Module: Introduction

Page: Introduction Supply Chain

Climate change

Please tick the box below to complete the introduction questions for Climate Change

true

CC0.1

Introduction

Please give a general description and introduction to your organization.

Symantec is a global leader in providing security, information management solutions to help our customers – from consumers and small businesses to the largest global organizations – secure and manage their information against more risks at more points, more completely and efficiently than any other company. Our company's unique focus is to eliminate risks to information, technology and processes independent of the device, platform, interaction or location.

CC0.2

Reporting Year
Please state the start and end date of the year for which you are reporting data.
The current reporting year is the latest/most recent 12-month period for which data is reported. Enter the dates of this year first.
We request data for more than one reporting period for some emission accounting questions. Please provide data for the three years prior to the current reporting year if you have not provided this information before, or if this is the first time you have answered CDP information request. (This does not apply if you have been offered and selected the option of answering the shorter questionnaire). If you are going to provide additional years of data, please give the dates of those reporting

periods here. Work backwards from the most recent reporting year.
Please enter dates in following format: day/month/year (in full i.e. 2001).

Enter Periods that will be disclosed
Wed 01 Apr 2015 - Thu 31 Mar 2016

CC0.3

Country list configuration

Please select the countries for which you will be supplying data.

Select country
Australia
Brazil
Canada
China
Estonia
France
Germany
Hong Kong
India
Ireland
Italy
Japan
Mexico
Poland
Saudi Arabia
Singapore

Select country
South Africa
South Korea
Spain
Sweden
Switzerland
Taiwan
United Arab Emirates
United Kingdom
United States of America
Netherlands

CC0.4

Currency selection

Please select the currency in which you would like to submit your response. All financial information contained in the response should be in this currency.

USD($)

CC0.5

Please select if you wish to complete a shorter information request.

Water

Please tick the box below to complete the introduction questions for Water

false

Further Information

Module: Management

Page: CC1. Governance

CC1.1

Where is the highest level of direct responsibility for climate change within your organization?

Board or individual/sub-set of the Board or other committee appointed by the Board

CC1.1a

Please identify the position of the individual or name of the committee with this responsibility

Symantec's Vice President, Corporate Responsibility, serves as the central coordinator for all corporate responsibility efforts, including climate change. This individual, who reports to the Executive Vice President, General Counsel and Secretary, works to establish strategic direction and develop specific programs and initiatives across the company in partnership with the Board of Directors, Nominating and Governance Committee, the Chairman and Chief Executive Officer, the Senior Management Team, the Executive Vice President and General Counsel and the Legal and Public Affairs Department.

CC1.2

Do you provide incentives for the management of climate change issues, including the attainment of targets?

Yes

CC1.2a

Please provide further details on the incentives provided for the management of climate change issues

Who is entitled to benefit from these incentives?	The type of incentives	Incentivized performance indicator	Comment
All employees	Other non-monetary reward	Other: Sustainability-related training	Employees can achieve Learning Excellence Credits (LEC) for participating in sustainability related courses (Incentive varies by department). If a course is not offered through LEC, employees can submit an external class for approval.
All employees	Other non-monetary reward	Other: Sustainability-related training	Employees can obtain training hours for sustainability-related work (Incentive varies by department)
All employees	Other non-monetary reward	Behaviour change related indicator	Employees at any level are recognized and rewarded for excellence by other employees via the 'WOW' recognition program. The Applause Program recognizes and applauds employees who consistently uphold Symantec's values, drive departmental goals (personal performance goals) and those who exceed job expectations contributing to the company's success. The WOW Program is used to recognize employees for their contribution to our environmental and climate change programs.
All employees	Other non-monetary reward	Behaviour change related indicator	Parking allocations – Preferred parking for employees who carpool or have electric vehicles.
All employees	Other non-monetary reward	Behaviour change related indicator	Dollars for Doers - Symantec matches employee volunteer hours including environmental or Climate Change activities/organizations with cash grants up to $1,000 per calendar year.
All employees	Other non-monetary reward	Other: Donations	Matching Gift Program - All employees are eligible to donate to charities including environmental or Climate Change organizations and Symantec will match their cash donation up to $1,000 per calendar year.

Further Information

Page: CC2. Strategy

CC2.1

Please select the option that best describes your risk management procedures with regard to climate change risks and opportunities

Integrated into multi-disciplinary company wide risk management processes

CC2.1a

Please provide further details on your risk management procedures with regard to climate change risks and opportunities

Frequency of monitoring	To whom are results reported?	Geographical areas considered	How far into the future are risks considered?	Comment
Annually	Board or individual/sub-set of the Board or committee appointed by the Board	Critical locations throughout the Americas, Europe and Middle East and Asia-Pacific regions in which we operate.	1 to 3 years	

CC2.1b

Please describe how your risk and opportunity identification processes are applied at both company and asset level

At the company level:
Our corporate Environmental program addresses a range of risks relevant to climate change, including customer requirements, reputational considerations, increasing energy / carbon costs, water scarcity and legal requirements.

As a component of our Environmental Program framework, we identify areas of focus (‘topics’), and prioritize monitoring and performance improvement efforts based on an evaluation of associated business risks and opportunities (or ‘drivers’). These business drivers are documented in corporate environmental procedures which exist for each of the environmental sustainability topics managed within the program. These procedures also document relevant legal, customer, financial, external reporting, and other considerations which are taken into account in defining metrics and identifying goals and improvement actions. The following topics of direct relevance to our climate change impacts are managed within the corporate environmental program; energy use in our own operations, business travel, employee commute and scope 3 emissions in our supply chain.

At the asset level:
Our Enterprise Resiliency Organization completes a Risk Assessment (RA) and Business Impact Analysis (BIA) every two years which addresses risks and impacts associated with individual sites. This data is used to drive appropriate recovery strategies and plans to ensure the loss of a single site will not adversely impact the company’s ability to continue business. Physical risks considered in the RA and BIA include natural disasters and weather events, such as flooding, hurricanes, drought, extreme heat/cold and sea level rise. The identified risks are included in business continuity plans where appropriate. The results of our Business Impact Analyses are reported to C-Level executives.

CC2.1c

How do you prioritize the risks and opportunities identified?

Company
Symantec conducts a materiality analysis bi-annually to prioritize the corporate responsibility (CR) issues of greatest relevance to our business and highest importance to our stakeholders. We completed a new materiality assessment in April 2016 which will form the basis of our FY16 CR Report. We consider the ongoing stakeholder feedback we receive as well as our own internal assessments of rising trends, regulation, stakeholder concerns, and overall business risks and opportunities. We conduct our materiality analyses by compiling information regarding topics of potential interest from various sources such as customer RFPs, investor requests, media coverage, peer reports, industry and trade association documents, and internal/external surveys as well as stakeholder interviews. We score the topics, and place them on a matrix through discussions with CR team members and company executives. Energy / GHGs comprise one of the issues identified during our most recent materiality analysis as being of highest current priority for Symantec and its stakeholders.

Asset
An assessment is conducted for our major sites to rank risks to staff, operations and physical site infrastructure. Risks evaluated include natural events such as severe weather/hurricane, infrastructure including power grid and communications and political including work stoppages and civil unrest. Identified location risks are then analyzed for probability and potential impacts to mission critical business processes. Impacts are classified as severe, major or minor in potential impact. It is important to note that mitigation strategies for identified risks are included in the recovery plans regardless of the probability since we plan based on the consequence of an interruption and not the probability of the interruption occurring. Probability is used as an overlay on heat maps and other reporting to leadership to assist in prioritizing resources, projects and further investments in resiliency.

CC2.1d

Please explain why you do not have a process in place for assessing and managing risks and opportunities from climate change, and whether you plan to introduce such a process in future

Main reason for not having a process	Do you plan to introduce a process?	Comment

CC2.2

Is climate change integrated into your business strategy?

Yes

CC2.2a

Please describe the process of how climate change is integrated into your business strategy and any outcomes of this process

i. Our Vice President of Corporate Responsibility is charged with embedding and integrating CR priorities into the company's strategy and operations. Climate change is one of our top five priority Corporate Responsibility issues. The Vice President of CR, supported by the CR team, works to establish strategic direction, taking into account relevant climate change risks and opportunities, to develop specific programs and initiatives across the company and provide regular briefings to the company's leadership, including the Board of Directors, Nominating and Governance Committee, the Chairman and CEO, the Senior Management Team, the Executive Vice President and General Counsel as well as the Legal and Public Affairs Department.

Climate change risks and opportunities of relevance to our business are identified in a number of ways, including through Symantec's CR materiality analysis, through our engagement in industry and policy initiatives, and our membership of groups such as CERES and BSR. Employees and other stakeholders are encouraged to provide input to the Symantec corporate responsibility strategy through a number of channels including Green Teams, the Symantec CR website, the Corporate Responsibility In Action blog, multiple surveys and committees, and external outreach.

Our Program Management Office (PMO) is tasked with leading company-wide change initiatives of strategic relevance to our business, reporting to the Chief Financial Officer. As an example of how our strategy has been influenced during the reporting year, and to reflect our goal of more fully integrating climate change into our business, the PMO team took a leading role in facilitating internal cross-functional discussions that culminated in a new 10 year 30% GHG reduction goal for Symantec that was fully endorsed by the Board of Directors in March 2016.

ii. Initially, our strategy focused on offsetting increasing energy costs which have been driven in part by the introduction of energy and carbon taxes. More recently we have seen increasing interest from our employees, customers and investors, which has influenced our strategy to be transparent about our impacts and actions and to set an ambitious new GHG reduction goal. The potential role of energy efficiency and clean energy in mitigating climate change, promoting job creation and stimulating new economic opportunities has prompted our support for government efforts to pursue comprehensive climate change legislation.

iii. Our current (1-2 years) strategy focuses on developing and progressing an implementation plan for delivering our GHG reduction goal with an emphasis on three key areas – making more efficient use of space, investing in energy efficient equipment and technologies, and increasing our use of renewable energy sources. We will continue to find ways to communicate and engage our employees, including through our global Green Teams. We will also continue our collaboration with NGOs and other companies, including through the BSR Future of Internet Power initiative which aims to increase the amount of clean energy used to power data centers. And we will continue our support of sensible climate change policies, including through our membership of the CERES BICEP coalition.

