

# Bitdefender®

Global Leader  
In Cybersecurity

## Sustainability Report 2022

Protecting millions of consumer and  
business environments since 2001



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# Letter from our CEO

The year 2022 was marked by the Russian invasion of Ukraine. As the war intensified, the threat of cyberattacks from nation-states, cybercriminal groups, and hacktivist sympathizers significantly grew. At Bitdefender, we stood in solidarity with Romania's National Cyber Security Directorate (DNSC) to address the mounting cybersecurity challenges posed by these unexpected circumstances.

In partnership with DNSC, Bitdefender provided technical consultancy, threat intelligence, and both consumer and enterprise cybersecurity technology to businesses, government institutions, and private citizens in Ukraine for as long as necessary. Bitdefender offered cybersecurity technology at no cost for one year to any company or public entity in NATO or European Union countries seeking to enhance their cybersecurity posture by replacing cybersecurity solutions that raised trust concerns from a technical or geopolitical standpoint. This heightened collaboration was designed to fortify government organizations, protect critical infrastructure, safeguard economic interests, and ensure the personal security of individuals at a heightened risk of destructive attacks and cyber espionage.





We firmly believe that the digital landscape must remain secure and resilient, impervious to the influence of geopolitical or hostile interests that might jeopardize the well-being of people and organizations. We continue to grieve the unprovoked act of war against the people of Ukraine and remain committed to providing our support to them and our NATO allies.

This war also triggered a global energy crisis, once again underscoring the transformation of energy from a resource into a geopolitical instrument. Energy consumption and optimized processes are pivotal factors impacting modern business operations. Sustainability, beyond its environmental merits, serves as a driving force for efficiency in critical areas such as engineering, product development, and overall performance. At Bitdefender, we deliver solutions to the market known for their efficiency in computer processing, memory management, and storage utilization. Bitdefender has a strong reputation as a pioneer and leader in engineering low-energy security solutions for virtualization. Our virtualization solutions have played a pivotal role in reducing energy wastage as businesses increasingly adopt public and hybrid cloud models, reaping the benefits of reduced CAPEX and Total Cost of Ownership.

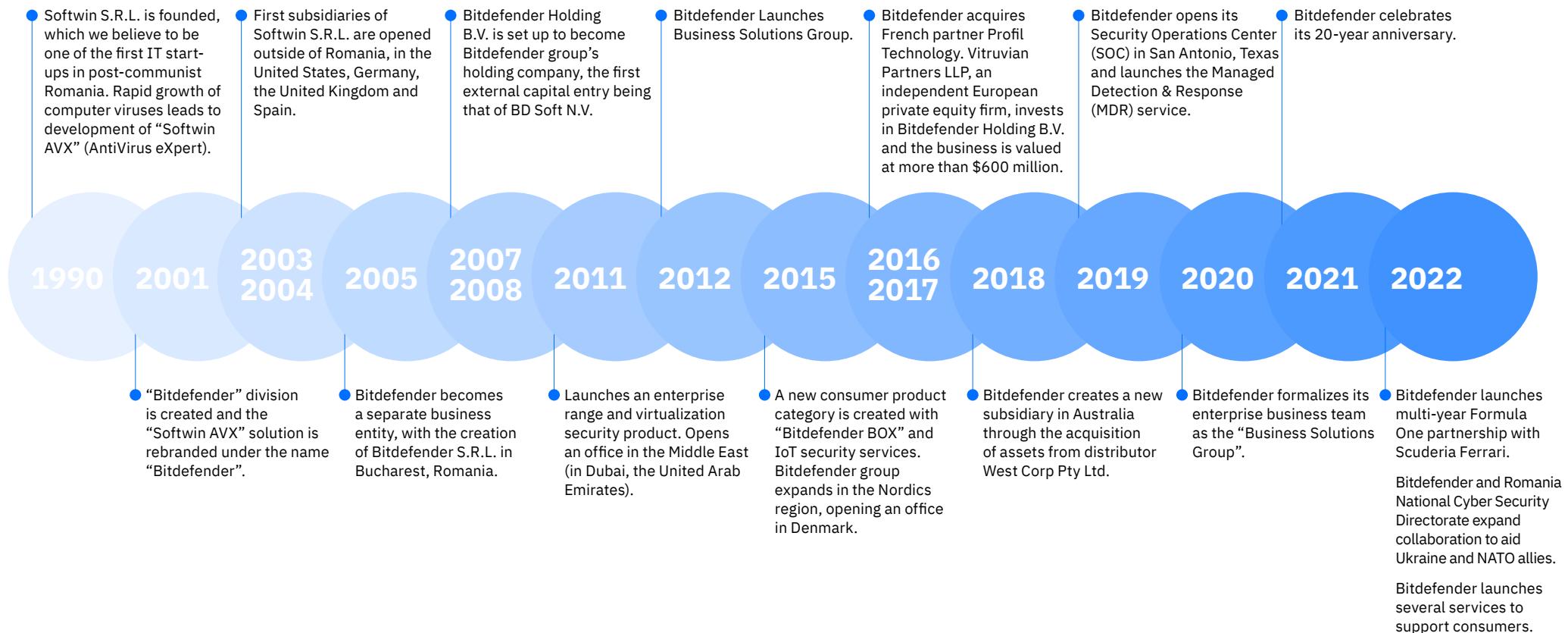
One of our paramount sustainability initiatives revolves around minimizing the carbon footprint of our computing resources. Bitdefender is actively engaged in migrating eligible cloud workloads to cloud platforms, prioritizing regions based on their current energy consumption and carbon impact. This endeavor enhances the energy efficiency of our ecosystem without compromising the effectiveness of our solutions.

This war and the cyber armies behind it have shown that cyberspace has become the fifth dimension of any conflict, in addition to land, air, water, and space. State-sponsored cybercrime groups have the potential to wreak havoc and bring life-altering consequences. We work tirelessly in collaboration with global law enforcement agencies to assist in investigations and recover victims' data. To date, our free ransomware decryptor program has saved estimated ransom demands exceeding \$1.6 billion.

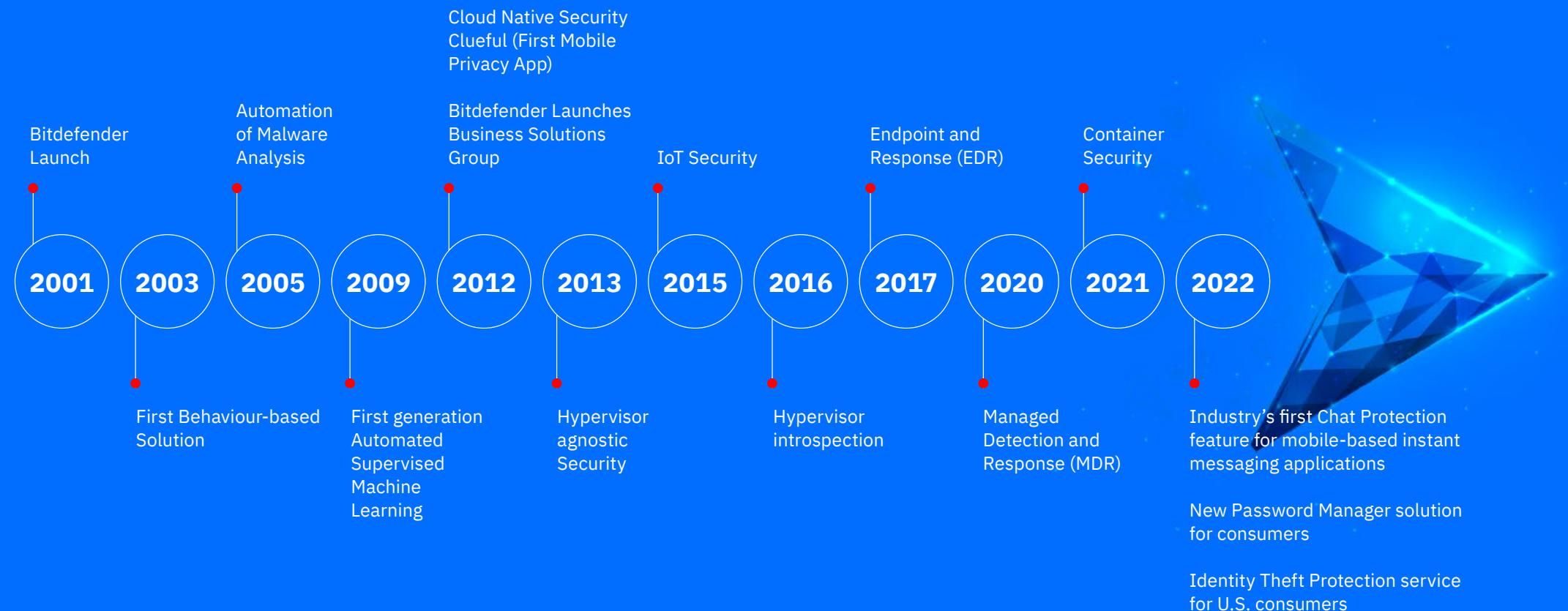
We ardently believe that education is vital to the future and well-being of society. Science and technology hold the answers to many of today's and tomorrow's challenges. Over a decade ago, we recognized and responded to a decline in interest and performance related to STEM education. Bitdefender has partnered with various institutions, ranging from primary schools to universities, to inspire the next generation of scientists, engineers, and futurists. We take immense pride in witnessing the outcomes of our involvement, including the numerous talents who have contributed to our company in the past and continue to do so as valued employees. In the past year, we've made substantial investments in computer science laboratories across Romanian academia, with the aim of fostering the development of the next generation of cybersecurity experts. As Bitdefender continues to expand and lead innovation in the realm of cybersecurity to address the ever-evolving threat landscape, our commitment to sustainability, corporate responsibility, and initiatives that make a positive impact on society remains unwavering.

**Florin Talpeș**  
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

494 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 CA, San Antonio TX, Fort Lauderdale FL, Canada - Toronto, Vancouver
- **EMEA:** United Kingdom, France, Germany, Spain, Denmark, Italy, Netherlands, UAE
- **APAC:** Australia – Melbourne

## Growth

- 1800+ employees
- Over 20,000 qualified partners and resellers
- Millions of customers in 170+ countries

## Technology alliances

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

## Recognition from independent testing organizations and industry analyst firms

- 7 awards in 2022

# About our Sustainability Report

Bitdefender Group<sup>1</sup> releases its 2022 Sustainability Report, the third in a series that reflects our continuous commitment to annually report on our sustainability achievements. This document highlights our steadfast efforts to improve our social, economic, and environmental footprint, in line with the targets we have set for ourselves. Through this report, we seek to offer clear and detailed insights into our sustainability initiatives and the advancements we have made in achieving our goals.



