

# Bitdefender®

Global Leader  
In Cybersecurity

## Sustainability Report 2023

Protecting millions of consumer and  
business environments since 2001



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# Letter from our CEO

In 2023, despite a global landscape filled with challenges, Bitdefender not only navigated these obstacles but also achieved significant milestones that underscore our commitment to cybersecurity and sustainability. The past year has undoubtedly been complex, influenced by global shifts and technological advancements. However, it has also been rewarding as we continued to champion safe digital environments.

At Bitdefender, we are steadfastly committed to sustainable practices, recognizing that they are crucial for our long-term success and essential for the well-being of our planet and communities. Our dedication to combating cybercrime and protecting digital infrastructures has never wavered. Through our ongoing collaborations with global law enforcement agencies, we have played a pivotal role in thwarting cybercriminals and safeguarding individuals and institutions. Our free ransomware decryptor program alone has prevented over \$1.6 billion in potential ransom payments, demonstrating the positive impact of our initiatives.

This year, our collaborative efforts led to the arrest of key figures involved in significant cybercrime activities, including those behind the notorious Interplanetary Storm botnet-for-rent operation. Our technical and investigative expertise also aided in dismantling PIILOPUOTI, a dark web marketplace selling illegal narcotics. These successes are a testament to the power of public-private partnerships in combating digital threats and enhancing global cybersecurity.

Moreover, we continue to push the boundaries of innovation and skill development to address the unprecedented challenges in the cybersecurity landscape which include the convergence of geopolitical instability and technological advancements such as the rise of artificial intelligence, as highlighted by the World Economic Forum's Global Cybersecurity Outlook 2023.

In partnership with leading educational institutions, we are nurturing the next generation of cybersecurity leaders at Bitdefender's R&D centers. This initiative ensures continuous training and development of talented professionals ready to tackle the evolving threats in the cybersecurity landscape.

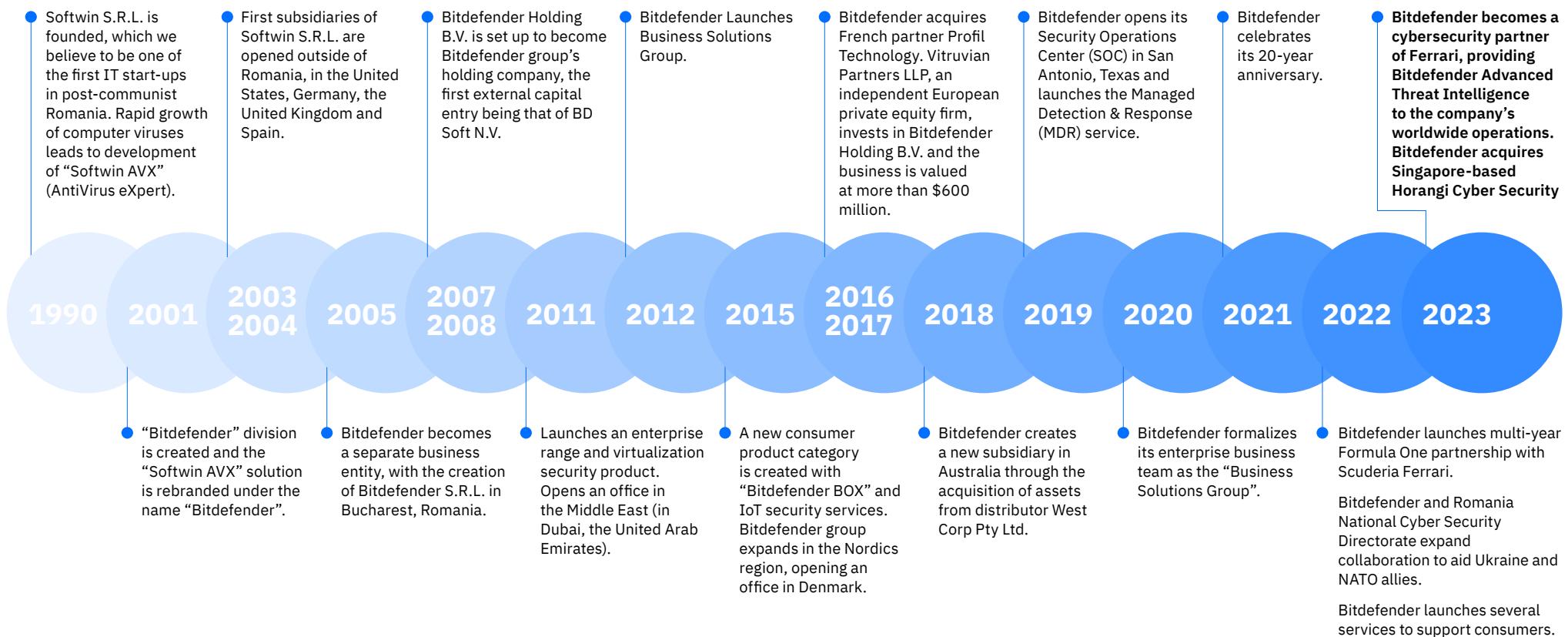
Looking ahead, we remain committed to our roles in sustainability and corporate responsibility. Our initiatives go beyond protecting digital landscapes; they contribute positively to societal well-being, reflecting our core values and vision for a secure digital future.

Thank you for your continued support and trust in Bitdefender. Together, we are making a measurable difference in the world, ensuring safety and security for all in the digital age.

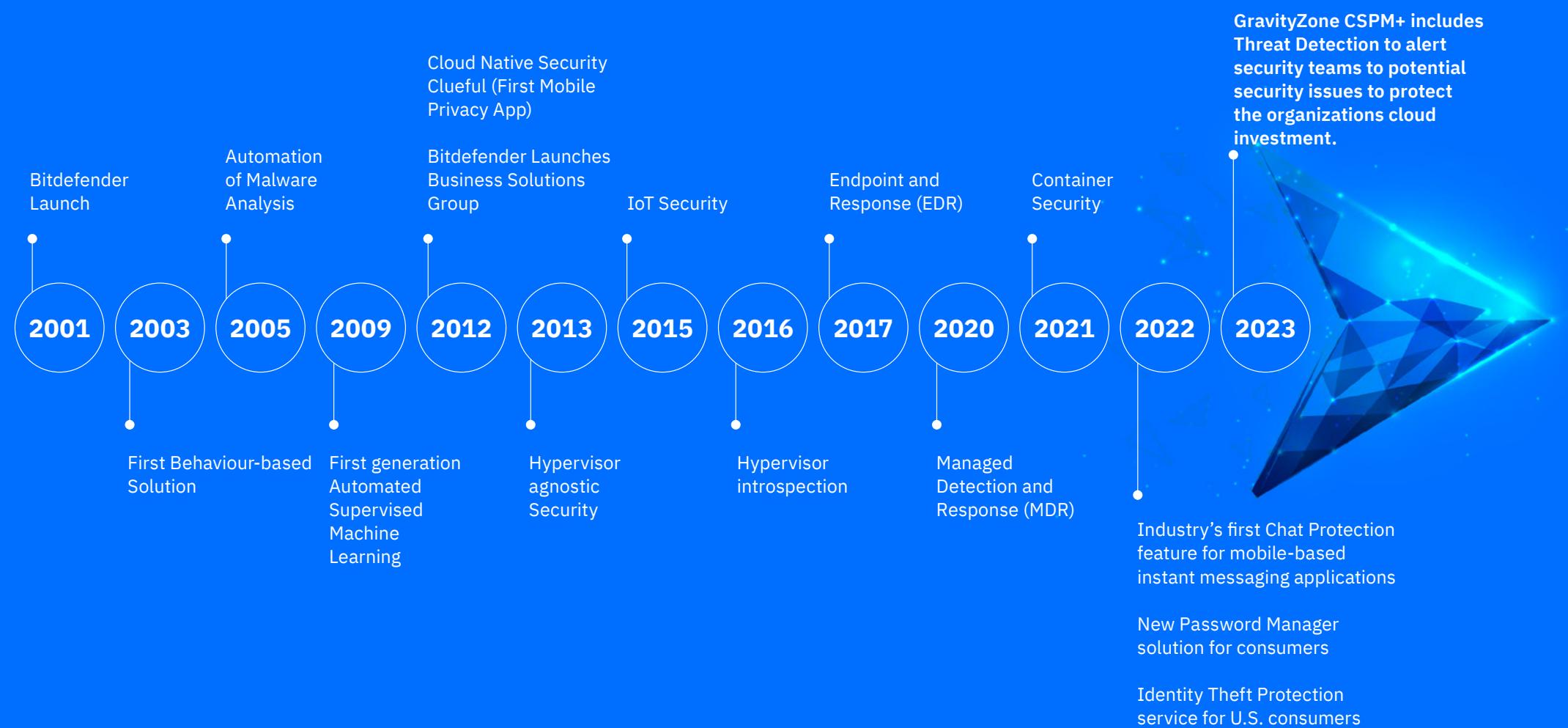
**Florin Talpeş**  
CEO and Co-Founder



# Bitdefender Group's life at a glance



# ...with a Long History of Technology Milestones Bitdefender



# Fast Facts...



## Committed to innovation

More than half of Bitdefender's employees are security researchers and engineers

540+ patents (and counting) issued for core technologies (including machine-learning algorithms to detect malware and other threats and anomaly-based detection techniques vital to detect and prevent new and unknown threats)

## FOUNDED

In 2001, Romania

## Worldwide offices

- **North America:** United States – Santa Clara (California), San Antonio (Texas), and Fort Lauderdale, (Florida), Canada – Toronto, Vancouver
- **EMEA:** Romania – Bucharest, Iași, Timișoara, Cluj-Napoca, and Târgu Mureș; United Kingdom, France, Germany, Spain, Denmark, Italy, Cyprus, Netherlands, United Arab Emirates
- **APAC:** Australia, Singapore, Indonesia

## Growth

- Approx. 2,000 employees
- Over 26,000 qualified partners and resellers at the end of 2023
- Millions of customers in 170+ countries

## Technology alliances

Citrix, VMware, Nutanix, Linux Foundation, Microsoft, NETGEAR

## Recognition from independent testing organizations and industry analyst firms

- 8 prestigious awards in 2023

# About our Sustainability Report

Bitdefender Group<sup>1</sup> releases its 2023 Sustainability Report, continuing its four-year tradition of transparently reporting on its sustainability efforts. This report provides insights on our commitment to improving our social, economic, and environmental impacts, in alignment with our goals. The document provides a comprehensive overview of our sustainability initiatives and the progress we have achieved towards our objectives.



<sup>1</sup> The parent company Bitdefender Holding B.V. together with its subsidiaries are hereinafter referred as “the Group”, “Bitdefender Group” or “Bitdefender®”. Bitdefender Holding B.V. is 100% owner of its subsidiaries contained within the “Group”. As a result of the ongoing integration process, data regarding energy consumption and carbon footprint pertaining to Horangi Cyber Security is not included in this sustainability report.



This Sustainability Report was compiled in accordance with the Global Reporting Initiative (GRI) - Core option - standards' guidelines to respond to our stakeholders' interests, who had a significant role in shaping its content. We assessed key topics by referencing the GRI and Sustainability Accounting Standards Board (SASB) Standards, alongside the most recent sustainability initiatives and regulations at both European and global levels. Additionally, we examined several sustainability reports from industry peers to enhance our strategy. Furthermore, to respond to the requirements set out by the European Commission regarding non-financial and diversity-related information reporting, we also considered the non-mandatory communications from the European Commission *Guidelines on non-financial reporting (methodology for reporting non-financial information)* (2017/C 215/01) and *Guidelines on non-financial reporting: Supplement on reporting climate-related information* (2019/C 209/01).

Our fourth Sustainability Report provides a detailed and reliable summary of our economic, environmental, and social activities for the fiscal year that concluded on December 31, 2023. Our Sustainability Report aims to

increase transparency for all stakeholders and aligns with their expectations, as well as with the evolving sustainability objectives and regulatory reporting requirements. To achieve this, our Sustainability Report development is guided by four main principles: *Materiality*, *Stakeholder Inclusiveness*, *Sustainability Context*, and *Completeness*. In our responsibility to presenting high-quality information, we adhere to the GRI 101 Standard principles of *Balance*, *Comparability*, *Accuracy*, *Timeliness*, *Clarity*, and *Reliability*. This approach ensures that we accurately present Bitdefender's operations and impacts, and effectively address the real expectations and interests of our stakeholders in a thorough and reflective manner.

Bitdefender actively engages stakeholders through consultations and an annual survey is sent out to gather their input on sustainability topics related to the Group's operations. During these consultations, the CEO carefully reviews the opinions, concerns, and suggestions from various stakeholder groups. Bitdefender remains dedicated to maintaining open and transparent communication about its sustainability performance.

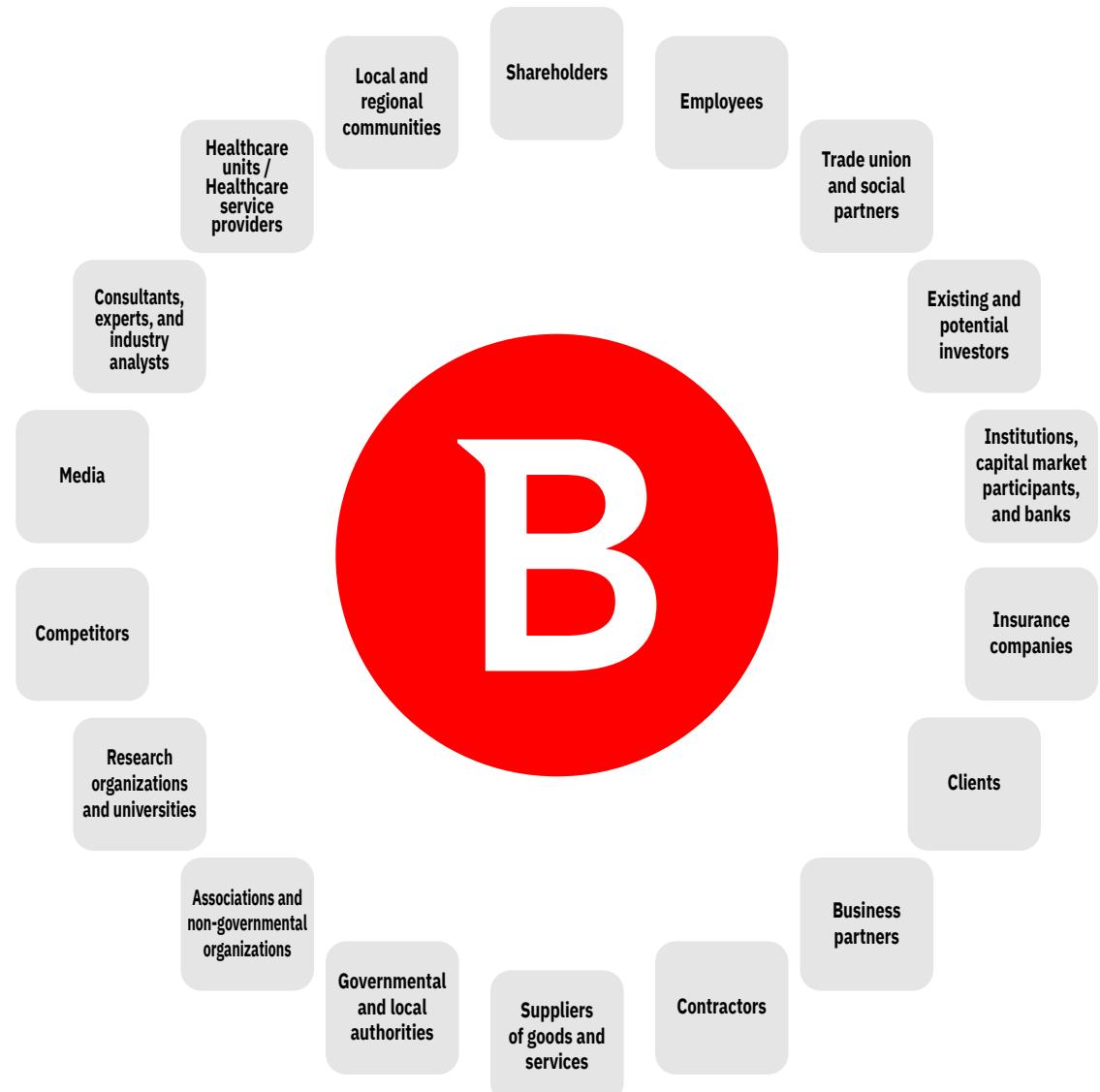
Bitdefender conducts a comprehensive stakeholder analysis to identify and prioritize key groups that have a vested interest in or are impacted by its operations. To pinpoint the primary sustainability concerns for 2023, we connected with 18 different stakeholder groups globally, providing them with an online survey accessible in Romanian, English, French, and Spanish. This consultation process garnered contributions from 11 categories of stakeholders, yielding 256 complete responses. We are profoundly grateful to our employees for their ongoing dedication to sustainability and their responsiveness to our evolving initiatives.