In our appliance business, we are pursuing Energy Star certification for the appliances we place on the market, anticipating increased customer interest in this area.

iv. Our 5 year (long-term) strategy will focus on further embedding climate change in our business and on making substantial progress towards our GHG reduction goal. We will work to institutionalize environmental management in our business, to further enhance our metering of energy consumption, to target and realize reductions in our GHG emissions, and better understand how our products affect our customers' energy use and climate change resiliency, with a view to informing our product development activities.

v. The implementation of energy efficiency projects results in cost savings that we can directly re-invest to make our business more competitive. Our environmental strategy also contributes to our improved reputation as evidenced by a number of external recognitions. For example, we have been listed on the Dow Jones Sustainability Index and the FTSE4Good index, each year since 2007. This enhanced reputation improves our standing with investors, customers and other stakeholders who have a direct influence over the success of our business.

vi. The following substantial decisions were made during the reporting year and were driven by our commitment to contribute to climate change mitigation through 1) reducing our GHG emissions footprint 2) supporting meaningful climate change policies and 3) philanthropic giving.
a. To set a new 10 year 30% absolute GHG reduction goal.
b. To create a new position within our Corporate Responsibility team that is dedicated to progressing our global environmental program.
c. To obtain LEED Platinum certification for two of our facilities in India.
d. To express our support for SB32 which sets a GHG emissions reduction goal of 80% below 1990 levels by 2050 for the State of California where we are headquartered.
e. To participate in the White House American Business Act on Climate Change, and express our support for a strong international agreement on climate change ahead of the COP21 event in Paris.
f. To continue our philanthropic support of a long term forest carbon initiative coordinated by the Rainforest Alliance in Oaxaca, Mexico. The project is facilitating tree-planting and better soil management among local producers which in turn is increasing carbon sequestration.

CC2.2b

Please explain why climate change is not integrated into your business strategy

CC2.2c

Does your company use an internal price of carbon?

No, and we currently don't anticipate doing so in the next 2 years

CC2.2d

Please provide details and examples of how your company uses an internal price of carbon

CC2.3

Do you engage in activities that could either directly or indirectly influence public policy on climate change through any of the following? (tick all that apply)

Other

CC2.3a

On what issues have you been engaging directly with policy makers?

Focus of legislation	Corporate Position	Details of engagement	Proposed legislative solution

CC2.3b

Are you on the Board of any trade associations or provide funding beyond membership?

CC2.3c

Please enter the details of those trade associations that are likely to take a position on climate change legislation

Trade association	Is your position on climate change consistent with theirs?	Please explain the trade association's position	How have you, or are you attempting to, influence the position?

CC2.3d

Do you publicly disclose a list of all the research organizations that you fund?

CC2.3e

Please provide details of the other engagement activities that you undertake

Symantec participates in the development of public policy that addresses issues affecting our industry, business, products, and customers. In partnership with business and trade organizations, we work with local, regional, national, and international lawmakers and government agencies to influence policy and legislation. This involvement allows Symantec to better accomplish its mission to protect its customers and the integrity and unimpeded flow of the world's information.

With regards to climate change, Symantec supports and encourages government efforts globally to pursue comprehensive climate change legislation. Clean energy will promote job creation, encourage greater sustainability, and stimulate new economic opportunities. During 2015, Symantec participated in the White House's American Business Act on Climate Change demonstrating our support for the conclusion of a climate change agreement in Paris that would take a strong step forward toward a low-carbon, sustainable future.

We engage with policy makers through membership of the CERES Business for Innovative Climate and Energy Policy (BICEP) coalition which calls on the US government to introduce policies to tackle climate change. Symantec's Political Action Committee periodically provides donations to support politician-led environmental causes such as Senator Sheldon Whitehouse and his work on climate change and ocean conservation. BICEP is an advocacy coalition of businesses committed to working with policy makers to pass meaningful energy and climate legislation that will enable a rapid transition to a low-carbon economy that will create new jobs and stimulate economic growth while stabilizing our planet's fragile climate. Criteria for membership in BICEP include agreement with BICEP principles and demonstrated leadership on climate and sustainability issues. During the reporting year, Symantec joined other California-based companies in expressing our support for SB32 which sets an overarching GHG emissions reduction goal of 80% below 1990 levels by 2050 for the State of California.

Symantec is also a signatory of the CERES Connect the Drops declaration. Connect the Drops attempts to elevate the voice of California businesses in favor of resilient water solutions such as conservation, reuse and integrated management of water supplies and recognizes the long term trend towards increased water shortages in California, due in part to climate change. The purpose is to demonstrate strong business support for taking action on water stewardship at both the local and state levels. The Connect the Drops declaration was drafted by Ceres and outlines the economic benefits of sustainable water management and highlights the important connections between sustainable water supplies and the California economy.

Business Social Responsibility (BSR) works with its network of more than 250 member companies to build a just and sustainable world. Symantec is working with BSR on a multi-company initiative to advance utility investments, onsite electric power generation, and policy support in respect of more sustainable, low-carbon power supply for data centers and network equipment. BSR leads the 'Future of Internet Power' (FOIP), a group of leading technology companies that is sharing and promoting best practices and developing a platform for driving low-carbon, sustainable power for data centers in collaboration with select utilities, data center providers and policymakers. Through our involvement with FOIP, Symantec joined 9 other companies in signing a letter calling for increased renewable power availability that was submitted into the public comment process for Dominion Virginia Power's 2015 Integrated Resource Plan (IRP) process.

Sustainable Silicon Valley (SSV) is a consortium of companies, governmental entities, academic and research institutions and non-profit organizations that work together to inspire collaboration, accelerate innovation, and encourage economic prosperity for a sustainable future. SSV's programs facilitate interaction among diverse stakeholders and invite collaboration to identify, improve, innovate and implement practical solutions for regional and global sustainability. By elevating market readiness, SSV helps create demand for sustainable solutions and stimulates the transition to a regenerative economy. Symantec became a member in 2013 and continues to be active in the climate change, environment and education committees.

Symantec is also a member of the Silicon Valley Leadership Group, USITO and TechAmerica Europe, all of which engage on the advancement of energy and

climate change policy issues relevant to our industry.

CC2.3f

What processes do you have in place to ensure that all of your direct and indirect activities that influence policy are consistent with your overall climate change strategy?

All Symantec sustainability and climate change related activities are managed and centrally coordinated by the Corporate Responsibility (CR) group. Symantec's CR group is responsible for coordinating engagement with policy makers to align with our overall climate change strategy. Our CR group works closely with the Symantec global Government Affairs department (meeting at least monthly) and with our Government Affairs representatives in Europe, Middle East and Africa, Asia and North America to coordinate all public policy activities so that they are consistent with our climate change strategy. Government Affairs is always consulted when determining which public policy initiatives the company should sign up to and support; and conversely, the CR group would always be consulted on the potential support of a climate change related policy initiative. Individual Symantec employees and business groups are not permitted to engage in policy related initiatives on behalf of the Company unless and until they receive Government Affairs' approval. We believe this centralized and coordinated approach ensures that our policy engagement objectives support our overall climate change strategy and commitments.

CC2.3g

Please explain why you do not engage with policy makers

Further Information

Page: CC3. Targets and Initiatives

CC3.1

Did you have an emissions reduction or renewable energy consumption or production target that was active (ongoing or reached completion) in the reporting year?

Absolute target

CC3.1a

Please provide details of your absolute target

ID	Scope	% of emissions in scope	% reduction from base year	Base year	Base year emissions covered by target (metric tonnes CO2e)	Target year	Is this a science-based target?	Comment
Abs1	Scope 1+2 (market-based)	100%	30%	2015	124704	2025	No, and we do not anticipate setting one in the next 2 years	Our scope 1 & 2 target was set using a science based approach While our target does meet the SBTI science based boundary, timeframe and level of ambition criteria, we do not currently have a target for our scope 3 emissions and so do not meet all of the SBTI criteria. While we do meet the CDP criteria of at least a 2.1% per year absolute reduction target we currently do not have a target beyond 2035. The baseline for our goal is our fiscal year 2015 (April 1, 2014 – March 31, 2015) and the target year is our fiscal year 2025 (April 1, 2024 – March 31, 2025).

CC3.1b

Please provide details of your intensity target

ID	Scope	% of emissions in scope	% reduction from base year	Metric	Base year	Normalized base year emissions covered by target	Target year	Is this a science-based target?	Comment

CC3.1c

Please also indicate what change in absolute emissions this intensity target reflects

ID	Direction of change anticipated in absolute Scope 1+2 emissions at target completion?	% change anticipated in absolute Scope 1+2 emissions	Direction of change anticipated in absolute Scope 3 emissions at target completion?	% change anticipated in absolute Scope 3 emissions	Comment

CC3.1d

Please provide details of your renewable energy consumption and/or production target

ID	Energy types covered by target	Base year	Base year energy for energy type covered (MWh)	% renewable energy in base year	Target year	% renewable energy in target year	Comment

CC3.1e

For all of your targets, please provide details on the progress made in the reporting year

ID	% complete (time)	% complete (emissions or renewable energy)	Comment
Abs1	10%	16.5%	1 year into goal period and 5% reduction achieved against a goal of 30%.

CC3.1f

Please explain (i) why you do not have a target; and (ii) forecast how your emissions will change over the next five years

CC3.2

Do you classify any of your existing goods and/or services as low carbon products or do they enable a third party to avoid GHG emissions?

