



Performance Highlights

Priority Issue	FY08 Performance	FY09 and Beyond Goals
Customer Satisfaction	<ul style="list-style-type: none"> Reduced wait time to talk to a customer service agent by nearly a third Improved installation success of Norton™ products (unsuccessful installs were reduced by 90 percent between 2006 and 2008 product lines) Rolled out internal escalation Web site and Customer Assistance tool for use by all Symantec employees 	<ul style="list-style-type: none"> Achieve a one-minute install, the industry's fastest protection updates, and less than half the memory usage of the next leading competitor for Norton Internet Security™ 2009 and Norton AntiVirus™ 2009
Governance and Ethics	<ul style="list-style-type: none"> Released updated Code of Conduct and annual training worldwide in multiple languages Updated Nominating and Governance Committee Board charter to include oversight of corporate responsibility Outperformed 96.9 percent of companies on S&P500 in areas of governance Listed on the DJSI and the FTSE4Good 	<ul style="list-style-type: none"> Increase dialogue with the Board of Directors around corporate responsibility issues Develop a more robust enterprise risk management program Launch centralized policy repository Develop and launch training for senior executives on ethics and compliance topics
Privacy and Data Protection	<ul style="list-style-type: none"> Appointed Chief Privacy Officer and formed a Privacy Council with a cross-functional working group and privacy leads from each department Hosted internal Data Privacy Day in conjunction with the International Association of Privacy Professionals 	<ul style="list-style-type: none"> Launch privacy awareness training for all employees worldwide in multiple languages Refine and update Symantec's privacy policies Continue public policy engagement around privacy and data protection legislation
Online Safety	<ul style="list-style-type: none"> Published 12th and 13th editions of the Internet Security Threat Report Formalized Family Online Safety initiative Issued monthly spam and phishing reports and regularly updated Symantec's Response Security Blog 	<ul style="list-style-type: none"> Increase outreach and establish new partnerships with nonprofit organizations around family online safety
Environment and Green IT	<ul style="list-style-type: none"> Completed global greenhouse gas inventory Released Green Data Center report Saved >300,000 kWh per month due to data center closures Applied for LEED Gold Certification for new Culver City campus (achieved May 2008) Launched employee environmental awareness campaign 	<ul style="list-style-type: none"> Reduce CO₂ emissions company-wide by 15 percent by the end of FY12, using FY08 as a baseline. Reductions will be measured and reported by CO₂ emitted per square foot Meet LEED EB certification standards for all existing buildings and LEED NC standards for all new construction Begin tracking water use, water discharge, and waste disposal rates at Symantec facilities and buildings
Employees and Diversity	<ul style="list-style-type: none"> Adopted the Calvert Women's Principles™ Appointed new female Board member Promoted first female VP, Fellow in the Engineering Department Adopted Gender Transition Guidelines 	<ul style="list-style-type: none"> Measure employee engagement on a quarterly basis through employee surveys Launch "mentoring circles" to link Symantec female executives with women employees Establish supplier diversity award program