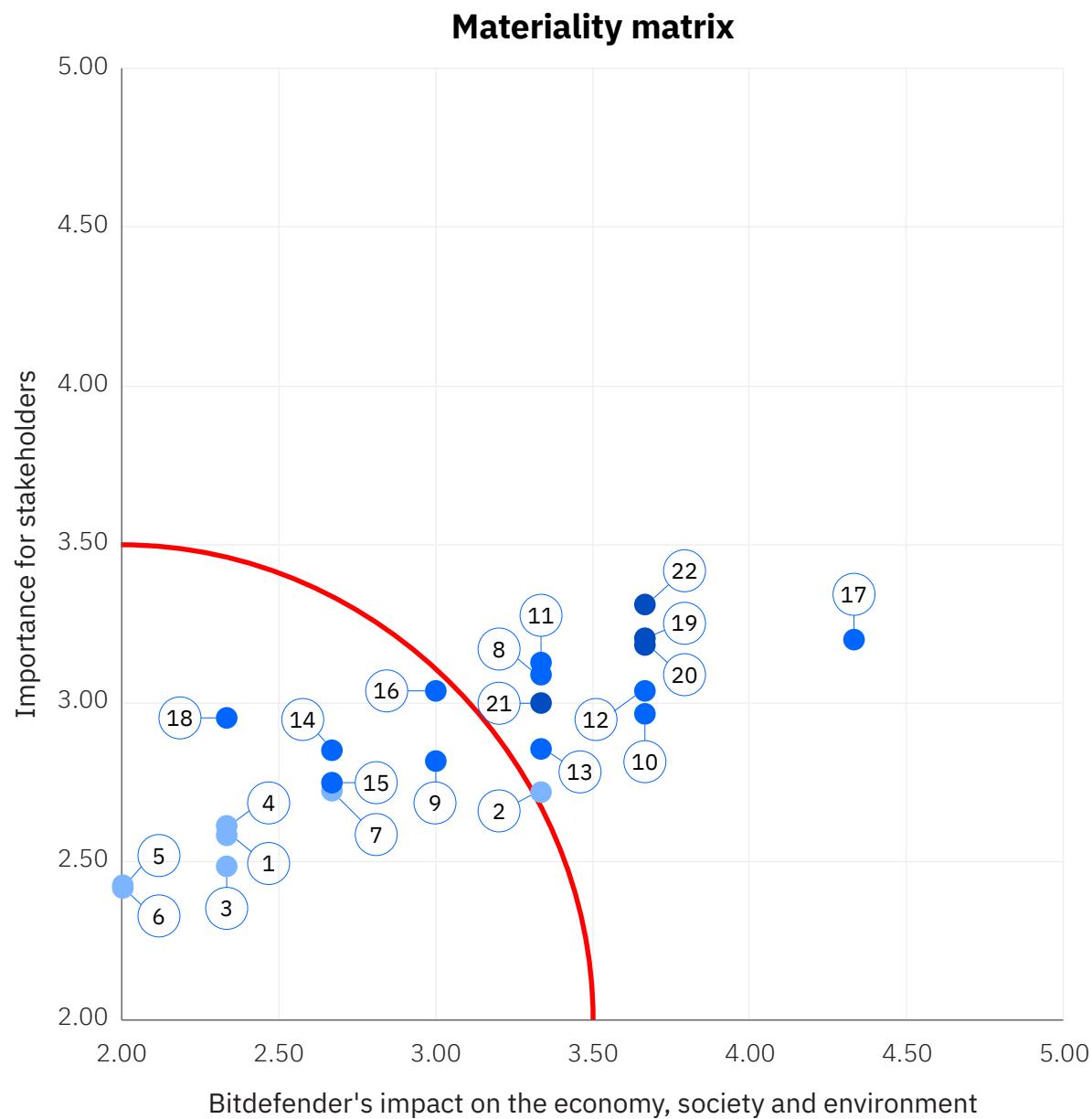
In the survey, topics were evaluated on a scale ranging from 1 (irrelevant) to 5 (very relevant). After considering feedback from both internal and external stakeholders as well as insights from senior management and shareholders, topics with a score above 3.5 were identified as material and chosen for inclusion in the Bitdefender Group's Sustainability Report. Consequently, of the 22 significant topics reviewed, half were recognized as material, shaping the content of the Sustainability Report for the period January 1, 2023 - December 31, 2023, as presented in

## Stakeholders involved in the consultation process

the adjacent materiality matrix (Figure 1). In addition to these topics, our report includes further details on Bitdefender's environmental responsibility, providing stakeholders and the public with valuable insights into our sustainability initiatives. The CEO is responsible for reviewing and approving the reported information, including Bitdefender's material topics.

To help us improve all aspects of our operations, please contact Oliviu TALIANU via e-mail: [csr@bitdefender.com](mailto:csr@bitdefender.com) or by sending your request to our corporate headquarters located in Romania, Bucharest, 15A Orhideelor Street, Orhideea Towers building, floors 10-12, postal code 060071, 6<sup>th</sup> district.





Area	No.	Topic	Material topic
Environmental responsibility	1	Climate change adaptation and mitigation	No
	2	Energy	Yes
	3	Air, water and soil pollution	No
	4	Substances of concern	No
	5	Water and marine resources	No
	6	Biodiversity and ecosystems	No
	7	Circular economy, including waste reduction and recycling, as well as optimizing resource use	No
Social responsibility	8	Working conditions for employees, including working hours, adequate wages, health and safety	Yes
	9	Social dialogue, freedom of association and collective bargaining	No
	10	Equal treatment and opportunities for all	Yes
	11	Training and skills development	Yes
	12	Other employee rights, including employee privacy, human rights, child labor and forced labour	Yes
	13	Workers in the value chain, including working conditions, equal treatment and opportunities for all and other work-related rights	Yes
	14	Economic, social, cultural, civil and political rights of communities	No
	15	Community investments	No
	16	Consumer and/or end-user rights, including privacy, freedom of speech and access to quality information	No
	17	Personal safety of consumers and/or end users, including the safety of an individual and child protection	Yes
	18	Social inclusion of consumers and/or end users, including responsible marketing practices and access to products and services	No
Governance	19	Business conduct, including organizational culture, whistleblower protection, and political engagement and lobbying activities	Yes
	20	Managing supplier relationships, including payment practices	Yes
	21	Responsibility for sustainability in the value chain	Yes
	22	Ethics and integrity, including the fight against corruption, bribery and anti-competitive behaviour	Yes

# About Bitdefender

Founded by Florin Talpeş and his wife Roxana Măriuca shortly after the fall of communism in Romania, Softwin became one of the country's pioneering private software companies. In 2001, Bitdefender products were launched, and since then, they have remained a global leader in the cybersecurity industry.





Under the leadership of Florin Talpeș, who remains a key shareholder and CEO, Bitdefender has been building a robust presence in the cybersecurity sector, elevating Romania's status in the global technology arena. The company excels in developing a wide portfolio of strong cybersecurity solutions and services, including endpoint protection, cloud and managed security services, antivirus software, and security for the Internet of Things (IoT). Licensed by over 150 leading global technology brands, Bitdefender's innovations have earned numerous awards<sup>2</sup> from independent evaluators, cementing its reputation as a dominant force in the international security market. The company continues to innovate, having more than 540 patents and counting, and develop a diverse range of cybersecurity products and services for both enterprise and consumer segments.

Bitdefender delivers top-tier cybersecurity solutions characterized by leading security efficacy, performance, and user-friendliness to a diverse range of clients including small to medium businesses, mid-market enterprises, and consumers. With the ambition of becoming the most trusted provider of cybersecurity solutions worldwide, Bitdefender is dedicated to protecting organizations and individuals globally from cyber threats and cyberattacks, thereby improving their digital experiences. The company is structured into two main operational divisions: the Business Solutions Group ("BSG") and the Consumer Solutions Group ("CSG"), with activities spanning all regions.

Bitdefender has significantly expanded its international operations, now maintaining a presence in 15 countries. These include Romania, the United States, Canada, Germany, Spain, the United Kingdom, Denmark, Italy, Australia, the Netherlands, the United Arab Emirates, France, and Cyprus, with recent expansions in Singapore and Indonesia. These strategic locations strengthen Bitdefender's capability to innovate and navigate the complex regulatory landscapes of the cybersecurity domain. The company's expansive reach is further supported by a network of partners worldwide, enabling it to serve millions of customers across various sectors in over 170 countries.

This geographical and operational diversification not only enhances service delivery to a global clientele but also taps into unique regional skills to drive innovation, boost operational efficiency, and effectively manage international compliance requirements. Bitdefender's key operational hubs are situated in Romania, the USA, and France, positioning it advantageously for global market leadership in cybersecurity solutions.

At the end of 2023, Bitdefender's global workforce grew from 1,870 employees in 2022 to 1,987 in 2023, marking a 6.25% increase. This expansion highlights Bitdefender's robust position in the cybersecurity sector. Notably, about half of the employees are engaged in engineering and research and development (R&D), illustrating a strong commitment to innovation and technological advancement. Moreover, Bitdefender has enhanced its innovation capabilities through partnerships with Romania's top universities, supporting five R&D centers. These collaborations not only drive Bitdefender's expansion but also contribute to progress in the broader field of cybersecurity.

<sup>2</sup> Bitdefender has ranked #1 in prevention in most enterprise tests performed by AV-Comparatives during 2018 – 2023.

For the financial year ended December 31, 2023, the Group registered net revenue split between consumer 58% and business 42%. Revenues from consumer products increased compared to previous year by 17% (2022: +13% YoY), accounting for 58% of total revenue (2022: 58% of total revenue). Revenues from business products increased compared to previous year by 16% 2022: +15% YoY), accounting for 42% of total revenue (2022: 42% of total revenue). The group had no loans in the referred periods.

In 2023, Bitdefender received various forms of financial assistance from government sources, with some fluctuations compared to the previous year, 2022. The financial assistance for facilitating R&D and related activities decreased by almost 15% and funding received from subsidies related to European projects decreased by more than 50%. In 2023 the organization benefited from a new financial relief in the form of a 75% reduction of penalties related to undeclared fiscal obligations which was not applicable in the previous year. Meanwhile, financial incentives designed to stimulate capital adjustments increased by 130%. These figures reflect changes in government support and strategic adjustments in funding allocations to Bitdefender within different categories of financial assistance.

Bitdefender's financial and operational strategies and results achieved in 2023 demonstrate that we are uncompromisingly investing in our future, focusing on innovation and workforce talent while managing the challenges of increased operational costs. The slight decrease in profitability shows our strategic choice to prioritize expansion and technological advancement over short-term earnings, positioning the company for future industry leadership in cybersecurity.

Bitdefender's continued growth and success remain focused on a single mission – fighting cybercrime.



# Cyber responsibility

In today's interconnected world, cybersecurity has emerged as a fundamental pillar supporting not only operational integrity but also broader sustainability goals.

In the current digital environment, cybersecurity is essential to the sustainability of any business. The connection between a robust cybersecurity framework and long-term business sustainability is stronger than ever. Protecting against cyber threats is no longer just a technical issue; it's a critical element of corporate responsibility and sustainable business practices.





Among all aspects of sustainability, cybersecurity, or its absence, has the most profound effect on social topics. Weak cybersecurity can create vulnerabilities across various economic sectors. Recent incidents illustrate that even minor security flaws can have significant impact on critical areas such as healthcare, transportation, and financial markets, with these impacts ultimately affecting individuals at a personal level. Strengthening cybersecurity not only safeguards businesses but also enhances overall societal well-being, trust, and security. By investing in robust cybersecurity measures, we contribute to a more stable and secure environment for everyone, demonstrating that cybersecurity is a fundamental component of broader social and economic sustainability.

As digital threats become more sophisticated and pervasive, our commitment is to help improve cyber security for both our customers and society as a whole. This commitment aligns with our dedication to promoting sustainability by supporting companies in building long-term resilience.

The evolving threat landscape means that businesses face unprecedented challenges that can compromise their operations, financial stability, and reputation. The escalating complexity of cyber threats underscores the necessity for robust cybersecurity measures. Cybercriminals continually adapt, making it essential for organizations to not only defend against these threats but to do so in a way that aligns with sustainable growth. Bitdefender's approach is centered on delivering advanced, proactive solutions designed to fortify our clients' defenses against a wide array of cyber threats. This is where Bitdefender steps in, providing solutions that not only protect against immediate threats but also contribute to the resilience and sustainability of our clients' operations. By offering advanced threat detection and response services, we help companies manage risks that could otherwise disrupt their operations and harm their sustainability goals. For instance, our Managed Detection and Response (MDR) services provide continuous monitoring and rapid response, ensuring that businesses can maintain operational continuity even in the face of certain sophisticated cyberattacks.

Moreover, we focus on developing cutting-edge technologies that anticipate and neutralize emerging threats, such as ransomware and attacks targeting cloud infrastructure. This proactive approach not only secures our clients' data but also supports their ability to innovate and grow sustainably, free from the fear of debilitating cyber incidents.

Our GravityZone platform, renowned for its comprehensive security capabilities, plays a pivotal role in safeguarding digital infrastructures.

By leveraging advanced threat detection mechanisms, machine learning algorithms, and behavioral analytics, GravityZone helps businesses stay ahead of evolving cyber threats. This strategic approach not only protects against immediate risks but also contributes to long-term sustainability by ensuring business continuity and minimizing downtime.

Digital transformation is a key driver of sustainability, allowing businesses to operate more efficiently and reduce their environmental impact. As organizations embark on digital transformation journeys, they face new challenges associated with an expanding attack surface. Bitdefender is dedicated to addressing these challenges by offering cutting-edge solutions that secure digital ecosystems. Bitdefender's solutions are designed to protect the complex ecosystems that emerge from digital transformation, ensuring that our clients can pursue innovative strategies without compromising security. Our cloud security solutions are designed to protect against threats targeting cloud infrastructures, enabling businesses to confidently leverage cloud technologies while safeguarding their data and operations.

The proliferation of Internet of Things (IoT) devices presents another critical area of focus. IoT devices, often deployed without sufficient security measures, can become entry points for cybercriminals. Bitdefender's collaboration with hardware manufacturers to enhance IoT device security is a testament to our commitment to supporting digital transformation while maintaining secure networks. By securing these devices, we help prevent them from becoming weak points that cybercriminals can exploit, thereby protecting the integrity of our clients' networks and supporting their sustainable growth. In this way, we help businesses manage their cybersecurity risks effectively, contributing to their overall sustainability goals.

Bitdefender's dedication to cybersecurity extends beyond protecting individual businesses. We are committed to fostering a secure digital environment for all users and communities. Our provision of free security tools for personal devices reflects our broader responsibility to enhance cybersecurity across society. By offering accessible protection, we contribute to reducing the overall risk of cyber threats, supporting a safer online environment for individuals and organizations alike.

Cybersecurity is increasingly recognized as an integral component of corporate social responsibility (CSR) and environmental, social, and governance (ESG) frameworks. Effective cybersecurity practices are essential for protecting data, ensuring business continuity, and supporting ethical digital practices. At Bitdefender, we incorporate cybersecurity into our ESG strategy by focusing on data protection, ethical technology use, and global security initiatives.

Our commitment to innovation in cybersecurity aligns with our broader goal of promoting sustainable development and responsible business practices. By addressing cybersecurity challenges head-on, we contribute to a more secure and resilient digital





economy. This alignment with CSR and ESG principles reinforces our dedication to advancing sustainable business practices while safeguarding digital assets.

Looking ahead, the future of cybersecurity presents both challenges and opportunities. Bitdefender is committed to staying at the forefront of these developments, continually evolving our solutions to address emerging threats and support our clients' sustainability objectives. Our focus on research and development ensures that we remain agile in responding to the ever-changing threat landscape.

Our goal is not only to enhance our cybersecurity offerings but also to promote a culture of security awareness and resilience. By educating our clients and the broader community about best practices in cybersecurity, we empower individuals and organizations to protect themselves effectively. This educational focus complements our technological

advancements and reinforces our commitment to fostering a secure digital environment.

Innovation is at the heart of Bitdefender's approach to cybersecurity. Our research and development efforts are dedicated to advancing the state of cybersecurity technology and addressing emerging threats. We invest in cutting-edge technologies, such as artificial intelligence and machine learning, to enhance our threat detection and response capabilities. These advancements enable us to stay ahead of cybercriminals and provide our clients with the most effective protection available.

Our commitment to innovation extends to the development of new security solutions and features. For example, our SafePay technology provides a secure browsing environment for online transactions, protecting users from threats such as phishing and malware. By continuously evolving our technology, we ensure that

our clients have access to the latest advancements in cybersecurity, supporting their ongoing efforts to maintain a secure digital presence.

Collaboration is essential in addressing the complex and evolving challenges of cybersecurity. Bitdefender actively partners with industry leaders, hardware manufacturers, and other stakeholders to enhance the security of digital ecosystems. These partnerships enable us to develop comprehensive solutions that address a wide range of cybersecurity concerns and contribute to the overall resilience of the digital landscape.

Our collaboration with hardware manufacturers to secure IoT devices is a prime example of how we work with industry partners to enhance cybersecurity. By integrating security measures into hardware design, we help prevent vulnerabilities that could be exploited by cybercriminals. This collaborative approach



supports our clients in managing their cybersecurity risks effectively and contributes to a more secure and sustainable digital environment.

Promoting a culture of cybersecurity awareness is a key component of Bitdefender's strategy. We believe that education and awareness are crucial in empowering individuals and organizations to protect themselves against cyber threats. Our efforts to educate users about best practices in cybersecurity, such as the importance of strong passwords and secure online behavior, are integral to our commitment to enhancing overall digital security.

Through our public awareness campaigns and educational initiatives, we aim to increase understanding of cybersecurity risks and promote responsible digital practices. By fostering a culture of cybersecurity awareness, we contribute to a safer and more resilient digital ecosystem, supporting our broader sustainability objectives.

Effective incident response and recovery are critical components of a comprehensive cybersecurity strategy. Bitdefender's MDR services include advanced incident response capabilities designed to quickly address and contain security incidents. Our team of experts is available around the clock to provide support and guidance, ensuring that businesses can effectively manage and recover from cyber incidents.

Our focus on incident response and recovery aligns with our commitment to supporting the long-term resilience of our clients. By providing timely and effective response services, we help businesses minimize the impact of cyber incidents and maintain continuity in their operations. This focus on recovery contributes to the overall sustainability of our clients and reinforces our dedication to protecting their digital assets.

Bitdefender's approach to cybersecurity is deeply intertwined with our commitment to sustainability. By providing advanced protection, supporting digital transformation, and engaging in global security initiatives, we play a crucial role in fostering a secure and sustainable digital future. Our ongoing efforts to innovate, educate, and collaborate contribute to a more resilient and secure digital environment, supporting the broader goal of sustainable development.

As we look to the future, Bitdefender remains dedicated to advancing cybersecurity practices and promoting a culture of security awareness. Our commitment to innovation, collaboration, and education will continue to drive our efforts to protect digital assets and support sustainable business practices. Through these initiatives, we aim to contribute to a more secure and resilient digital economy, benefiting businesses, individuals, and communities worldwide.

# One of the best technologies

Bitdefender is a global leader in cybersecurity, dedicated to safeguarding both organizations and individuals from cyber threats, thereby enhancing their digital experiences. This commitment is delivered through two primary business segments: the Business Solutions Group (BSG) and the Consumer Solutions Group (CSG). Each segment is designed to cater to distinct market needs across various geographies, ensuring tailored cybersecurity solutions for every type of customer.

Bitdefender's approach to cybersecurity is holistic and comprehensive, addressing the complex challenges faced by today's businesses and consumers with advanced, flexible, and user-centered solutions. Whether through direct product offerings or extensive partner networks, Bitdefender remains at the forefront of the cybersecurity industry, continuously evolving to meet the changing needs of its users worldwide.

Bitdefender's product offerings are strategically organized into three main categories - home, business, and partners - to address the specific security requirements of each group. These products are versatile, supporting multiple platforms such as desktop, server, mobile, and cloud environments, and are available for use on-premises or hosted in public, private, or hybrid clouds. This flexibility ensures that Bitdefender's solutions can meet the diverse needs and constraints of all user categories.