<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".

Our Sustainability Report is aligned with the Global Reporting Initiative (GRI) —Core option— standards, guiding our disclosure on sustainability issues. This report was compiled adhering to GRI guidelines relevant to our stakeholders' interests, who participated in defining its content. We evaluated potentially significant topics by analyzing GRI and Sustainability Accounting Standards Board (SASB) Standards, along with the latest sustainability initiatives and regulations at both European and global levels. Additionally, 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). We also reviewed several sustainability reports from companies within our industry to enrich our approach.

Our third Sustainability Report offers a comprehensive and fair overview of our economic, environmental, and social endeavors for the fiscal year ending December

31, 2022. Aimed at enhancing transparency for all stakeholders and aligning with their expectations as well as the evolving sustainability objectives and reporting mandates from regulators, our report development adheres to four key principles: Materiality, Stakeholder Inclusiveness, Sustainability Context, and Completeness. In our commitment to providing high-quality information to our stakeholders, we follow the GRI 101 Standard principles of Balance, Comparability, Accuracy, Timeliness, Clarity, and Reliability. This approach allows us to present Bitdefender's operations and impacts, and respond to genuine expectations and interests of its stakeholders in a consistent and introspective manner.

Bitdefender Group annually performs a thorough analysis of stakeholders to identify and prioritize the key groups affected by or interested in its operations. It communicates its intentions to create an ESG policy in an open and transparent manner, emphasizing the engagement's purpose, the value of stakeholder feedback, and the integration of this input into the policy-making process. Stakeholders are involved from the early stages of developing the ESG policy to ensure

their insights contribute significantly to the policy's key elements. This approach ensures that the policy reflects the diverse perspectives of its stakeholders.

The company engages in consultations and interactions with stakeholders to solicit their feedback on ESG issues via an annual survey. Throughout these consultations, the highest governance body meticulously considers the views, concerns, and recommendations of various stakeholder groups. The company is committed to open and transparent communication regarding its plans to formulate an ESG policy.

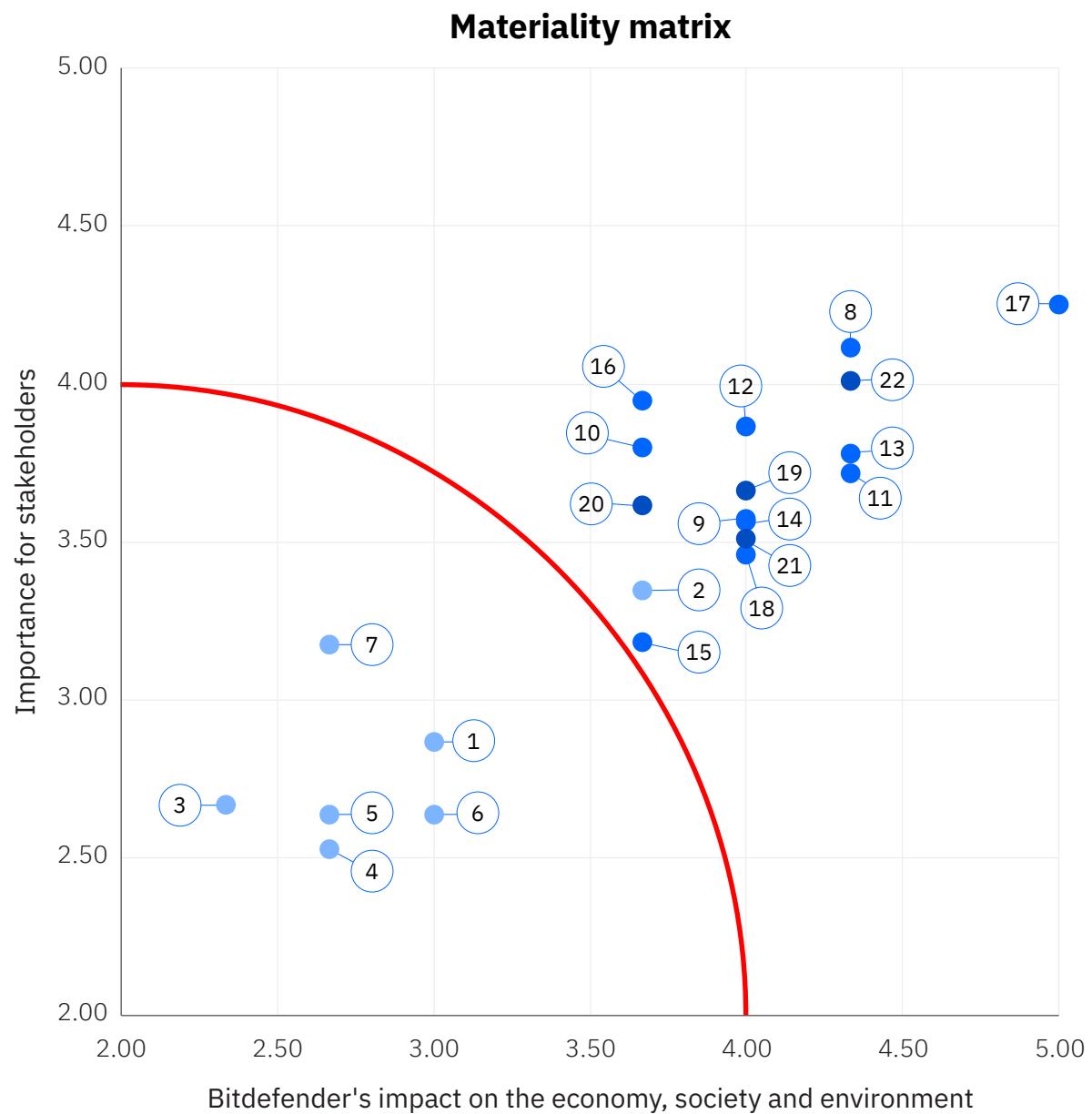
To identify the key sustainability issues for 2022, we engaged 18 different stakeholder groups worldwide, offering them an accessible online questionnaire available in Romanian, English, French, and Spanish. Contributions to this consultation process came from stakeholders in 12 categories, resulting in a total of 332 complete responses. We extend our heartfelt thanks to our employees for their continuous commitment to sustainability. It is particularly satisfying to observe the growing concern for sustainability matters among our external stakeholders year after year.

## Stakeholders engaged in the consultation process

In the questionnaire, each proposed topic was rated on a scale from 1 (irrelevant) to 5 (very relevant). The significance of each sustainability topic was determined after analyzing responses from both internal and external stakeholders, alongside inputs from our senior management. Topics receiving a score above 4 were deemed material and selected for inclusion in the Sustainability Report of Bitdefender Group. Consequently, out of 22 important topics reviewed by our stakeholders, 16 material topics were recognized and featured in Bitdefender's Sustainability Report for the period from January 1, 2022, to December 31, 2022, as illustrated in the accompanying materiality matrix. Beyond these identified topics, our report also encompasses additional elements concerning environmental responsibility, aiming to make available to stakeholders and to the public with insightful information regarding our sustainability efforts.

To help us in improving 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	Yes
	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	Yes
	15	Community investments	Yes
	16	Consumer and/or end-user rights, including privacy, freedom of speech and access to quality information	Yes
	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	Yes
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

Bitdefender is a pioneer of the Romanian cybersecurity technology industry since it started its operations in 1990, and at that time, it was one of the first private software companies in post-communist Romania.



Founded by Florin Talpeș, who is still one of the main shareholders and CEO, and his wife Roxana Măriuca, Bitdefender is a company that has created its niche within the cybersecurity domain, putting Romania on the global map of excellence in technology. What Bitdefender specializes in is the creation and delivery of a massive range of robust cybersecurity solutions and services. This includes endpoint protection, cloud and managed security services, antivirus software, and security for the Internet of Things (IoT). Bitdefender technology is licensed by more than 150 of the world's most recognized technology brands. Confirmed by the many awards received from independent testing companies, Bitdefender Group<sup>2</sup> continues to be one of the leading technology players<sup>3</sup> in the global security market, developing, marketing, and supporting a broad range of cybersecurity products and services for both enterprise and consumer markets.

Known for neutralizing security risks, safeguarding privacy and information, and enabling cyber resilience, the Group operates globally with offices in 13 countries: Romania, the United States of America, Canada, Germany, Spain, the United Kingdom, Denmark, Italy, Australia, the Netherlands, the United Arab Emirates, France, and Cyprus. Through a large network of partners, the company is able to reach millions of customers from various sectors in over 170 countries across the globe. Bitdefender is strategically positioned to leverage global advantages, with its three primary operational centers located in Romania, the USA, and France. Geographical diversification not only enhances the capacity for better service to a global customer base but it also draws upon distinct

regional competencies to further foster innovation, ensure operational efficiency, and it helps to navigate complex international regulatory landscapes.

At the end of 2022, Bitdefender's workforce had expanded to 1,870 employees worldwide, underscoring its significant presence and impact in the cybersecurity arena. This substantial workforce includes a focus on innovation and technological advancement, with nearly 50% of its employees dedicated to engineering and research and development (R&D) roles. Bitdefender's commitment to fostering innovation is further highlighted by its strategic alignment with Romania's leading universities through the establishment of five R&D centers. This collaborative approach not only fuels Bitdefender's growth, but also contributes to advancing the field of cybersecurity.

For the financial year ended December 31, 2022, the Group registered net revenues split between consumer 58% and business 42%. Revenues from consumer products increased compared to previous year by 13% (2021: +20% YoY), accounting for 58% of total revenues (2021: +59% of total revenue). Revenues from business products increased compared to previous year by 15% (2021: +30% YoY), accounting for 42% of total revenues (2021: +41% of total revenue). The group had no loans in the referred period.

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

<sup>2</sup> Bitdefender AB was liquidated as of 24 November 2021 and was deregistered from the Swedish Companies Registry on 29 January 2022.

<sup>3</sup> Bitdefender has ranked #1 in prevention in most enterprise tests performed by AV-Comparatives during 2018 – 2022.