No

CC3.2a

Please provide details of your products and/or services that you classify as low carbon products or that enable a third party to avoid GHG emissions

Level of aggregation	Description of product/Group of products	Are you reporting low carbon product/s or avoided emissions?	Taxonomy, project or methodology used to classify product/s as low carbon or to calculate avoided emissions	% revenue from low carbon product/s in the reporting year	% R&D in low carbon product/s in the reporting year	Comment

CC3.3

Did you have emissions reduction initiatives that were active within the reporting year (this can include those in the planning and/or implementation phases)

Yes

CC3.3a

Please identify the total number of projects at each stage of development, and for those in the implementation stages, the estimated CO2e savings

Stage of development	Number of projects	Total estimated annual CO2e savings in metric tonnes CO2e (only for rows marked *)
Under investigation	2	
To be implemented*	4	6511
Implementation commenced*	1	2606
Implemented*	4	2105
Not to be implemented	0	

CC3.3b

For those initiatives implemented in the reporting year, please provide details in the table below

Activity type	Description of activity	Estimated annual CO2e savings (metric tonnes CO2e)	Scope	Voluntary/ Mandatory	Annual monetary savings (unit currency - as specified in CC0.4)	Investment required (unit currency - as specified in CC0.4)	Payback period	Estimated lifetime of the initiative	Comment
Energy efficiency:	During the reporting year, we increased the summer and winter	400	Scope 2 (market-	Voluntary	205000	0	<1 year	3-5 years	This operational change did not

Activity type	Description of activity	Estimated annual CO2e savings (metric tonnes CO2e)	Scope	Voluntary/ Mandatory	Annual monetary savings (unit currency - as specified in CC0.4)	Investment required (unit currency - as specified in CC0.4)	Payback period	Estimated lifetime of the initiative	Comment
Building services	temperature set points to reduce heating and cooling usage at 2 of our locations in Mountain View, California and Springfield, Oregon.		based)						require any capital investment.
Other	Green building design. During the reporting year, we achieved LEED Platinum certification for 2 fit-out projects in India.		Scope 2 (market-based)	Voluntary					
Energy efficiency: Building services	During the reporting year, we upgraded to more efficient building services equipment including HVAC and lighting in two of our Mountain View buildings.	1560	Scope 2 (market-based)	Voluntary	708301				
Other	Space consolidation. During the reporting year, we consolidated several of our office and data center operations, and in some cases relocated operations to more efficient facilities.	145	Scope 2 (market-based)	Voluntary					

CC3.3c

What methods do you use to drive investment in emissions reduction activities?

Method	Comment
Financial optimization calculations	

CC3.3d

If you do not have any emissions reduction initiatives, please explain why not

Further Information

Page: CC4. Communication

CC4.1

Have you published information about your organization's response to climate change and GHG emissions performance for this reporting year in places other than in your CDP response? If so, please attach the publication(s)

Publication	Status	Page/Section reference	Attach the document	Comment
In voluntary communications	Underway - previous year attached	Pages 16, 27	https://www.cdp.net/sites/2016/25/18125/Climate Change 2016/Shared Documents/Attachments/CC4.1/2015-corporate-responsibility-report-en-us.pdf	FY15 Corporate Responsibility Report
In voluntary communications	Underway - previous year attached	Pages 2-3	https://www.cdp.net/sites/2016/25/18125/Climate Change 2016/Shared Documents/Attachments/CC4.1/Environmental Performance _ Symantec.pdf	From Symantec Corporate Responsibility website

Further Information

Module: Risks and Opportunities

Page: CC5. Climate Change Risks

CC5.1

Have you identified any inherent climate change risks that have the potential to generate a substantive change in your business operations, revenue or expenditure? Tick all that apply

Risks driven by changes in physical climate parameters
Risks driven by changes in other climate-related developments

CC5.1a

Please describe your inherent risks that are driven by changes in regulation

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management

CC5.1b

Please describe your inherent risks that are driven by changes in physical climate parameters

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
Tropical cyclones (hurricanes and typhoons)	We have offices in coastal areas in the Asia/Pacific region including China, Japan, Singapore and also critical suppliers in the Philippines that are vulnerable to increased tropical cyclone activity. We also have critical operations in the southern and eastern United States that are vulnerable to an increase in the severity and frequency of tornadoes and hurricanes. Physical and operational impacts could result from increased incidence and severity of hurricanes and associated flooding. Impacts include financial loss	Other: financial loss e.g. due to lost productivity, delayed product release, asset loss, increased insurance costs, added operational costs	1 to 3 years	Direct	About as likely as not	Low-medium	Financial implications include costs for repairing building damage, lost productivity, lost revenue and increased insurance premiums. We have not suffered significant financial impacts to date. The largest operational losses on a facility were associated with our most significant extreme weather incident, Tropical Storm Fay that amounted to less than $1 million. A more significant incident resulting in building loss could exceed $30 million in direct costs and lost revenue for this facility.	We complete a Risk Assessment (RA) and Business Impact Analysis (BIA) every two years which addresses risks and impacts associated with individual sites. This data is used to drive appropriate recovery strategies and plans to ensure the loss of a single site will not adversely impact the company's ability to continue business. Typical strategies include resilient technology and operations located at multiple sites referred to as Follow-The-Sun to ensure the loss of any one site will not impact customers or revenue by continually transferring operations around the globe. The BIA and RA are presented to C-level management and any significant risks	Applying additional costs to any one facility or recovery strategy is not possible. However, estimated annual costs from increased workload to address additional risks are $120,000. We will incur annual management costs associated with our ERO program for as long as we are in business.

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	due to lost productivity, asset loss and delayed product release. Hurricane activity has resulted in lost productivity at numerous sites globally including the closure of our Florida location for four days while Tropical Storm Fay made a record 4 landfalls in Florida. During this time the company transferred critical operations to other facilities to avoid customer impacts but overtime pay and other mitigation strategies did result in added operational costs.							are documented and highlighted for action. The company then determines the best risk mitigation approach to address each identified risk. Our Enterprise Resiliency Organization (ERO) is tasked with implementing the standard ISO22301 lifecycle and includes representatives in all geographic regions. We have a formal incident response program managed by our Global Security Office and have automated notifications capability with call trees for all facilities. In FY15, ERO successfully responded to 9 incidents. The risk rating is considered to remain low-medium over the next 5 years.	

CC5.1c

Please describe your inherent risks that are driven by changes in other climate-related developments

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
Reputation	Symantec's ability to operate in the software provider market depends in part on our reputation as a good environmental steward. We started tracking the inclusion of Corporate Responsibility and Environmental questions in customer Requests for Proposal back in 2011. Since then the total tracked potential revenue value of RFPs that have included questions on our corporate responsibility program is over $95 million, indicating that our customers are	Reduced demand for goods/services	1 to 3 years	Direct	Unknown	Medium	If Symantec were unable to satisfactorily address a customer's environmental requirements, we could lose revenue. Since 2011, the total tracked potential revenue value of RFPs that have included questions on our Corporate Responsibility program is over $95 million. If we had been unsuccessful with just one of the RFPs due to an inadequate response on our Corporate Responsibility Program the potential lost revenue value is	We have taken a range of measures aimed at providing our customers with confidence in our environmental commitments and performance. We aim to be responsive to all customer inquiries about our environmental program and our Corporate Responsibility materiality process is informed by the type of environmental questions included in our customer RFPs. We respond to the CDP Supply Chain questionnaire in direct response to	The annual external costs associated with our environmental program are approximately $200,000. This includes consulting fees, memberships and third party audit services. We expect to incur similar annual costs for at least the next 5 years.

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	committed to taking corporate responsibility performance into account when selecting software providers. In 2016, 10 of our customers have requested our participation in the CDP Supply Chain survey. This is a significant increase since 2012, when only 2 of our customers requested our participation.						between $500,000 and $7 million. We expect customer interest in our climate change strategies to increase over the next 5 years, with a corresponding anticipated increase in the number and value of RFPs that include questions on our programs.	requests to do so from some of our customers and we subject our annual scope 1 and 2 and scope 3 business travel greenhouse gas emissions calculations to third party verification which gives our stakeholders additional confidence in our data. During early 2016, the Symantec Board of Directors approved a new 10-year 30% GHG reduction goal for our company. We are members of the Electronic industry Citizenship Coalition which helps us further our efforts to manage social and environmental responsibility aspects, including	

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
								climate change, of our supply chain, which we understand is a topic of increasing interest to our customers and other stakeholders.	

CC5.1d

Please explain why you do not consider your company to be exposed to inherent risks driven by changes in regulation that have the potential to generate a substantive change in your business operations, revenue or expenditure

Taking into account our global facilities, supply chain and product markets, we do not consider our business to be directly or indirectly impacted by current or foreseeable future climate change-related regulations that are anticipated to generate a substantive change in our business operations, revenue or expenditure. We are not directly subject to any mandatory carbon reporting or cap and trade regulations. For example, emissions from stationary combustion at our largest site in Mountain View, California are 1,260 metric tons (MT), well below the 10,000 MT that triggers a mandatory GHG emissions reporting requirement and the 25,000 MT applicability threshold for the AB32 cap and trade program. We are required to bring our California buildings into compliance with Title 24 legislation as we carry out renovations to our Mountain View headquarters buildings but we expect these investments to yield good financial returns. A small number of our European sites are subject to national implementing legislation under Article 8 of the EU Energy Efficiency Directive, such as the UK Energy Savings Opportunity Scheme, but we expect to realize net cost savings as a result of these new requirements. We expect to experience increased operational costs as a result of higher energy prices resulting from regulations designed to reduce GHG emissions resulting from fossil fuel generated electricity. Regulatory examples in regions where we are located include the US EPA's Clean Power Plan, as well as India's carbon tax on coal. While it will be important for us to continue to invest in energy efficiency, particularly in those regions that are heavily reliant on fossil fuels and therefore more likely to see price spikes, we do not consider the impact to be substantive when set against a total operating expense for our company of $3 billion.

CC5.1e

Please explain why you do not consider your company to be exposed to inherent risks driven by physical climate parameters that have the potential to generate a substantive change in your business operations, revenue or expenditure

CC5.1f

Please explain why you do not consider your company to be exposed to inherent risks driven by changes in other climate-related developments that have the potential to generate a substantive change in your business operations, revenue or expenditure

Further Information

Page: CC6. Climate Change Opportunities

CC6.1

Have you identified any inherent climate change opportunities that have the potential to generate a substantive change in your business operations, revenue or expenditure? Tick all that apply

Opportunities driven by changes in other climate-related developments

CC6.1a

Please describe your inherent opportunities that are driven by changes in regulation

Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management

CC6.1b

Please describe the inherent opportunities that are driven by changes in physical climate parameters

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management

CC6.1c

Please describe the inherent opportunities that are driven by changes in other climate-related developments

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
Reputation	Symantec's reputation as a responsible steward is a key driver for the company's environmental programs, and will continue to increase in	Increased demand for existing products/services	1 to 3 years	Direct	Likely	Medium	It is difficult for Symantec to quantify the potential for increased business as a result of our positive reputation amongst	We address our stakeholders' interests and proactively communicate our climate change-related activities in several ways. We participate	The annual external costs associated with our environmental program are over $200,000. This includes consulting fees, memberships

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	importance as climate change awareness grows. We have an opportunity to enhance our corporate reputation through our environmental and climate change programs, thereby strengthening relationships with key stakeholders including our investors, customers and suppliers. Looking ahead, as our customers face drivers to reduce their own greenhouse gas emissions, our ability to positively differentiate ourselves and the greenhouse gas emissions benefits of our product and						customers; however, since 2011 the total tracked potential revenue value of RFPs that have included questions on our Corporate Responsibility program is over $95 million. We expect customer interest in our climate change strategies to increase over the next 5 years, with a corresponding anticipated increase in the number and value of RFPs that include questions on our programs.	every year in CDP Climate Change and Supply Chain surveys, making our responses public. We communicate our environmental efforts on our Corporate Responsibility website and in our annual GRI aligned Corporate Responsibility report. We have been listed on the Dow Jones Sustainability Index and the FTSE4Good index, each year since 2007. We are engaged in advocacy efforts in support of climate change policies, including through our participation in the White House American Business Act on	and third party audit services. We expect to incur similar annual costs for at least the next 5 years.

