Conduct, and recommends modifications to the Board as appropriate. The Audit Committee reviews Gen's ethics compliance program, including policies and procedures for monitoring compliance, and the implementation and effectiveness of Gen's ethics and compliance program. In June of 2023, we approved a new **Code of Conduct** that aligns our Company values as a family of global brands with our day-to-day work, helping our employees make decisions that benefit our business and help protect us from risk. Compliance with the Code of Conduct, and with applicable laws, regulations and Company policies, is mandatory. Our Code of Conduct is offered to employees in six languages (English, Czech, French, German, Romanian and Japanese).

Each year, employees participate in a mandatory Code of Conduct training. And in total, more than 97% of our employees completed the training (excluding employees on leaves of absence). In 2023, Gen employees participated in training modules, including Competition Law, Insider Trading and Confidential and Proprietary Information. Additionally, every other year, employees complete mandatory training on encouraging a harassment-free workplace and preventing sexual harassment. We also onboarded our Avast partners into the Gen Third-Party Risk Management program.

Whistleblowing

The Audit Committee of our Board of Directors, our internal Ethics & Compliance Steering Committee and our Head of Compliance have accountability and oversight of our mechanisms for reporting ethics violations and concerns, as well as our system's effectiveness.

Employee questions or concerns may be reported directly to the Audit Committee chair, through our anonymous, 24/7 **EthicsLine** hotline, through direct management and/or through the People & Culture team. This year, we integrated NortonLifeLock and Avast's ethics hotlines. Employees are informed of our whistleblowing process through their annual Code of Conduct training, Preventing Workplace Harassment training and functional group trainings regarding the process to submit ethics violations and concerns. Gen Central, our intranet, houses regularly updated resources, including an FAQ document about whistleblowing investigations.

▶ Visit our **2022 ESG Report** for more on our whistleblowing process and governance.

[16] Applies to business partners involved in the distribution, resale, or commercialization of our products and services, whether a direct or indirect partner.

[17] Outlines clear expectations and specific prohibitions, including the prohibition of facilitation payments.

[18] This year, the Board of Directors adopted a revised version of the Insider Trading Policy to make the policy easier to read and understand.

Additional ethical safeguards include:

- **Partner Code of Conduct**[16]
- **Global Supplier Code of Conduct**
- **Global Procurement Policy**
- **Global Anti-Corruption and Bribery Policy**
- **Global Antitrust and Competition Policy**
- **Conflicts of Interest Policy**
- **Global Anti-Corruption and Bribery Policy**[17]
- **Insider Trading Policy**[18]

"**Safeguarding trust is foundational for an ethical business. Our new Code of Conduct connects the Gen values to specific daily behaviors so people can make informed decisions that benefit our business, protect us from risk and demonstrate to the world that integrity thrives at Gen.**"

Cameron Hoffman
Head of Compliance, Gen™

Human rights

Gen works to help protect human rights, both in our own operations and throughout our supply chain. Our Human Rights Policy Statement, available in **English**, **Spanish** and **Portuguese**, builds on our commitment to uphold the 10 principles of the **United Nations Global Compact**, and is aligned with the Universal Declaration of Human Rights. This commitment is enshrined in our Code of Conduct and **Global Supplier Code of Conduct**. Our Directors, officers, employees, interns and contractors of Gen, as well as third parties acting on behalf of the Company, are expected to be aware of the implications of violating any aspect of our Code of Conduct and Global Supplier Code of Conduct.

In 2022, we signed a letter in support of the **United Nations Standards of Conduct for Business: Tackling Discrimination Against People Who Identify as LGBTI**, further demonstrating our commitment to LGBTQ+ inclusivity in our operations.

Through our supplier onboarding process, we screen our suppliers for human rights alignment and efficiently track them through a digitized vendor platform. In 2023, 100% of suppliers were considered "low risk" for human rights violations based on the Company's own review and supplier declaration.

We are proud to report that zero human rights issues were reported in 2023.

Public policy and advocacy

Gen participates in the development of public policy that affects our consumers, our business and products. In partnership with business and trade associations, we work with local, regional, national and international lawmakers and government agencies to advocate for policy and legislation that supports our ability to help protect consumers, innovate and help support the unimpeded flow of the world's information. All affiliations are publicly disclosed.

We engage in public policy debates worldwide and our experts are called upon to testify in front of the U.S. Congress, in Europe and around the globe. Our Public Policy team raises awareness and provides key data and insight to policymakers, their staff, media and through industry coalitions and like-minded organizations. We look to promote legislation that can truly accommodate the complexities of consumer Cyber Safety and security and promote a level playing field across the global marketplace. The Gen research team develops policy principles on key issues like artificial intelligence.

In addition to cybersecurity, our communities face numerous social issues. Led by our Head of Corporate Responsibility & Government Affairs, we have developed an internal system and cross-functional group of leaders who discuss and then decide on a Company response to social issues and events. This process helps us to respond in a thoughtful and authentic way to issues critical to our business and employees. In 2023, we increased public policy efforts throughout Europe in support of our expanded operations in this region.

Political disclosure and accountability

Gen does not make political contributions to political candidates and does not maintain a political action committee. Gen has a Global Political Contributions Policy, a formal policy regarding political activities, political disclosure and accountability. Gen complies with all registration requirements for companies active in policy activity. The Board's Nominating and Governance Committee monitors compliance with this policy. We publicly disclose our trade association affiliations and our Company position on various public policy issues.

Multi-stakeholder partnerships

We join other businesses, peers, nonprofits and industry thought leaders to accelerate our impact. We do not allow our membership dues to be used for political purposes.

In 2023, we continued our work as a member of the National Institute of Standards and Technology's (NIST) National Cybersecurity Center of Excellence, a collaborative hub where industry organizations, government agencies and academic institutions work together to address the U.S.' most pressing cybersecurity issues.