# Cyber responsibility

Cyber responsibility is the way through which Bitdefender responds to growing challenges regarding cybersecurity and supports both companies and people to mitigate the cyber risks that are exposed to. Cybersecurity is a game with zero margin of error. In this game, for cybercriminals it is enough to win only once, but we must win every single time. Cyber responsibility means making sure that we win one thousand times out of one thousand, and one million times out of one million. This is our job and we do it.





Cybersecurity is a growing challenge to sustainable economic development. Cybersecurity and sustainability may seem like two diverse topics – where cybersecurity has traditionally been viewed as a technological issue and sustainability as an environmental issue (although neither of which was ever completely true). However, both issues are connected now more than ever, with both being material concerns for all businesses, requiring leadership and management to focus on having good governance and reporting measures in place.

Hence, cybersecurity which used to be termed as only an industry concern, or “someone else’s problem”, has now become a threat that all businesses face and cannot simply afford to ignore.

It should not come as much of a surprise that widespread cybercrime and cyber insecurity appeared in the 2023 World Economic Forum’s Global Risk Report<sup>4</sup> ranking in #8 in terms of severity over the short and long

term, along risk categories such as biodiversity loss and climate change mitigation and adaptation. It is therefore not unusual to find cybersecurity in a company’s risk register, and this trend is being featured more prominently in recent sustainability reports.

In today’s context, a robust sustainability strategy should include cybersecurity as part of the business’s risk management plans, as cybersecurity can have real world implications.

Through the products and services we offer to our clients, we help them increase the cyber resilience of their business, preventing incidents or responding to them in a way that limits business impact based on risk tolerances.

Cyber incidents can impact the safety, prosperity, and resilience of a company and can undermine the benefits of its digital transformation. Achieving better

cybersecurity and cyber capacity is becoming a growing priority for both SME’s and large companies.

Cybercriminals and advanced cyber-attacks are no longer confined to large organizations, as they were in the past. Today, businesses of all sizes are at risk of data theft, espionage, and crippling ransomware attacks. As the threat landscape continues to evolve, organizations with smaller budgets and smaller security teams are finding that protecting themselves and their end customers is increasingly challenging.

However, many companies struggle to effectively manage cyber risks because they don’t yet have sufficient capabilities, resources and skills to do so. With 76% of ransomware deployments happening after business hours, organizations cannot stop active monitoring of their environments at the end of the business day<sup>5</sup>. Twenty-four hour monitoring is critical in being able to quickly respond to and contain any security incident.

<sup>4</sup> [https://www3.weforum.org/docs/WEF\\_Global\\_Risks\\_Report\\_2023.pdf](https://www3.weforum.org/docs/WEF_Global_Risks_Report_2023.pdf)

<sup>5</sup> <https://www.gartner.com/en/doc/763617-security-staffing-options-for-midsize-enterprises>

That is why we are constantly developing more and more advanced tools and services through which companies can be protected 24x7 against cyber attacks.

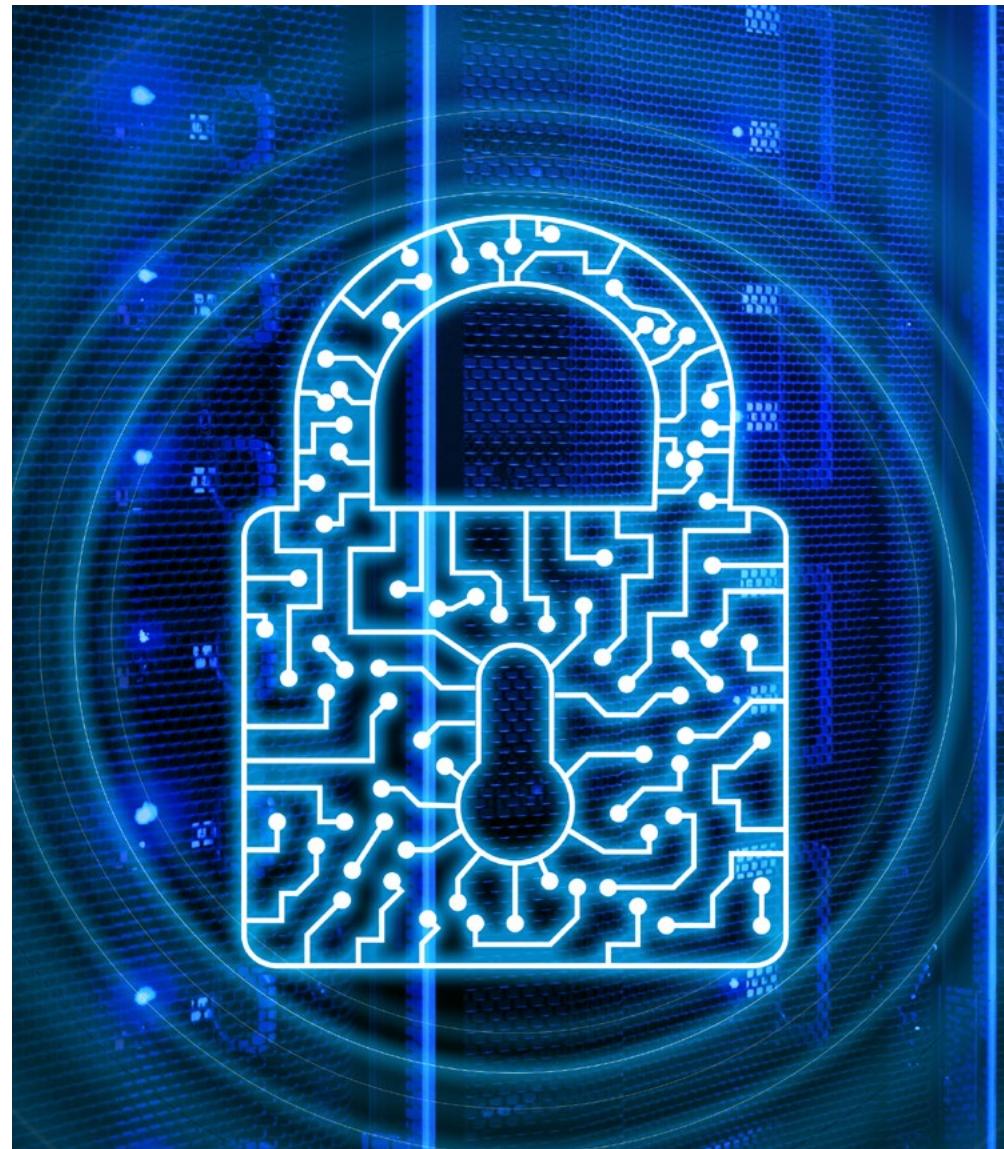
Our managed security provides continuous threat monitoring and response, intelligence-based threat hunting and elite security experts designed to provide MDR capabilities specifically tailored to managed service providers (MSPs) and customer organizations with limited resources. The service augments in-house security and IT teams ability to overcome the cybersecurity skills gap and enables faster detection and threat elimination, reduced attacker dwell time, and streamlined security operations for improved cyber resilience.

Bitdefender's actions focus on several directions, on the one hand to prepare Bitdefender products and services to effectively respond to these future threats and on the other hand to help people become increasingly aware of the risks they are exposed to by teaching them how to have a preventive conduct in all the actions they do with the help of electronic devices connected to the Internet. Regarding the development of the company's products and services, we focus our attention in particular on the following directions:

- Developing solutions to prevent and combat the effects of ransomware attacks,
- Improving the Managed Detection and Response Services we offer to companies,
- Improving solutions to protect information stored in the cloud.

As the threat landscape evolves and businesses increasingly employ a wide range of internet-connected smart office devices, cybercriminals have learned to compromise these devices to use as an entry point into business networks. When organizations unconsciously leave some of these devices network connections vulnerable, hackers can hijack them and plant trojans and credential stealers or use the devices to spread malware throughout the network.

Any device with an IP address connected to a corporate network represents a potential access point for cybercriminals to exploit. Attackers target internet of things (IoT) devices because they know these devices are often left unprotected. Through our partnerships we have with hardware manufacturers, we help them make their devices more secure and resilient and better protect its customers from advanced threats.





Artificial intelligence represents a real technological revolution. But, like any evolution, it ends up being used quite quickly by criminals. With the advent of artificial intelligence, the digital world has changed. As well as threats to cyber security.

The use of artificial intelligence and facial recognition techniques allows cybercriminals to corroborate data about people found on social networks with personal data available on the dark web (acquired from various company security breaches), thus obtaining a true profile of a person who includes physiognomy, email addresses, user-names and passwords used to connect to various sites. This information, combined with the fact that many

individuals use simple passwords or reuse passwords to connect in several places, makes the work of hackers much easier, who can thus control both the user's email and phone and even access banking applications.

Thus, users' personal data have become more and more valuable and sought after by cybercriminals. That's why we develop solutions that identify cybercrime models and prevent the user's access to harmful content and at the same time protect them from the theft of personal information.

To further secure online transactions, Bitdefender developed Safepay, a protected browser, a sealed environment that is designed to keep your online banking,

e-shopping, and any other type of online transaction private and secure. It is completely independent of other browsers and protects users against all e-threats that target banking data such as hacking, phishing, packet analysis, "man-in-the-browser" and "man-in-the-middle" attacks, Trojans, system changes, etc. While browsing in Safepay you don't risk being spied on or having your passwords stolen. Malicious keyloggers can't record what you type on your keyboard and send reports over the Internet to hackers. Safepay also prevents malware to take screenshots and detects fraudulent websites. The web-filtering technology ensures that you never land on a harmful website. Bitdefender Safepay also comes with a built-in VPN that secures your confidential data even on public Wi-Fi networks.

A Bitdefender research into online behaviors of more than 10,000 consumers across the globe found that 50% use a single password for all online accounts and nearly one-third (32%) reuse just a few passwords across multiple accounts. Additionally, users now have on average eight accounts with over half using memorization to manage passwords. As a result, many resort to using weak, easy-to-remember passwords and reuse them across several accounts.

Cybercriminals rely on weak passwords to compromise accounts, steal user identities and profit from selling credentials on the dark web. Despite understanding the importance of strong passwords as a security best practice, the ease of memorizing a few passwords and reusing them everywhere outweighs increased security risk for most. We built Bitdefender Password Manager with this in mind, delivering what we believe is one of the best-in-class password protection without sacrificing user convenience. Bitdefender Password Manager generates and saves unique, highly complex passwords for each account enabling secure user management of all login credentials with a single master password.