# Bitdefender BSG (Business Solutions Group) products and services portfolio

Breakout Category	Product Offering
Product and related subscription & support	GravityZone packages and products (ABS, Elite, Ultra, HD, EDR, Mobile, physical servers/workstations, Storage, SVE, Containers) and related add-ons (Full disk encryption, patch management, mail security), Sandbox, Network
	Professional services: Deployment and configuration, Product training, Plan and design, Product health check, Provisioning pack
	Support: Extended support for Legacy OS, Business/Enterprise premium support, Hypervisor Introspection
xSP products & services	Managed detection and response
	Cloud Security for MSP and add-ons (full disk encryption, patch management, mail security, ATS, EDR, MDR)

## GravityZone Packages

- **GravityZone Small Business Security:** Prevent and protect against ransomware, phishing and fileless attacks.
- **GravityZone Business Security:** It ensures complete protection against all types of malware: ransomware, phishing, zero-day attack, viruses, spyware, etc; It uses multiple machine learning techniques, behavioral analysis, and continuous monitoring of running processes to keep up with the latest threats.
- **GravityZone Business Security Premium (formally known as GravityZone Elite):** advanced prevention with threat context & reporting for companies looking to elevate their business security. Safeguards organizations from sophisticated cyber-attacks like advanced persistent threats (APTs) and ransomware with multiple layers of machine-learning-driven security technologies.
- **GravityZone Business Security Enterprise:** combines the endpoint protection platform with Endpoint Detection and Response (EDR) capabilities to help defend endpoint infrastructure (workstations, servers, and containers) throughout the threat lifecycle, with high efficacy and efficiency. The cross-endpoint event correlation

takes threat detection and visibility to a new level combining the granularity and rich security context of EDR with the infrastructure-wide analytics of XDR (eXtended Detection and Response).

- **GravityZone CSPM+:** Going beyond standard Cloud Security Posture Management (CSPM), GravityZone CSPM+ also finds and maps over-privileged identities with Cloud Infrastructure Entitlement Management (CIEM). Finally, CSPM+ includes Threat Detection to alert security teams to potential security issues to protect the organizations cloud investment.

## GravityZone Add-ons

- **GravityZone Security for Email:** provides businesses comprehensive email security and protection from known and emerging threats, including impersonation attacks, Business Email Compromise (BEC), CEO fraud, phishing, ransomware and more.
- **GravityZone Security for Storage:** delivers protection for ICAP-compatible file-sharing and network storage systems that is easy to manage.

- **GravityZone Integrity Monitoring:** integrity monitoring to ensure compliance and regulatory security standards are met by monitoring the integrity of entities such as files, registries, directories, installed applications, and users for escalation of privilege throughout organization.
- **GravityZone Patch Management:** Boost security, keep systems up to date and reduce IT complexity with automatic patching. Is available as an optional add-on to any of Bitdefender's GravityZone endpoint security solutions.
- **GravityZone Full Disk Encryption:** encrypts boot and non-boot volumes on fixed disks, desktops and laptops and gives simple remote management of the encryption keys. It provides centralized handling of the native device encryption mechanisms provided by Windows (BitLocker) and Mac (FileVault and the diskutil command-line utility) to ensure optimal compatibility and performance; It is an optional add-on to Bitdefender's integrated GravityZone security platform.

## GravityZone Security Products

- **GravityZone Security for Mobile Devices:** helps organizations maintain compliance while minimizing IT intervention and effort. Security for Mobile allows to enforce bring-your-own-device (BYOD) policies for mobile devices with no additional infrastructure.
- **GravityZone EDR (Endpoint Detection and Response):** endpoint security solution that combines continuous, real-time monitoring and the collection of endpoint data and insights with detection capabilities and automated response actions.
- **GravityZone XDR:** a cloud-delivered solution built to secure the entire business environment. The solution provides detection and response capabilities across an organization's users and systems, including endpoints, network, and cloud.
- **GravityZone Security for Containers** protects container workloads against modern Linux and container attacks using AI threat prevention, Linux-specific anti-exploit technologies, and context-aware endpoint detection and response (EDR).
- **GravityZone Cloud and Server Security:** minimizes the security impact on cloud computing resources and automates security management using comprehensive integrations with technologies from Citrix, Nutanix, VMware, and public clouds such as Amazon and Azure; includes a purpose-built cloud server security stack that

provides robust prevention and detection across hybrid, multi-cloud and physical desktops, servers, mobile devices, and email.

- **GravityZone Security for Workstations:** Patented machine learning technologies combined with the ability to monitor the behavior and detect attack techniques let GravityZone detect, prevent and block threats that traditional endpoint/next-gen AV defenses miss.
- **Security for Amazon Web Services (AWS)**
- **GravityZone Security for Exchange Servers** employs multi-layer protection against spam and phishing to determine if email messages are spam or threat vectors.

## Services

- **Managed Detection and Response (MDR):** gives 24x7 access to an elite team of cybersecurity experts. The service is also backed by Bitdefender security technologies like GravityZone® eXtended Detection & Response (XDR). Bitdefender MDR combines endpoint, network, cloud, identity, and productivity application telemetry into actionable security analytics, augmented by the threat-hunting expertise of a fully staffed security operations center (SOC) with security analysts from global intelligence agencies.
- **Managed Detection and Response Foundations for MSPs:** helps MSPs lacking in-house security experts to offer the highest level of protection for sensitive customers and stop advanced persistent threats and minimize the impact of attacks quickly and effectively. It is a 24/7 detection and response service, with expert, human-led, targeted and risk-based threat hunting, that augments MSPs capabilities and delivers threat hunting, detection, and response.
- **Bitdefender Offensive Security Services:** provides organizations with Penetration (Pen) Testing and Red Teaming services to ensure key security weaknesses and vulnerabilities are identified in order to improve and strengthen the security of your IT environments.
- **Bitdefender Professional Services:** provides deep cybersecurity expertise, helps improve efficiency, and strengthens your organization's security posture and cyber resilience by working with our experts.

# Bitdefender CSG (Consumer Solutions Group) products and services portfolio

Breakout Category	Product Offering
Product and related subscription & support	Classic line (Antivirus Plus, Internet Security, Total Security, Mobile Security, Family Pack), VPN, Digital Identity Protection, Small Office Se, Parental Control
xSP products & services	Digital Life Protection Plans: Premium Security, Premium Security Plus, Ultimate Security, Ultimate Security Plus
	IOT and Classic line

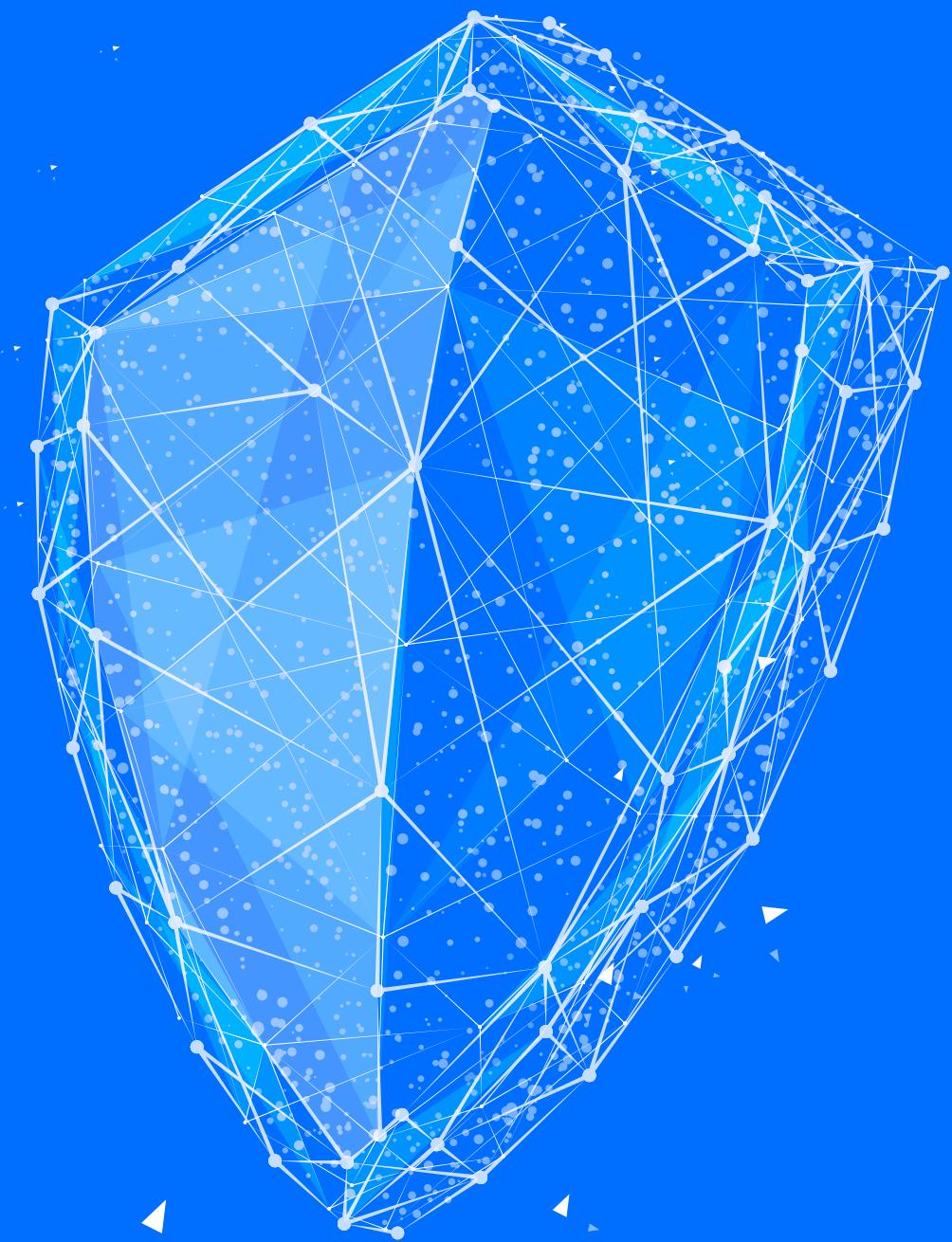
## Overview of Key Products

- **Anitivirus Plus:** protects Windows PCs against all types of online threats and includes privacy tools such as Bitdefender VPN and Bitdefender Safepay.
- **Internet Security:** protects Windows PCs against all types of online threats and includes privacy tools such as Bitdefender VPN and Bitdefender Safepay.
- **Total Security:** the complete solution to cover Windows, macOS, Android, and iOS devices. It offers access to Bitdefender VPN, Bitdefender Password Manager and Bitdefender Safepay for privacy, and Bitdefender Parental Control for children's safety.
- **Mobile Security Android/ iOS:** mobile devices absolute protection against viruses and malware.
- **Family Pack:** One security suite for entire family; secures all Windows, macOS, Android and iOS devices in your home to keep your family safe. It offers access to Bitdefender VPN, Bitdefender Password Manager and Bitdefender Safepay for privacy, and Bitdefender Parental Control for children's safety.
- **VPN:** uses powerful algorithms to encrypt all traffic and routes it through a private tunnel that grants full anonymity; online activity is protected, making it impossible for cyber-criminals, websites or your ISP to access and analyze your data.
- **Digital Identity Protection:** Keeps identity safe against the rising tide of data breaches; scans the web for unauthorized leaks of personal data, monitoring if accounts are exposed and making it easy to take action well before disaster strikes.

- **Small office security:** complete protection for SOHO network to protect company against data breaches, phishing attacks and malware.
- **Premium Security & Premium Security Plus:** Premium security and privacy pack for absolute digital freedom, best protection, unlimited VPN, password manager and priority support. Multi-platform. DIP included in Premium Security Plus, available only in Europe.
- **Antivirus for Mac:** protection with zero negative impact on speed and performance. Bitdefender's advanced Cloud-based technologies instantly detect and block even the newest threats; it includes anti-ransomware features and adware removal, taking care of all security needs by itself.
- **Bitdefender Password Manager:** Ultra-secure, feature-rich password manager. Keep your passwords safe and access them from anywhere.
- **Bitdefender AVFree:** Essential protection against the most widespread malware on the Internet.
- **Bitdefender Ultimate Security & Ultimate Security Plus:** The ultimate mega-suite. All-in-one protection for digital life. The most comprehensive plan, integrating award-winning security for devices, identity protection and online privacy.
- **Bitdefender Identity Theft Protection Standard & Premium:** One-stop credit monitoring & identity theft protection. Personal information is vulnerable if exposed online, and a stolen identity can cost money and time. Bitdefender Identity Theft Protection alerts in case of any identity threats.

# Data protection

Bitdefender collaborates with a broad spectrum of clients, including government agencies, global enterprises, small and medium-sized businesses (SMBs), and individual users across more than 170 countries. The company is committed to reshaping the cybersecurity landscape by delivering state-of-the-art products and services that excel in efficiency, performance, user-friendliness, and seamless integration. With a strong focus on safeguarding customer privacy, Bitdefender takes all necessary precautions to ensure the security and confidentiality of client data within its organization, striving to prevent any breaches.





The Bitdefender *Code of Business Conduct* outlines the company's commitment to data protection among other ethical standards. This document describes how Bitdefender protects the personal information of its employees, customers, and business partners globally. The policy adheres to Privacy Principles that ensure the collection, processing, and retention of personal information are lawful, fair, transparent, and secure. Specific commitments include minimizing the data collected, ensuring accuracy, limiting retention to necessary periods, and maintaining security and confidentiality.

The policy also details procedures for handling personal data, emphasizing lawfulness, fairness, and transparency in data collection and processing. It mandates the retention of personal information only

as long as necessary for specific, legitimate purposes. Additionally, the document outlines rigorous security measures to protect personal data against unauthorized access or disclosure.

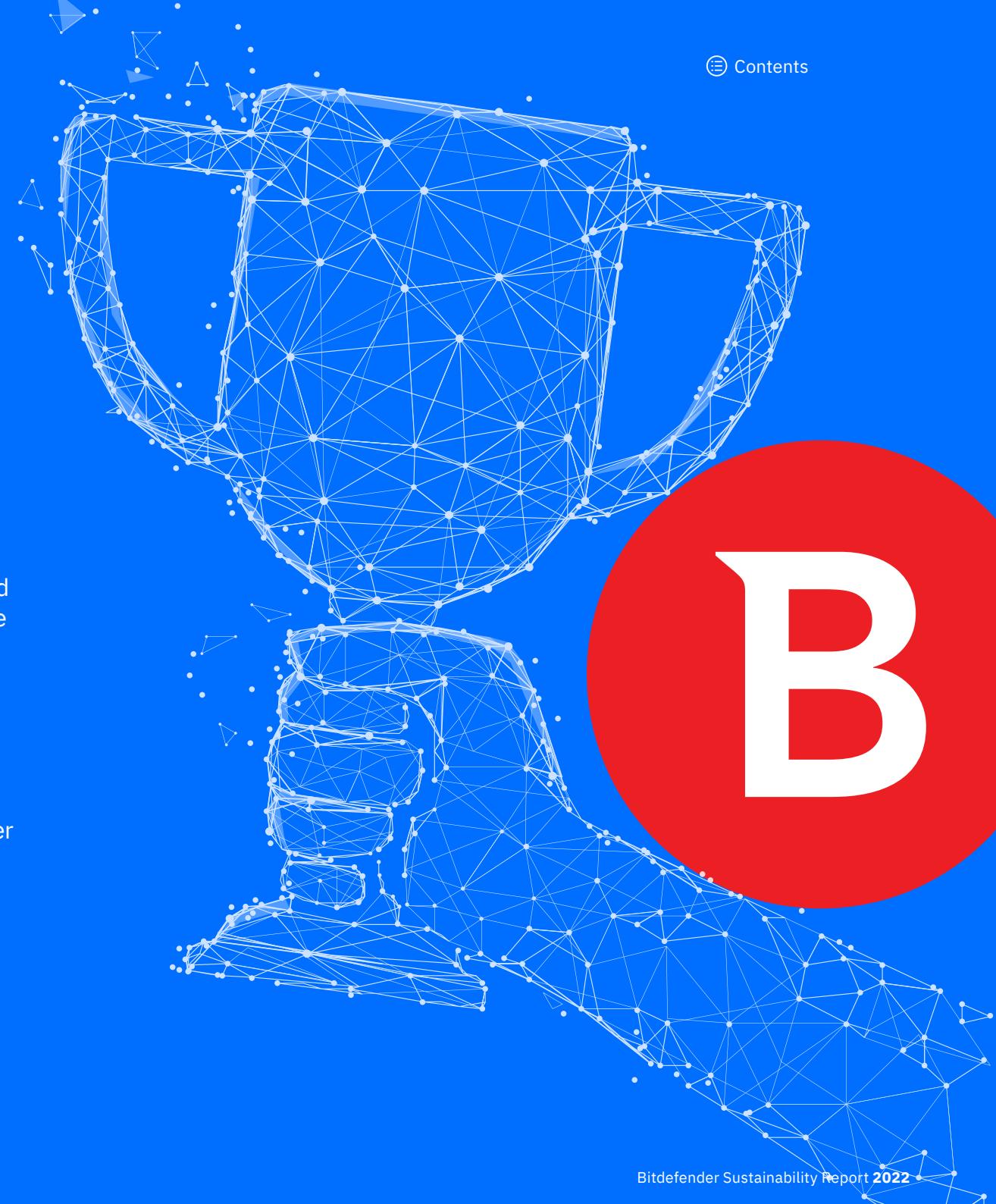
Bitdefender ensures all handling of personal data aligns with its ethical guidelines and privacy commitments, which are crucial for maintaining trust and credibility in its cybersecurity operations. The comprehensive approach outlined in the *Code of Business Conduct* demonstrates Bitdefender's dedication to upholding high standards of data protection and privacy across all its operations.

In 2023, Bitdefender experienced an increase in

complaints related to individual customer data breaches, rising from a single case in 2022 to 10 cases in 2023. These incidents were primarily related to human errors where customer data, such as email addresses, were inadvertently disclosed to unintended recipients. Importantly, all 10 cases were categorized similarly to the incident reported in 2022, which involved the erroneous sharing of a customer's email or other data with another client. These breaches were flagged internally, communicated to the affected customers, and corrective measures were taken to prevent future occurrences. Despite these privacy incidents, there were no complaints from regulatory bodies, nor were there any identified leaks, thefts, or losses of customer data reported during this period. The total number of data subject requests also saw fluctuations, decreasing from 5,650 in 2022 to 4,254 in 2023.

# Awards and recognition

Bitdefender's position as a leader in cybersecurity is affirmed through constant accolades and recognition across various influential platforms and rigorous evaluations. Regularly topping industry standards like the AV-Comparatives tests for business security and advanced threat protection, Bitdefender demonstrates its excellence in providing high protection with minimal disruptions. This prestigious acknowledgment from sources like the Forrester Wave™ and the MITRE Engenuity ATT&CK® evaluations further confirms its position as a leader in the field, particularly in endpoint security and complex threat mitigation. The awards and recognitions serve as a testament to Bitdefender's commitment to innovation, user satisfaction, and a proactive security approach, ensuring that it remains at the forefront of the cybersecurity industry, ready to meet the evolving challenges of digital threats. These honors reflect the company's continuous effort to enhance security protocols, protect its clients worldwide, and innovate within the cybersecurity ecosystem.