We also participate in the Better Identity Coalition, Coalition Against Stalkerware, National Cyber Security Alliance, Silicon Valley Tax Directors Group and the Information Technology Industry Council (ITI). We sit on and are a founding partner of the Identity Theft Resource Center's (ITRC) initiative to provide identity education and protection programs and culturally competent victim services to support Black communities.

Norton was the headline sponsor of the SXSW Tech Industry Track, where tech leaders highlighted new innovations driving the next wave of significant change.

Advocating for digital identity

Gen is committed to promoting digital identity and digital trust — we believe these are fundamental to powering Digital Freedom. We build cutting-edge digital identity products and participate in conversations and advocacy efforts to help shape the future of digital identity protection.

Gen is a Steering Member of the **Decentralized Identity Foundation** and the **Trust Over IP (ToIP) Foundation.** In 2023, we became a Founding Premier Member of the **OpenWallet Foundation**, which brings together companies, government agencies, open source projects and nonprofit organizations from around the world to build a secure, privacy-respecting, multi-purpose digital wallet. Gen is also playing a major role in leading one of the four large-scale pilot projects to test how the EU digital wallet will work in travel and payments. Gen co-chairs the Verifiable Credentials Working Group at the **World Wide Web Consortium (W3C)**, and is part of a group of advisors to the U.S. Department of Homeland Security's Silicon Valley Innovation Program.

Gen is working with the Linux Foundation to help organize the OpenWallet Foundation and contribute as a Founding Premier Member.

About this report

We have developed our 2023 Social Impact Report using the Sustainable Accounting Standards Board (SASB) Standard for the Software & Information Technology Services industry. We align our reporting to the Global Reporting Initiative (GRI) Sustainability Reporting Standards and to the Task Force on Climate-Related Financial Disclosures (TCFD). Apex Companies LLC is providing limited assurance under the ISO 14064-3 standard of our 2023 global Scope 1 and 2 emissions and select Scope 3 emissions.

Any references to "material" or "materiality" in this report are not intended to have the same meaning as in the context of financial statements or financial reporting or as defined by the securities laws of the United States.

This report also contains human capital measures or objectives that may be different from or are in addition to the human capital measures or objectives that the Company is required to disclose in its U.S. Securities and Exchange Commission ("SEC") filings. For a discussion on human capital measures or objectives that we focus on in managing its business, please see the "Human Capital" section in the Company's most recent Annual Report on Form 10-K.

While we believe that our social impact and ESG initiatives are important to operating in a sustainable manner, we do not believe that such initiatives are material to our financial results and results of operations. For a discussion of the risks that we believe could materially affect our financial results and results of operations, please see the "Risk Factors" section in the Company's annual report on Form 10-K and quarterly reports on Form 10-Q filed with the SEC.

"Gen," "we," "us," "our" and "the Company" refer to Gen Digital Inc. and all its subsidiaries. The report covers the Company's activities pre- and post-merger, during the 2023 fiscal year, between April 1, 2022, and March 31, 2023. References to 2023 throughout the report refer to Gen's fiscal year, unless otherwise noted. We have also included relevant examples of impact that occurred in calendar year 2023. The activities, performance and data detailed in the report relate to

Gen Digital Inc.'s worldwide operations, unless otherwise stated. To maintain consistency, we refer to Gen throughout this report by its present name, even with regard to events that took place prior to our name change. Brand-specific initiatives and data are noted throughout. The NortonLifeLock Foundation name has been changed to the Gen Foundation post-merger (November 28, 2022). Where we refer to philanthropic giving (grants and corporate giving) these were conducted by the NortonLifeLock Foundation pre-merger and the Gen Foundation post-merger.

Certain statements in this report constitute "forward-looking statements." Forward-looking statements in this report are made pursuant to the safe harbor provisions of Section 21E of the Securities Exchange Act of 1934 and other federal securities laws. These statements are based on management's current opinions, expectations, beliefs, plans, objectives, assumptions or projections regarding future events or results, including, but not limited to, our social impact and ESG commitments, strategies and initiatives; our business plans and strategy; our technology and services; our opportunities for growth; and our stakeholder engagement efforts. These forward-looking statements are only predictions, not historical fact and involve certain risks and uncertainties, as well as assumptions. Actual results, levels of activity, performance, achievements and events could materially differ from those stated, anticipated or implied by such forward-looking statements. While Gen believes that its assumptions are reasonable, there are many risks and uncertainties that could cause actual results to materially differ from forward-looking statements, including the risks discussed under the heading "Management's Discussion and Analysis of Financial Condition and Results of Operations" and "Risk Factors" in the Company's annual report on Form 10-K and quarterly reports on Form 10-Q filed with the SEC, as well as other factors described in our filings with the SEC. We undertake no obligation to update or revise any forward-looking statement contained in this report, except as otherwise required by law.

We welcome your questions about this report and Social Impact at Gen via **Giving@GenDigital.com.**

2023 Data Tables

Gender Diversity	FY23				FY22				FY21			
	Total	Women	Men	Not Declared	Total	Women	Men	Not Declared	Total	Women	Men	Not Declared
Global gender diversity												
Workforce		32%	67%	<1%		33%	67%	<1%		33%	67%	<1%
Leadership[19]		30%	70%	0%		33%	66%	<1%		30%	69%	1%
Technical		20%	80%	<1%	NR[20]	NR	NR	NR	NR	NR	NR	NR
Non-technical		50%	49%	<1%	NR	NR	NR	NR	NR	NR	NR	NR
Workforce by region												
Americas	1,269	39%	61%	<1%	1,251	40%	59%	<1%	1,246	41%	59%	<1%
Asia Pacific, Japan (APJ)	106	33%	67%	0%	92	34%	63%	3%	93	34%	66%	0%
Europe, Middle East and Africa (EMEA)	1,881	31%	69%	0%	656	30%	67%	3%	771	32%	68%	<1%
India	634	24%	76%	0%	689	22%	78%	0%	699	21%	79%	0%
Employee category												
Executive (VP or above)	50	28%	72%	0%	23	35%	61%	4%	26	23%	73%	4%
Manager (non-executive)	1,158	26%	74%	0%	1,103	29%	71%	<1%	1,099	27%	73%	<1%
Individual contributor (non-executive)	2,682	35%	64%	0%	1,562	36%	63%	1%	1,684	37%	63%	<1%
Board of Directors												
Board of Directors	10	40%	60%	0%	9	44%	56%	0%	9	44%	56%	0%

▶ For financial data, please review our **10-K**, which can be found on the investor relations page of our website.