Identity theft remains a significant risk for consumers. The Federal Trade Commission (FTC) reported consumers losing nearly \$6 billion due to fraud in 2021, an increase of more than 70% over the previous year. Additionally, a Bitdefender survey of more than 10,000 consumers found many to practice what is considered high-risk behavior when it comes to data protection and digital identities, including 50% stating use of a single password for all online accounts and regular sharing of personal identification details including name (43%), email address and birthdate (40%) and home address (29%).

As consumers conduct more personal business and finances online, they need complete cybersecurity protection that not only blocks threats like malware and phishing attempts, but also protects digital privacy and actively secures personal data against theft and misuse. Bitdefender Identity Theft Protection service enables consumers to enjoy online shopping, banking, social media and other activities with peace of mind knowing their financial identity, privacy and personal data is safeguarded around the clock and credit quickly repaired if ever needed. This service delivering identity threat detection and alerts, 24/7 credit and financial account monitoring, and dedicated recovery services in the event of successful identity takeover. This service helps prevent criminals from stealing or using personal information to drain financial accounts, open new lines of credit, commit medical or tax fraud among other identity-based crimes.

More than two billion people use WhatsApp and more than one billion use Facebook Messenger globally. At the same time, malware and scams sent via instant messaging apps and SMS text messages remain one of the top threats to mobile users in 2022. According to the 2021 Bitdefender Consumer Threat Landscape Report, spam and untrusted domains account for a combined 85% of detected malicious URLs.

Mobile threats continue to increase, and cybercriminals have evolved beyond email-based phishing attacks to include SMS text messages (smishing) and popular instant messaging applications.

Bitdefender Chat Protection is Industry's First Chat Protection Feature for Mobile-Based Instant Messaging

Applications. Chat Protection is incorporated into Bitdefender Mobile Security for Android through Bitdefender Scam Alert technology, used by consumers worldwide for monitoring, detecting and stopping link-based attacks delivered via messaging applications, notifications, and SMS text messages. Chat Protection continuously monitors chat sessions alerting users of suspicious links that might attempt to steal financial data, credentials and other sensitive information.

Children use electronic devices, including smartphones, from younger and younger ages. By using them, they can be exposed to inappropriate, violent or dangerous content, which can affect their physical, mental and emotional development and they can even develop Internet addiction. To help parents give their children extra digital security, Bitdefender offers them a parental control solution for electronic devices. Through this solution, parents can:

- block access to unwanted websites or applications that may contain inappropriate, violent or dangerous content;
- establish time limits and usage schedules, to prevent internet addiction and encourage other useful activities for children's development;
- monitor the activity and location of children, to detect and prevent possible risk situations, such as cyberbullying or cyber threats.

To complement the protection our customers need, we have integrated solutions into our products to prevent interception of conversations made through the webcam and microphone.



Any unprotected computer device can represent a means of spreading of cyber threats as well as a tool that can be controlled by cyber criminals for the development of attacks on computer systems. To offer all users a sufficient degree of cybersecurity, Bitdefender makes available to the public an essential pack of free security tools and apps for desktop and mobile devices, of which we can mention:

- Bitdefender Antivirus Free for Windows
- Bitdefender Virus Scanner for Mac
- Bitdefender Mobile Security for iOS
- Bitdefender Antivirus Free for Android
- Bitdefender Traffic Light

Recent geopolitical events have transformed our world as we knew it. As the invasion of Ukraine intensifies, the threat of cyberattacks carried out by nation-states, cybergangs and hacktivist sympathizers is significantly amplified. Sharing the same

mission and values of integrity, freedom and resilience, in February 2022, Bitdefender announced that it had expanded its collaboration with Romania's National Cyber Security Directorate (DNSC) to provide cybersecurity expertise, threat intelligence, and technology at no charge to support the people of Ukraine and its allies.

Additionally, the Directorate, in partnership with Bitdefender, provided Bitdefender cybersecurity technologies free of charge for one year to any company or public entity from NATO or European Union space that seeks to enhance their cybersecurity posture by replacing cybersecurity solutions that present trust concerns from a technical or geopolitical perspective. Bitdefender is committed to helping all citizens and the private and public sector actors of the free and democratic world in keeping our planet a conflict-free place.

According to the results reported on our internal platforms, in the first six months of the campaign, we registered tens of thousands of downloads of Bitdefender security solutions, with 70% registered on Ukrainian IP addresses.

# One of the best technologies

Bitdefender is committed to defending organizations and individuals around the globe against cyberattacks to transform and improve their digital experience. We operate across two core business segments, Business Solutions Group or “BSG” and Consumer Solutions Group or “CSG”. Both business streams operate across all geographies.

Bitdefender products are grouped into three main categories: for home, for business and for partners in order to be able to offer each type of customer the cyber security solution they need. Bitdefender products are intended to be used on multiple platforms: desktop, server, mobile and cloud, supporting most of the operating systems running on these platforms. In addition, the products offer the possibility of use on-premises, in public or private cloud, as well as in hybrid system, to meet the requirements and restrictions of all categories of users.



# Bitdefender CSG products and services portfolio

- Antivirus 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 and privacy pack for absolute digital freedom, best protection, unlimited VPN, password manager and priority support. Multi-platform.
- 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.

# Bitdefender BSG products and services portfolio

## GravityZone Packages

- GravityZone Security for Small Business: 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 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.

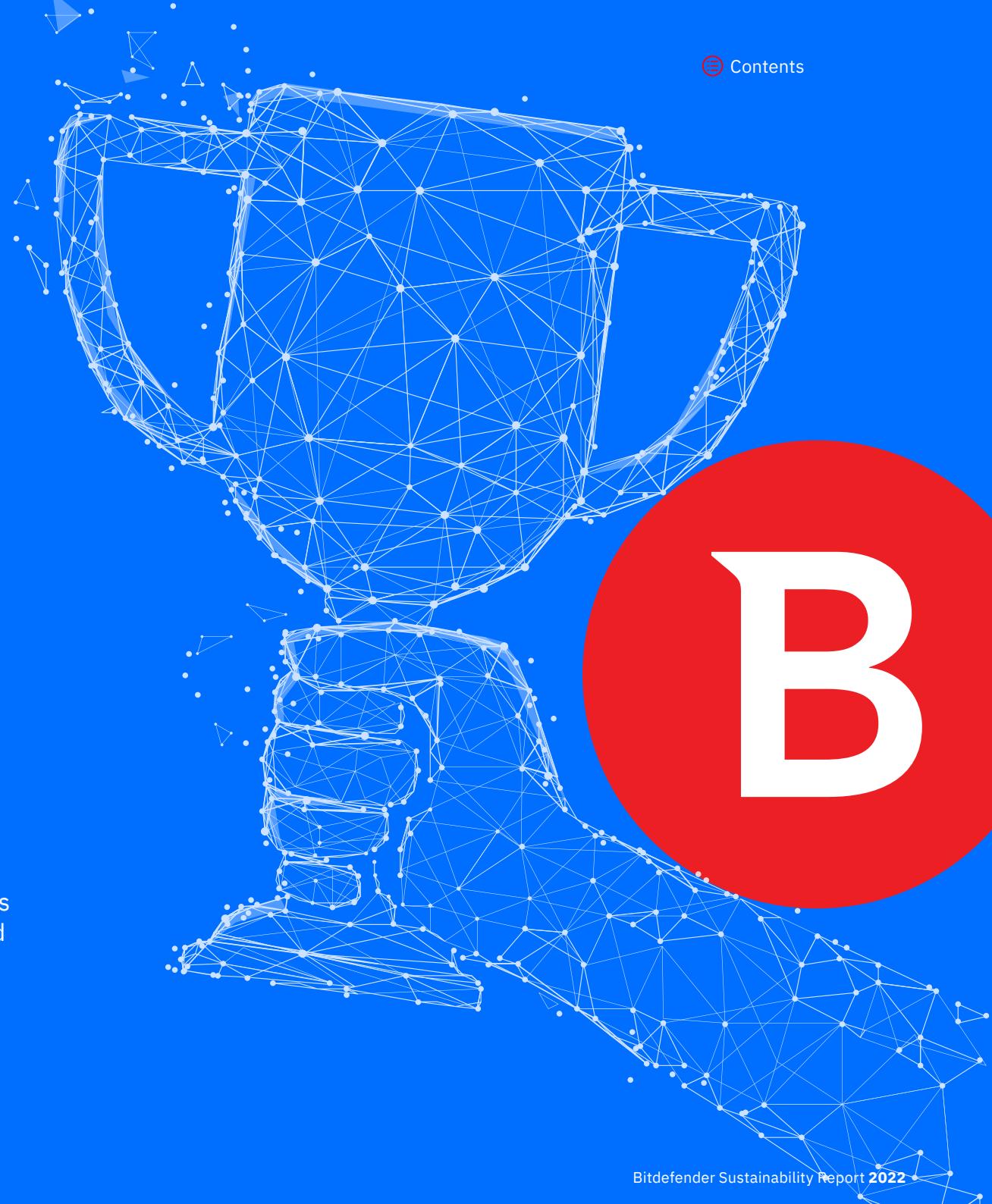
- Managed Detection and Response Foundations for MSPs: helps MSPs lacking in-house security experts to offer the highest level of protection for sensitive customers and stop advanced persistent threats and minimize the impact of attacks quickly and effectively. It is a 24/7 detection and response service, with expert, human-led, targeted and risk-based threat hunting, that augments MSPs capabilities and delivers threat hunting, detection, and response.

## In 2022, the following products were added to our portfolio:

- Bitdefender New Password Manager - a new consumer solution that simplifies the creation and management of secure passwords for all online accounts across multiple platforms including mobile. was launched, which is a cross-platform service (Windows, macOS, Android and iOS) that stores and organizes all customers' online passwords.
- GravityZone XDR, a native XDR solution designed to provide rich security context, correlation of disparate alerts, out-of-the-box analytics, rapid triage of incidents and attack containment through automated and guided response actions across a business's entire environment. XDR combines automated threat detection and root cause analysis by assembling signals from disparate systems and presenting them in a format anyone can make sense of.
- Ad Blocker, Anti-Tracker and Whitelist Capabilities incorporated to Bitdefender Premium VPN to deliver both solid protection and anonymity as users enjoy favorite online activities without concern their online behaviors are being tracked or personal data collected and sold either legally or illegally.
- Bitdefender Identity Theft Protection - a new U.S. consumer service delivering identity threat detection and alerts, 24/7 credit and financial account monitoring, and dedicated recovery services in the event of successful identity takeover.
- First Chat Protection Feature for Mobile-Based Instant Messaging Applications was incorporated into Bitdefender Mobile Security for Android through Bitdefender Scam Alert technology.
- GravityZone Integrity Monitoring, an Integrity Monitoring solution designed to monitor, alert and provide corrective actions to unwanted changes to files, registries, directories, installed apps, and user escalation of privilege throughout the entire organization.
- Managed Detection and Response Foundations - a new managed security service that provides continuous threat monitoring and response, intelligence-based threat hunting and elite security experts designed to provide MDR capabilities specifically tailored to managed service providers (MSPs) and customer organizations with limited resources.