### Bitdefender Leads the AV-Comparatives Business Security Test H2 2023: High Protection, Low False-Positives

Bitdefender once again raised the bar, achieving the highest protection rate and one of the lowest false-positive rates in the AV-Comparatives Business Security Test for the second half of 2023. This performance underscores Bitdefender's leadership in the cybersecurity domain, demonstrating its ability to deliver top-tier protection with minimal disruptions. With a consistent focus on innovation and technological excellence, Bitdefender excels in defending against advanced threats while ensuring that business operations are not hindered by unnecessary alerts. This balance is fundamental for organizations looking to maintain robust security measures without compromising operational efficiency. Bitdefender's results in this rigorous testing environment reflect its commitment to providing security solutions that are not only effective but also user-friendly and reliable across various business contexts.



### Bitdefender Tops the AV-Comparatives Advanced Threat Protection Test

Bitdefender leads the AV-Comparatives Advanced Threat Protection Test, marking a significant achievement in cybersecurity. This success in both the enterprise and consumer segments showcases Bitdefender's strong capabilities in effectively managing and mitigating threats. The results not only affirm Bitdefender's technological superiority but also reflect its commitment to delivering advanced security features that protect against increasingly complex cyberattacks. By consistently topping these rigorous evaluations, Bitdefender demonstrates its role as a critical defender in the digital space, providing robust security solutions that enterprises and individual consumers rely on to safeguard their systems and data from cyber threats. This performance is essential as organizations worldwide face an escalating volume and sophistication of cyberattacks, highlighting the importance of reliable and effective cybersecurity solutions.



### Bitdefender named a Leader in The Forrester Wave™: Endpoint Security, Q4 2023

The independent report evaluated top providers and how they stack up, confirming, in our opinion Bitdefender as a global leader in the realm of endpoint security. This prestigious recognition is bolstered by Bitdefender's comprehensive approach to cybersecurity, which not only focuses on preventing malware but also integrates advanced strategies like behavioral analysis, vulnerability management, and proactive threat prevention. Bitdefender's leadership status in the Forrester Wave report reflects its commitment to innovation and its effectiveness in protecting digital environments against the evolving landscape of cyber threats.



### Bitdefender achieved the “Highest Level of Detection for all major steps in the MITRE Engenuity ATT&CK® Enterprise Evaluations”

Bitdefender achieved 100% detection of all major evaluation steps with the highest possible level of description for each step. This recognition for the third consecutive year, especially in the latest tests that emulated the advanced tactics of the notorious Turla threat group, confirms Bitdefender's superior capabilities in cybersecurity. The comprehensive testing demonstrated Bitdefender's effectiveness across multiple complex attack vectors, showcasing its robustness against sophisticated, state-sponsored cyber threats that increasingly target diverse platforms. This outstanding performance reflects Bitdefender's strategic emphasis on a prevention-first approach, coupled with its advanced technologies in endpoint protection, detection, and response, ensuring unparalleled security for enterprise environments against some of the most elusive adversaries.



## Bitdefender Named a 2023 Gartner Peer Insights™ Customers' Choice for Endpoint Protection Platforms in EMEA

### And Strong Performer for EPP overall evaluations

This accolade, based on rigorous analysis and direct customer feedback, underlines Bitdefender's strong deployment capabilities and effective product functionalities that resonate well across various sectors in EMEA. The acknowledgment also reflects Bitdefender's capacity to meet diverse and challenging cybersecurity needs, thus enhancing its credibility and appeal as a preferred solution for enterprises looking to fortify their digital defenses effectively. These honors showcase Bitdefender's dedication to not only delivering advanced technologies but also to adapting and responding to the complex and evolving cybersecurity challenges that modern enterprises face.

## FORRESTER®

### Bitdefender listed as a Notable Provider in Forrester's Managed Detection and Response Services Landscape in Europe, Q3 2023

Unlocking Europe's MDR Insights: Bitdefender's Top 3 Revelations from Forrester's Report highlight crucial aspects that set Bitdefender apart in the bustling market of managed security. According to the report, Bitdefender stands out for its nuanced approach to Managed Detection and Response (MDR), offering tailored services that efficiently pinpoint and mitigate cyber threats. This capability is pivotal for European organizations striving to enhance their security posture against an increasingly sophisticated landscape of cyber adversaries. The insights from Forrester's report also highlight the strategic importance of choosing an MDR provider that not only detects threats but responds adeptly, enhancing overall security resilience and aiding in compliance with evolving cyber insurance requirements. This recognition underscores Bitdefender's commitment to providing top-tier MDR services tailored to the unique needs of the European market.

## Gartner

### Bitdefender named a Representative Vendor in the 2023 Gartner® Market Guide for MDR Services

This acknowledgment by Gartner, for the second year in a row, highlights Bitdefender's effectiveness in delivering cutting-edge security operations center (SOC) functions remotely, which include not just monitoring but also the active disruption and containment of threats. As the MDR landscape expands, the ability of providers like Bitdefender to meet specific risk-focused requirements becomes vital. This recognition underlines Bitdefender's capacity to support organizations in enhancing their cybersecurity measures, providing essential services that go beyond traditional monitoring to include proactive threat hunting and compliance reporting, aligning with the growing need for comprehensive security solutions that can adapt to complex digital environments.

## FORRESTER®

### Bitdefender recognized as Notable Vendor in the New Forrester Landscape for MDR, Q1 2023

Bitdefender MDR, recognized by Forrester as a Notable Provider, is backed by an elite team of cybersecurity experts and powered by the comprehensive capabilities of its GravityZone Extended Detection and Response (XDR) platform. This acknowledgment highlights Bitdefender's advanced integration of endpoint, network, and cloud security, providing 24/7 coverage that caters to the evolving needs of modern enterprises. The recognition reflects Bitdefender's strength in offering not just basic detection but also in-depth response strategies that address complex security threats effectively. This positioning by Forrester showcases Bitdefender's commitment to leading the security industry by adapting to and anticipating the needs of businesses as they navigate the challenges of a dynamic cybersecurity landscape.

# Governance and compliance

At Bitdefender, we uphold the belief that robust governance is fundamental for any successful business. Over the years, we've consistently enhanced our governance framework to ensure it not only complies with relevant regulations but also supports our strategic business objectives effectively. Our commitment to ethical business conduct is rooted in a strict adherence to legal and regulatory requirements across all markets we operate in. This commitment extends to ensuring every team member is knowledgeable in both our group and company-specific policies, along with the regulations relevant to their duties. Policies are carefully drafted in collaboration with relevant departments and, once approved by the management team, are communicated internally and, when required, externally. This thorough approach helps uphold the highest standards of integrity throughout our operations, providing a stable foundation for ongoing success and ethical growth.



# Governance structure

The governance structure at Bitdefender Group ensures cohesive management across all its operations through a unified framework. This structure supports synchronized efforts and consistent governance across the organization. The Board of Directors is the highest governance body of the Bitdefender Group and, together with several key governance bodies, ensure robust oversight, strategic alignment, and compliance across all operational levels. These bodies include the Supervisory Board, Management Board, Executive Board, and the Boards of Directors for each subsidiary, which collaboratively work to uphold the Group's standards and policies, fostering a unified approach to corporate governance and decision-making.

- **Supervisory Board** - corporate body of the holding company
- **Management Board** - corporate body of the holding company
- **Executive Board** - non-corporate body at the holding company
- **Board of Directors of each Bitdefender subsidiary** - non-corporate body of the holding company.

The Supervisory Board, particularly, plays a vital role as it oversees Bitdefender Holding B.V., representing the top-level decision-making team. This board, which comprises seven executive members and one non-executive member, is instrumental in steering the company's influence on economic, environmental, and societal factors. Members of the highest governance

bodies and their committees are nominated and selected based on the Shareholders Agreement which considers stakeholder views, diversity, independence, and the competencies of the candidates.

The CEO serves as the main authority on Environmental, Social, and Governance (ESG) issues within the company, actively overseeing the evaluation of ESG-related topics, impacts, and opportunities. This oversight includes bi-annual assessments of ESG-related risks conducted by the Risk Officer, with findings reported directly to the CEO. Additionally, the CEO is crucial in directing the organization's due diligence processes to effectively manage Bitdefender's impacts on economic, environmental, and social aspects, ensuring responsible corporate conduct and decision-making.

## The responsibilities of the CEO include:

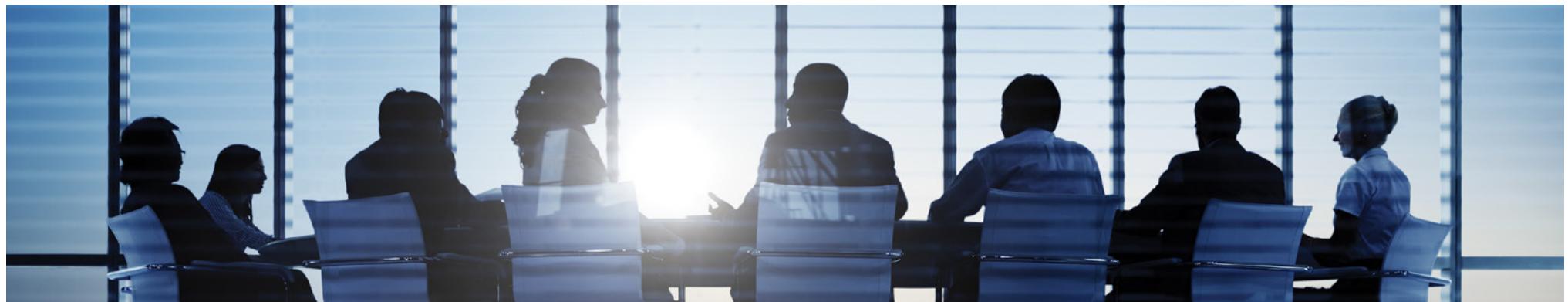
1. **Setting the Strategic Direction:** The CEO is tasked with defining the strategic path of the company. This includes the development and approval of the Environmental, Social, and Governance (ESG) policy, signifying the organization's pledge to sustainability, social accountability, and ethical conduct in business operations.
2. **Accountability for ESG-related Risks:** The CEO is responsible for overseeing and managing ESG-related risks that might affect the company's operational effectiveness and its sustainability over the long haul. This encompasses an understanding of potential legal, financial, and reputational risks

tied to environmental, social, and governance matters.

3. **Integration of ESG Considerations into Corporate Strategy:** The CEO, in collaboration with the board, should ensure that ESG considerations are integrated into the overall corporate strategy. This duty involves aligning ESG objectives with the company's mission, vision, and business goals to promote sustainable and ethical business practices.
4. **Overseeing ESG Reporting:** The CEO is also responsible for supervising the creation and distribution of ESG reports, which involves ensuring that these reports accurately reflect the company's ESG efforts and achievements.

The CEO of Bitdefender plays a pivotal role in steering the organization's Environmental, Social, and Governance (ESG) initiatives, engaging with stakeholders, and fostering transparent communication.

The CEO, in collaboration with relevant teams, identifies and prioritizes such as shareholders, customers, employees, communities, regulators, and NGOs, which is essential for enhancing Bitdefender's ESG performance. Through active engagement, such as annual surveys and consultations, the CEO ensures that stakeholders' insights are integral to the development of ESG policies and procedures. Regular communication about the organization's ESG commitments and progress is disseminated through various channels, including annual sustainability reports, reinforcing the organization's dedication to transparency. Ultimately,



the CEO aims to balance the diverse interests of these stakeholders, with the purpose to develop a policy that reflects a comprehensive understanding of the organization's impact on society and the environment.

The CEO also plays an important role in openly communicating Bitdefender's commitment to upholding its Environmental, Social, and Governance (ESG) principles, activities, and advancements. This commitment to transparency is conveyed through regular and clear communication channels, including annual sustainability reports, ensuring that stakeholders are informed about the company's ESG efforts and progress.

The CEO, as the highest governance body, is continuously focused on partnering with other companies, NGOs, and industry groups focused on sustainability to share best practices and learn from each other's experiences. The company facilitates regular dialogues with stakeholders, including investors, customers, and community members, to understand their expectations and incorporate their feedback into the company's sustainability strategies. We foster a culture of sustainability within the organization, with the CEO leading by example and promoting sustainable values and practices.

Our risk taxonomy is comprehensive, these risks are covered and reported through the risk reports to the Audit Committee when the policy is approved. Currently, they are reported to the Management team and the CEO.

The Executive Board of Bitdefender Holding B.V., together with the Boards of Directors of each subsidiary, oversees Bitdefender's operations. The roles, duties, and powers of each subsidiary's Board of Directors are detailed in the entity's Articles of Association. During the Supervisory Board meetings, the Executive Board of Bitdefender Holding B.V. reports on the organization's management of its economic, environmental, and social impacts.

The Corporate Governance system of the Group is anchored by the Board of Directors, the Audit Committee, and the Remuneration Committee, serving as its core components. The process for their nomination is outlined in the corporate documents of Bitdefender Holding, specifically in the Constitutive Act and the Shareholders Agreement.

The Compensation Committee at Bitdefender Holding B.V., comprising the Executive Board, CEO, CFO, VPs of Lines of Business, the Global HR Director, and the Head of Global Recruitment, oversees the remuneration policies for the organization's top governance and senior executives. This committee's duties include validating executive pay packages, providing benchmarking data, documenting performance criteria and reviews, and managing job codes and management percentiles for all positions. Furthermore, they evaluate job skill requirements and set compensation packages based on benchmarking surveys. The assessment of performance criteria, including performance reviews, critical job evaluations, critical skill assessments, and Objectives and Key Results (OKRs), are aimed at tailoring remuneration policies aligned with the strategic goals of the business and the pivotal roles in executing the organization's strategy. Additionally, to ensure the fairness of remuneration, Bitdefender engages independent external remuneration consultants.

# Bitdefender's Leadership team

The leadership team at Bitdefender is comprised of experienced professionals and innovators from the security and business sectors. They are deeply committed to upholding Bitdefender's technical excellence, fostering innovation, and driving

Bitdefender's growth. Their dedication to protecting customers globally from advanced threats strengthens Bitdefender's position as a leader and pioneer in the global cybersecurity landscape.

**Florin Talpeș**

Co-Founder &amp; Chief Executive Officer

**John Stynes**

Chief Financial Officer

**Rareș Ștefan**

Chief Strategy Officer

**Bogdan Irina**

General Manager, Consumer Solutions Group

**Bogdan Dumitru**

Chief Technology Officer

**Mihaela Păun**

Senior Vice President of Sales &amp; Marketing, Consumer Solutions Group

**Ciprian Istrate**

Senior Vice President of Operations, Consumer Solutions Group

**Florin Vîrlan**

Senior Vice President of Engineering, Consumer Solutions Group

**Andrei Florescu**

President and General Manager, Business Solutions Group

**Cătălin Coșoi**

Chief Security Strategist

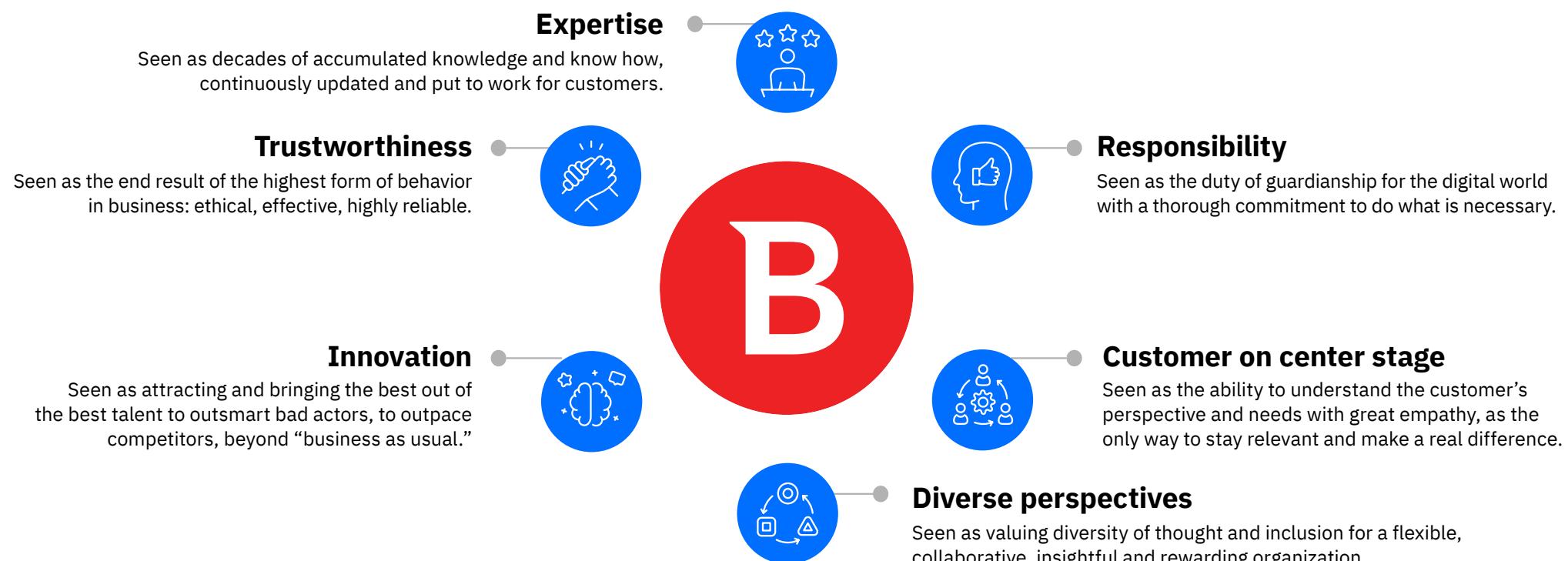
**Emilio Roman**

SVP, Global Sales &amp; Channels, Business Solutions Group

# Bitdefender's core values

Safeguarding digital lives defines Bitdefender's mission as a global cybersecurity leader trusted by a vast array of consumers and businesses worldwide. For over two decades, company's commitment to excellence has been driven by six core values integral to its operations, enabling it to provide innovative, award-winning security solutions in the dynamic realm of cyberspace. These values, embedded in

Bitdefender's Code of Business Conduct, guide our employees' actions, promoting a culture of integrity, respect, and excellence. By living these principles daily, our employees continue to explore new ways to protect and ensure the continuity of business operations against both new and existing threats, thereby reinforcing Bitdefender's status as pioneer in the cybersecurity industry.