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	service offerings in the marketplace, we may see an increased demand for our products and services.							Climate Change and our membership of the CERES BICEP coalition. We participate in initiatives local to our Silicon Valley Headquarters including Sustainable Silicon Valley and Acterra and we are working with other technology companies through BSR's Future of Internet Power initiative to promote increased use of renewable energy by data centers. During the reporting year, we achieved Energy Star certification for selected appliances that we place on the market, and are working towards Energy Star	

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
								certification for all such appliances. We also achieved LEED Platinum certification at two of our Indian sites and set a new corporate GHG reduction goal. We hope to increase the opportunity level to medium-high over the next 5 years.	

CC6.1d

Please explain why you do not consider your company to be exposed to inherent opportunities driven by changes in regulation that have the potential to generate a substantive change in your business operations, revenue or expenditure

Symantec's focus is providing best-in-class anti-virus and internet security services to its customers. Due to the nature of the software products and services that we provide, we do not anticipate that climate change regulations such as product efficiency standards will drive any substantive changes in either the demand for our products or our product strategy. As we increasingly move into the hardware market through the sale of appliances with our software installed, future product energy efficiency standards such as measures implemented under the EU Eco-design Directive, may be applicable to appliances we sell to our customers. We purchase appliances from other companies and are not involved in their design or manufacture. We are addressing the energy efficiency standards of the appliances that we place on the market, including pursuing Energy Star certification for these products, as we may see customer interest in this regard in the future. However, as appliances are still a relatively small part of our overall business, we do not anticipate substantive changes in our business operations, revenue or expenditure.

In serving to increase energy prices, climate change regulation such as carbon taxes, may help to stimulate customer demand for our cloud based services in the future as our customers seek to reduce their direct energy costs and benefit from the economies of scale afforded by cloud based infrastructure platforms. However,

we have not seen any direct evidence of such drivers to date.

CC6.1e

Please explain why you do not consider your company to be exposed to inherent opportunities driven by physical climate parameters that have the potential to generate a substantive change in your business operations, revenue or expenditure

As Symantec's focus is providing best-in-class anti-virus and internet security services to its customers we do not anticipate that physical climate change will act as a substantive driver of our revenue. We may see increased demand for our cloud based services as customers seek to minimize their direct exposure to physical climate change, however we have not to date identified these opportunities as having the potential to generate a substantive change in our revenue.

CC6.1f

Please explain why you do not consider your company to be exposed to inherent opportunities driven by changes in other climate-related developments that have the potential to generate a substantive change in your business operations, revenue or expenditure

Further Information

Module: GHG Emissions Accounting, Energy and Fuel Use, and Trading

Page: CC7. Emissions Methodology

CC7.1

Please provide your base year and base year emissions (Scopes 1 and 2)

Scope	Base year	Base year emissions (metric tonnes CO2e)
Scope 1	Tue 01 Apr 2014 - Tue 31 Mar 2015	5393
Scope 2 (location-based)	Tue 01 Apr 2014 - Tue 31 Mar 2015	110012
Scope 2 (market-based)	Tue 01 Apr 2014 - Tue 31 Mar 2015	119312

CC7.2

Please give the name of the standard, protocol or methodology you have used to collect activity data and calculate Scope 1 and Scope 2 emissions

Please select the published methodologies that you use
The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)

CC7.2a

If you have selected "Other" in CC7.2 please provide details of the standard, protocol or methodology you have used to collect activity data and calculate Scope 1 and Scope 2 emissions

CC7.3

Please give the source for the global warming potentials you have used

Gas	Reference
CO2	IPCC Fourth Assessment Report (AR4 - 100 year)
CH4	IPCC Fourth Assessment Report (AR4 - 100 year)
N2O	IPCC Fourth Assessment Report (AR4 - 100 year)
HFCs	IPCC Fourth Assessment Report (AR4 - 100 year)

CC7.4

Please give the emissions factors you have applied and their origin; alternatively, please attach an Excel spreadsheet with this data at the bottom of this page

Fuel/Material/Energy	Emission Factor	Unit	Reference
			The applied emission factors are attached in the Excel spreadsheet named 'CDP 2016-Q7.4 Emission Factors_Symantec.xlsx'. It contains emission factors for each fuel/material/energy with the unit and reference for each.

Further Information

Attachments

https://www.cdp.net/sites/2016/25/18125/Climate Change 2016/Shared Documents/Attachments/ClimateChange2016/CC7.EmissionsMethodology/CDP 2016-Q7.4 Emission Factors_Symantec.xlsx

Page: CC8. Emissions Data - (1 Apr 2015 - 31 Mar 2016)

CC8.1

Please select the boundary you are using for your Scope 1 and 2 greenhouse gas inventory

Operational control

CC8.2

Please provide your gross global Scope 1 emissions figures in metric tonnes CO2e

3811

CC8.3

Does your company have any operations in markets providing product or supplier specific data in the form of contractual instruments?

Yes

CC8.3a

Please provide your gross global Scope 2 emissions figures in metric tonnes CO2e

Scope 2, location-based	Scope 2, market-based (if applicable)	Comment
103416	114733	

CC8.4

Are there are any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure?

No

CC8.4a

Please provide details of the sources of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure

Source	Relevance of Scope 1 emissions from this source	Relevance of location-based Scope 2 emissions from this source	Relevance of market-based Scope 2 emissions from this source (if applicable)	Explain why the source is excluded

CC8.5

Please estimate the level of uncertainty of the total gross global Scope 1 and 2 emissions figures that you have supplied and specify the sources of uncertainty in your data gathering, handling and calculations

Scope	Uncertainty range	Main sources of uncertainty	Please expand on the uncertainty in your data
Scope 1	More than 2% but less than or equal to 5%	Data Gaps Extrapolation Other: Published Emissions Factors	Areas of uncertainty include reported data, unavailable data and emission factors. Reported data uncertainty arises from what a facility reports for its energy use compared to the actual energy use. Many facilities do not pay for all their energy use directly to the utility provider; thus, they rely on energy data through other means, such as prorated whole building energy use or asking the landlord to supply sub-meter data where available. A 5% uncertainty was assigned to emissions calculated from actual reported data. Where actual reported data was unavailable, energy use was estimated using extrapolation methods. An uncertainty of 20% was used, based on the quality of the known data supporting the extrapolation and of the available data input to the extrapolation method. Uncertainty of emissions factors used was not included in the analysis, per CDP guidance.
Scope 2 (location-based)	More than 2% but less than or equal to 5%	Data Gaps Extrapolation Other: Published Emissions Factors	Areas of uncertainty include reported data, unavailable data and emission factors. Reported data uncertainty arises from what a facility reports for its energy use compared to the actual energy use. Many facilities do not pay for all their energy use directly to the utility provider; thus, they rely on energy data through other means, such as prorated whole building energy use or asking the landlord to supply sub-meter data where available. A 5% uncertainty was assigned to electricity emissions calculated from actual reported data due to high level of data quality. Where actual reported data was unavailable, energy use was estimated using extrapolation methods. Depending on the emission source, an uncertainty of 20% was used, based on the quality of the known data supporting the extrapolation and of the available data input to the extrapolation method. Uncertainty of emissions factors used was not included in the analysis, per CDP guidance.
Scope 2 (market-based)	More than 2% but less than or equal to 5%	Data Gaps Extrapolation Other: Published Emissions Factors	Areas of uncertainty include reported data, unavailable data and emission factors. Reported data uncertainty arises from what a facility reports for its energy use compared to the actual energy use. Many facilities do not pay for all their energy use directly to the utility provider; thus, they rely on energy data through other means, such as prorated whole building energy use or asking the landlord to supply sub-meter data where available. A 5% uncertainty was assigned to electricity emissions calculated from actual reported data due to high level of data quality. Where actual reported data was unavailable, energy use was estimated using extrapolation methods. Depending on the emission source, an uncertainty of 20% was used, based on the quality of the known data supporting the extrapolation and of the available data input to the extrapolation method. Uncertainty of emissions factors used was not included in the analysis, per CDP guidance, although market-based electricity emission factors seem to have more uncertainty than the more established location-based grid emission factors.