▶ FY23 figures include acquisition of Avast closed on September 12, 2022. All prior figures in FY22 and FY21 represent standalone NortonLifeLock.

[19] Leadership includes Director and above.
[20] Not reported.

U.S. Racial and Ethnic Diversity

U.S. race / ethnicity total (%)	FY23	FY22	FY21
Underrepresented racial/ethnic groups	15%	17%	13%
Non-underrepresented racial/ethnic groups	66%	82%	84%
Asian	28%	34%	41%
Black	6%	7%	2%
Hispanic	6%	6%	4%
White	38%	45%	47%
Indigenous or native	<1%	<1%	0%
Two or more	3%	4%	3%
Not declared	4%	4%	3%
Unknown	16%		
U.S. leadership (%)			
Underrepresented racial/ethnic groups	9%	12%	11%
Non-underrepresented racial/ethnic groups	72%	85%	87%
Not declared	3%	3%	2%
Unknown	16%	0%	0%

Age composition of employees

	FY23		
Age	<30	30-50	>50
Percentage of employees	16%	73%	11%

▶ FY23 figures include acquisition of Avast closed on September 12, 2022. All prior figures in FY22 and FY21 represent standalone NortonLifeLock.

▶ Please visit our **investor relations website** for or our most recent U.S. EEO-1 Component 1 Data Collection Report.

Environment

Greenhouse gas emissions (metric tons of CO_2e)[21]	FY23	FY22	FY21
Total Scope 1 and 2 market-based	15,422	11,353	18,981
Scope 1 (natural gas, diesel, propane, refrigerants, gasoline)	964	1,062	1,494
Scope 2 market-based (purchased electricity and heating)	14,458	10,291	17,486
Scope 2 location-based (purchased electricity and heating)	13,681	11,524	17,056
Scope 3	92,137	70,731	69,280
Upstream	90,693	69,168	69,280
Downstream[22]	1,443	1,562	NR[18]
Emissions Intensity (per $1 million USD revenue)			
Scope 1 and 2 market-based	4.6	4.1	7.4
Scope 1	0.29	0.4	0.6
Scope 2 market-based	4.3	3.7	6.9
Scope 3	28	25	27
Energy Consumption (gigajoules)			
Total energy consumption Scope 1 and 2	168,322	139,474	190,990
Scope 1 (natural gas, diesel, propane, refrigerants, gasoline, onsite solar)	18,246	18,066	29,175
Scope 2 market-based (purchased electricity and heating)	150,076	121,408	161,815
Energy intensity (all scopes per million dollars of revenue)	28	50	75
Total electricity consumption from renewable sources (GJ)	33,080	32,913	32,862
Total electricity consumption from renewable sources (%)[23]	22%	27%	20%
Waste (metric tons)			
Total waste	4,389	3,399	3,868
Waste sent to landfill	639	335	244
Waste recycled	3,359	2,835	3,259
Waste composted	391	229	365
Waste diversion rate (%)	85%	90%	94%
Water			
Water withdrawals (cubic meters)	206,910	204,629	245,424
Water withdrawals from water stressed regions (%)	27%	25%	47%
Environmental Fines			
Number of environmental fines	0	0	0
Amount of environmental fines	0	0	0

▶ FY23 figures include acquisition of Avast closed on September 12, 2022. All prior figures in FY22 and FY21 represent standalone NortonLifeLock.

[21] Our GHG inventory is conducted in alignment with the GHG Protocol Corporate Accounting and Reporting Standard.
[22] Downstream categories were calcuated via a lifecycle analysis of physical product conducted in FY22, using FY23 shipment figures.
[23] Includes renewable energy included in the power mix delivered by our utility suppliers where information is available. Excludes renewables in the average/regional grid electricity.

Philanthropic Giving

Philanthropic Giving ($USD)	FY23	FY22	FY21
Total giving[24]	$5,386,813	$4,667,108	$6,383,200
Grants	$2,818,121	$2,674,899	$1,899,168
Matching gifts, Dollars for Doers	$564,074	$389,759	$407,844
Retail value of software donations (TechSoup)	$1,642,280	$1,602,450	$4,076,188
Retail value of software and hardware donations (outside of TechSoup)	$362,338		
Organizations that received software donations (#)	9,214	9,331	9,924
Employee Contributions			
Employee giving ($USD)	$201,378	$254,717	$254,687
Volunteer hours (#)	4,752	3,583	3,039
Employee participation rate in volunteering and giving program (%)	33%[25]	42%	21%

Grants by Priority Focus Area

	FY23	FY22	FY21
Cyber Safety education and training	54.4%	56%	47%
Community impact and disaster response	28%	9%	15%
Diversity, equity and inclusion[26]	14%	21%	29%
Environment	3.6%	14%	8%

▶ FY23 figures include acquisition of Avast closed on September 12, 2022. All prior figures in FY22 and FY21 represent standalone NortonLifeLock.

[24] Total NortonLifeLock giving. Includes financial investments, retail value of software and hardware donations and employee matching programs.

[25] FY23 data is not full fiscal year; includes data for five months following the launch of the Gen.

[26] Fourteen percent of our grant funding was dedicated to causes supporting nonprofits and initiatives that focus specifically on DEI. We also embed DEI components across our grant funding. As examples, our Cyber Safety partnership with WAGGGS reaches girls and young women and our environmental partnership with GRID Alternatives reaches Tribal communities. In 2023, 67% of grants across all Priority Focus Areas had DEI components embedded.