*These values shape the development and innovation of Bitdefender's products, reflecting its commitment to fostering a safer digital environment.*

# Ethics, anticorruption, and fair competition

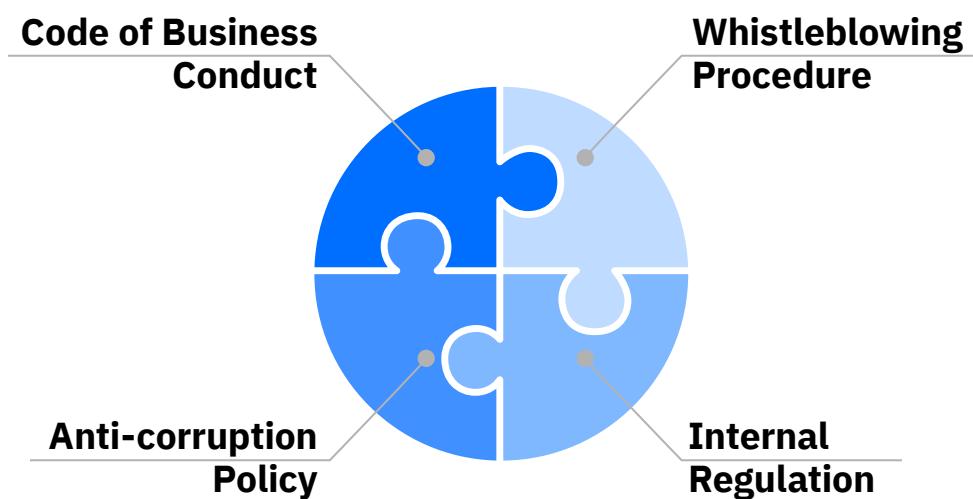
As a global cybersecurity leader, Bitdefender upholds the highest standards in all facets of business conduct, highlighting its dedication to lawful and ethical operations worldwide.

The rigorous policies we have implemented steer Bitdefender's corporate actions-anchored firmly in its comprehensive *Anti-Corruption Policy* and the *Code of Business Conduct*.

The *Anti-Corruption Policy* highlights Bitdefender's zero-tolerance standpoint against bribery and corrupt practices, aligning with major legal frameworks like the U.S. Foreign Corrupt Practices Act and the UK Bribery Act. It details the proactive steps taken to prevent corruption, including regular risk assessments. The policy also emphasizes the importance of transparency and accountability, demanding compliance from all employees and associates.

Moreover, the *Code of Business Conduct* sets the ethical framework within which all employees and partners operate. It sets clear expectations for maintaining integrity and professionalism, ensuring that every business decision supports ethical practices. This document guides Bitdefender's interactions with stakeholders and influences its strategies for risk management, ethical decision-making, and corporate governance.

Together, these policies reflect Bitdefender's unwavering commitment to fostering a culture of integrity and compliance. They are not just foundational to safeguarding the company's operations from legal and reputational risks but also instrumental in strengthening stakeholder trust and ensuring long-term sustainability. Bitdefender's robust ethical framework not only supports compliance but also aligns with its broader strategic goals to foster an environment of fair competition and corruption-free business practices.





Bitdefender is dedicated to maintaining a good reputation in all the markets in which it operates and practices fair competition. Bitdefender does not do business in countries on sanctions lists, and complies with EU, US and UN decisions. An internal process evaluates contracts prior to signing to ensure we avoid business relations with sanctioned entities.

Bitdefender's *Code of Business Conduct*, approved by the CEO, represents the company's ethical framework and commitment to anti-corruption, integrity, and fair competition, being developed on six main pillars:

- Build Trust and Credibility
- Business done with Integrity and Responsibility
- Safe Environment for our Employees
- Set Metrics and Report Results Accurately
- Media Inquiries
- Do the Right Thing

The *Code of Business Conduct* emphasizes the importance of trustworthiness, innovation, expertise, responsibility, customer focus, and valuing diverse perspectives as core values of the company and offers comprehensive information on the behaviors expected from ALL our employees. Specific sections address legal compliance, anti-corruption efforts, conflicts of interest, gifts, business courtesies, and competition practices. The *Code of Business Conduct* applies to all employees and officers within Bitdefender, guiding their conduct in relation to legal and ethical business practices.

We are committed to respecting the principles set-up in guidelines from the OECD, the U.S. Foreign Corrupt Practices Act (FCPA), the UK Bribery Act, and the UN Guiding Principles on Business and Human Rights, showing Bitdefender's commitment to international legal standards, reflecting a consideration of various stakeholders including employees, customers, and partners by emphasizing fair dealings, transparency, and respect for human rights.

Bitdefender's *Code of Business Conduct* is made available to all employees, ensuring they are informed of the ethical standards and expected behaviors within the company.

The *Code of Business Conduct* forms a crucial part of Bitdefender's sustainability and governance efforts, ensuring that all business practices not only comply with legal requirements but also adhere to high ethical standards that reinforce the company's integrity and reputation in the cybersecurity industry.

The *Control of the Code of Business Conduct Policy*, approved by the Human Resources Director, establishes responsibilities across the chain of command in order to ensure all employees complete specific online training annually on the *Code of Business Conduct*.



Bitdefender's *Anti-Corruption Policy* is designed to ensure compliance with various global anti-corruption laws, including the U.S. Foreign Corrupt Practices Act (FCPA), UK Bribery Act, and others. The policy explicitly prohibits bribery, offering, or accepting any form of improper benefit. It covers broad directives against engaging in corrupt practices, detailed procedures for compliance, and guidelines for handling gifts, hospitalities, political contributions, and charitable donations.

The policy applies universally to all directors, officers, and employees across all global operations of Bitdefender, as well as to external partners like agents, consultants, and suppliers when acting on Bitdefender's behalf and insists on compliance not just within the organization but also mandates that all associated third parties adhere to these standards.

The most senior level accountable for implementing this policy is the Anti-Corruption Compliance Officer of Bitdefender that is also Fraud prevention and Office Security Director. This body is tasked with overseeing

adherence to the policy, handling reports of violations, and updating the policy as necessary to align with global anti-corruption standards.

Bitdefender's *Anti-Corruption Policy* respects and integrates standards from major anti-corruption legislations such as the FCPA and the UK Bribery Act, ensuring that Bitdefender's practices are aligned with internationally recognized compliance measures.

The policy is made available to all relevant parties, ensuring that employees and associated third parties are fully informed of their responsibilities and the Bitdefender's ethical commitments. Employees receive regular training on anti-corruption practices through online videos and comprehensive case studies. It is imperative for all employees to avoid letting personal interests affect their professional decisions regarding Bitdefender. Furthermore, as a key component of the anti-corruption initiative, employees are required to annually affirm their commitment by signing the *Declaration of Interest*, an integral part of Bitdefender's anti-corruption efforts. The specific *Anti-corruption*

*Policy* and procedures are available on the intranet for all employees.

Overall, the *Anti-Corruption Policy* is part of Bitdefender's broader strategy to uphold integrity and ethical conduct in all areas of operation, ensuring that all business dealings are transparent and fair.

In 2023, Bitdefender conducted a comprehensive risk assessment of all its operations to identify potential corruption risks. This assessment, which is performed annually as part of the organization's broader fraud risk evaluation, covered all of Bitdefender's operations (for all points of presence). The evaluation achieved complete coverage with no new significant corruption risks identified beyond those previously recognized in 2022. During the assessment, these risks were covered by the term "fraud" (according to regulations and best practices, corruption is included under the umbrella term of fraud) and refer to those involving an understanding/complicity among the involved parties.

The organization's commitment to anti-corruption is also evidenced by its comprehensive communication and training efforts. Bitdefender's anti-corruption policy and procedures have been fully communicated to all members of its governance bodies, with 19 individuals having received this information. Among employees, 1,843 were briefed on these policies, representing 86.93% of the workforce. Furthermore, the organization has achieved full compliance training on anti-corruption for all governance body members and a large portion of its employees, maintaining the same participation rate as in the communication efforts.

The policies and procedures have been outlined through various means, ensuring that they are accessible to

business partners as well, though the exact percentage of informed partners could not be precisely estimated. However, initiatives to enhance accessibility include clearly defined contractual provisions, an online *Code of Business Conduct*, dedicated whistleblowing channels, and specialized personnel for additional support.

Bitdefender has consistently maintained a clear stance of not making any financial or in-kind political contributions, and 2023 was no exception. The company reaffirms its long-standing commitment to avoiding any involvement in political financing, ensuring that its business practices remain free from undue political influence. This approach underscores Bitdefender's dedication to transparency, integrity, and corporate

governance, by deliberately steering clear of any political engagements that could create conflicts of interest or raise concerns about ethical integrity. By adhering to this approach, Bitdefender strengthens stakeholder trust and reinforces its reputation as an organization that prioritizes ethical conduct and accountability over political involvement.

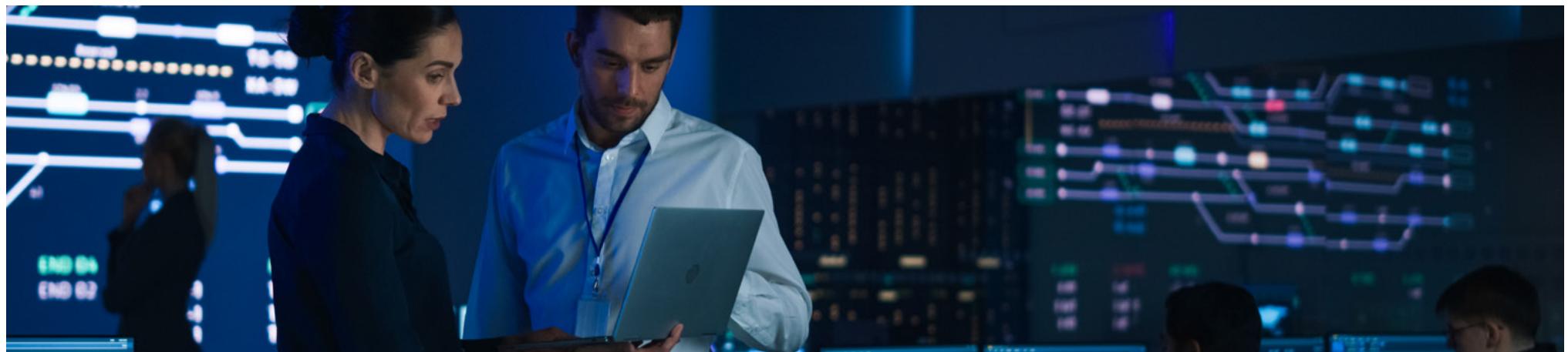
No confirmed incidents of corruption were reported in 2023, with no public legal cases against the organization or its employees related to corruption occurring during the reporting period. This clean record highlights Bitdefender's effective management and preventive measures in maintaining high ethical standards across its operations.



**In the last 5 years**



**During the reporting period, Bitdefender experienced no significant breaches of legal or regulatory compliance. Additionally, Bitdefender has not caused or contributed to any adverse social or environmental impacts; instead, the company engages suppliers who are responsible for recycling hardware equipment.**



Bitdefender's *Whistleblowing Procedure* embodies the organization's commitment to uphold the highest standards of ethical and legal behavior across all its operations. This critical framework is designed to enhance transparency and promote good governance by providing clear guidelines for reporting and handling concerns related to potential wrongdoings. It ensures that all reports received through designated whistleblowing channels are treated with utmost confidentiality and sensitivity. The **Anti-Corruption Compliance** function, part of the Fraud prevention and Office Security Department, is central to this process, overseeing the careful examination of each report while protecting the anonymity of the whistleblower. This procedure reflects Bitdefender's dedication to creating a safe and secure environment where ethical concerns can be raised without fear of retaliation, ensuring that all business activities align with the company's core values and legal obligations.

The policy applies to all Bitdefender employees, contractors, and associated persons globally. It

addresses all types of concerns that could impact on the company's integrity and compliance, from fraud and corruption to other legal or regulatory violations.

The implementation of this policy is overseen by the Anti-Corruption Compliance function, who is responsible for the initial assessment of the reports, maintaining records, and deciding on the investigative actions. The Anti-Corruption Compliance function's activities are supported by higher governance, including periodic reviews and reports to the CEO.

The policy is clearly oriented towards protecting the company and its stakeholders, including employees, partners, and shareholders, from the risks associated with corruption and unethical behavior. It provides a safe and confidential way for stakeholders to report their concerns, thereby contributing to a transparent and accountable work environment.

The *Whistleblowing Procedure* is disseminated internally through Bitdefender's intranet and training sessions,

ensuring that all potentially affected stakeholders and those who need to help implement it are aware of how to access and follow the procedure.

This comprehensive approach highlights Bitdefender's commitment to fostering an ethical business environment where concerns can be raised without fear of retaliation, promoting a culture of openness and compliance.

Employees seeking advice on implementing Bitdefender's policies and practices for responsible business conduct, including due diligence and anti-money laundering, can request support via [ethics@bitdefender.com](mailto:ethics@bitdefender.com) while external individuals have access to a broader spectrum of instruments: [legal@bitdefender.com](mailto:legal@bitdefender.com), [privacy@bitdefender.com](mailto:privacy@bitdefender.com), [dpo@bitdefender.com](mailto:dpo@bitdefender.com) and Customer support channels.

Regarding the organization's business conduct stakeholders can raise concerns via the whistleblowing channel available at the following link: <https://www.bitdefender.com/site/view/legal-ethical-compliance.html>

# Responsible procurement

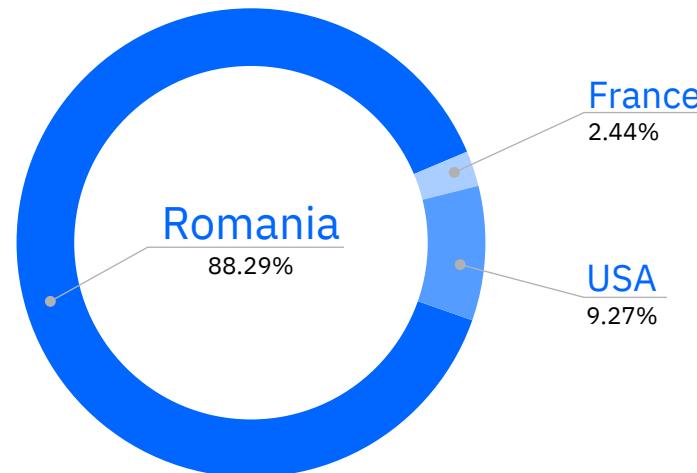
At Bitdefender, responsible procurement is a cornerstone of our commitment to ethical business practices and sustainability. We ensure that all new and existing partners undergo a rigorous background check process conducted by our Fraud Prevention Team. This process helps us maintain the integrity of our supply chain and ensure that our partners share our values and commitment to preventing corruption. While most contracts with our partners include specific provisions aimed at preventing corrupt practices, some older contracts that renew automatically do not include these stipulations.

Our procurement strategy prioritizes sourcing from local suppliers in the regions where our significant

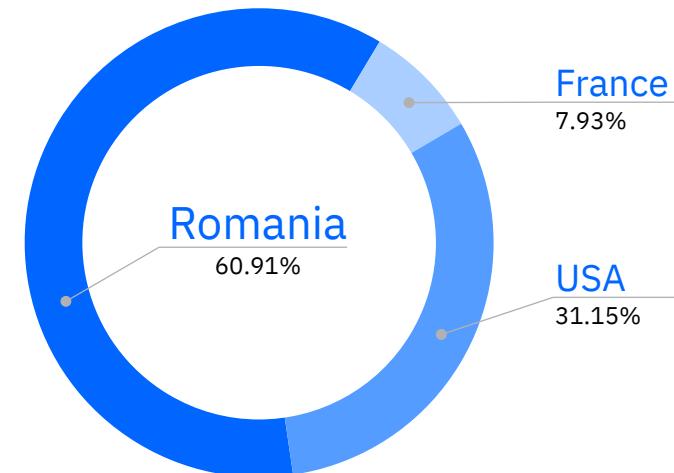
operations are based. By choosing suppliers from the same countries where we conduct our major business activities, we not only strengthen local economies but also build strong, direct relationships that enhance the efficiency and sustainability of our supply chains. This approach aligns with our broader commitment to community support and environmental stewardship. In 2023, nearly 90% of the more than \$150 million we spent on goods and services remained within the Romanian economy, with 60% of our 2,080 suppliers located in Romania. This local focus reduces logistical complexities and minimizes environmental impact, reflecting our dedication to responsible business practices.

To ensure that our principles and values are consistently upheld, we actively promote them across all our relationships, both within the organization and with external stakeholders. These values are communicated through various channels, including our intranet, e-learning platform, Employee Handbook, and contractual agreements. Every member of the Bitdefender team is considered an ambassador of our values. Upon joining the organization, employees receive training on our *Code of Business Conduct*, which is reinforced annually through mandatory online training. Continuous reminders ensure that all employees complete this training, which is available in Romanian, English, and French, ensuring that our ethical standards are understood and upheld across our global operations.

**Amount spent on local suppliers**



**Bitdefender's suppliers by region**



# Memberships

Bitdefender holds memberships in several prominent organizations, demonstrating its proactive involvement and commitment to collaboration within the global business landscape. These affiliations highlight Bitdefender's strategic focus on fostering strong networks and partnerships in both local and international markets.

## Employers' Association of the Software and Services Industry



Bitdefender is a proud member of ANIS, the only Romanian employers' association representing the IT&C industry. This membership aligns with Bitdefender's commitment to fostering innovation and excellence within the technology sector. ANIS brings together a strong community of technology companies with a shared mission to enhance cooperation between the industry, government, public authorities, and academia. By participating in ANIS, Bitdefender contributes to the development of the Romanian high-tech industry and supports efforts to improve the quality of education in STEM fields. Through this partnership, Bitdefender gains access to valuable resources, expert advice, and networking opportunities that help drive its growth and innovation. ANIS's guiding principles of transparency, integrity, and equal access resonate with Bitdefender's own values, reinforcing the company's role as a leader in the global cybersecurity landscape.



Bitdefender places high importance on integrating ethical business practices and corporate sustainability into its core values. In line with this commitment, the company adheres to the principles and standards for responsible business conduct set forth in the OECD Guidelines for Multinational Enterprises. Additionally, Bitdefender has incorporated the United Nations Global Compact's Ten Principles into its strategies, policies, and procedures. This approach fosters a culture of integrity across all business operations.



Bitdefender is a member of several prestigious international business chambers, including the Netherlands Romanian Chamber of Commerce, the French Chamber of Commerce, Industry and Agriculture in Romania, and the Romanian-German Chamber of Commerce and Industry (AHK România).



These memberships ensure that Bitdefender is well-positioned to foster strong relationships across various European markets, facilitating business growth and collaboration opportunities. By actively engaging with these organizations, Bitdefender not only strengthens its presence in local and international business communities but also gains access to valuable resources, networking events, and strategic partnerships that contribute to its ongoing success and innovation in the global cybersecurity landscape.

# Honoring our people

At Bitdefender, people are at the heart of everything we do, recognizing that the long-term success of the company relies on a motivated and supported team. To cultivate a work environment that encourages innovation and collaboration, we have implemented a series of policies aimed at ensuring a healthy and dynamic organizational climate.