CC8.6

Please indicate the verification/assurance status that applies to your reported Scope 1 emissions

Third party verification or assurance process in place

CC8.6a

Please provide further details of the verification/assurance undertaken for your Scope 1 emissions, and attach the relevant statements

Verification or assurance cycle in place	Status in the current reporting year	Type of verification or assurance	Attach the statement	Page/section reference	Relevant standard	Proportion of reported Scope 1 emissions verified (%)
Annual process	Complete	Limited assurance	https://www.cdp.net/sites/2016/25/18125/Climate Change 2016/Shared Documents/Attachments/CC8.6a/Symantec 2016 GHG Verification Statement.pdf	Pages 1-2	ISO14064-3	100

CC8.6b

Please provide further details of the regulatory regime to which you are complying that specifies the use of Continuous Emissions Monitoring Systems (CEMS)

Regulation	% of emissions covered by the system	Compliance period	Evidence of submission

CC8.7

Please indicate the verification/assurance status that applies to at least one of your reported Scope 2 emissions figures

Third party verification or assurance process in place

CC8.7a

Please provide further details of the verification/assurance undertaken for your location-based and/or market-based Scope 2 emissions, and attach the relevant statements

Location-based or market-based figure?	Verification or assurance cycle in place	Status in the current reporting year	Type of verification or assurance	Attach the statement	Page/Section reference	Relevant standard	Proportion of reported Scope 2 emissions verified (%)
Market-based	Annual process	Complete	Limited assurance	https://www.cdp.net/sites/2016/25/18125/Climate Change 2016/Shared Documents/Attachments/CC8.7a/Symantec 2016 GHG Verification Statement.pdf	Pages 1-2	ISO14064-3	100
Location-based	Annual process	Complete	Limited assurance	https://www.cdp.net/sites/2016/25/18125/Climate Change 2016/Shared Documents/Attachments/CC8.7a/Symantec 2016 GHG Verification Statement.pdf	Pages 1-2	ISO14064-3	100

CC8.8

Please identify if any data points have been verified as part of the third party verification work undertaken, other than the verification of emissions figures reported in CC8.6, CC8.7 and CC14.2

Additional data points verified	Comment

Additional data points verified	Comment
No additional data verified	

CC8.9

Are carbon dioxide emissions from biologically sequestered carbon relevant to your organization?

No

CC8.9a

Please provide the emissions from biologically sequestered carbon relevant to your organization in metric tonnes CO2

Further Information

Page: CC9. Scope 1 Emissions Breakdown - (1 Apr 2015 - 31 Mar 2016)

CC9.1

Do you have Scope 1 emissions sources in more than one country?

Yes

CC9.1a

Please break down your total gross global Scope 1 emissions by country/region

Country/Region	Scope 1 metric tonnes CO2e
Australia	
Brazil	
Canada	
China	
Estonia	
France	
Germany	
Hong Kong	
India	1101
Ireland	813
Italy	
Japan	4
Mexico	
Poland	
Saudi Arabia	
Singapore	
South Africa	
South Korea	
Spain	
Sweden	
Switzerland	
Taiwan	
United Arab Emirates	
United Kingdom	113
United States of America	1499
Europe, Middle East and Africa (EMEA)	283
Netherlands	

CC9.2

Please indicate which other Scope 1 emissions breakdowns you are able to provide (tick all that apply)

By activity

CC9.2a

Please break down your total gross global Scope 1 emissions by business division

Business division	Scope 1 emissions (metric tonnes CO2e)

CC9.2b

Please break down your total gross global Scope 1 emissions by facility

Facility	Scope 1 emissions (metric tonnes CO2e)	Latitude	Longitude

CC9.2c

Please break down your total gross global Scope 1 emissions by GHG type

GHG type	Scope 1 emissions (metric tonnes CO2e)

CC9.2d

Please break down your total gross global Scope 1 emissions by activity

Activity	Scope 1 emissions (metric tonnes CO2e)
Stationary Combustion	2401
Refrigerant	276
Mobile Scope 1	1134

Further Information

Page: CC10. Scope 2 Emissions Breakdown - (1 Apr 2015 - 31 Mar 2016)

CC10.1

Do you have Scope 2 emissions sources in more than one country?

Yes

CC10.1a

Please break down your total gross global Scope 2 emissions and energy consumption by country/region

Country/Region	Scope 2, location-based (metric tonnes CO2e)	Scope 2, market-based (metric tonnes CO2e)	Purchased and consumed electricity, heat, steam or cooling (MWh)	Purchased and consumed low carbon electricity, heat, steam or cooling accounted in market-based approach (MWh)
Australia	3768	3768	3869	
Brazil	114	114	770	
Canada	394	500	2116	
China	844	844	1308	
Estonia	935	862	1029	
France	27	16	359	
Germany	807	1259	1642	
Hong Kong	452	452	583	
India	18216	18216	22822	
Ireland	2568	2162	5896	
Italy	66	81	175	
Japan	2547	2547	4603	
Mexico	173	173	370	
Poland	700	803	1007	
Saudi Arabia	100	100	152	
Singapore	596	596	1390	
South Africa	1088	1088	1309	
South Korea	178	178	330	
Spain	27	42	102	
Sweden	28	41	646	
Switzerland	3	4	39	
Taiwan	245	245	417	
United Arab Emirates	114	114	184	
United Kingdom	4582	4709	9937	
United States of America	63973	74706	153986	
Netherlands	869	1112	1922	

CC10.2

Please indicate which other Scope 2 emissions breakdowns you are able to provide (tick all that apply)

By activity

CC10.2a

Please break down your total gross global Scope 2 emissions by business division

Business division	Scope 2 emissions, location based (metric tonnes CO2e)	Scope 2 emissions, market-based (metric tonnes CO2e)

CC10.2b

Please break down your total gross global Scope 2 emissions by facility

Facility	Scope 2 emissions, location based (metric tonnes CO2e)	Scope 2 emissions, market-based (metric tonnes CO2e)

CC10.2c

Please break down your total gross global Scope 2 emissions by activity

Activity	Scope 2 emissions, location based (metric tonnes CO2e)	Scope 2 emissions, market-based (metric tonnes CO2e)
Purchased Electricity	102156	113473
Purchased Heating	444	444
Purchased Cooling	817	817

Further Information

Page: CC11. Energy

CC11.1

What percentage of your total operational spend in the reporting year was on energy?

More than 0% but less than or equal to 5%

CC11.2

Please state how much heat, steam, and cooling in MWh your organization has purchased and consumed during the reporting year

Energy type	Energy purchased and consumed (MWh)
Heat	2451
Steam	0
Cooling	0

CC11.3

Please state how much fuel in MWh your organization has consumed (for energy purposes) during the reporting year

16590

CC11.3a

Please complete the table by breaking down the total "Fuel" figure entered above by fuel type

Fuels	MWh
Natural gas	14996
Distillate fuel oil No 4	495
Diesel/Gas oil	907
Motor gasoline	136
Other: Mobile	55

CC11.4

Please provide details of the electricity, heat, steam or cooling amounts that were accounted at a low carbon emission factor in the market-based Scope 2 figure reported in CC8.3a

Basis for applying a low carbon emission factor	MWh consumed associated with low carbon electricity, heat, steam or cooling	Comment
No purchases or generation of low carbon electricity, heat, steam or cooling accounted with	0	

Basis for applying a low carbon emission factor	MWh consumed associated with low carbon electricity, heat, steam or cooling	Comment
a low carbon emissions factor		

CC11.5

Please report how much electricity you produce in MWh, and how much electricity you consume in MWh

Total electricity consumed (MWh)	Consumed electricity that is purchased (MWh)	Total electricity produced (MWh)	Total renewable electricity produced (MWh)	Consumed renewable electricity that is produced by company (MWh)	Comment
214974	214510	464	464	464	

Further Information

The Purchased Cooling emissions reported in 10.2c are from estimated refrigerant releases where Symantec does not have operational control of the equipment. As these are not energy related emissions, we have reported 0 for Cooling in 11.2.

Page: CC12. Emissions Performance

CC12.1

How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to the previous year?

Decreased

CC12.1a

Please identify the reasons for any change in your gross global emissions (Scope 1 and 2 combined) and for each of them specify how your emissions compare to the previous year

Reason	Emissions value (percentage)	Direction of change	Please explain and include calculation
Emissions reduction activities	2	Decrease	Emission reduction initiatives in the form of space consolidation and energy efficiency projects resulted in a 2% reduction in emissions during the reporting year. Emissions were reduced by 2,104 metric tons which when expressed as a percentage of FY15 emissions results in a 2% decrease (2,104/124,704 * 100)
Divestment			
Acquisitions			
Mergers			
Change in output			
Change in methodology			
Change in boundary			
Change in physical operating conditions			
Unidentified			
Other	3	Decrease	We benefited from an improvement in emission factors used to calculate scope 2 emissions from grid electricity. Emission factor improvement delivered a reduction of 2,331 metric tons (2%). A reduction in HFC refrigerant releases at one of our Indian facilities delivered a 1% decrease in our scope 1 and 2 emissions.

CC12.1b

Is your emissions performance calculations in CC12.1 and CC12.1a based on a location-based Scope 2 emissions figure or a market-based Scope 2 emissions figure?

Market-based

CC12.2

Please describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tonnes CO2e per unit currency total revenue

Intensity figure =	Metric numerator (Gross global combined Scope 1 and 2 emissions)	Metric denominator: Unit total revenue	Scope 2 figure used	% change from previous year	Direction of change from previous year	Reason for change
0.0000329	metric tonnes CO2e	3600000000	Market-based	4.46	Increase	GHG emissions per revenue increased by 4.46% between FY2015 and FY2016. The change in GHG emissions per revenue is driven by a decrease in absolute emissions of 4.94% and decrease in revenue of 9.00%. The previous year's revenue intensity has been updated as a result of the divestiture of the Veritas business and, thus, restatement of FY2015 baseline year emissions for Symantec's GHG reduction goal. The FY2015 absolute Scope 1+2 emissions have been updated from 165,515 to 124,704 metric tonnes of CO2e, FY2015 revenue has been updated from $6.5 to $4.0 billion USD, and FY2015 revenue intensity from 0.0000254 to 0.0000315 metric tonnes CO2e/USD revenue. The previously reported intensity for FY2015 has also been updated to include market-based Scope 2 emissions in the Scope 1+Scope 2 total.

CC12.3

Please provide any additional intensity (normalized) metrics that are appropriate to your business operations

Intensity figure =	Metric numerator (Gross global combined Scope 1 and 2 emissions)	Metric denominator	Metric denominator: Unit total	Scope 2 figure used	% change from previous year	Direction of change from previous year	Reason for change
0.0337	metric tonnes CO2e	square foot	3520244	Market-based	1.26	Decrease	GHG emissions per square foot decreased by 1.26% between FY2015 and FY2016.This includes total square footage occupied at any time during FY2016. The change in GHG emissions per square foot is driven by a decrease in absolute emissions of 4.94% thanks to a number of factors including emissions reduction initiatives and a decrease in square feet of 3.73%. The previous year's square foot intensity has been updated as a result of the divestiture of the Veritas business and, thus, restatement of FY2015 baseline year emissions for Symantec's GHG reduction goal. The FY2015 absolute Scope 1+2 emissions have been updated from 165,515 to 124,704 metric tonnes of CO2e, FY2015 square footage has been updated from 6.0 to 3.7 million square feet, and FY2015 square foot intensity from 0.0276 to 0.0341 metric tonnes CO2e/square foot. The previously reported intensity for FY2015 has also been updated to include market-based Scope 2 emissions in the Scope 1+Scope 2 total.