# Awards and recognition

Bitdefender is widely acknowledged as a frontrunner in the field of cybersecurity, earning recognition from independent testing organizations and industry analyst firms for its performance and innovative products. Regularly awarded by the industry, Bitdefender's services are in themselves a testament of excellence. The issuance of more than 490 patents, encompassing core technologies such as machine-learning algorithms for malware other threats detection and anomaly-based detection techniques, underlines Bitdefender's dedication to exceeding client expectations and fostering a culture of innovation and creative thinking. Through continuous research and development, as well as strategic collaborations, Bitdefender sets the gold standard for security excellence. Its top-rated technologies and strategic alliances with leading virtualization and cloud technology firms highlight its commitment to advancing security protocols and protecting clients worldwide.





### Bitdefender wins three Best Protection Awards from AV-TEST

The internationally renowned AV-TEST Institute has awarded Bitdefender the best IT security solutions for consumers and corporate users with the AV-TEST Award 2021.

Over an evaluation period of 12 months, involving comprehensive testing, the experts documented the top scores of all the products and have now decided on the awards for these outstanding results. The 2021 Award was granted to Bitdefender in three distinct categories of tests:

- Best Protection for Consumer Users,
- Best Protection for Corporate Users, and
- Best Android Security for Consumer Users.

### Bitdefender Achieves Highest Overall Performer in AV-Comparatives Endpoint Prevention and Response Report

Bitdefender GravityZone Ultra ranked first in AV-Comparatives' Endpoint Prevention and Response Test, having the best price and best detection capability, with Combined Prevention/Response Capabilities of 99.5%.

### AV-Comparatives Recognizes Bitdefender as Strategic Leader in Endpoint Protection and Response, Q4 2022

Bitdefender has been confirmed as a Strategic Leader in the latest "Endpoint Prevention and Response (EPR)" report from AV-Comparatives. The test assessed and compared the performance of 10 endpoint cybersecurity solutions, including Bitdefender GravityZone Business Security Enterprise

### Bitdefender confirmed as a leader in the fourth round of MITRE ATT&CK® Evaluations 2022

MITRE ATT&CK® Evaluations has confirmed Bitdefender as a leader in providing highly actionable detections, enabling efficient security operations, and reducing alert fatigue.

- Bitdefender detected 97% of all major attack steps on Windows machines and 100% of all adversary techniques used against Linux systems.
- The Bitdefender GravityZone platform provided analytics insights for 106 of 109 sub-steps (97%) and technique-level descriptions (the highest possible level of analytics coverage) for 103 of 109 sub-steps (95%).

### MITRE ATT&CK® Evaluation for Managed Services

On November 9, the results of the first MITRE Engenuity ATT&CK® Evaluation for Managed Services showed that Bitdefender detected 100% of the attack steps while providing actionable, summarized output with a clear timeline of the attack and recommended actions.



### Bitdefender recognized in the Gartner Hype Cycle™ for Endpoint Security for XDR, EDR and EPP, Q4 2022

In addition to the 2022 Gartner® Hype Cycle™ for Endpoint Security report, Bitdefender was also recently recognized in the XDR and EDR categories in the 2022 Gartner® Hype Cycle™ for Security Operations report; the 2022 Gartner® Hype Cycle™ for Midsize Enterprises report; and the managed detection and response (MDR) category in the Gartner report Emerging Tech: Adoption Growth Insights for Managed Detection and Response.



**Bitdefender named a Strong Performer in The Forrester Wave™: Endpoint Detection and Response Providers, Q2 2022**

# Governance and compliance

At Bitdefender, we firmly believe that the foundation of any successful business is a robust governance system. Throughout our history, we have continually refined this system to support effective management practices and foster longlasting relationships with our stakeholders. We recognize that a well-structured governance framework not only ensures compliance with all relevant regulations but also significantly contributes to achieving our business goals.

Our dedication to ethical business practices starts with strict adherence to the legal and regulatory frameworks in every market where we operate. Moreover, it is imperative for each member of our team to have a deep understanding of the Group and company policies, as well as the specific laws, rules, and regulations applicable to their roles. Company policies undergo drafting and discussion with the pertinent departments prior to approval by the management team. Upon approval, they are disseminated within the company and, if necessary, to external parties. This comprehensive approach ensures that we maintain the highest standards of integrity across all aspects of our operations, laying a solid foundation for sustained success and responsible growth.



# Governance structure

The governance framework established and put into practice at the Bitdefender Group level oversees the operations of all Bitdefender entities, ensuring a unified management approach across the entire organization. This structure facilitates coordinated efforts and consistent governance throughout the business. The Board of Directors serves as the highest corporate governance body of the Bitdefender Group. Throughout 2022, the governance bodies of the Bitdefender Group are the following:

- **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, serving as the corporate body of Bitdefender Holding BV, represents the highest-level committee tasked with making decisions and overseeing how the organization affects the economy, environment, and society at large. This body plays a critical role in guiding the company's impact on these crucial areas. The Supervisory Board is composed of seven executive members and one non-executive member. The process for nominating and selecting members for the highest governance body and its committees is governed by the Shareholders Agreement, taking into consideration the

views of stakeholders (including shareholders), diversity, independence and competencies of the candidates.

The CEO, who is the highest governing authority on ESG (Environmental, Social, and Governance) matters, continuously assesses topics related to ESG, along with their associated impacts and opportunities. ESG-related risks are evaluated twice a year by the Risk Officer and are reported to the CEO in the form of a bi-annual report. The CEO holds a pivotal position in overseeing the organization's due diligence and other processes to identify and manage Bitdefender's impacts on the economy, environment, and people.

## 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 plays a crucial role in leading the organization's ESG initiatives, engaging with stakeholders, and supporting the processes of ESG reporting and developing ESG policies and procedures. The CEO, in collaboration with relevant teams, identifies key stakeholders who are critical to the organization's ESG performance. This may include shareholders, customers, employees, communities, regulators, and NGOs. Prioritizing stakeholders helps focus engagement effort. Stakeholders' input is actively sought through conducting an annual survey and their views are considered in the development of ESG policies and procedures. During the consultations, the highest governance body pays close attention to the perspectives, concerns, and suggestions raised by different stakeholders. The CEO considers how to balance the diverse interests of stakeholders, recognizing that different groups may have varying priorities. The aim is to develop a policy that reflects a holistic understanding of Bitdefender's impact on the environment, society, and governance.



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.

Also, the CEO is responsible for transparently communicating the organization's commitment to ESG values, initiatives, and progress. This involves regular and clear communication through various channels, such as annual sustainability reports.

The Executive Board of Bitdefender Holding B.V., along with the Board of Directors for each Bitdefender subsidiary, oversees operations within the Bitdefender Group. The specific powers, duties, and responsibilities of the Board of Directors for each subsidiary are defined by the respective Articles of Association of each Bitdefender subsidiary. During the Supervisory Board meetings, the Executive Board of Bitdefender Holding BV provides updates on how the organization manages its impacts on the economy, environment, and people.

Engaging in a multi-year contract with ESG (Environmental, Social, and Governance) external consultant and actively participating in ESG-related events will significantly advance the knowledge,

skills, and experience of the team body on sustainable development.

The current ESG consultant brings specialized knowledge and expertise in sustainability practices, reporting frameworks, and emerging trends. The highest governance body can benefit from this external perspective, gaining insights into best practices and innovative approaches to sustainable development.

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 of Bitdefender Holding BV includes the Executive Board, CEO, CFO, VPs of Lines of Business, the Global HR Director, and the Head of Global Recruitment. This committee is responsible for validating remuneration packages for the organization's highest governance body and

senior executives. They are providing benchmarking data, maintaining records of performance criteria and reviews, and the achievement status of objectives, as well as 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), all aimed at tailoring remuneration policies to align with the strategic goals of the business and the pivotal roles in executing the organization's strategy. To ensure the fairness of remuneration, external remuneration consultants, who are independent from the management, are engaged in the process. The ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees is 5.78, while the ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees is 4.17. Any remuneration offer or change in remuneration is requested by line managers and decided on the basis of salary analysis and benchmarking analysis provided by HR and approved by the CEO.

# Bitdefender's Leadership team

The leadership team at Bitdefender consists of pioneers in the security industry and business, who are committed to promoting technical superiority, innovation, and expansion. They are dedicated

to our mission of defending our customers worldwide from sophisticated threats, thereby reinforcing Bitdefender's status as a frontrunner and innovator within the worldwide cybersecurity market.