Our human resources policies are designed to create an organizational culture where every employee feels valued and can actively contribute to the company's goals and display a behavior in compliance with Bitdefender core values. From well-structured onboarding processes to continuous professional development programs, we ensure that all team members have the resources they need to excel in their respective fields.



To remain at the forefront of the cybersecurity industry, Bitdefender invests continuously in developing internal talent, with a special focus on our engineering and research teams, which represent nearly half of our workforce. Through professional development strategies and participation in large-scale international projects, we ensure that our teams not only enhance their skills but also actively contribute to strengthening digital security on a global scale.

Bitdefender's global expansion is a direct result of our sustainable growth strategy, which emphasizes connecting with local communities in the 19 locations where we operate. Originally from Romania, we have expanded into 15 countries across four continents, while

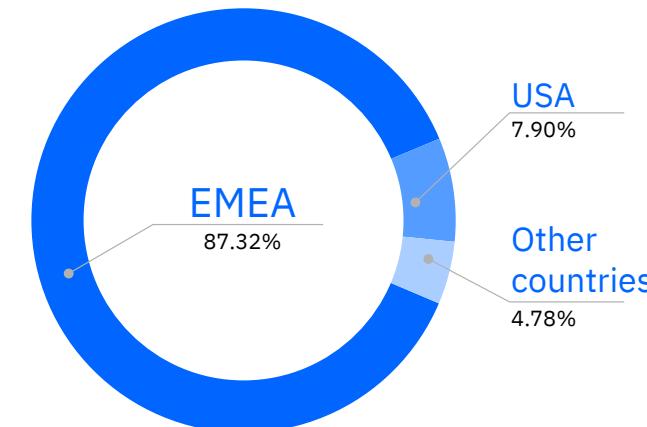
maintaining a strong core of operations in Bucharest. Romania remains our center of excellence, with regional offices in Iași, Timișoara, Cluj-Napoca, and Târgu Mureș, but we are also proud of our significant presence in the United States, with offices in Santa Clara (California), San Antonio (Texas), and Fort Lauderdale, (Florida).

To better meet the global needs of our clients, we have defined three main geographical regions for our analysis: EMEA (Europe, the Middle East, and Africa), the USA, and other international regions. This approach allows us to tailor our human resources policies, training, and corporate social responsibility initiatives to the specific realities and demands of each region.

Our rapid growth is the result of a well-calibrated recruitment and retention strategy, which has allowed us to increase our team by over 14% in the past two years (6.3% in the last year), reaching a total of 1,987 employees in 2023. This growth is supported by a strong commitment to employee well-being, reflected in flexible work policies, health and wellness programs, and diversity and inclusion initiatives.

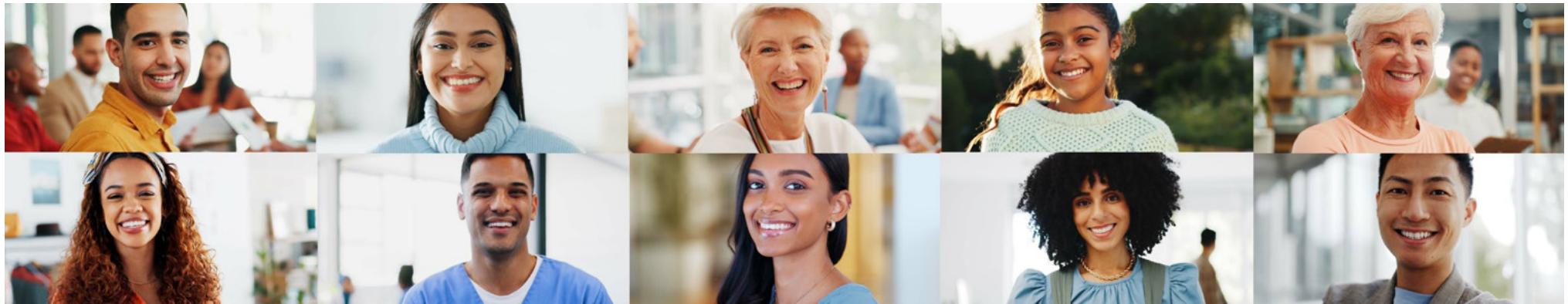
Region	2021	2022	2023
EMEA	1,549	89.0%	1,677
USA	184	10.6%	185
Other countries	8	0.5%	8
<b>Total</b>	<b>1,741</b>		<b>1,870</b>
			<b>1,987</b>

## Employee distribution around the globe in 2023



In addition to our employees, Bitdefender collaborates with a limited number of independent contractors and external workers, strategically integrated into our teams to provide expertise in key areas such as engineering, sales, support, and financial management. These collaborators are regularly involved in high-impact projects, contributing to our global success.

Through proven performance and responsibility in human resources management, Bitdefender remains committed to building a safer digital future through a people-centered approach, innovation, and global responsibility. Our policies and strategies are oriented towards sustainable growth, both at the organizational level and within the communities in which we operate, ensuring a positive long-term impact.



# Diversity and inclusion

Bitdefender's strategic expansion has significantly diversified our workforce, bringing together employees from various nationalities, and infusing our organization with a rich tapestry of cultural, social, and religious identities. This diversity is not merely a reflection of our global presence but a key driver of innovation and creativity within our company. We believe that a diverse workplace enhances problem-solving capabilities and strengthens our ability to connect with a wide range of customers and partners, thus positioning Bitdefender for success in an interconnected global economy.

The advancements in technology, coupled with societal changes in recent years, have demonstrated that remote employees can be just as productive as those working in-office. This insight has encouraged us to

broaden our recruitment efforts beyond the cities where we have physical offices, enabling us to tap into a wider talent pool without geographical limitations. As a result, we have been able to offer employment opportunities to individuals for whom relocation may have posed a challenge, breaking down significant barriers for talented individuals aspiring to join a leading multinational IT corporation.

However, the expansion of remote work across different countries introduces complexity for our human resources teams, particularly in navigating the diverse labor laws of the regions where our remote employees are based. To address these challenges, our human resources department, in close collaboration with our legal team, ensures that all necessary protocols are

meticulously followed to uphold employee rights across all jurisdictions. This synergy allows our employees to benefit from the flexibility of remote work while enabling Bitdefender to further diversify our talent pool by recruiting highly skilled professionals from a variety of cultural backgrounds worldwide.

While certain roles at Bitdefender still require in-office attendance, a significant portion of our positions are fully remote, with many others offering flexible work-from-home options. This approach not only grants our employees more time with their families but also reduces commuting costs and contributes to lowering our overall carbon footprint associated with travel to and from the workplace.

In terms of diversity within our governance structures, Dutch legislation mandates that Bitdefender Holding B.V., as a large-sized company, maintain a balanced gender distribution on its management and supervisory boards. Although the Company had not yet achieved this balanced composition by December 31, 2023, the Board of Directors remains committed to meeting this requirement in the future. The board will carefully evaluate its composition during future appointments, considering all relevant selection criteria, including gender balance.

At the end of 2023, Bitdefender Holding B.V. was in the process of adopting a *Diversity Policy* regarding the composition of the Board of Directors and the executive officers.

Historically, the cybersecurity industry has attracted a predominantly male workforce, a trend that is also reflected in the gender composition at Bitdefender. As of the end of 2023, men made up 71% of our workforce, a figure consistent with previous years. Despite this, Bitdefender has made notable progress in improving gender diversity, particularly within our technical teams. By the end of 2023, women represented 20% of our technical staff, surpassing the industry average, where women hold only 17% of cybersecurity roles according to the (ISC)<sup>2</sup> 2023 Cybersecurity Workforce Study<sup>3</sup>. This improvement is part of a broader industry trend driven by the increasing integration of IT into daily life and a growing number of women pursuing careers in cybersecurity.

A clear indicator that the proportion of women in both the industry and within our company will continue to grow in the coming years is the steady increase in the

### Bitdefender employees' distribution by gender and age on December 31, 2023

	Categories	<30 years			30-50 years			>50 years			Total	
		Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women
2021	Top management				78%	22%	77%	71%	29%	23%	77%	23%
	Technical staff	77%	23%	59%	86%	14%	41%	100%	0%	81%	19%	
	Commercial (sales & marketing)	63%	37%	10%	57%	43%	81%	80%	20%	9%	59%	41%
	Administrative	58%	42%	22%	54%	46%	68%	17%	83%	10%	51%	49%
	Others	69%	31%	30%	80%	20%	68%	75%	25%	2%	76%	24%
2022	<b>Total</b>	<b>74%</b>	<b>26%</b>	<b>37%</b>	<b>69%</b>	<b>31%</b>	<b>59%</b>	<b>64%</b>	<b>36%</b>	<b>4%</b>	<b>71%</b>	<b>29%</b>
	Top management				73%	27%	76%	88%	13%	24%	76%	24%
	Technical staff	77%	23%	57%	84%	16%	42%	100%	0%	80%	20%	
	Commercial (sales & marketing)	61%	39%	9%	58%	42%	79%	80%	20%	12%	61%	39%
	Administrative	64%	36%	24%	50%	50%	67%	22%	78%	9%	51%	49%
	Others	75%	25%	31%	78%	22%	64%	90%	10%	5%	78%	22%
2023	<b>Total</b>	<b>75%</b>	<b>25%</b>	<b>36%</b>	<b>69%</b>	<b>31%</b>	<b>58%</b>	<b>72%</b>	<b>28%</b>	<b>6%</b>	<b>71%</b>	<b>29%</b>
	Top management				71%	29%	79%	100%		21%	77%	23%
	Technical staff	79%	21%	55%	82%	18%	45%	100%	0%	80%	20%	
	Commercial (sales & marketing)	57%	43%	8%	57%	43%	82%	76%	24%	10%	59%	41%
	Administrative	73%	27%	20%	46%	54%	72%	28%	72%	9%	50%	50%
	Others	64%	36%	34%	80%	20%	65%	75%	25%	2%	75%	26%

<sup>3</sup> [https://media.isc2.org/-/media/Project/ISC2/Main/Media/documents/research/ISC2\\_Cybersecurity\\_Workforce\\_Study\\_2023.pdf](https://media.isc2.org/-/media/Project/ISC2/Main/Media/documents/research/ISC2_Cybersecurity_Workforce_Study_2023.pdf)

percentage of women in the 30-50 age group - from 14% in 2021, to 16% in 2022, and 18% in 2023. This trend demonstrates that women are entering the cybersecurity industry with the intention of building long-term careers.

In 2023, we hired 332 new employees, 123 of whom were women and 209 men. Of these new hires, 50% were under the age of 30, 46% were between 30 and 50 years old, and 4% were over 50. This recruitment strategy highlights our commitment to fostering a diverse workforce that spans different age groups and genders, contributing to a more inclusive workplace.

Bitdefender's approach to diversity and inclusion is not just about meeting regulatory

requirements; it is about building a stronger, more innovative company. By embracing diversity in all its forms, we are better equipped to tackle the challenges of a rapidly evolving global economy and to continue leading the way in cybersecurity.

The cybersecurity field is experiencing unprecedented growth, but the gap between supply and demand for skilled professionals is widening significantly. According to recent data from (ISC)<sup>2</sup>, despite a notable increase of over 440,000 cybersecurity workers globally in the past year - an 8.7% year-over-year rise - the gap has expanded by 12.6%. This discrepancy highlights a critical shortage of cybersecurity professionals, with demand far exceeding available talent.

## Employment rate in Bitdefender

	Categories	<30 years			30-50 years			>50 years			Total		
		Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
2021	Top management				11%	20%	13%		50%	14%	9%	29%	13%
	Technical staff	34%	53%	38%	5%	14%	7%				21%	41%	25%
	Commercial (sales & marketing)	56%	45%	52%	22%	31%	26%	43%	11%	37%	28%	32%	30%
	Administrative	36%	25%	32%	14%	15%	14%	33%		6%	20%	14%	17%
	Others	58%	47%	55%	30%	31%	30%	33%	100%	50%	37%	39%	38%
	<b>Total</b>	<b>38%</b>	<b>49%</b>	<b>40%</b>	<b>15%</b>	<b>25%</b>	<b>18%</b>	<b>37%</b>	<b>11%</b>	<b>28%</b>	<b>25%</b>	<b>32%</b>	<b>27%</b>
2022	Top management				11%	14%	12%				8%	13%	9%
	Technical staff	48%	54%	49%	5%	13%	6%				29%	40%	31%
	Commercial (sales & marketing)	75%	89%	80%	20%	19%	20%	31%	23%	29%	26%	25%	26%
	Administrative	38%	38%	38%	16%	17%	17%		7%	6%	22%	19%	21%
	Others	87%	47%	77%	31%	25%	30%	22%		20%	47%	32%	44%
	<b>Total</b>	<b>52%</b>	<b>56%</b>	<b>53%</b>	<b>14%</b>	<b>18%</b>	<b>16%</b>	<b>24%</b>	<b>14%</b>	<b>21%</b>	<b>30%</b>	<b>30%</b>	<b>30%</b>
2023	Top management				5%		3%				3%		3%
	Technical staff	21%	22%	21%	5%	13%	6%				13%	18%	14%
	Commercial (sales & marketing)	17%	39%	26%	14%	21%	17%	14%	23%	16%	14%	23%	18%
	Administrative	20%	18%	20%	13%	17%	15%		8%	6%	14%	16%	15%
	Others	37%	63%	46%	20%	19%	20%	100%		75%	27%	39%	30%
	<b>Total</b>	<b>22%</b>	<b>30%</b>	<b>24%</b>	<b>10%</b>	<b>18%</b>	<b>13%</b>	<b>15%</b>	<b>15%</b>	<b>15%</b>	<b>15%</b>	<b>21%</b>	<b>17%</b>

The growing demand for cybersecurity talent is driven by an increasing number of cyber threats and the expanding digital landscape. The global cybersecurity workforce gap has now surged by over 12.5%, with about two-thirds of organizations reporting difficulties in filling cybersecurity roles. This shortage is compounded by high turnover rates, which are influenced by the need for greater flexibility and work-life balance in today's workforce. Employees are gravitating towards roles that offer adaptable work environments and better alignment with their personal lives, contributing to elevated turnover rates across the industry.

In response to these industry trends, Bitdefender's turnover rates reflect the broader cybersecurity sector. In 2023, our turnover rate for technical staff was 12%, consistent with industry averages. Overall, our company experienced a 15% turnover rate. Of the 291 employees who departed, 100 were women and 191 were men. The age distribution of these leavers was as follows: 41% were under 30, 52% were between 30 and 50, and 8% were over 50. This distribution aligns with industry observations that younger professionals often experience higher turnover rates due to career exploration and evolving job preferences.

### Employee turnover rate

	Categories	<30 years			30-50 years			>50 years			Total		
		Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
2021	Top management				13%		10%	20%		14%	14%		11%
	Technical staff	25%	29%	26%	11%	16%	11%				19%	25%	20%
	Commercial (sales & marketing)	16%	30%	22%	20%	24%	22%	42%	22%	38%	23%	24%	23%
	Administrative	23%	13%	19%	14%	11%	13%		15%	13%	16%	12%	14%
	Others	52%	29%	46%	23%	42%	27%	67%	100%	75%	33%	38%	34%
	<b>Total</b>	<b>27%</b>	<b>27%</b>	<b>27%</b>	<b>16%</b>	<b>21%</b>	<b>17%</b>	<b>38%</b>	<b>20%</b>	<b>32%</b>	<b>21%</b>	<b>23%</b>	<b>22%</b>
2022	Top management				22%	17%	20%		133%	27%	16%	40%	22%
	Technical staff	34%	38%	35%	5%	19%	7%	67%		67%	22%	32%	24%
	Commercial (sales & marketing)	39%	37%	38%	18%	21%	19%	25%	9%	22%	21%	22%	21%
	Administrative	16%	13%	14%	13%	8%	11%		21%	17%	13%	11%	12%
	Others	45%	44%	45%	28%	26%	28%	17%		14%	32%	32%	32%
	<b>Total</b>	<b>35%</b>	<b>36%</b>	<b>35%</b>	<b>14%</b>	<b>19%</b>	<b>15%</b>	<b>21%</b>	<b>21%</b>	<b>21%</b>	<b>22%</b>	<b>24%</b>	<b>23%</b>
2023	Top management										10%	17%	12%
	Technical staff	15%	21%	16%	5%	11%	6%						
	Commercial (sales & marketing)	15%	6%	11%	15%	20%	17%	28%	46%	32%	17%	20%	18%
	Administrative	10%	15%	12%	7%	11%	9%		7%	6%	8%	11%	10%
	Others	40%	31%	38%	29%	30%	29%	33%		29%	32%	29%	32%
	<b>Total</b>	<b>17%</b>	<b>20%</b>	<b>17%</b>	<b>11%</b>	<b>17%</b>	<b>13%</b>	<b>22%</b>	<b>25%</b>	<b>23%</b>	<b>14%</b>	<b>18%</b>	<b>15%</b>



To address these challenges and mitigate employee turnover, Bitdefender is focusing on several key strategies:

- Enhanced Flexibility and Remote Work: Recognizing the importance of work-life balance, Bitdefender offers flexible work arrangements and remote work options. This approach not only helps retain talent but also broadens our recruitment pool beyond geographical constraints.
- Career Development and Training: We invest in continuous professional development to equip our employees with the skills needed to advance in the cybersecurity field. This investment aims to increase job satisfaction and reduce turnover by providing clear career progression paths.
- Competitive Compensation and Benefits: To attract and retain top talent, Bitdefender offers competitive salaries and comprehensive benefits packages. This includes wellness programs, professional development opportunities, and other incentives that support employee well-being.
- Diverse Hiring Practices: We actively seek to diversify our workforce by recruiting from various backgrounds and regions. This not only helps address the talent gap but also brings diverse perspectives that drive innovation.

At Bitdefender, we have established a highly effective recruitment framework aimed at meticulously assessing both the professional capabilities and ethical standards of potential hires. This rigorous selection process is essential given that in the cybersecurity industry, credibility plays a pivotal role in our client interactions. Considering this data alongside the complexity of the services we provide, cases where temporary or part-time employees are required are rare. Only 0.7% of our workforce holds fixed-term contracts, while just 1.9% are engaged on a part-time basis.

As the cybersecurity industry continues to evolve, addressing the workforce shortage will remain a priority. By implementing strategic measures to improve employee retention and expand our talent pool, Bitdefender aims to contribute to closing the gap and supporting the growing demand for cybersecurity expertise.

Within Bitdefender, in 2023, the average hourly salary, calculated on the basis of the annual gross salary, was \$40.08.

Salaries at Bitdefender are determined based on individual skills and performance, with compensation being established through direct negotiation and periodically adjusted according to professional evaluations. Our commitment to fair pay ensures that no discrimination, including that based on age or gender, influences salary determinations.