Further Information

Page: CC13. Emissions Trading

CC13.1

Do you participate in any emissions trading schemes?

No, and we do not currently anticipate doing so in the next 2 years

CC13.1a

Please complete the following table for each of the emission trading schemes in which you participate

Scheme name	Period for which data is supplied	Allowances allocated	Allowances purchased	Verified emissions in metric tonnes CO2e	Details of ownership

CC13.1b

What is your strategy for complying with the schemes in which you participate or anticipate participating?

CC13.2

Has your organization originated any project-based carbon credits or purchased any within the reporting period?

No

CC13.2a

Please provide details on the project-based carbon credits originated or purchased by your organization in the reporting period

Credit origination or credit purchase	Project type	Project identification	Verified to which standard	Number of credits (metric tonnes of CO2e)	Number of credits (metric tonnes CO2e): Risk adjusted volume	Credits cancelled	Purpose, e.g. compliance

Further Information

Page: CC14. Scope 3 Emissions

CC14.1

Please account for your organization's Scope 3 emissions, disclosing and explaining any exclusions

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using data obtained from suppliers or value chain partners	Explanation
Purchased goods and services	Relevant, calculated	170926	Cradle-to-gate emissions from our purchased goods and services are calculated by aggregating our total spend data into standard supplier sector categories. The spend in each category is multiplied by sector-specific cradle-to-gate emission factors from UK Defra in Annex 13 of its "2012 Guidelines to Defra / DECC's GHG Conversion Factors for Company Reporting."	0.00%	
Capital goods	Relevant, calculated	12226	Cradle-to-gate emissions from our capital goods are calculated by aggregating our total spend data into standard supplier sector categories. The spend in each category is multiplied by sector-specific cradle-to-gate emission factors from UK Defra / DECC's 2013 GHG Conversion Factors for Company Reporting.	0.00%	
Fuel-and-energy-related activities (not included in Scope 1 or 2)	Relevant, calculated	31107	Emissions were calculated for fuel-and-energy-related activities (not included in Scope 1 or 2) by totalling activity data for each Scope 1 fuel type and electricity consumption by country. These totals were multiplied by their relevant specific emission factors from UK Defra / DECC 2015 Conversion Factors for Company Reporting. These included country-specific location-based	100.00%	

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using data obtained from suppliers or value chain partners	Explanation
			emission factors to account for upstream emissions of purchased electricity and T&D losses.		
Upstream transportation and distribution	Relevant, calculated	2416	Emissions were calculated for transportation and distribution of Symantec's sold appliances and software products where Symantec arranges and pays for product transport (5% of total). Symantec's supply chain logistics group provided data on the average distance travelled for each product within each region: APJ, EMEA, and Americas. Also the total number of software and appliance units shipped in each region was provided. The average weight of each product type was collected. Emissions were calculated using emission factors and methodologies from the EPA Climate Leaders Mobile Sources Guidance document. GWPs are IPCC Second Assessment Report (SAR - 100 year).	0.00%	
Waste generated in operations	Relevant, calculated	305	This waste figure represents waste emissions from waste disposed via landfilling, recycling, composting and onsite landscaping composting. Waste quantities are for our Mountain View, California campus and sites in Culver City, California, Springfield, Oregon and Dublin, Ireland. Emissions from waste are calculated using methodologies and emission factors from the EPA's Waste Reduction Model (WARM), version 13, March 2015. Emissions factors are used directly from WARM with recycling emission factors covering transportation emissions only. This model bases its emissions calculations on a life-cycle analysis, including emissions from the long-term decomposition of waste in a landfill and upstream sources/sinks. GWPs are from the IPCC (2007) Fourth Assessment Report.	0.00%	
Business travel	Relevant, calculated	36052	Business travel includes air travel, rental cars, and business travel in employee owned vehicles. Air travel activity data was obtained from Symantec's travel agency vendor. Rental car activity data is provided by rental car providers. Activity data for business travel in employee owned vehicles was obtained from	100.00%	

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using data obtained from suppliers or value chain partners	Explanation
			Symantec's gas card employee reimbursement system. Emissions were calculated using emission factors and methodologies from the 2015 Guidelines to Defra / DECC's GHG Conversion Factors for Company Reporting, EPA Emission Factors for Greenhouse Gas Inventories, Climate Leaders Mobile Source Guidance, and Climate Leaders Business Travel and Commuting Guidance. GWPs are IPCC Fourth Assessment Report (AR4 - 100 year).		
Employee commuting	Relevant, not yet calculated				
Upstream leased assets	Not relevant, explanation provided				Emissions for facilities and vehicles that Symantec leases are already included in the Scope 1 and 2 GHG inventory.
Downstream transportation and distribution	Relevant, calculated	45906	Emissions were calculated for transportation and distribution of Symantec's sold appliances and software products where the customer arranges and pays for product transport (95% of total). Symantec's supply chain logistics group provided data on the average distance travelled for each product within each region APJ, EMEA, and Americas. Also the total number of software and appliance units shipped in each region was provided. The average weight of each product type was collected. Emissions were calculated using emission factors and methodologies from the EPA Climate Leaders Mobile Sources Guidance document. GWPs are IPCC Second Assessment Report (SAR - 100 year).	0.00%	
Processing of sold products	Not relevant, explanation provided				No Symantec products were processed as intermediate products during the reporting year.

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using data obtained from suppliers or value chain partners	Explanation
Use of sold products	Relevant, calculated	15219	This figure represents emissions associated with customer use of Symantec sold appliances and hardware. The activity data used to quantify these emissions include tracking data on the number of appliances shipped, and the average appliance consumption in Watts. The total assumed appliance usage time is used to calculate the amount of total electricity consumed, which is multiplied by regional average emission factors for electricity from the EPA and IEA. Appliance wattage values are based on internal company data. GWPs are IPCC Second Assessment Report (SAR - 100 year).	0.00%	
End of life treatment of sold products	Relevant, calculated	8	This figure represents emissions associated with the recycling of Symantec sold appliances and hardware. The activity data used to quantify these emissions include fiscal year 2013 number of appliances sold (calculations assume a 3 year useful life) and customer returns (number of appliances returned) during fiscal year 2016 combined with an average weight of appliances to estimate total weight of appliances sent for recycling. Emissions were calculated using the UK 2015 Defra CO2 per kg emission factor for mixed waste electrical and electronic equipment recycling. GWPs are IPCC Second Assessment Report (SAR - 100 year).	0.00%	
Downstream leased assets	Relevant, calculated	6604	These emissions are those associated with Symantec's sublet assets. The activity data used to quantify these emissions are estimated electricity consumption, heating and HVAC refrigerants. The estimated consumption values are calculated using electricity and heating intensities based on actual data and refrigerant intensity based on industry average. GWPs are IPCC Fourth Assessment Report (AR4 - 100 year). The emissions value includes market-based electricity emissions.	100.00%	The number of downstream leased assets (sublets) increased in FY2016 as a number of sites have been sublet to the Veritas business.
Franchises	Not relevant, explanation				Symantec does not have any franchises.

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using data obtained from suppliers or value chain partners	Explanation
	provided				
Investments	Not relevant, explanation provided				Symantec had no investments during the reporting year.
Other (upstream)					No ‘other upstream’ categories have been identified as applying to our business.
Other (downstream)	Not relevant, explanation provided				No ‘other downstream’ categories have been identified as applying to our business.

CC14.2

Please indicate the verification/assurance status that applies to your reported Scope 3 emissions

Third party verification or assurance process in place

CC14.2a

Please provide further details of the verification/assurance undertaken, and attach the relevant statements

Verification or assurance cycle in place	Status in the current reporting year	Type of verification or assurance	Attach the statement	Page/Section reference	Relevant standard	Proportion of reported Scope 3 emissions verified (%)
Annual process	Complete	Limited assurance	https://www.cdp.net/sites/2016/25/18125/Climate Change 2016/Shared Documents/Attachments/CC14.2a/Symantec 2016 GHG Verification Statement.pdf	Pages 1-2	ISO14064-3	49

CC14.3

Are you able to compare your Scope 3 emissions for the reporting year with those for the previous year for any sources?

Yes

CC14.3a

Please identify the reasons for any change in your Scope 3 emissions and for each of them specify how your emissions compare to the previous year

Sources of Scope 3 emissions	Reason for change	Emissions value (percentage)	Direction of change	Comment
Use of sold products	Change in output	46.0	Decrease	The scope of our calculation is physical products (appliances and software) only. The decrease was driven by reduced sales of physical product as we continue to transition to online product sales.
End-of-life treatment of sold products	Change in output	16.0	Increase	The increase was driven by an increased amount of appliances sold in FY13 compared with FY12. Appliances sold in FY13 were assumed to reach end of life in FY16 for the purpose of the FY16 emissions calculation.

Sources of Scope 3 emissions	Reason for change	Emissions value (percentage)	Direction of change	Comment
Upstream transportation & distribution	Change in output	3.0	Decrease	The decrease is due to a reduction in the total number of software and appliances shipped during FY16, compared with FY15.
Downstream transportation and distribution	Change in output	3.0	Decrease	The decrease is due to a reduction in the total number of software and appliances shipped during FY16, compared with FY15.

CC14.4

Do you engage with any of the elements of your value chain on GHG emissions and climate change strategies? (Tick all that apply)

Yes, our suppliers
Yes, our customers

CC14.4a

Please give details of methods of engagement, your strategy for prioritizing engagement and measures of success

Suppliers
We prioritize our supply chain engagements on the basis of how critical particular types of suppliers are to our business. We also take into account the carbon intensity of different segments of our supply chain.

Our Supply Chain group manages engagements with suppliers whose products and services directly enable us to fulfil our customer product orders. These suppliers include manufacturers of our retail software products (e.g. fully packaged product), suppliers of hardware appliances that we place on the market, as well as logistics providers. We require that all suppliers to be ISO14001 registered or at a minimum have an environmental management system in place, accept and adopt our code of conduct and comply with necessary legislation to conduct business with Symantec Supply Chain.