2023 Content Index

SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB) INDEX

SASB is an independent nonprofit organization that sets standards to guide the disclosure of sustainability information by companies to their investors. The following Index maps our disclosures to the Software & IT Services Sustainability Accounting Standard.

Topic	Accounting/Activity Metric(s)	Location/Response	SASB Code
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	(1) 168,322 gigajoules (2) 78% (3) 22%	TC-SI-130a.1
Environmental Footprint of Hardware Infrastructure	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	(1) 206,910 cubic meters, 27% (2) 206,910 cubic meters, 27%	TC-SI-130a.2
Environmental Footprint of Hardware Infrastructure	Discussion of the integration of environmental considerations into strategic planning for data center needs	We are a cloud-first Company with limited managed data center operations (i.e., data centers we own or colocate), reducing our inherent risks related to energy consumption and greenhouse gas emissions as well as our risks from physical climate changes. **Environmental Policy Statement** **Environment, p. 38**	TC-SI-130a.3
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	NortonLifeLock policies and practices with respect to user privacy are outlined in the **Privacy Center** and associated pages linked. These documents describe how NortonLifeLock collects, uses, shares and retains user information. For comprehensive disclosures regarding the processing of user information please visit: **Data Privacy & Protection, p. 35-37** **Global Privacy Statement** **Norton LifeLock Product and Services Privacy Notices**	TC-SI-220a.1
Data Privacy & Freedom of Expression	Number of users whose information is used for secondary purposes	We use selected categories of data to improve Gen's products or service offerings, unless the customer has opted-out from such usage via product settings (where available). Gen also has approximately 140 million users of free ad-supported products. Outside of these ad-supported products, Gen does not provide data to third parties for use for their own commercial purposes.	TC-SI-220a.2
Data Privacy & Freedom of Expression	Total amount of monetary losses as a result of legal proceedings associated with user privacy	None	TC-SI-220a.3

Topic	Accounting/Activity Metric(s)	Location/Response	SASB Code
Data Privacy & Freedom of Expression	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	(1) 52 (2) 52 (3) 44% Gen only provides user data to law enforcement when compelled to do so, for example after being served with a subpoena or other judicial order requiring production of data.	TC-SI-220a.4
Data Privacy & Freedom of Expression	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering or censoring	Gen does not allow any monitoring or censoring in our products. We do not provide any goods or services to the US-embargoed countries: Cuba, Iran, North Korea, Crimea, Donetsk and Luhansk regions of Ukraine and Syria. Due to the ongoing conflict in Ukraine and newly implemented government regulations, we also do not provide any goods or services in Russia or Belarus.	TC-SI-220a.5
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	(1), (2), (3) While Gen tracks data breaches and provides required notifications, we do not share this information outside of the organization, except where required. Gen has both security and privacy incident response playbooks, which cover the procedures for responding to suspected and actual data breaches, including post-incident remediation and reporting. Gen follows regional regulations for disclosing data breaches to affected users and to the relevant regulatory authorities.	TC-SI-230a.1
Data Security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Global Cyber Security performs monthly vulnerability scans of its infrastructure and granularly tracks the status of vulnerabilities through the vulnerability management lifecycle, as described in the Vulnerability and Patch Management Standard. The majority of our infrastructure have vulnerability agents deployed to provide more timely detection of vulnerabilities. Vulnerabilities are tracked in accordance throughout the following lifecycle: - Vulnerability Identification - Vulnerabilities are discovered through various means including but not limited to reputable third party sources (threat intelligence, vendor bulletins, etc.), vulnerability scans, vulnerability management agent and penetration tests. - Vulnerability Prioritization - Vulnerabilities discovered are assigned a criticality that leverages the industry CVSS score. The criticality assigned to each vulnerability defines the remediation SLAs. - Vulnerability Remediation - Vulnerabilities are remediated through patching, configuration changes, removing default credenitals, etc. In the event that vulnerabilities are unable to be addressed within defined SLAs, a formal risk exception is required to be documented. Exceptions are reviewed at least annually or more frequently. - Metrics - Granular vulnerability metrics are maintained and shared with Executive Leadership for visibility. All of Gen's Information Security Policies and Standards are based on industry guidelines, specifically ISO-27001:2013 and Payment Card Industry Data Security Standards (PCI-DSS).	TC-SI-230a.2
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are (1) foreign nationals and (2) located offshore	(1) 9% of employees are foreign nationals (2) 44% of employees are located offshore from the entity's country of domicile	TC-SI-330a.1
Recruiting & Managing a Global, Diverse & Skilled Workforce	Employee engagement as a percentage	**Human Capital Management, p. 29**	TC-SI-330a.2

Topic	Accounting/Activity Metric(s)	Location/Response	SASB Code
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff and (3) all other employees	(1) Women in leadership (Global): 30%; Underrepresented minorities in leadership (U.S.): 9% (2) Women in technical roles: 20% (3) Women in workforce (Global): 32%; Underrepresented minorities in workforce (U.S.): 15%	TC-SI-330a.3
Intellectual Property Protection & Competitive Behavior	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	None	TC-SI-520a.1
Managing Systemic Risks from Technology Disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	(1) 0 performance issues (2) 2 service disruptions (3) 8 hours 18 mins total customer downtime	TC-SI-550a.1
Managing Systemic Risks from Technology Disruptions	Description of business continuity risks related to disruptions of operations	**2023 Annual Report** The Audit Committee of the Board of Directors reviews Gen's business continuity and disaster preparedness planning. Gen's risk management program includes the people, processes and technologies designed to create and preserve value for shareholders. Risk management practices are aligned with the Company's vision, mission, strategies and objectives. Accordingly, our risk management practices consider the risks related to disruptions of operations. Gen's risk assessment methodology includes the identification and evaluation of the likelihood of an event occurring, the impact (potential loss) and the speed of onset (timeframe) of the event. The impact of the event can be categorized in financial, operational, legal and regulatory, reputational and health and safety. Business continuity plans document strategies that include strategies for loss for workplace, workforce, vendor/third-party and IT. Strategies are in place for each of the referenced scenarios to help protect critical business processes in the event of any disruption. Examples of redundant business processes would include transferring workload to a partner or relocating staff to work from home depending on the scenario and the impacted processes. Geographical separation of redundant services exists where possible to mitigate natural disasters and other events out of the control of the Company. Software development lifecycle practices are in place to mitigate and roll back problematic changes to our applications that may introduce programming errors. Operations are owned and not outsourced. Critical business operations are hosted with AWS or Azure. Back off services still exist on-premise.	TC-SI-550a.2
	(1) Number of licenses or subscriptions, (2) percentage cloud-based	(1) 142 licenses (2) 58% cloud-based	TC-SI-000.A
	(1) Data processing capacity, (2) percentage outsourced	(1) 21,843 nodes (2) 83%	TC-SI-000.B
	(1) Amount of data storage, (2) percentage outsourced	(1) 225,000 TB (2) 69%	TC-SI-000.C