**The ratio of the average hourly salary between women and men, calculated on the basis of the annual gross salary**

	2022	2023
Top Management	0.78	0.69
Technical staff	0.72	0.79
Commercial (sales & marketing)	0.64	0.67
Administrative	0.94	0.96
Others	0.64	0.69
<b>Total</b>	<b>0.75</b>	<b>0.78</b>

The average hourly salary, calculated on the basis of the annual gross salary for women at Bitdefender was 78% of the men salary. This difference is not attributable to discriminatory practices but reflects variations in skills and performance levels within the field. In the broader context, this figure is somewhat lower than the U.S. national average for 2023, where women earned approximately 83.6% of what their male counterparts earned<sup>4</sup>, especially in the IT sector where disparities are more pronounced.

Gender pay gaps can be influenced by various factors, including differences in roles, experience levels, and market conditions. At Bitdefender, while we strive for equity, the observed disparity reflects the ongoing industry trend where women, despite their growing presence, are often underrepresented in higher-paying, senior technical roles.

With a strategic focus on equity, Bitdefender remains committed to addressing these disparities through targeted strategies:

- **Promotion and Development** - we emphasize professional development and promotion pathways to ensure that all employees have equal opportunities to advance and increase their earning potential.
- **Transparent Evaluation Processes** - our performance evaluations are designed to be fair and objective, based on status of achievement of objectives and providing a clear basis for salary adjustments based on merit and results rather than gender. Performance Management Policy is published on Sharepoint where all staff have access to it and HR Managers hold coaching sessions on the policy and procedures for managers on their request.
- **Inclusive Recruitment** - we actively work to attract and retain diverse talent across all levels of the organization, ensuring that we are providing equal opportunities and support for career advancement to all employees.

<sup>4</sup> <https://www.bls.gov/opub/ted/2024/womens-earnings-were-83-6-percent-of-mens-in-2023.htm>

- **Benchmarking and Feedback** - we regularly benchmark our compensation practices against industry standards and seek feedback to ensure our compensation structure remains competitive and equitable.

By implementing these measures, Bitdefender aims to foster a more inclusive workplace where all employees are rewarded fairly for their contributions and performance, contributing to overall gender equity within the company.

At Bitdefender, we regard our workforce as more than just an asset; they are the lifeblood of our enterprise. This belief is deeply embedded in our corporate culture, where individuals are seen not merely as employees but as our colleagues and friends. To align closely with the individual needs and aspirations of our team, we have progressively tailored benefits packages specific to each country where we operate. These packages are designed with a dual focus: they are tailored to the unique conditions of the local labor market and legal framework, and they also encourage a sense of loyalty to Bitdefender. The complexity of these benefit plans is correlated on the one hand with the degree of diversification of this type of products available on the local market and on the other hand with the number of existing employees in each country.

- In 2023, Bitdefender spent more than \$4.3 million with employee benefits.

Benefit plans include company-paid or subsidized health insurance to which various options for family members can be added. In addition to classic medical insurance, in some countries, there are also components that refer to dental and ophthalmological treatments. Depending on the social security system in each country, the insurance offered to employees also has a disability component.

Bitdefender offers its employees in Romania the 'All-Risk' health insurance. This free plan, developed in collaboration with a well-established insurance partner, covers a wide range of medical services, including tests, consultations, imaging, hospitalization, and outpatient treatments, without a predefined list of services. Additionally, employees have the option to extend their insurance coverage through optional plans, which include dental services, pregnancy monitoring, and treatments for serious illnesses. Family members can also be included in the insurance plans at preferential rates, thus providing comprehensive protection for employees and their loved ones. Through this benefit, employees can access medical services with direct settlement, as well as multiple clinics in Romania, with reimbursement of expenses. The insurance also offers coverage for hospitalizations and surgeries, including for serious illnesses, with generous limits for medical expense reimbursement, contributing to the well-being and security of Bitdefender's employees in Romania and their families.

Complementary to the 'All-Risk' health insurance, the comprehensive life and health insurance coverage ensures financial support in case of accidents, illness, hospitalization, or permanent disability. The life insurance plan includes coverage for accident-related death, permanent disability, serious illnesses, and medical expenses related to surgeries and hospitalizations. Employees and their families benefit from this protection, contributing to their overall well-being and security.

In certain regions, where there are no mandatory retirement schemes, we offer employees the opportunity to contribute to various retirement schemes. For example, in the US Bitdefender contributes up to a 5% match to employees 401(k) plans, enhancing their financial security for the future.

Most of our employees are based in Romania and we are happy to offer them discounts on sports center memberships, as well as the possibility to borrow books from an online library for free.

The shift towards remote work has significantly altered daily living and social interactions, leading to an increased need for mental health support. Recognizing that our employees' welfare extends beyond financial

aspects, we provide our Romanian team members with access to few annual sessions of psychological counseling through our partnership with The Mind Clinic. These sessions are held online, ensuring that any employee in Romania can seek guidance discreetly, with complete confidentiality from the company's human resources department.

Labor laws differ from state to state, as do statutory parental leave benefits. So, the parental leave benefits that Bitdefender offers to its employees are at the level stipulated by the law in each country where we have offices, or even above this level. A representative example is the USA, where the legislation does not provide any kind of parental leave benefits. Bitdefender has included paid parental leave of 12 weeks for mothers and 4 weeks for fathers in the benefits package offered to US employees. Regardless of the provisions of labor legislation in each country, Bitdefender guarantees its employees, male or female, that upon returning from parental leave they will be able to occupy the same position they had previously and will preserve their previous salary benefits.

Within Bitdefender, there is no general policy regarding the duration of vacation leave granted to employees. The number of days off to which our employees are entitled is at least equal to that provided for in the legislation in which they carry out their activity.

At Bitdefender, we ensure that all employees have the right to join and establish trade unions and engage in collective bargaining without any restrictions. Currently, approximately 3% of our workforce is covered by a collective labor agreement, with union membership being present only in France. Employees are encouraged to negotiate their salaries and working conditions upon hiring and periodically, typically following performance evaluations.

Despite anticipated economic challenges and staff reductions in the IT sector, Bitdefender does not foresee the need for layoffs in the near future. We strictly adhere to local labor laws, including mandated notice periods for employment contract terminations, whether initiated by the employee or the employer.



# Training investment and evaluation

At Bitdefender, we highly value our employees and their ongoing professional growth, recognizing that staying at the forefront of IT technology is essential in our rapidly evolving industry. To support this, we provide a comprehensive range of training opportunities designed to equip our team with advanced and adaptable skills.

Our training offerings encompass a broad spectrum of topics:

- Technical Skills - employees can deepen their expertise in areas such as sales techniques, cybersecurity software, and software testing.
- Administrative Skills - we offer targeted courses on office tools, software, and accounting principles.
- Personal Development - we foster personal and professional growth through workshops on teamwork, foreign languages, stress management, and well-being practices.

Additionally, we uphold high ethical standards and regulatory compliance through training on our code of business conduct, anti-bribery and anti-corruption policies, internal procedures, and data protection.

In 2023, Bitdefender employees completed 15,453 hours of professional training, marking a significant 60% increase from 2022.

With 35% of our employees under the age of 30, many of whom are pursuing further studies, we support their academic endeavors by offering study leave during exam periods. In 2023, 782 employees took 2,334 days of study leave, predominantly from the technical staff category.

Bitdefender maintains a culture of transparency and meritocracy through annual, impartial performance reviews. These evaluations determine salary adjustments and promotion opportunities. In the last three years, we successfully completed comprehensive evaluations for all staff over the past three years, reinforcing our commitment to a fair and merit-based corporate environment.

**Average hours of training per year per employee in 2023**





# Health, safety and wellbeing

At Bitdefender, the core values of health, safety, and security are paramount. Our Employee Manual, that includes stipulations regarding Health, Safety, and Environment (HSE), provides a structured approach to managing these aspects and is dedicated to protecting our people, the environment, our assets, and our company's reputation. These stipulations support continuous improvement in our operations while safeguarding both human and environmental well-being.

Our vision drives behaviors, actions, and decisions focused on enhancing employee health by improving working conditions and providing comprehensive medical services. According to the World Health

Organization's definition, health encompasses not just the absence of illness but a state of complete physical, mental, and social well-being.

In Romania, Bitdefender has established a health and safety management system aligned with international HSE standards. This system is uniformly implemented across all company activities and locations. It also includes provisions for external collaborators, formalized through work agreements.

We assess all workplaces for injury and illness risks. This assessment informs our annual risk reduction plan,

detailing the risks and outlining preventive measures. In Romania, job evaluations are conducted using methods developed by the National Institute for Research and Development of Labor Protection Bucharest. Our assessments reveal that most office-based roles carry minimal injury risk, while a few roles, such as technicians and warehouse managers, face moderate risks. These results help us maintain an effective health and safety management system.

To ensure high-quality management of health and safety processes, Bitdefender employs in Romania a full-time Health, Safety and Environment Manager. This role involves overseeing internal prevention and protection

efforts, ensuring that the team stays up to date with best practices and legal requirements through regular training and professional development. This role is covered by other functions across the other subsidiaries.

In 2023, with around 30% of employees working on-site and the majority working remotely, our risk levels remain low.

Our commitment to workplace safety is evident in our record of work accidents over the past three years when we have recorded only one work accident. This work accident taking place in 2023 on the employee's way from the office to home, being outside the company's

control. This achievement underscores our effective safety protocols and proactive measures, reflecting our dedication to maintaining a secure and healthy work environment and fostering a culture of safety.

Bitdefender fosters a strong safety culture by encouraging employees and collaborators to report unsafe conditions or actions. Employees are responsible for promptly communicating any hazards or equipment deficiencies. They also have access to whistleblowing channels, allowing anonymous reports if necessary. Reported hazards are assessed by the Health, Safety and Environment Manager, and appropriate measures are taken. Employees reporting hazards are guaranteed protection from retaliation.

We regularly conduct training on occupational health and safety regulations, which are accessible via our e-learning platform. This training ensures employees understand and apply safety measures effectively. In 2023, we provided annual occupational health screenings at no cost to employees, reflecting our commitment to preventive healthcare. Additionally, our HSE Team organizes evacuation drills at least once a year for each of our Romanian offices to better train and prepare employees for potential emergency situations. These drills provide an excellent opportunity for employees to apply the theoretical knowledge gained during regular training sessions in a practical setting.





Our strict confidentiality policy protects employees' health information during assessments. When a physician advises a change in job due to health reasons, Bitdefender takes proactive steps to find a suitable alternative position.

Employee engagement in shaping health and safety practices is aligned with legal frameworks in each country we operate, ensuring global standards and local compliance.

In Romania, the Occupational Health, and Safety Committee, comprising employee and management representatives and an occupational health physician, meets quarterly to address health and safety issues. This collaborative approach, including regular updates to Romanian regulatory bodies, ensures proactive management of health and safety concerns.

In France, ongoing dialogue between the employees' union and management helps refine health and safety policies. External audits further enhance transparency and effectiveness.

Globally, local office managers oversee health and safety, adapting measures to fit local needs and legal requirements, ensuring a safe environment for all employees.

## Employee Assistance Program – Partnership with The Mind Clinic

In response to the COVID-19 pandemic's unique challenges, Bitdefender has partnered with The Mind Clinic, a premier provider of psychotherapy services. This collaboration was established to address the increased stress and mental health concerns faced by our employees due to lockdowns, family health

anxieties, and the sudden shift to remote work. The partnership, which has been highly praised by our workforce, offers each employee six sponsored psychological support sessions annually. Following these sessions, employees have the option to continue therapy at a reduced rate. This initiative represents Bitdefender's commitment to prioritizing mental well-being, ensuring that our staff receive essential support during these demanding times.

Our concern for a safe workplace extends to protecting personal information that the Company maintains. We hold the personal information of our employees, retirees, and their beneficiaries in strict confidence.

At Bitdefender, our commitment to integrity and accountability is fundamental to our operations, as

outlined in our Code of Business Conduct. We are dedicated to upholding human rights and adhering to the UN Guiding Principles on Business and Human Rights in all interactions with employees, suppliers, and partners. We expect the same adherence to these principles from our suppliers and partners, ensuring that their business practices do not contribute to human rights violations.

Over the past three years, there have been no investigations into human rights violations within our employment practices or relationships with clients and suppliers. Additionally, we are not aware of any human rights breaches by our business partners. Bitdefender strictly follows all legal requirements regarding employee working hours and does not engage in or tolerate child labor or forced labor.

Our commitment to human rights is embedded in our contractual agreements with employees, clients, and partners, with all employees required to complete annual training on these principles. This training, lasting two hours, ensures that our staff are well-informed and aligned with our values.

Bitdefender champions diversity in all its forms, including age, gender, nationality, ethnicity, cultural orientation, and social preferences. We actively foster an inclusive environment where every form of diversity is celebrated. Discrimination, threats, or disruptive behavior are not tolerated. While we have encountered two discrimination claims in 2022 and two in 2023, each was addressed swiftly and resolved through Settlement Agreements.

In response to these incidents, Bitdefender has reinforced its efforts to combat discrimination and promote a respectful workplace. This includes implementing a comprehensive employee handbook with clear policies and procedures, mandatory diversity and inclusion training, and regular reminders of our commitment to a discrimination-free environment. These measures reflect our ongoing dedication to diversity and our proactive approach to creating an equitable workplace for all.



**In the last 3 years**

# Safeguarding the environment

Bitdefender is deeply committed to environmental sustainability, recognizing that our responsibility extends beyond digital security to include protecting the planet. We understand that in today's business environment, leading in cybersecurity also means leading in sustainable practices. To this end, we are in the process of developing an a forward-thinking Environmental, Social, and Governance (ESG) strategy that reflects our dedication to both regulatory excellence and proactive environmental stewardship.



At the core of our strategy is the anticipation and alignment with European and US ESG regulations, which we view as a critical component of our risk management and overall business operations. We have established a specialized team that monitors, interprets, and prepares for upcoming regulatory changes, particularly those within the European Union that pertain to ESG factors. This team ensures that we not only comply with existing regulations but are also prepared to exceed future standards, embedding ESG considerations into every aspect of our value chain.

Our approach to sustainability is holistic, integrating environmental responsibility into the very fabric of our corporate strategy. We are committed to reducing our environmental impact through innovative practices and advanced technologies. This includes the adoption of cleaner production methods, significant investments in energy efficiency, and the use of cutting-edge technologies that minimize our carbon footprint and resource consumption. Our goal is to be at the forefront of sustainability in the tech industry, setting benchmarks for others to follow.

Key initiatives in our sustainability journey include the near-total elimination of physical packaging in our product offerings, with 100% of our products now delivered digitally or via environmentally friendly

methods such as scratch cards. This shift has drastically reduced our reliance on physical materials, significantly lowering our environmental impact. Where packaging is still necessary, such as for promotional events, we prioritize the use of recyclable or recycled materials.

We also emphasize waste reduction and resource conservation across all our operations. Our offices are equipped with multi-compartment waste bins to ensure efficient sorting and recycling at the source, and we have implemented comprehensive digital workflows to minimize paper use. These efforts are supported by internal campaigns that educate and engage our employees on the importance of selective waste collection and responsible resource use.

Beyond operational changes, Bitdefender actively engages with stakeholders to communicate our commitment to sustainability and to gather feedback that informs our continuous improvement. We believe that transparency and collaboration are key to driving meaningful change, and we strive to be a leader in corporate responsibility by consistently seeking ways to improve our environmental performance.

Recognizing the importance of long-term sustainability, we will set ambitious goals for the coming years. Within the next year, we aim to fully integrate an ESG framework into our risk management processes, ensuring that sustainability risks are systematically addressed across our organization. This framework will

help us build an ESG risk-aware culture, aligning our operations with the highest standards of sustainability and preparing us for future regulatory landscapes in both the US and EU.

In summary, Bitdefender is dedicated to being a responsible steward of the environment. We understand that true leadership in the cybersecurity industry requires a commitment to sustainability that goes beyond compliance. By adopting the best practices in environmental responsibility, we are not only protecting the digital world but also contributing to a healthier, more sustainable planet. Through our ongoing efforts, we aim to create lasting positive impacts, ensuring that our business operations are aligned with the broader goals of global sustainability.



In the last 3 years



# Our offices

To reinforce our commitment to reducing environmental impact, Bitdefender strategically transitioned to operating exclusively from new, energy-efficient office buildings several years ago. Our primary offices in Bucharest, Timișoara, and Iași, Romania, are located in LEED Platinum certified buildings, while our Cluj-Napoca office resides in a BREEAM-certified facility. These locations collectively accommodate over 80% of our global workforce.

LEED (Leadership in Energy and Environmental Design) and BREEAM (Building Research Establishment Environmental Assessment Method) certifications are among the most respected and globally recognized

benchmarks for sustainable building practices. These certifications evaluate buildings on a variety of sustainability criteria, including material and waste management, energy efficiency, water conservation, and indoor environmental quality.

By situating our main offices in LEED and BREEAM certified buildings, Bitdefender underscores its commitment to sustainability. These certifications ensure that our office environment meets rigorous environmental standards, enhancing both our operational efficiency and the well-being of our employees. Equipped with cutting-edge energy-

saving technologies, these office spaces function as sustainable hubs that support Bitdefender's culture of collaboration, innovation, and teamwork.

In response to the pandemic, Bitdefender saw a significant reduction in waste due to the shift to remote work. Despite this, the company remained focused on minimizing its environmental impact by reducing electricity and natural gas consumption. Bitdefender collaborated with building administration teams to implement a work schedule that includes automatic shutdowns of electricity and heating when offices are not in use, further aligning with their sustainability goals.

# Electricity and emissions

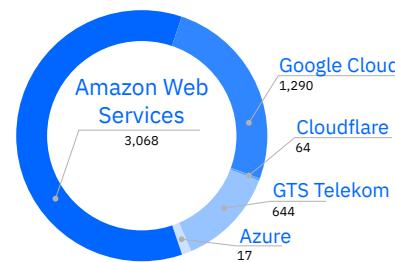
Bitdefender acknowledges that electricity consumption and the related emissions are crucial components of our environmental impact and sustainability objectives. To meet our computational needs, we leverage cloud providers and operate two on-premises rented data centers in Romania, managed by GTS Telekom.

In selecting our cloud and data center providers, Bitdefender prioritizes those who actively report the carbon footprint of the services they deliver. Importantly, all our data center providers utilize clean energy sources, reflecting our commitment to minimizing environmental impact. Leading providers like Google Cloud Platform (GCP), Amazon Web Services (AWS), Microsoft Azure, and Cloudflare not only offer detailed CO<sub>2</sub> emissions reports but also participate in significant climate initiatives.

These providers are committed to “The Climate Pledge” which strives to achieve the goals of the Paris Agreement a decade early, by 2040. Furthermore, each of these companies has made substantial commitments to achieving carbon neutrality by 2030 or 2040, largely through investments in renewable energy sources such as solar and wind. This alignment with sustainability goals ensures that Bitdefender’s digital operations are supported by infrastructure that is both reliable and environmentally responsible.