As members of the Electronics Industry Citizenship Coalition (EICC), Symantec contracts our Tier 1 Major Suppliers to implement and abide by the EICC Code of Conduct which was updated in 2015 to include requirements for greenhouse gas emissions tracking and management. We are also requiring that suppliers complete the EICC online self-assessment, which includes questions about greenhouse gas emissions tracking and management, and allow Symantec to audit their

processes via the EICC audit program. To date 47.36% of our Tier 1 Product suppliers have agreed to our requirements and have completed the Self-Assessment Questionnaire and shared their results. We ask our Tier 1 Product suppliers to report their annual GHG emissions directly to us and plan in the future to request that they report their GHG emissions via the EICC On tool.

We are actively engaging with our data center vendors to promote energy efficiency and to gather energy consumption data for this group of vendors. Through our participation in the BSR Future of Internet Power we are working alongside other technology sector companies to promote increased adoption of renewables by data center vendors. We are prioritizing this category of vendors because of the energy intensive nature of data center operations.

In the short term, our measure of success is the ability and willingness of our vendors to provide the data we are requesting and to work with us towards increased efficiency and renewable energy adoption.
We engage with suppliers through our Sustainable Events program. During FY15, we incorporated sustainability clauses into 90% of the supplier contracts we established for our 2014 Vision Events Symposium series. Our supplier engagement goals for our Sustainable Events program are to i) share our sustainability expectations, policy and selection criteria at the beginning of the supplier selection process ii) to evaluate performance of suppliers (questionnaire survey or onsite audit in the case of key suppliers) iii) to integrate sustainability into supplier contracts iv) to educate and support suppliers v) to assess supplier performance against contract during events and to communicate performance. We also incorporate sustainability into any merchandising we purchase for events, looking at business issues such as Company Branding and value, we consider environmental issues such as recyclability.

Customers
We prioritize our engagements with customers based on their level of expressed interest in our climate change performance, and we respond to all customer requests for information about our climate change performance and commitments. We also prioritize opportunities to engage our customers and other business partners directly, for example through our Sustainable Events program. The total tracked potential revenue value of RFPs since 2011 that have included questions on our Corporate Responsibility program is over $95 million. Our measures of success include positive feedback from customers and successful completion of RFP questions on our program. Symantec is a member of the EICC and we have completed the Self-Assessment Questionnaire with a score of 73.5% in 2015 and 83.6% in 2016. We plan to share this information with our customers. We also participate in the annual CDP Supply Chain survey on request from 10 of our customers. During FY16, we directly engaged with several existing customers to provide detailed information on our programs.

Another way in which we engage with our customers as well as our business partners is through our Sustainable Events program. Through this program we aim to integrate environmental responsibility to all aspects of our Vision conferences and to engage delegates, many of whom are customers, in this process. Delegate awareness of sustainability initiatives at our 2014 Vision Symposium series was an average of 85%. The delegate satisfaction with sustainability practices was an average of 80%. During FY16, our Sustainable Events program received the Icarus Outstanding Achievement Award from the Global Business Travel Association, the world's premier business travel and corporate meetings organization.

CC14.4b

To give a sense of scale of this engagement, please give the number of suppliers with whom you are engaging and the proportion of your total spend that they represent

Number of suppliers	% of total spend (direct and indirect)	Comment
10	1%	During 2015 we requested that 10 of our Tier 1 manufacturing suppliers respond to the CDP Supply chain survey via the EICC / CDP partnership. While these suppliers represent a small proportion of our company's overall spend they are critical to our business and therefore an important area of focus.

CC14.4c

If you have data on your suppliers' GHG emissions and climate change strategies, please explain how you make use of that data

How you make use of the data	Please give details
Other	We are in the early stages of engaging with our suppliers on GHG emissions. We are currently focused on understanding the awareness and ability of our suppliers to provide the requested data.

CC14.4d

Please explain why you do not engage with any elements of your value chain on GHG emissions and climate change strategies, and any plans you have to develop an engagement strategy in the future

Further Information

Module: Sign Off

Page: CC15. Sign Off

CC15.1

Please provide the following information for the person that has signed off (approved) your CDP climate change response

Name	Job title	Corresponding job category
Michael Brown	CEO	Chief Executive Officer (CEO)

Further Information

Module: SupplyChain

Page: SM0. Supply Chain Module - Introduction

SM0.0

If you would like to do so, please take this opportunity to provide a separate introduction to this module

SM0.1

Please could you indicate your company's annual revenue for the stated reporting period?

Annual Revenue	Currency
3600000000	USD($)

SM0.2

Do you have an ISIN for your company that you would be willing to share with CDP?

Yes

SM0.2a

Please use the table below to share your ISIN

ISIN country code (2 letters)	ISIN numeric identifier and single check digit (10 numbers overall)
US	8715031089

Further Information

Page: SM1. Supply Chain - Allocation A

SM1.1

Please allocate your emissions to your customers listed below according to the goods or services you have sold them in this reporting period

Please note that this table (for SM1.1) is designed so that only the customer that you select in column 1 ("Please select the requesting member(s)") will be able to see the data relevant to them. If you enter an answer without selecting a requesting member, your answer will not be viewable at all.

Please select the requesting member(s)	Scope of emissions	Emissions in metric tonnes CO2e	Uncertainty (+/- %)	Major sources of emissions	Verified	Allocation method	Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Accenture	Scope 1	14	50	natural gas and refrigerants in HVAC equipment for offices, labs and data centers within our operational control and company leased vehicles	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation.
Accenture	Scope 2	422.9	50	electricity for lighting, HVAC and IT equipment use in offices, labs and data centers within our operational control	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation.
Accenture	Scope 3	132.9	50	employee air travel, car rentals and gas cards for business purposes	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently

Please select the requesting member(s)	Scope of emissions	Emissions in metric tonnes CO2e	Uncertainty (+/- %)	Major sources of emissions	Verified	Allocation method	Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
							have an alternative means of allocation. While we recognize that there are additional scope 3 emissions that are relevant to our product sales to customers (e.g. product shipping), we are in the early stages of quantifying these emission sources.
AT&T Inc.	Scope 1	8.6	50	natural gas and refrigerants in HVAC equipment for offices, labs and data centers within our operational control and company leased vehicles	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation.
AT&T Inc.	Scope 2	257.5	50	electricity for lighting, HVAC and IT equipment use in offices, labs and data centers within our operational control	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation.
AT&T Inc.	Scope 3	80.9	50	employee air travel, car rentals and gas cards for business	No	Other: We calculated the % of Symantec total FY16 customer bookings that is	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing

Please select the requesting member(s)	Scope of emissions	Emissions in metric tonnes CO2e	Uncertainty (+/- %)	Major sources of emissions	Verified	Allocation method	Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
				purposes		attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation. While we recognize that there are additional scope 3 emissions that are relevant to our product sales to customers (e.g. product shipping), we are in the early stages of quantifying these emission sources.
Bank of America	Scope 1	21.6	50	natural gas and refrigerants in HVAC equipment for offices, labs and data centers within our operational control and company leased vehicles	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation.
Bank of America	Scope 2	649.5	50	electricity for lighting, HVAC and IT equipment use in offices, labs and data centers within our operational control	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to

Please select the requesting member(s)	Scope of emissions	Emissions in metric tonnes CO2e	Uncertainty (+/- %)	Major sources of emissions	Verified	Allocation method	Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
						allocate to the individual customer	emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation.
Bank of America	Scope 3	204.1	50	employee air travel, car rentals and gas cards for business purposes	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation. While we recognize that there are additional scope 3 emissions that are relevant to our product sales to customers (e.g. product shipping), we are in the early stages of quantifying these emission sources.
BT Group	Scope 1	7.5	50	natural gas and refrigerants in HVAC equipment for offices, labs and data centers within our operational control and company leased vehicles	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation.
BT Group	Scope 2	225.8	50	electricity for lighting, HVAC	No	Other: We calculated the % of Symantec total	We included all GHG emission sources that we currently subject to external verification

Please select the requesting member(s)	Scope of emissions	Emissions in metric tonnes CO2e	Uncertainty (+/- %)	Major sources of emissions	Verified	Allocation method	Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
				and IT equipment use in offices, labs and data centers within our operational control		FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	(namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation.
BT Group	Scope 3	70.9	50	employee air travel, car rentals and gas cards for business purposes	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation. While we recognize that there are additional scope 3 emissions that are relevant to our product sales to customers (e.g. product shipping), we are in the early stages of quantifying these emission sources.
Caesars Entertainment	Scope 1	0.3	50	natural gas and refrigerants in HVAC equipment for offices, labs and data centers within our operational	No	Other: We calculated the % of Symantec total FY15 customer bookings that is attributable to the requesting company and applied this % to	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We

Please select the requesting member(s)	Scope of emissions	Emissions in metric tonnes CO2e	Uncertainty (+/- %)	Major sources of emissions	Verified	Allocation method	Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
				control and company leased vehicles		our FY16 scope 1 emissions in order to allocate to the individual customer. We are still calculating our FY16 bookings and will provide an updated emissions value directly to the customer if the allocated emissions are significantly different than reported here.	recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation.
Caesars Entertainment	Scope 2	10.2	50	electricity for lighting, HVAC and IT equipment use in offices, labs and data centers within our operational control	No	Other: We calculated the % of Symantec total FY15 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer. We are still calculating our FY16 bookings and will provide an updated emissions value directly to the customer if the allocated emissions are significantly different than reported here.	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation.
Caesars Entertainment	Scope 3	3.2	50	employee air travel, car rentals and gas cards for business	No	Other: We calculated the % of Symantec total FY15 customer bookings that is	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing

Please select the requesting member(s)	Scope of emissions	Emissions in metric tonnes CO2e	Uncertainty (+/- %)	Major sources of emissions	Verified	Allocation method	Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
				purposes		attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer. We are still calculating our FY16 bookings and will provide an updated emissions value directly to the customer if the allocated emissions are significantly different than reported here.	the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation. While we recognize that there are additional scope 3 emissions that are relevant to our product sales to customers (e.g. product shipping), we are in the early stages of quantifying these emission sources.
Deutsche Telekom AG	Scope 1	0.1	50	natural gas and refrigerants in HVAC equipment for offices, labs and data centers within our operational control and company leased vehicles	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation.
Deutsche Telekom AG	Scope 2	3	50	electricity for lighting, HVAC and IT equipment use in offices, labs and data centers within our operational control	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue

Please select the requesting member(s)	Scope of emissions	Emissions in metric tonnes CO2e	Uncertainty (+/- %)	Major sources of emissions	Verified	Allocation method	Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
						emissions in order to allocate to the individual customer	does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation.
Deutsche Telekom AG	Scope 3	1	50	employee air travel, car rentals and gas cards for business purposes	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation. While we recognize that there are additional scope 3 emissions that are relevant to our product sales to customers (e.g. product shipping), we are in the early stages of quantifying these emission sources.
Alliance Data Systems							We are currently evaluating customer-specific emissions values for Alliance Data Systems but this will not be available until after the CDP Supply Chain deadline. Alliance Data Systems is welcome to contact Amanda Davis at amanda_davis@symantec.com to obtain the customer-specific values in follow up to this response.
Electronic Industry Citizenship Coalition							As EICC is not a customer of Symantec, we have not provided allocated emissions values. If EICC wishes to follow up directly with Symantec to discuss an appropriate

Please select the requesting member(s)	Scope of emissions	Emissions in metric tonnes CO2e	Uncertainty (+/- %)	Major sources of emissions	Verified	Allocation method	Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
(EICC)							allocation approach, EICC should contact Amanda Davis at amanda_davis@symantec.com
Swisscom	Scope 1	0.7	50	natural gas and refrigerants in HVAC equipment for offices, labs and data centers within our operational control and company leased vehicles	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation.
Swisscom	Scope 2	21	50	electricity for lighting, HVAC and IT equipment use in offices, labs and data centers within our operational control	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation.
Swisscom	Scope 3	6.6	50	employee air travel, car rentals and gas cards for business purposes	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue

Please select the requesting member(s)	Scope of emissions	Emissions in metric tonnes CO2e	Uncertainty (+/- %)	Major sources of emissions	Verified	Allocation method	Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
						emissions in order to allocate to the individual customer	does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation. While we recognize that there are additional scope 3 emissions that are relevant to our product sales to customers (e.g. product shipping), we are in the early stages of quantifying these emission sources.
Vodafone Group	Scope 1	3.3	50	natural gas and refrigerants in HVAC equipment for offices, labs and data centers within our operational control and company leased vehicles	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation.
Vodafone Group	Scope 2	99.1	50	electricity for lighting, HVAC and IT equipment use in offices, labs and data centers within our operational control	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation.
Vodafone	Scope 3	31.1	50	employee air	No	Other: We calculated	We included all GHG emission sources that

Please select the requesting member(s)	Scope of emissions	Emissions in metric tonnes CO2e	Uncertainty (+/- %)	Major sources of emissions	Verified	Allocation method	Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
Group				travel, car rentals and gas cards for business purposes		the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation. While we recognize that there are additional scope 3 emissions that are relevant to our product sales to customers (e.g. product shipping), we are in the early stages of quantifying these emission sources.
Wal-Mart Stores, Inc.	Scope 1	4.9	50	natural gas and refrigerants in HVAC equipment for offices, labs and data centers within our operational control and company leased vehicles	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation.
Wal-Mart Stores, Inc.	Scope 2	147.6	50	electricity for lighting, HVAC and IT equipment use in offices, labs and data centers within our	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions

Please select the requesting member(s)	Scope of emissions	Emissions in metric tonnes CO2e	Uncertainty (+/- %)	Major sources of emissions	Verified	Allocation method	Please explain how you have identified the GHG source, including major limitations to this process and assumptions made
				operational control		and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation.
Wal-Mart Stores, Inc.	Scope 3	46.4	50	employee air travel, car rentals and gas cards for business purposes	No	Other: We calculated the % of Symantec total FY16 customer bookings that is attributable to the requesting company and applied this % to our FY16 scope 1 emissions in order to allocate to the individual customer	We included all GHG emission sources that we currently subject to external verification (namely our scope 1, scope 2 and scope 3 business travel emissions). In completing the allocation, we are assuming that % customer bookings equates to % emissions on an individual customer basis. We recognize that individual customer revenue does not necessarily equate well to emissions but because of the integrated nature of our business we don't currently have an alternative means of allocation. While we recognize that there are additional scope 3 emissions that are relevant to our product sales to customers (e.g. product shipping), we are in the early stages of quantifying these emission sources.

Further Information

Page: SM1. Supply Chain - Allocation B

SM1.2

Where published information has been used in completing SM1.1, please provide a reference(s)

We have not used published information in completing SM1.1.

SM1.3

What are the challenges in allocating emissions to different customers and what would help you to overcome these challenges?

Allocation challenges	Please explain what would help you overcome challenges
Diversity of product lines makes accurately accounting for each product / product line cost ineffective	Diversity of product lines and the integrated nature of our business does not allow for accurate accounting of our emissions at the level of individual products or customers. Each of our business units works on many different projects for many different clients in any given year, often simultaneously, and many employees work on more than one project or product at a time. As a result the only feasible means for us to currently allocate our emissions to our customers is to do so on a revenue basis.

SM1.4

Do you plan to develop your capabilities to allocate emissions to your customers in the future?

No

SM1.4a

Please describe how you plan to develop your capabilities

SM1.4b

Please explain why you do not plan to develop capabilities to allocate emissions to your customers

In the future, it may be possible to develop average emissions per product type metrics for our different product delivery methods, including packaged CDs, software installed on appliances and cloud based services which could allow for more meaningful allocation of our emissions to our customers.

However, we believe that it is most important for us to work first on better understanding our overall carbon footprint by developing more comprehensive and accurate accounting of our scope 3 emission sources; and implementing goals and strategies to reduce our scope 1 and 2 corporate emissions.

Further Information

Page: SM2. Supply Chain - Collaboration

SM2.1

Please use the table below to communicate any proposals you would like to make to specific CDP supply chain members for the collaborative development of GHG emission reducing projects or products

Please do NOT include details of existing commercial offerings of which your customer will already be aware. Use this as an opportunity to think about how you can work with your customer to reduce the emissions associated with the goods and services you provide to your customer.

Please note that this table (for SM2.1) is designed so that only the customer that you select in column 1 ("Please select requesting member") will be able to see the data relevant to them. If you enter an answer without selecting a requesting member, your answer will not be viewable at all.

Please select requesting member	Type of project	Emissions reduction project or product consists of	Estimated timeframe for carbon reductions to be realized	Estimated lifetime CO2e savings	Details of proposal
Accenture					No current proposals
AT&T Inc.					No current proposals
Bank of America					No current proposals
BT Group					No current

Please select requesting member	Type of project	Emissions reduction project or product consists of	Estimated timeframe for carbon reductions to be realized	Estimated lifetime CO2e savings	Details of proposal
					proposals
Caesars Entertainment					No current proposals
Deutsche Telekom AG					No current proposals
Electronic Industry Citizenship Coalition (EICC)					No current proposals
Swisscom					No current proposals
Alliance Data Systems					No current proposals
Vodafone Group					No current proposals
Wal-Mart Stores, Inc.					No current proposals

SM2.2

Have requests or initiatives by CDP supply chain members prompted your organization to take organizational-level emissions reduction initiatives?

No

SM2.2a

Please select the requesting member(s) that have driven organizational-level emissions reduction initiatives?

Please select the requesting member(s) that have driven a reduction	Initiative ID	Describe the reduction initative	Give reduction for the reporting year in metric tonnes of CO2e	Did you identify this opportunity as part of the CDP Supply Chain Action Exchange?	Would you be happy for CDP supply chain members to highlight this work in their external communication?

Further Information

While specific requests by individual CDP supply chain members have not prompted us to take organizational-level emissions reduction initiatives, we see customer interest as a primary driver of our GHG reduction efforts, including the recent development of a 10 year 30% GHG emissions reduction goal. The fact that several of our important customers show an interest in our programs (including via CDP Supply Chain) is communicated widely internally, including with Executive staff.

Page: SM3. Supply Chain - Product Introduction

SM3.1

Are you providing product level data for your organization's goods or services, if so, what functionality will you be using?

No, I am not providing data

SM3.1a

Please give the overall percentage of total emissions, for all scopes, that are covered by these products

SM3.2

Please describe the goods/services for which you want to provide data using the following template and attach it to the response

SM3.2a

Please complete the following table for the goods/services for which you want to provide data

Name of good/service	Description of good/service	Type of product	SKU (Stock Keeping Unit)	Total emissions in kg CO2e per unit	+/- % change from previous figure supplied	Date of previous figure supplied	Explanation of change	Methods used to estimate lifecycle emissions

Further Information

Page: SM3. Supply Chain - Product Lifecycle Stages

SM3.2b

Please complete the following table with data for lifecycle stages of your goods and/or services

Name of good/service	Please select the scope	Please select the lifecycle stage	Emissions (kg CO2e) per unit at the lifecycle stage	Is this stage under your ownership or control?	Type of data used	Data quality	If you are verifying/assuring this product emission data, please tell us how

Further Information

Page: SM3. Supply Chain - Product Emissions Reductions

SM3.2c

Please detail emission reduction initiatives completed or planned for this product

Name of good/service	Initiative ID	Description of initiative	Completed or planned	Emissions reductions in kg CO2e per unit

SM3.2d

Have any of the initiatives described in SM3.2c been driven by requesting members?

SM3.2e

Please explain which initiatives have been driven by requesting members

Requesting member(s)	Name of good/service	Initiative ID

Further Information

Page: SM4. Action Exchange

SM4.1

Do you want to enroll in the 2016-2017 CDP Action Exchange initiative?

No

SM4.1a

Please identify which Member(s), if any, have motivated you to take part in Action Exchange this year

Please identify which Member(s), if any, have motivated you to take part in Action Exchange this year

SM4.1b

Please select the types of emissions reduction activities that your company would like support in analyzing or implementing in the next reporting year

SM4.1c

As part of Action Exchange, would you like facility level analysis?

SM4.2

Is your company a participating supplier in CDP's 2015-2016 Action Exchange initiative?

No

SM4.2a

Describe how your company actively considered emissions reduction projects as a result of Action Exchange. If you do not have any emissions reduction activities resulting from Action Exchange at any stage of implementation, please explain why not in the second column

Type of project	Details of proposal

Further Information

CDP 2016 Supply Chain 2016 Information Request