GLOBAL REPORTING INITIATIVE (GRI) INDEX

GRI's standards provide a set of voluntary indicators on the economic, environmental and governance impacts of a Company's performance. The index below applies guidance from the 2016 version of the Global Reporting Initiative (GRI) Standards; "2016" refers to the Standards issue date, not the date of information presented in this report. We have also provided a cross reference to the United Nations Global Compact (UNGC) where applicable.

Disclosure	GRI Description	FY23 Answer	UNGC Cross-reference
102-1	Name of the organization	Gen Digital Inc.	
102-2	Activities, brands, products and services	**Company profile** **2023 10-K, p. 2-11**	
102-3	Location of headquarters	60 E Rio Salado Pkwy STE 1000 Tempe, AZ 85281	
102-4	Location of operations	**Gen Digital**	
102-5	Ownership and legal form	Publicly Traded C-Corporation **2023 10-K, p. 5**	
102-6	Markets served	**2023 10-K, p. 5**	
102-7	Scale of the organization	**2023 10-K, p. 5-12**	
102-8	Information on employees and other workers	**2023 10-K, p. 10-11** **Data Tables, p. 48-49** **Human Capital Management, p. 29**	
102-9	Supply chain	**Environment, p. 38** **Global Supplier Code of Conduct** **Corporate Responsibility Policies** Gen outsources manufacturing of our physical products. Products are manufactured from Prague in Czech Republic and Singapore. We have two main suppliers, both of which are under contract and required to abide by our Supplier Code of Conduct. The main products sourced are board/paper designed products containing a digital code key.	Human Rights, Labour, Environment: Relevant policies, procedures, activities

Disclosure	GRI Description	FY23 Answer	UNGC Cross-reference
102-10	Significant changes to the organization and its supply chain	**About this Report, p. 47**	
102-11	Precautionary Principle or approach	The precautionary principle is not applied specifically across the organization, nor in the development and introduction of new products. Gen Digital uses a model similar to the Precautionary Principle for risk management with regard to business continuity. Our Crisis Management and Continuity Management teams determine the impact likelihood of each threat occurring and conducts exercises to help gain a full understanding of possible impact. This allows us to determine and report any unacceptable single points of failure. Formula used to determine risk: risk value = threat impact x threat probability.	
102-12	External initiatives	We are a participant in the UN Global Compact.	
102-13	Membership of associations	ACCP: Association of Corporate Citizenship Professionals REBA: Renewable Energy Buyers Alliance The Better Identity Coalition BITCI Ireland: Business in the Community Ireland CZ Business Forum Bloomberg Gov Coalition Against Stalkerware ITI: Information Technology Industry Council	Human Rights, Labour, Environment: Relevant policies, procedures, activities
102-14	Statement from senior decision-maker	**Messages from the Chief Executive Officer and Board Member, p. 3, 4**	CEO statement including continued support of the United Nations Global Compact
102-16	Values, principles, standards, and norms of behavior	**Ethics & Governance, p. 42** **Code of Conduct**	Human Rights, Labour, Environment, Anti-Corruption: Relevant policies, procedures, activities
102-18	Governance structure	**Our Approach, p. 5** **Governance Documents** **Charter of the Nominating and Governance Committee of the Board of Directors** **Corporate Governance**	

Disclosure	GRI Description	FY23 Answer	UNGC Cross-reference
102-40	List of stakeholder groups	**Stakeholder engagement, p. 12**	
102-41	Collective bargaining agreements	**2023 10-K, p. 10**	Labour: Relevant policies, procedures, activities Labour: Measurement of outcomes
102-42	Identifying and selecting stakeholders	**Stakeholder engagement, p. 12**	
102-43	Approach to stakeholder engagement	Gen engages with various stakeholders on a ongoing basis, we check that our stakeholders are aligned to our corporate responsibility goals, objectives, and strategy. We undertake extensive engagement across our different stakeholders, from formal surveys of employees and customers to more informal discussions and partnerships with our communities. The frequency and nature of the engagement depends on a variety of factors including the nature of the relationship and the preferences of our stakeholders. A variety of stakeholder opinions are solicited to support the assessment of significant topic areas in the Social Impact report including advocacy groups, employees, thought leaders, and topic area experts. **Stakeholder engagement, p. 12**	
102-44	Key topics and concerns raised	**Social impact objectives, p. 11**	Human Rights, Labour, Environment, Anti-Corruption: Relevant policies, procedures, activities
102-45	Entities included in the consolidated financial statements	**2023 10-K**	
102-46	Defining report content and topic boundaries	**Approach, p. 5** **About this Report, p. 47**	
102-47	List of material topics	**Approach, p. 5**	
102-48	Restatements of information	None	
102-49	Changes in reporting	**About this Report, p. 47**	