## Our vendors have provided the following figures regarding carbon footprint MTCO<sub>2</sub>e

Cloud Providers	2022	2023
CLOUDFLARE	44.00	64.00
Amazon Web Services	3.00	3,068.00
Google Cloud	1,306.00	1,290.00
AZURE	18.00	16.80
GTS Telekom - Romania	542.89	644.00
<b>TOTAL</b>	<b>1,913.89</b>	<b>5,082.80</b>



Bitdefender’s total electricity consumption in 2023 amounted to 6.81 GWh, indicating an increase of approximately 7% compared to the previous reporting year. Approximately three quarters of Bitdefender’s total electricity consumption is attributed to data centers, an essential element for carrying out its activities.

## Electricity consumption in GWh



Bitdefender’s focus on monitoring and increasing the share of renewable energy consumed, both directly and through its business partners, demonstrates a strong commitment to environmental sustainability. By aiming to avoid activities that amplify climate change and requesting the same from its business partners, Bitdefender positions itself as a responsible actor in the tech industry, acknowledging the significant impact businesses can have on the environment. This approach aligns with global efforts to reduce carbon emissions and transition to cleaner energy sources.

# Waste management

Bitdefender has made substantial progress in environmental sustainability by virtually eliminating packaging from its customer products. With 100% of our products now delivered online or via scratch cards, physical packaging is reserved only for promotional and marketing purposes. This shift has significantly reduced our environmental footprint, making the waste generated from our economic activities almost negligible.

Beyond packaging reduction, Bitdefender is committed to modernizing its processes to minimize waste and conserve resources. Key initiatives include replacing plastic with recyclable or recycled alternatives, purchasing multi-compartment waste bins to improve waste sorting at the source, reducing paper consumption by implementing digital workflows, and developing infrastructure alongside launching campaigns to educate and motivate employees about the importance of selective waste collection.

Through these efforts, Bitdefender not only reduces its environmental impact but also leads by example in promoting sustainability within the industry.

The company's waste management strategy covers a wide range of materials, including paper, plastic, electronic equipment, batteries, and general office waste. Particular attention is given to electronic and electrical waste (WEEE), as well as batteries, due to their potential environmental risks. Bitdefender ensures responsible waste management to prevent contamination and protect the environment.

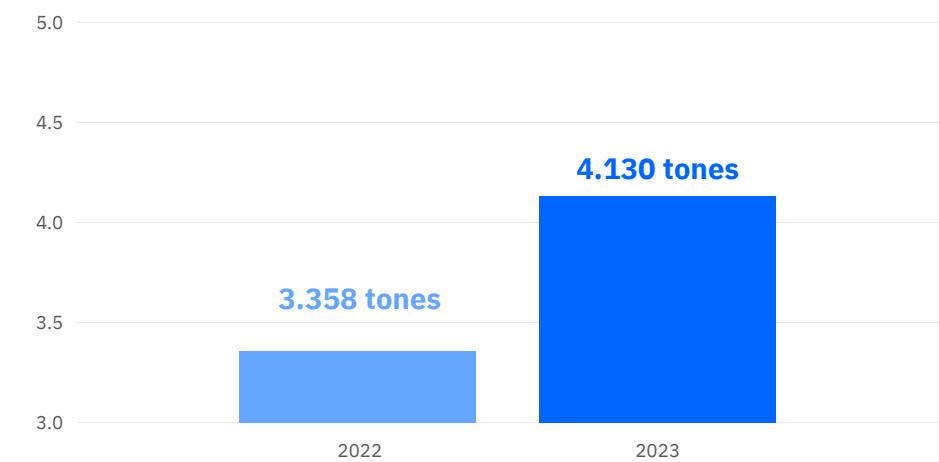
To further support sustainability, Bitdefender has invested in advanced technologies, including digitalizing internal and external processes. This transition has significantly reduced paper consumption. The company has also implemented a free electronic document signing solution for partners, eliminating the need for physical document handling.

Bitdefender collaborates with certified firms for the collection and recycling of WEEE waste, ensuring compliance with environmental standards. For other waste types like plastic and paper, collection is managed by building administration, though it is challenging to track the exact amounts attributable to Bitdefender. A dedicated Waste Management Officer oversees all aspects of waste handling, ensuring regulatory compliance and maintaining communication with authorities.

Bitdefender's comprehensive waste management approach is integral to its broader sustainability strategy. The company aims to set an industry standard by integrating technology, fostering environmental responsibility, and adhering to rigorous waste management practices, all of which are key components of its commitment to reducing its environmental footprint and promoting sustainable development.

This report exclusively details the volume of waste produced by Bitdefender in Romania.

## The amount of WEEE in Romania (in tonnes)



tonnes	Diverted from disposal	Directed to disposal
WEEE	4.100	0.030
Printer toners	0.042	0.000
Paper and Cardboard	0.840	0.000
Plastic	0.479	0.000
Domestic waste	0.000	9.680
<b>Total</b>	<b>5.461</b>	<b>9.710</b>

# Responsibility towards our communities

In 2023, Bitdefender significantly deepened its commitment to education and community support in Romania, reflecting its role as a global leader in cybersecurity and its dedication to fostering future generations. With over \$1 million invested in educational initiatives across the country, Bitdefender increased its efforts from the previous year, targeting a broad spectrum of educational needs from early childhood education in rural areas to advanced research collaborations with urban universities. This multifaceted approach is part of a larger strategy to unlock Romania's vast cultural and technological potential, ensuring that every individual has the resources and knowledge to thrive in the digital age.





Bitdefender's initiatives go beyond financial investments, focusing on creating an inclusive educational ecosystem that nurtures talent and innovation. Partnerships with foundations, schools, and universities have enabled the delivery of tailored resources, mentorship programs, and cutting-edge educational tools to communities across Romania. Programs like Edu Networks and Merito, supported by Bitdefender, are transforming the educational landscape, emphasizing the importance of quality education in shaping a competitive and respected nation.

Additionally, Bitdefender's involvement in initiatives like the European Junior Olympiad in Informatics and the Merito program highlights its dedication to celebrating

excellence in STEM fields and recognizing the invaluable contributions of educators. Through these efforts, Bitdefender is not only supporting the current educational system but is also laying the groundwork for a more innovative, resilient, and well-educated future in Romania.

We remain connected to the needs of individuals going through difficult times. In 2023, we provided financial assistance to eight individuals to help them overcome challenges. Additionally, we extended our support to a charitable organization focused on raising awareness about rare diseases and available treatments.

“We cannot have a rich country without competitive Romanian products and services – we cannot be competitive without well-educated, creative, high-performing young people who are passionate about their field of choice. Only with a good and high-quality education can we be a country that is respected, appreciated and in control of its future.”

Roxana Măriuca Talpeş, Bitdefender Co-Founder



## Merito program



Since 2015, we have proudly partnered with the Romanian Business Leaders foundation, with Bitdefender serving as a Founding Sponsor of the Merito program. Our collaboration aims to revitalize the image and professionalism of teaching staff by celebrating and rewarding their excellence. We believe in honoring the invaluable individuals who drive significant transformations in education, and we extend our deepest gratitude to the remarkable teachers across Romania.

The Merito program is our platform for shining a light on exceptional teachers who are making a positive impact in Romania. Our goal is to raise public awareness of these exemplary teachers, highlighting their dedication and the substantial difference they have made. By doing so, we aspire to inspire a community that not only recognizes but also learns from these outstanding educators. Their achievements and innovative teaching practices set a standard and provide inspiration for other educators to follow. Through Merito, we contribute to creating an environment where teachers' hard work and dedication are celebrated, their efforts acknowledged, and their innovative methods shared widely, fostering a ripple effect in the educational landscape.

## We support performance



Bitdefender has been a dedicated partner of [www.viitoriolimpici.ro](http://www.viitoriolimpici.ro) since 2008, demonstrating our strong commitment to fostering educational excellence. This program, led by the Romanian Society of Mathematical Sciences and Intuitext S.R.L., is designed to build a solid foundation in mathematics from the 4<sup>th</sup> grade in kindergarten through to the 12<sup>th</sup> grade in the K-12 education system. Our participation reflects our belief in the program's transformative potential to enhance students' mathematical abilities and understanding. Through this initiative, we have seen a significant increase in student enrollment in Mathematics faculties across Romania, highlighting the program's positive impact on nurturing future mathematicians and boosting interest in the sciences.

## Stagiipebune.RO

Bitdefender has a well-established tradition of offering paid internships each year. For over a decade, we have been a key partner of Romania's premier internship platform, [stagiipebune.ro](http://stagiipebune.ro), further cementing our role as its primary collaborator. Through our most extensive recruitment efforts, we attract between 60-100 students annually. In 2023, 44% of all our interns, not just those recruited through [stagiipebune.ro](http://stagiipebune.ro), were hired as full-time employees, showcasing our dedication to nurturing talent and creating valuable career opportunities for the next generation of professionals. This approach not only provides students with essential practical experience but also allows us to identify and retain young talent, playing a significant role in the growth and innovation of our workforce.

# GRI content index



Statement of use		Bitdefender Group has reported in accordance with the GRI Standards for the period from January 1 <sup>st</sup> to December 31 <sup>st</sup> , 2023.		
GRI 1 used		GRI 1: Foundation 2021		
GRI Standard - General Disclosures 2021		Location in the Report	Requirement(s) omitted	Omission
<strong>ORGANIZATION PROFILE AND REPORTING PRACTICES</strong>				
GRI	2-1	Organizational details	Bitdefender Holding B.V. shareholders: 1. Biltech Investment Ltd. – 54.80% 2. Wolf Defence S.a r.l. – 28.36% 3. BD Soft N.V. – 14.62% Employees (share option plan) – 2.22%	
GRI	2-2	Entities included in the organization's sustainability reporting	Bitdefender Holding B.V. together with its subsidiaries, also referred to as the Bitdefender Group. Company's subsidiaries are listed below: <ul style="list-style-type: none"><li>• Bitdefender Australia Pty Ltd. (Australia)</li><li>• Bitdefender Canada Inc. (Canada)</li><li>• Bitdefender IPR Management Ltd. (Cyprus)</li><li>• Bitdefender ApS (Denmark)</li><li>• Bitdefender SAS (France)</li><li>• Bitdefender GmbH (Germany)</li><li>• Bitdefender Italia S.r.l. (Italy)</li><li>• Bitdefender S.R.L. (Romania)</li><li>• Bitdefender España S.L. (Spain)</li><li>• Bitdefender Netherlands B.V. (The Netherlands)</li><li>• Bitdefender FZ-LLC (United Arab Emirates)</li><li>• Bitdefender Limited (United Kingdom)</li><li>• Bitdefender Inc. (United States of America)</li><li>• Horangi Pte. Ltd. (Singapore)</li><li>• Pt Horangi Cyber Security (Indonesia)</li></ul> The entities covered in the financial reporting are identical to those included in the sustainability reporting; however, as a result of the ongoing integration process, data regarding energy consumption and carbon footprint pertaining to Horangi Cyber Security is not included in this sustainability report. The financial statements are subject to audit.	Requirement(s) omitted Reason for omission Explanation
GRI	2-3	Reporting period, frequency and contact point		8, 9
GRI	2-4	Restatements of information	Not the case.	
GRI	2-5	External assurance	Bitdefender Group does not have an audited/ assured sustainability report.	

<sup>5</sup> In 2024 entities from Singapore and Indonesia name changed as follows:  
- Horangi Pte. Ltd renamed as Bitdefender APAC Pte. Ltd  
- Pt Horangi Cyber Security renamed as PT BITDEFENDER CYBERSECURITY INDONESIA

GRI Standard - General Disclosures 2021			Location in the Report	Omission		
				Requirement(s) omitted	Reason for omission	Explanation
<b>ACTIVITIES AND WORKERS</b>						
GRI	2-6	Activities, value chain and other business relationships	12, 19-22			
GRI	2-7	Employees	41, 46			
GRI	2-8	Workers who are not employees	41			
<b>GOVERNANCE</b>						
GRI	2-9	Governance structure and composition	29-31			
GRI	2-10	Nomination and selection of the highest governance body	29, 30			
GRI	2-11	Chair of the highest governance body	The president is also a chair.			
GRI	2-12	Role of the highest governance body in overseeing the management of impacts	29-30			
GRI	2-13	Delegation of responsibility for managing impacts	30			
GRI	2-14	Role of the highest governance body in sustainability reporting	29			
GRI	2-15	Conflicts of interest	34			
GRI	2-16	Communication of critical concerns	30			
GRI	2-17	Collective knowledge of the highest governance body	30			
GRI	2-18	Evaluation of the performance of the highest governance body	30			
GRI	2-19	Remuneration policies	30			
GRI	2-20	Process to determine remuneration	30			
GRI	2-21	Annual total compensation ratio	30			
<b>STRATEGY, POLICIES AND PRACTICES</b>						
GRI	2-22	Statement on sustainable development strategy	3			
GRI	2-23	Policy commitments	33-34			
GRI	2-24	Embedding policy commitments	28			
GRI	2-25	Processes to remediate negative impacts	36			
GRI	2-26	Mechanisms for seeking advice and raising concerns	37			
GRI	2-27	Compliance with laws and regulations	36			
GRI	2-28	Membership associations	39			
<b>STAKEHOLDER ENGAGEMENT</b>						
GRI	2-29	Approach to stakeholder engagement	8, 9			
GRI	2-30	Collective bargaining agreements	48			

GRI Standard - General Disclosures 2021			Location in the Report	Omission		
				Requirement(s) omitted	Reason for omission	Explanation
<b>MATERIAL TOPICS</b>						
GRI	3-1	Process to determine material topics			8, 9	
GRI	3-2	List of material topics			10	
<b>GRI 201 – ECONOMIC PERFORMANCE - 2016</b>						
GRI	201-1	Direct economic value generated and distributed			13	
GRI	201-2	Financial implications and other risks and opportunities due to climate change		The Bitdefender Group has not identified any significant risk posed by climate change and has not recorded any liability as of December 31, 2023, for any anticipated costs, including legal and consulting fees, site studies, the design and implementation of remediation plans, related to environmental matters. Management does not consider environmental matters material to the overall business.		
GRI	201-4	Financial assistance received from government			13	
<b>GRI 204 - PROCUREMENT PRACTICES - 2016</b>						
GRI	3-3	Management of material topics			38	
GRI	204-1	Proportion of spending on local suppliers			38	
<b>GRI 205 - ANTI- CORRUPTION - 2016</b>						
GRI	3-3	Management of material topics			35-37	
GRI	205-1	Operations assessed for risks related to corruption			35	
GRI	205-2	Communication and training about anti-corruption policies and procedures			36	
GRI	205-3	Confirmed incidents of corruption and actions taken			36	
<b>GRI 206 - ANTI-COMPETITIVE BEHAVIOR - 2016</b>						
GRI	3-3	Management of material topics			35-37	
GRI	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices			36	
<b>GRI 302 - ENERGY - 2016</b>						
GRI	3-3	Management of material topics			57	
GRI	302-1	Energy consumption within the organization			57	

GRI Standard - General Disclosures 2021			Location in the Report	Requirement(s) omitted	Reason for omission	Omission Explanation
<b>GRI 305 - EMISSIONS - 2016</b>						
GRI	3-3	Management of material topics		57		
GRI	305-3	Other indirect (Scope 3) GHG emissions		57		
<b>GRI 306 - WASTE - 2020</b>						
GRI	3-3	Management of material topics		58		
GRI	306-1	Waste generation and significant waste-related impacts		58		
GRI	306-2	Management of significant waste-related impacts		58		
GRI	306-3	Waste generated		58		
GRI	306-4	Waste diverted from disposal		58		
GRI	306-5	Waste directed to disposal		58		
<b>GRI 307 - ENVIRONMENTAL COMPLIANCE - 2016</b>						
GRI	3-3	Management of material topics		55		
GRI	307-1	Non-compliance with environmental laws and regulations		55		
<b>GRI 401 - EMPLOYMENT - 2016</b>						
GRI	3-3	Management of material topics		41, 44, 48		
GRI	401-1	New employee hires and employee turnover		44		
GRI	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		48		
GRI	401-3	Parental leave		48		
<b>GRI 402 - LABOR/ MANAGEMENT RELATIONS - 2016</b>						
GRI	3-3	Management of material topics		48		
GRI	402-1	Minimum notice periods regarding operational changes		48		
<b>GRI 403 - OCCUPATIONAL HEALTH AND SAFETY - 2018</b>						
GRI	3-3	Management of material topics		50-51		
GRI	403-1	Occupational health and safety management system		50-51		
GRI	403-2	Hazard identification, risk assessment, and incident investigation		50-51		
GRI	403-3	Occupational health services		52		
GRI	403-4	Worker participation, consultation, and communication on occupational health and safety		52		
GRI	403-5	Worker training on occupational health and safety		51		
GRI	403-6	Promotion of worker health		52		
GRI	403-9	Work-related injuries		51		
GRI	403-10	Work-related ill health		50		

GRI Standard - General Disclosures 2021			Location in the Report	Omission		
				Requirement(s) omitted	Reason for omission	Explanation
<b>GRI 404 - TRAINING AND EDUCATION - 2016</b>						
GRI	3-3	Management of material topics		49		
GRI	404-1	Average hours of training per year per employee		49		
GRI	404-2	Programs for upgrading employee skills and transition assistance programs		49		
GRI	404-3	Percentage of employees receiving regular performance and career development reviews		49		
<b>GRI 405 - DIVERSITY AND EQUAL OPPORTUNITY - 2016</b>						
GRI	3-3	Management of material topics		42-48		
GRI	405-1	Diversity of governance bodies and employees		43		
GRI	405-2	Ratio of basic salary and remuneration of women to men		46		
<b>GRI 406 - NON- DISCRIMINATION - 2016</b>						
GRI	3-3	Management of material topics		46, 47		
GRI	406-1	Incidents of discrimination and corrective actions taken		53		
<b>GRI 413 - LOCAL COMMUNITIES - 2016</b>						
GRI	3-3	Management of material topics		59, 60		
GRI	413-1	Operations with local community engagement, impact assessments, and development programs		59-61		
<b>GRI 415 - PUBLIC POLICY - 2016</b>						
GRI	3-3	Management of material topics		36		
GRI	415-1	Political contributions		36		
<b>GRI 416 - CUSTOMER HEALTH AND SAFETY - 2016</b>						
GRI	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		Bitdefender has not identified any non-compliance with regulations and/or voluntary codes.		
<b>GRI 417 - MARKETING AND LABELING - 2016</b>						
GRI	417-3	Incidents of non-compliance concerning marketing communications		Bitdefender has not identified any non-compliance with regulations and/or voluntary codes.		
<b>GRI 418 - CUSTOMER PRIVACY - 2016</b>						
GRI	3-3	Management of material topics		23, 24		
GRI	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		24		



Global Leader  
In Cybersecurity

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