**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

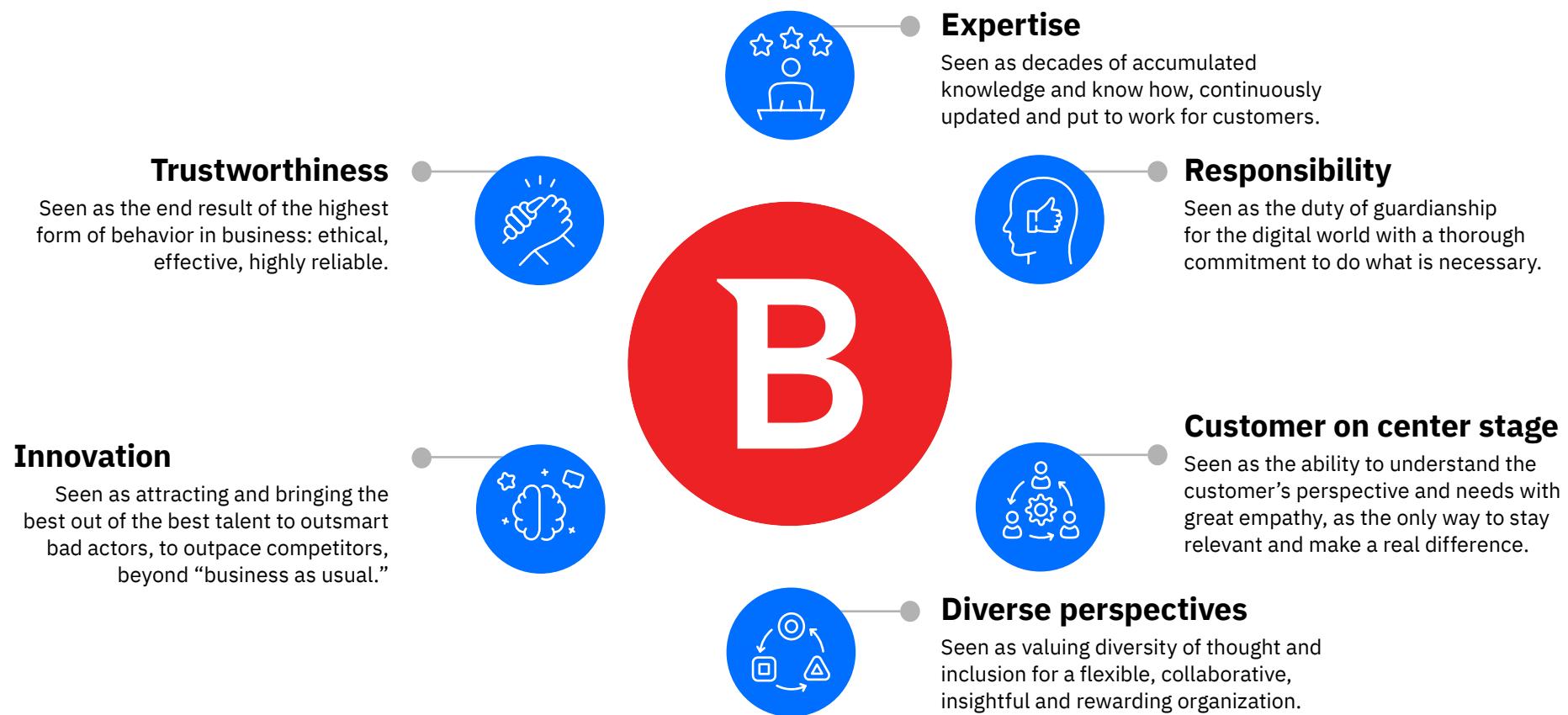
**Emilio Roman**

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

# Bitdefender's core values

The principles embedded within our Code of Business Conduct serve as guiding lights, shaping the conduct and actions of our employees. These values are not only articulated but actively promoted through the behaviors we aspire to cultivate within

our workforce. By adhering to these values, our employees not only uphold the ethical standards of our organization but also contribute to a culture of integrity, respect, and excellence in all aspects of our operations.



# Ethics, anticorruption, and fair competition

Driven by its profound knowledge in security and an accelerated rate of research and development, Bitdefender is dedicated to providing groundbreaking security solutions to both individuals and organizations globally. Covering a broad spectrum from IoT devices

to data centers, and from individual workstations to complex hybrid infrastructures, Bitdefender plays an important role in redefining the most effective methods for deploying, utilizing, and administering security measures.

Bitdefender has established a comprehensive business framework, underpinned by multiple documents that offer extensive information and guidelines aimed at minimizing potential violations and ensuring that all our employees adhere to our core values.

Our *Code of Business Conduct*, approved by our CEO, together with its associated network of policies, procedures, plans, and guidelines, establish the behavioral framework for the Bitdefender Group. This framework offers rules and guidance for employees and executives responsible for pertinent areas. We firmly believe that the prosperity of our business is being built on the trust and confidence we cultivate among our employees, customers, and shareholders. Our credibility is strengthened by our commitment to fulfilling promises, demonstrating honesty and integrity, and achieving company objectives through righteous conduct.

Bitdefender's *Code of Business Conduct* has been developed on six main pillars and offers comprehensive information on the behaviors expected from ALL our employees.

- 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

We are committed to respecting the principles set-up in OECD, FCPA, UK Bribery ACT, UN Guiding Principles on Business and Human Rights.

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*.

The *Anticorruption Policy* of Bitdefender, aligned with the Foreign Corrupt Practices Act of the USA and the UK Bribery Act, is setting the baseline for the conduct expected from Bitdefender employees, with additional adherence to local laws. 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 *Anticorruption Policy* and procedures are available on the intranet for all employees.

All of Bitdefender's operations (for all points of presence) were assessed for risks related to corruption in 2022 and no significant risks related to corruption were identified through the risk assessment. Significant corruption-related risks identified may arise in the following operational areas of the company:

- Sales;
- Compliance with export regulations;
- Procurement;
- Financial activities.

During the assessment, these risks were encompassed under 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. We have done this also because in certain countries (for example, Romania) the term "corruption" does not exist in the private system, corruption being strictly associated with relationships with state authorities.

To manage potential corruption-related risks, a course is available on the e-learning platform that all new employees must follow shortly after the employment date. Employees in high-risk positions follow this course every year.

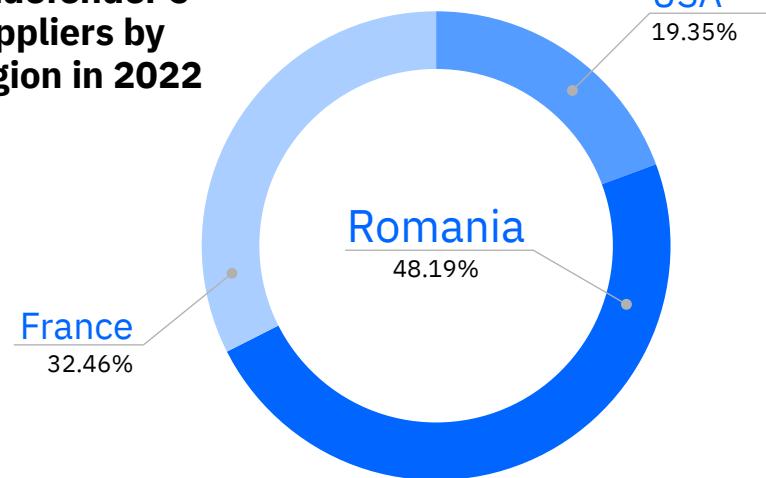
Bitdefender's anti-corruption policies and procedures have been communicated to all governance body members and to all employees. All governance body members and 1,503 (77.08) of our employees received training on anti-corruption.

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.

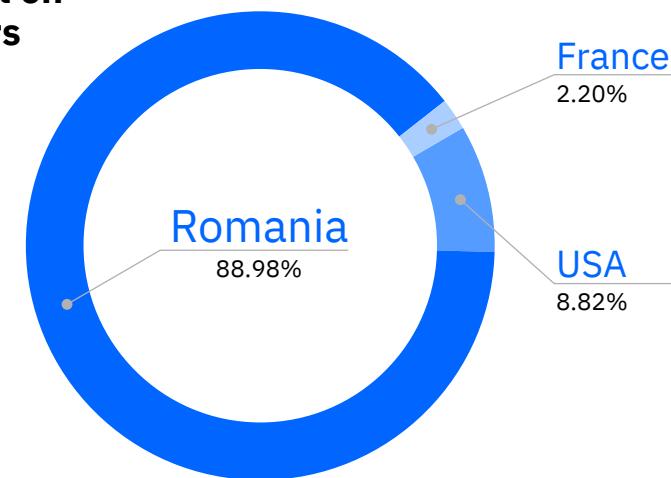
All new and current partners periodically go through a background check process led by the ethical compliance team. At the same time, all contracts with our partners contain specific provisions on the prevention of acts of corruption, except some contracts that are renewed automatically since before the specific provisions mentioned above were introduced.

All our suppliers are essentially local to the regions where our significant operations are based, as they originate from the same countries where we conduct our major business activities. This approach not only supports the local economies but also fosters strong, direct relationships with our suppliers, enabling more efficient supply chains and enhancing the sustainability of our operations. By prioritizing local suppliers, we contribute to reducing logistical complexities and environmental impact, aligning our procurement practices with our commitment to community support and environmental stewardship. In 2022, nearly 90% of the more than \$150 million paid to suppliers was retained within the Romanian economy.

**Bitdefender's suppliers by region in 2022**



**Amount spent on local suppliers**



We actively promote our principles and values in every relationship we develop, within the organization and with external stakeholders; these values are effectively communicated to employees and workers, business partners, and other relevant parties through various channels, such as the intranet, e-learning platform, Employee Handbook, internet resources, and contractual agreements. Each member of the Bitdefender team is regarded as an ambassador, and thus, upon joining the organization, they receive coaching on the behaviors aligned with our values. As part of the onboarding process, new employees undergo training on the *Code of Business Conduct*, and all staff members are required to complete specific online training annually through our e-learning platform. Continuous encouragement of desired behaviors is maintained, with reminder emails sent until completion

of the *Code of Business Conduct* training, which is available in Romanian, English, and French.

Bitdefender is committed to maintaining the highest possible standards for ethical and legal conduct within company's projects, programs and business. In line with this commitment and in order to enhance good governance and transparency, the *Whistleblowing Procedure* outlines procedures relative to raising concerns and handling of the concerns raised throughout whistleblowing channels. Anti-Corruption Compliance Officer and all individuals involved in investigating a raised concern treat all information in a confidential and sensitive manner. The identity of the individual making the allegation is kept confidential as long as it does not hinder the investigation or does not collide with any legal regulations. In addition, the

identity of the individual making the disclosure may be revealed in order to provide a statement as part of the evidence required.

At Bitdefender, we encourage our employees to voice their opinions, especially when it involves ethical issues. The *Anticorruption Policy*, *Code of Business Conduct*, and our *Whistleblower Policy* outline the mechanisms in place for reporting detrimental or unlawful activities observed within the company. These mechanisms allow for anonymous reporting, and any issues or requests for guidance raised by employees are handled with the utmost discretion. Additionally, our *Whistleblower Policy* guarantees a protected work atmosphere by shielding employees from retribution when they, in good faith, take action to avert harmful behavior.