Disclosure	GRI Description	FY23 Answer	UNGC Cross-reference
102-50	Reporting period	**About this Report, p. 47** Fiscal Year 2023: April 2022-April 2023	
102-51	Date of most recent report	Our last ESG report was published in August 2022.	
102-52	Reporting cycle	Annual	Time period covered by Communication on Progress (COP)
102-53	Contact point for questions regarding the report	**Kim.Allman@gendigital.com**	
102-54	Claims of reporting in accordance with the GRI Standards	**About this Report, p. 47**	
102-55	GRI content index	GRI Index	
102-56	External assurance	Apex Companies LLC is providing limited assurance under the ISO 14064-3 standard of our 2023 global Scope 1 and 2 emissions and select Scope 3 emissions.	Environment: Measurement of outcomes

GRI Material Topic	GRI Management Approach Cross-reference	Relevant External Entities FY23	UNGC Cross-reference
Economic			
GRI 201: Economic Performance	**2023 10-K, p. 37**	Communities; Customers; Governments and regulators; Investors; Suppliers	
GRI 205: Anti-corruption	**Ethics & Governance, p. 42-46** **Code of Conduct** **Conflict Minerals Policy**		Anti-corruption: Relevant policies, procedures, activities
Environmental			
GRI 302: Energy	**Environment, p. 39** **Environmental Policy Statement**	Communities; Customers; Governments and regulators; Investors; Suppliers	Environment: Relevant policies, procedures, activities
GRI 305: Emissions 2016	**Environment, p. 39** **Environmental Policy Statement**	Communities; Customers; Governments and regulators; Investors; Suppliers	Environment: Relevant policies, procedures, activities
Social			
GRI 401: Employment	**Code of Conduct** **Human Rights Policy** **Human Rights, p. 45**		Human Rights: Relevant policies, procedures, activities Labour: Relevant policies, procedures, activities
GRI 404: Training and Education	**Human Capital Management, p. 29-30**		Labour: Relevant policies, procedures, activities
GRI 405: Diversity and Equal Opportunity	**People & Culture, p. 27-29** **Human Rights Policy**		Human Rights: Relevant policies, procedures, activities Labour: Relevant policies, procedures, activities
GRI 412: Human Rights 2016	**Human Rights, p. 45** **Code of Conduct** **Conflict Minerals Policy** **Human Rights Policy** **Corporate Responsibility Policies**		Human Rights: Relevant policies, procedures, activities
GRI 417: Marketing and Labeling	**2023 10-K, p. 5**	Customers; Governments and regulators	

GRI Material Topic	GRI Management Approach Cross-reference	Relevant External Entities FY23	UNGC Cross-reference
GRI 418: Customer Privacy	**Products, p. 35-37** **Gen Digital Privacy** **Norton LifeLock Product and Services Privacy Notices** **Global Privacy Statement** Gen has a Global Privacy Policy to which it holds all employees responsible. The framework for this policy comes from both the Fair Information Processing Principles and GDPR. The overall privacy program aligns itself to the NIST privacy framework for evaluation. Gen takes a global approach to privacy wherever regional laws and regulations allow.	Customers; Governments and regulators	Human Rights: Relevant policies, procedures, activities

Disclosure	GRI Description	FY23 Answer	UNGC Cross-reference
201-1	Direct economic value generated and distributed	**2023 10-K**	
201-2	Financial implications and other risks and opportunities due to climate change	We have conducted an analysis of our climate change risk but have not identified any climate-related risks with the potential to have a substantive financial or strategic impact on our business.	Environment: Relevant policies, procedures, activities
201-4	Financial assistance received from government	**2023 10-K**	
205-1	Operations assessed for risks related to corruption	100% of operations were assessed for risks relating to corruption. Our FY23 Fraud Risk Assessment considered: aiding and abetting fraud by other parties, bribery and gratuities, cyber crimes, embezzlement, Foreign Corrupt Practices Act (FCPA) violations, fraud committed by customers, fraud committed by Resellers or Agents and receipt of bribes, kickbacks, and gratuities.	Anti-corruption: Relevant policies, procedures, activities
205-2	Communication and training about anticorruption policies and procedures	Anti-Corruption remains a key topic within our mandatory annual Code of Conduct training. 100% of our 12 governing body members have been communicated to and received and completed training regarding anti-corruption policies and procedures. 46.8% of our employees had our anti-corruption policies and procedures communicated to them and received training. 50% of governance body members received anti-corruption training.	Anti-corruption: Relevant policies, procedures, activities
205-3	Confirmed incidents of corruption and actions taken	None	Anti-corruption: Measurement of outcomes
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	None	

Disclosure	GRI Description	FY23 Answer	UNGC Cross-reference
401-1	New employee hires and employee turnover	New hires: 333 (9%) Add Employee turnover: 446 (16%)	Labour: Measurement of outcomes
401-2	Full-time benefits not provided to temporary/part-time employees	Slight program variance by country: Employees actively working at least twenty (20) hours per week are eligible to participate in NortonLifeLock's Benefit Programs. Employees who actively work less than 20 hours per week are eligible, at a pro-rated rate, for our paid time off and company paid holidays and are also eligible for the Employee Assistance Plan. · Life insurance · Healthcare · Disability · Leaves of Absence · State pension/Retirement Plan (401(k)) · Employee Assistance Plan (EAP) · Voluntary Insurance Programs · Wellness Programs · Fitness/Gym Reimbursement · Stock ownership/ESPP · Paid Parental Leave · Fertility benefits · Back-up Daycare/Elder Care · Adoption/Surrogacy Assistance · Second Opinion Medical Service	Labour: Relevant policies, procedures, activities
401-3	Parental leave	100%	Labour: Relevant policies, procedures, activities
404-2	Programs for upgrading employee skills and transition assistance programs	**Human Capital Management, p. 29-30**	Labour: Relevant policies, procedures, activities