**In the last 4 years**

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>

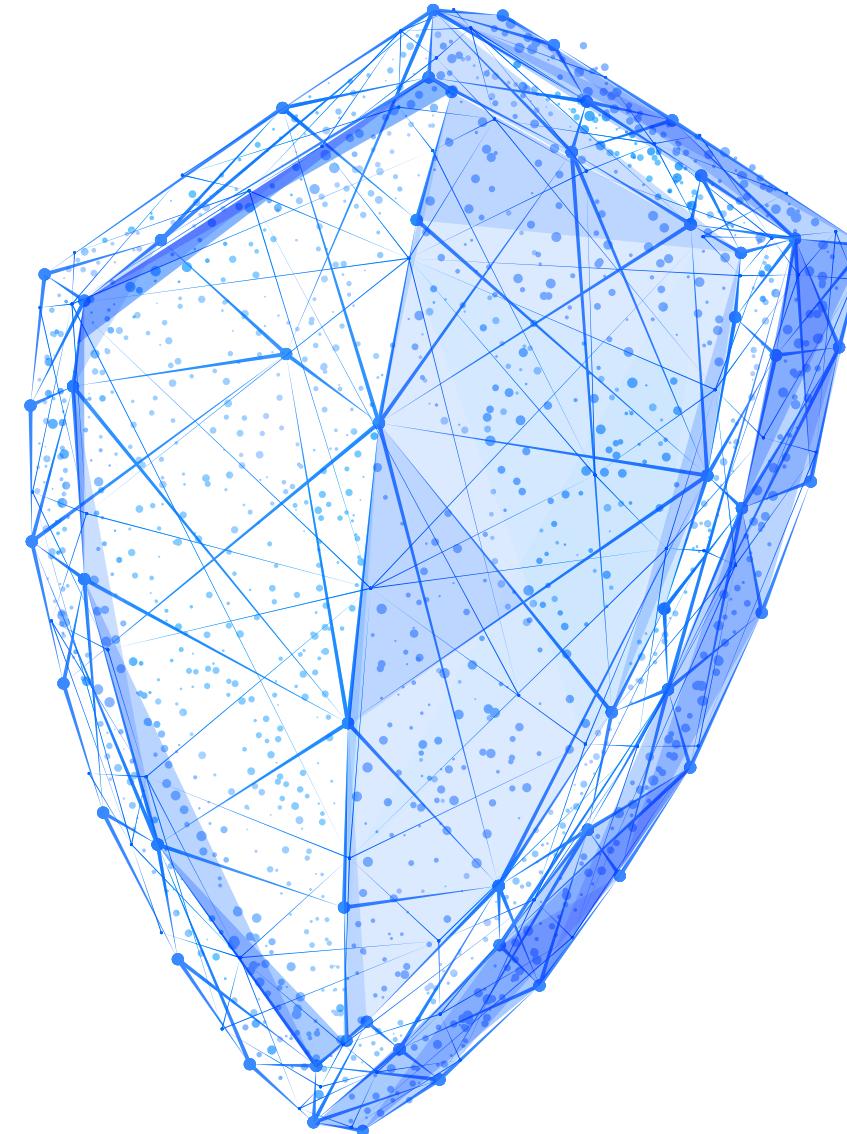
**No significant instances of non-compliance with laws and regulations occurred during the reporting period.**

# Data protection

Bitdefender partners with a wide array of clientele, including government entities, global corporations, small to medium-sized businesses (SMBs), and private individuals in 170+ countries. We are committed to transforming the cybersecurity landscape for our users through the provision of cutting-edge products and services characterized by exceptional efficiency, performance, ease of operation, and seamless integration. We are dedicated to preventing any breaches of customer privacy, undertaking all necessary measures to ensure the security and confidentiality of client data within our organization.

Bitdefender reserves the right to use employee or customer data for purposes that extend beyond typical employment or anti-malware functions, should there be a justified interest or a need to prevent fraud. Our privacy policies underline the creation of an extensive governance structure committed to the protection of personal data. This ensures that all data processing activities are carried out with the highest level of diligence and security, maintaining the integrity and confidentiality of personal information.

In 2022, Bitdefender handled a total of 5,650 requests from data subjects, marking an increase of over 550% in only two years; 1 substantiated complaint was received from outside parties concerning breaches of customer privacy. The complaint was handled appropriately and quickly, being integrated into analysis and approval flows.



# Memberships

Bitdefender boasts memberships in several prestigious organizations, showcasing its active engagement and commitment to collaboration within the global business community. These affiliations reflect Bitdefender's strategic approach to networking and collaboration in both local and international markets. At the same time, Bitdefender places a high priority on embedding principles of ethical business practices and corporate

sustainability into its core values. Accordingly, Bitdefender has committed to the principles and standards for responsible business conduct outlined in the OECD Guidelines for Multinational Enterprises. Furthermore, it has integrated the United Nations Global Compact's Ten Principles into its strategies, policies, and procedures. This integration fosters a culture of integrity throughout all Bitdefender business operations.



Employers' Association of the Software and Services Industry



Netherlands Romanian Chamber of Commerce



French Chamber of Commerce, Industry and Agriculture in Romania



OECD Guidelines for Multinational Enterprise



United Nations Global Compact



Romanian-German Chamber of Commerce and Industry (AHK Romania)

# Honoring our people

At the core of Bitdefender, we value our human element - ensuring every employee feels valued, can freely express ideas, and works autonomously within a people-centered organizational culture.

We regularly celebrate our achievements and provide feedback, reinforcing our strong, healthy organizational culture. This culture empowers us as pioneers in cybersecurity, leading innovations that protect millions of users and businesses globally.

With nearly half of our employees dedicated to engineering and research, Bitdefender is at the forefront of safeguarding the digital future. Our security labs team, recognized for uncovering significant cyber threats and as prominent figures at industry events, plays a critical role in the global fight against cybercrime. Bitdefender's global offices open doors for young talent to contribute to a crucial mission: enhancing digital security.

Professional development at Bitdefender is enriched by our diverse training programs and involvement in international projects offers our team members opportunities for growth and development in alignment with our supportive culture.



We thrive on collective growth, celebrating successes, and always remembering the strength of our team unity.

At the end of 2022, Bitdefender was operating from 19 locations across 13 countries, employing a total of 1,870 staff members. Originating in Romania over two decades ago, Bitdefender has since expanded its operations across four continents. Despite this global presence, the nucleus of our operations remains in Romania, with the majority of our workforce based in our Bucharest headquarters, as well as in our regional offices in Iași, Timișoara, Cluj-Napoca, and Târgu Mureș. A significant

number of our company's employees work in the United States, particularly in our offices located in Santa Clara, CA, San Antonio, TX, and Fort Lauderdale, FL.

For the purpose of employee data analysis, based on the regional distribution of our offices we have defined three main geographical areas: EMEA (Europe, the Middle East, and Africa), the USA, and other international regions.

Bitdefender's responsibility towards its employees has led to an increase in the number of employees at the

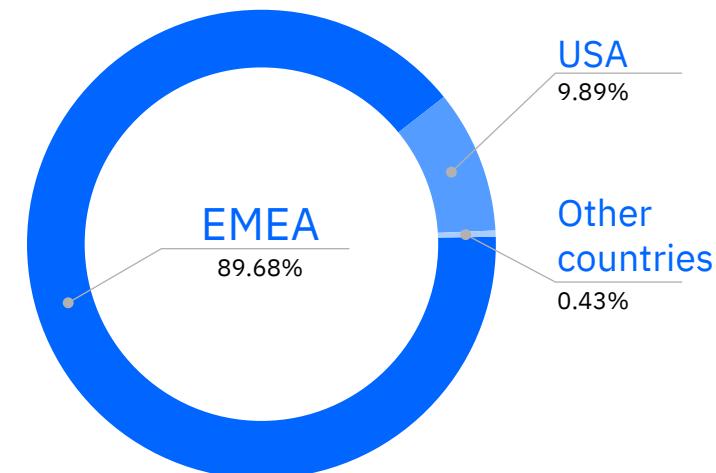
same time as the company's continuous development. Thus, in each of the last 2 years, the number of Bitdefender employees increased by more than 7% per year.

Bitdefender engages to a small extent with workers who are not employees and whose work is controlled by the company. Outsourcer and contractor workers are involved in activities carried out in the technical/engineering, sales, support, management & financial support departments; they can be assigned project-based or full-time/part-time.

Region	2020	2021	2022
EMEA	1,462	90.0%	1,549
USA	151	9.3%	184
Other countries	11	0.7%	8
<b>Total</b>	<b>1,624</b>	<b>1,741</b>	<b>1,870</b>

	2020	2021	2022
Contractor	30	55	48
Outsourcer	3	23	28
<b>Total</b>	<b>33</b>	<b>78</b>	<b>76</b>

## Employee distribution around the globe in 2022





# Diversity and inclusion

Our company's strategic expansion into 13 different countries across four continents has not only heavily diversified our workforce, with a range of employees from a number of different nationalities yet at the same time brought unique cultural, social, and religious identities to the table. This diversity is not simply a testament to our global reach but also contributes to a dynamic and inclusive workplace. We believe that cultural infusion is vital, as it drives innovation, fosters creative problem-solving, and fortifies our team's ability to connect with customers and partners from a multitude of backgrounds, ultimately propelling the company forward in a globally interconnected economy.

Technological progress as well as the changes that have taken place in recent years in society have proven that

employees who work remotely can be as productive as those in the office and that we can recruit employees located in a larger territory than the cities where we have offices. This revelation has given us confidence to open our recruitment efforts for applications on a much wider scale - one not limited by the physical boundaries of the cities where our offices are located. This has provided us with an opportunity whereby we are in a position to extend our offer for employment to those where relocation to one of our office locations could be somewhat problematic. This has, in consequence, been one of the great movements in removing some of the formidable barriers before the thousands of talented youth en route to their aspiration to be part of the leading multinational IT corporation.

On the other hand, hiring people who work remotely from different countries puts human resources departments in front of much more complex context of navigating through the maze of labor laws in each of these countries from which our remote employees operate. To address this, our human resources department, in close collaboration with our legal team, is devoted to following through on all protocols necessary for the meticulous maintenance of the full spectrum of employee rights. This fact creates a synergy, where our employees have this invaluable chance to get employed at Bitdefender, a global cybersecurity company, and enjoy all the positive consequences of flexibility in remote working, while enabling our company to pursue further diversification in our talent pool by hiring high-skilled professionals that mirror the variety of cultures from every part of the globe.

While certain roles at Bitdefender require in-office attendance, a substantial portion of our job openings are fully remote, and many other positions offer employees the option to work from home for much of their work schedule. This approach not only allows our team members to enjoy more time with their families but also helps reduce the costs associated with commuting and office attendance, while reducing the overall carbon footprint linked to travel to and from the workplace.