Disclosure	GRI Description	FY23 Answer	UNGC Cross-reference
405-1	Diversity of governance bodies and employees	**Performance Tables, p. 48** **2022 10-K, p. 10** Board Gender: 44% (4/9) women Age: 44% (4/9) between 30-50; 56% (5/9) 50+; none under 30 Underrepresented racial/ethnic group: 22% (2/9) Employees Age: <30: 15%; 30-50: 72%; >50: 13% Females in leadership (Global): 33% Female in workforce (Global): 33% Underrepresented racial/ethnic groups in leadership (U.S.): 12% Underrepresented racial/ethnic groups in workforce (U.S.): 17%	Labour: Measurement of outcomes
412-2	Employee training on HR policies or procedures	Over 97% of employees completed code of conduct training. **Ethics & Governance, p. 42-46**	Human Rights: Relevant policies, procedures, activities Labour: Relevant policies, procedures, activities
413-1	Operations with local community engagement, impact assessments, and development programs	100%	
414-1	New suppliers that were screened using social criteria	All new suppliers were screen using CR criterea via our contracts system Agiloft.	Human Rights: Relevant policies, procedures, activities Human Rights: Measurement of outcomes
414-2	Negative social impacts in the supply chain and actions taken (a) Number of suppliers assessed for social impacts (b) Number of suppliers identified as having significant actual and potential negative social impacts (c) Significant actual and potential negative social impacts identified in the supply chain (d) Percentage of suppliers identified as having significant actual and potential negative social impacts with which improvements were agreed upon as a result of assessment (e) Percentage of suppliers identified as having significant actual and potential negative social impacts with which relationships were terminated as a result of assessment, and why	(a) 2 (b) 0 (c) 0 (d) 0 (e) 0	Human Rights: Measurement of outcomes

GRI Material Topic	GRI Management Approach Cross-reference	Relevant External Entities FY3	UNGC Cross-reference
417-1	Requirements for product and service information and labeling	**Products, p. 35-37** Data Privacy and Freedom of Expression: TC-SI-220a.1 Gen Privacy Statement **2023 10-K**	
417-2	Incidents of non-compliance concerning product and service information and labeling	None	
417-3	Incidents of non-compliance concerning marketing communications	None	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Details are confidential.	

TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES (TCFD) INDEX

In this index, NortonLifeLock provides information aligned with the **Task Force on Climate-related Financial Disclosures (TCFD)** recommendations and we intend to refine our strategy and reporting going forward. For additional information, please review the risk factors included in our **2023 10-K**.

Disclosure	Response
GOVERNANCE	
a. Describe the board's oversight of climate-related risks and opportunities	The Nominating and Governance Committee of our Board of Directors has oversight of Environmental, Social and Governance (ESG) issues. As stated in the Charter of the Nominating and Governance Committee, the principal responsibilities and duties of the Committee include:
	(a) Overseeing and reviewing annually the Company's policies and programs concerning: (i) corporate social responsibility; (ii) public policy; (iii) philanthropy; (iv) political activities and expenditures; and (v) the Company's participation and visibility as a global corporate citizen.
	(b) Overseeing and reviewing periodically the Company's programs, policies and practices and relevant risks and opportunities relating to ESG issues and related disclosures and making recommendations to the Board regarding the Company's overall strategy with respect to ESG matters.
	(c) Overseeing the management of risks that may arise in connection with the Company's governance structures, processes and other matters set forth in the Charter [including corporate social responsibility or ESG matters] and reporting any risks to the Board.
	(d) Regularly reporting to the Board on the major items covered at each Committee meeting and making recommendations to the Board and management concerning such matters.
	The Nominating and Governance Committee is responsible for climate change oversight as climate-related issues are included within the scope of 'corporate social responsibility' and 'ESG issues and related disclosures' that are part of the principal responsibilities and duties of the Committee. This Committee reports to the Board of Directors and has final approval on all climate-related decisions.
	The Nominating and Governance Committee receives quarterly updates on ESG from the Head of Marketing, Brand and Communications, CEO and at some meetings the Head of Corporate Responsibility. These quarterly updates are also shared with the entire Board of Directors on occasion. Climate-related issues are discussed as a scheduled agenda items at some of the Committee's quarterly meetings and/or sporadically as important issues arise. The purpose of these regular updates is to ensure that ESG issues, including climate change, are considered when the Board is reviewing and guiding its major plans of action and strategy.
b. Describe management's role in assessing and managing climate-related risks and opportunities	Assessment of climate risk is an integral component of our enterprise risk assessment which is implemented through broad engagement with senior managers across Gen Digital's business. The Vice President of Marketing, Brand and Communications and the Head of Corporate Responsibility are responsible for reviewing strategies for managing risks and opportunities related to our greenhouse gas (GHG) emissions with the Chief Executive Officer.

Disclosure	Response
Strategy	
a. Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term	Gen Digital has identified and assesssed the following climate-related risks of relevance to our business as part of our Enterprise Risk Management (ERM) program. **Physical** As a global Company, we have facilities located in regions that are vulnerable to an increased frequency and severity of acute climate driven events such as hurricanes, wildfirs and floods and chronic changes such as water scarcity and temperature rises. **Policy/Regulatory** It is important to our business to understand what climate related laws and regulations impact us, and how we can maintain compliance. Climate related regulation may impose added costs on our business and our failure to comply with them may lead to civil or criminal penalties. **Reputation** Our professional reputation is critical to our business, and any harm to our reputation could decrease the amount of business consumers and partners do with us, which could have an adverse effect on our future revenue and growth prospects. As our reputational risk relates to climate, if Gen Digital is perceived as a Company that is not environmentally responsible, it could negatively impact the public's perception of the Company and reduce growth prospects for our service offerings and/or the business as a whole as customers seek companies that are taking progressive steps to address climate change. Through our risk assessment process, we have not identified climate-related risks that have a material impact on our business. As a technology Company, most of our products and services are provided via electronic software distribution, which inherently reduces risks related to GHG emissions arising from the production and transportation of goods. We are a cloud-first Company with limited managed data center operations (i.e., data centers we own or colocate), reducing our inherent risks related to energy consumption and greenhouse gas emissions as well as our risks from physical climate changes. We operate a limited number of core physical office locations with a significant number of remote and hybrid employees and contractors across the world, further reducing our GHG emissions due to the transportation of people and increasing our overall resilience to physical climate changes.
b. Describe the impact of climate-related risks and opportunities on the organization's business, strategy and financial planning	While we have not identified climate-related risks and opportunities that we consider material to our business, we have taken steps to better understand our emissions profile and inform our sustainability strategy. For example, we have completed a lifecycle assessment of our physical products, identifying any emissions hotspots across the value chain of the products. In evaluating climate risk in our supply chain, we also completed an analysis to evaluate what percentage of our suppliers by spend have set, or committed to set, science based GHG emissions reduction targets. This helps us to target our engagement efforts towards suppliers which have not yet taken these steps. We have also added ESG, including climate-related, questions to our supplier onboarding process. Finally, we incorporated climate risk into operational strategy by continuing an ongoing effort to optimize our facilities footprint, consolidating office space and closing several sites. This consolidation effort is driving energy and GHG emissions reductions. Climate related risks and opportunities have influenced our financial planning in that we budget for additional climate strategy costs for dedicated staff and consulting resources. Additionally, in FY22 we launched an employee home improvement grant program whereby all employees are eligible for up to $500 per year to invest towards sustainable home improvements. These grant costs are incorporated into our annual budgeting process.

Disclosure	Response
c. Describe the potential impacts of different scenarios, including a 2°C scenario, on the organization's businesses, strategy and financial planning	Seeking to further understand our exposure to transitional risk, we conducted a carbon pricing analysis which modeled future carbon pricing implications from 2025 to 2050, under six NGFS (Network for Greening the Financial System) pricing scenarios. Additionally, we examined potential implications of a carbon price based on the IEA 2DS scenario, which describes an energy system consistent with an emissions trajectory that recent climate research indicates would give an 80% chance of limiting global temperature increase to 2C. The examination of these carbon price scenarios helped us to understand our potential exposure to carbon pricing. While, even under the highest carbon price scenario, the potential implications are not considered material for Gen, the analysis indicated that strategic investment in emissions reductions will reduce our Company's future exposure in a transition to a low carbon economy. In assessing physical risk, we used scenario analysis to determine its exposure to water stress. We found that our percentage of direct operations located in water-stressed areas, defined as "High" or "Extremely High" baseline water stress, increased from 25% in 2022 to 70% in 2030 and 66% in 2040. It should be noted that these are forecasts with a high degree of uncertainty. While we may see some increased water costs and/or restrictions as a result of increases in baseline water stress, as a technology Company whose products are mostly delivered in digital format, we do not have water intensive operations, and therefore do not anticipate significant direct impacts for our business. The results have therefore not driven a change in our business strategy. We are aware that significant increases in water stress could drive broader socio-economic changes in some regions in which we operate which could in turn have implications for our employees and business. We consider socio-economic trends as part of our enterprise risk management process.
Risk Management	
a. Describe the organization's processes for identifying and assessing climate-related risks	As a component of our broader ERM program, we conducted an initial assessment of climate change risk to inform understanding of our exposure to short-, medium- and long-term physical and transition risk. In line with the ERM process, the assessment involved the following steps: - Understanding the Company's objectives and strategic imperatives related to ESG and climate related risks; - Gathering inputs through interviews and/or surveys with select members of management and the board; - Obtaining current risk-related literature from external resources, like rating agencies, public accounting firms, the SEC, etc.; - Analyzing and consolidating interview results; - Analyzing risks identified through internal channels and comparing those to risks identified by external sources, including a ranking and rating of risks against factors, such as likelihood of occurence, severity of impact, degree of vulnerability and level of mitigation; - Considering impact to (1) financial performance, (2) the legal/regulatory landscape and requirements, (3) brand, (4) systems and processes, (5) shareholder value, (6) other external factors, (7) complexity of business operations or need for a new business model, (8) change management, (9) execution, (10) integrity and ethics, (11) process maturity and (12) other factors, as applicable; and - Reporting risk profile to stakeholders.
b. Describe the organization's processes for managing climate-related risks	Management of physical climate-related risks is integral to our business continuity and disaster recovery program. Transitional risks related to our GHG emissions footprint and our external disclosures are managed by our Corporate Responsibility team in partnership with an extended group of internal business functions and stakkeholders, and supported by external consultants.
c. Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organization's overall risk management	Risks considered in our climate risk assessment are integrated to our overarching ERM program and included in our enterprise risk register, which is used to compile a holistic view on our Company's risk profile, enabling management to determine if additional risk response activities are required to address significant risks to the organization's culture, brand, reputation, compliance, people, operations and financial results.

Disclosure	Response
d. Disclose the metrics used by the organziation to assess climate-related risks and opportunities in line with its strategy and risk management process	Gen Digital uses Scope 1, 2 and 3 emissions data and year-over-year changes to assess climate-related risk in line with its strategy and risk management process.
e. Disclose Scope 1, Scope 2 and if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks	**Performance tables, p. 50**
Targets	
a. Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets	We aim to reduce our emissions year-over-year. On a per dollar of total revenue basis, GHG emissions increased by 28% between FY22 and FY23. The change is driven by an increased of number of facilities and operations caused by NortonLifeLock merger with Avast to form Gen. Gen Digital is developing a strategy to reduce our GHG emissions across the global enterprise and engage our employees to help them reduce their own emissions both at work and at home. In FY23, 783 Gen employees participated in the Home Improvement Program, taking on 783 projects that improved home energy efficiency, created a more sustainable home, saved water and other positive environmental outcomes. Projects ranged from upgrading refrigerators to installing composting systems. The majority of the projects addressed energy usage within the home with 74 energy efficiency projects, 328 projects that improved heating and cooling systems and 251 projects that traded out an old appliance for a sustainable, energy-efficient appliance. 43 projects generated water savings, examples include an updated irrigation system and water harvesting system, such as rain barrels.

Gen™

norton™   Avast™   LifeLock™ by norton   Avira™

AVG®   REPUTATION DEFENDER™ by norton   CCleaner

GenDigital.com