With regards to the diversity of our governance bodies, Dutch legislation requires Bitdefender Holding B.V. as a large-sized company to have a balanced distribution on its management and supervisory boards. The Company has not achieved the required balanced composition of its Board of Directors as of December 31, 2022.

However, the Board of Directors aims to meet such requirement in the future, by carefully evaluating its composition in case of any future appointments, and by considering all relevant selection criteria, including, but not limited to, gender balance.

At the end of 2022, 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.

Our industry has historically attracted more male participation, a trend evident in the gender composition of our company. At the end of 2022, 71% of Bitdefender's workforce comprised men, maintaining consistency with the previous year, but showing a slight decrease from 74% in 2019.

### Bitdefender employees' distribution by gender and age at December 31, 2022

	Categories	<30 years			30-50 years			>50 years			Total	
		Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women
2020	Top management				88%	13%	70%	71%	29%	30%	83%	17%
	Technical staff	81%	19%	57%	86%	14%	43%	100%	0%	83%	17%	
	Commercial (sales & marketing)	51%	49%	12%	58%	42%	79%	79%	21%	9%	59%	41%
	Administrative	58%	42%	21%	56%	44%	71%	14%	86%	8%	53%	47%
	Others	75%	25%	38%	79%	21%	60%	75%	25%	2%	77%	23%
	<b>Total</b>	<b>76%</b>	<b>24%</b>	<b>37%</b>	<b>71%</b>	<b>29%</b>	<b>59%</b>	<b>65%</b>	<b>35%</b>	<b>4%</b>	<b>73%</b>	<b>27%</b>
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%
	<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>
2022	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%
	<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>

The cybersecurity industry, traditionally characterized by a lack of diversity in terms of gender, age, ethnicity, and skill set, is currently undergoing significant demographic transformations. This shift is most evident in the diversity, equity, and inclusion dynamics between the younger and older generations of cybersecurity professionals, driven by both cultural and demographic evolution. However, recent trends indicate a positive change. For instance, by the end of 2022, women constituted 20% of Bitdefender's technical workforce, exceeding the industry average where women make up only 17% of cybersecurity roles, as reported by the ISC2 2023 Cybersecurity Workforce Study<sup>6</sup>. This improvement reflects a broader industry trend, fueled by the increasing integration of IT into daily life and a growing number of women pursuing careers in this field.

## 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
2020	Top management				21%		19%	20%	100%	43%	21%	50%	26%
	Technical staff	9%	10%	9%	2%		2%				6%	6%	6%
	Commercial (sales & marketing)	25%	15%	20%	14%	11%	13%	21%	11%	19%	16%	11%	14%
	Administrative	19%		11%	4%	9%	7%				8%	6%	7%
	Others	16%	18%	16%	10%	18%	11%				12%	18%	13%
	<b>Total</b>	<b>11%</b>	<b>11%</b>	<b>11%</b>	<b>7%</b>	<b>9%</b>	<b>8%</b>	<b>18%</b>	<b>13%</b>	<b>16%</b>	<b>9%</b>	<b>10%</b>	<b>9%</b>
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>

<sup>6</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)

Bitdefender has seen a notable improvement in the gender balance among its technical staff, increasing from 16.6% representation of women in 2020 to 19.8% in 2022. In particular, this ratio is even higher among employees aged under 30, reaching 22.5% on December 31, 2022. Such data shows Bitdefender's progressive shift towards a more balanced workforce.

The expansion of the cyber security sector has highlighted a shortage of over-50s professionals, particularly in technical roles, reflecting wider labor market trends. At Bitdefender, most employees in this age group are found in marketing, sales, and administrative positions, with technical roles predominantly filled by younger employees.

Over the last three years, Bitdefender has made significant steps in enhancing gender diversity within its senior management, increasing female representation from 11.8% in 2019 to 23.5% in 2022. This progress indicates a greater improvement in gender balance at the senior management level compared to the technical staff.

Senior management positions, making up only 2% of Bitdefender's roles and requiring extensive experience, are mostly held by individuals aged 30-50. However, the company has successfully maintained a balanced age distribution in senior management, with around 23.5% of these roles occupied by individuals over 50 years of age.

The trend towards greater gender diversity is also evident among Bitdefender's younger employees, with a 54% employment rate for women under 30 in 2022, compared to 48% for men in the same age group. This signifies a shift towards gender balance in the cybersecurity field, reflecting Bitdefender's commitment to promoting a diverse and inclusive workplace.

In 2022, 552 people were employed, of which 158 were women and 394 were men. 65% of new hires are under 30, 31% are between 30 and 50 and 4% are over 50.

## Employee turnover rate

	Categories	<30 years			30-50 years			>50 years			Total		
		Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
2020	Top management				23%		20%	25%		20%	24%		20%
	Technical staff	18%	15%	17%	10%	11%	10%				15%	14%	14%
	Commercial (sales & marketing)	29%	16%	22%	18%	13%	16%	31%	20%	28%	20%	14%	18%
	Administrative	22%		13%	6%	8%	7%				10%	5%	8%
	Others	22%	12%	20%	10%	19%	12%				15%	15%	15%
	<b>Total</b>	<b>19%</b>	<b>13%</b>	<b>18%</b>	<b>12%</b>	<b>12%</b>	<b>12%</b>	<b>27%</b>	<b>9%</b>	<b>20%</b>	<b>16%</b>	<b>12%</b>	<b>15%</b>
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%				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%				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>

While the cybersecurity workforce is growing rapidly, demand is growing even faster. ISC2's cybersecurity workforce gap analysis revealed that despite adding more than 440,000 workers in the past year (8.7% year-over-year increase), the cybersecurity workforce gap has grown more than the workforce with a 12.6% year-over-year increase, making it a profession in dire need of more people.

The demand for cybersecurity professionals has reached unprecedented levels, exceeding the available supply. This year, the worldwide gap in the cybersecurity workforce has increased by over 12.5%, and approximately two-thirds of organizations report experiencing a shortage of cybersecurity staff. Staff shortages are a common challenge in the current cybersecurity environment. Many cybersecurity employees are being given increased flexibility and the freedom to choose where and how they work. People are seeking out work cultures that fit their lifestyles the best, and this has led to increased turnover. And in this regard Bitdefender's indicators are kept in the cyber security industry average with a turnover rate of 24% of technical staff in 2022 and a turnover of 23% at the level of all Bitdefender staff.

In 2022, a number of 408 employees left the company, of which 126 were women and 282 were men. 56% of employees who left the company are under 30 years old, 38% are between 30 and 50 years old and 5% are over 50 years old.

At Bitdefender, we've 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. Taking into account these considerations alongside the complexity of the services we provide, cases where temporary or part-time employees are required are rare. Only 1.3% of our workforce holds fixed-term contracts, primarily attributed to new recruits, while just 3.9% are engaged on a part-time basis.

Within Bitdefender, in 2022, the average hourly salary, calculated on the basis of the annual gross salary, was \$45.60.

All of our employee salaries reflect the skills and performance of each employee and are determined through direct negotiation and updated according to the results obtained by each employee following professional evaluations. No discrimination of any kind, including on the basis of age and gender, is permitted when determining individual salaries.

The differences between the average hourly wages of women and men do not result from any act of discrimination on the basis of gender, but are a natural result of the higher skills and performance of men in this field. Company-wide, women's average hourly salary (based on base salary) was 79% of men's average hourly salary calculated on the same base. For comparison, in 2022, in the United States, women earned 82% of what men earned, with the difference being greater in the IT field.

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

## Salary information

2022	Average hourly salary related to the annual gross salary				Average hourly salary related to annual base salary			
	Men	Women	Ratio	Total	Men	Women	Ratio	Total
Top Management	\$358.73	\$278.61	0.78	\$342.40	\$164.68	\$95.10	0.58	\$150.49
Technical staff	\$34.71	\$25.16	0.72	\$32.88	\$30.23	\$24.91	0.82	\$29.21
Comercial (sales & marketing)	\$69.31	\$44.29	0.64	\$59.46	\$72.24	\$44.85	0.62	\$61.46
Administrative	\$31.59	\$29.78	0.94	\$30.70	\$28.30	\$28.19	1.00	\$28.25
Others	\$32.49	\$20.64	0.64	\$29.95	\$33.69	\$22.27	0.66	\$31.24
<b>Total</b>	<b>\$49.13</b>	<b>\$36.62</b>	<b>0.75</b>	<b>\$45.60</b>	<b>\$43.47</b>	<b>\$34.28</b>	<b>0.79</b>	<b>\$40.88</b>

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 2022, Bitdefender spent more than \$4.7 million with employee benefits providers.

Generally, 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.

In certain regions, where there are no mandatory retirement schemes, we offer employees the opportunity to contribute to various retirement schemes.

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 six 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 12 weeks of paid parental leave 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.

Bitdefender guarantees all employees the right to association and collective bargaining, not limiting in any form the freedom to join a trade union or even establish an employees' trade union. At the same time, 3% of Bitdefender employees are covered by a collective labor agreement. However, only employees in France joined a union. Each employee can negotiate his salary and working conditions, both upon hiring and periodically, usually after the evaluation of individual performances.

Although next period is predicted to be a difficult one from the point of view of economic development conditions and many companies in the IT field are already announcing staff reductions, within Bitdefender we do not anticipate that staff reductions will be necessary in the coming period.

In various countries where our offices are located, labor laws mandate specific minimum notice periods for terminating employment contracts, whether initiated by the employee or the employer. We adhere to all such local legal requirements.



# Training investment and evaluation

At Bitdefender, we place great value not only on our employees themselves but also on their ongoing professional development. In the rapidly evolving landscape of IT technology, it's crucial that our workforce remains at the cutting edge of industry advancements. To support this goal, we offer our employees a comprehensive suite of training opportunities. These range from internal platforms to collaborations with specialized training providers, ensuring a broad and adaptable skill set across our team.

Our training programs cover a diverse array of topics. Employees can enhance their expertise in sales through courses on techniques and tools, or delve into the nuances of cybersecurity software, and gain practical knowledge in software testing. Additionally, we provide targeted training for our administrative staff, including courses on office tools, software, and accounting principles. Beyond technical skills, Bitdefender encourages personal growth and team cohesion through workshops on personal and professional development, teamwork, foreign languages, and well-being practices like relaxation techniques and managing stress and burnout.

Integral to maintaining our ethical standards and regulatory compliance, we also offer courses on the code of business conduct, anti-bribery and anti-corruption compliance, adherence to internal procedures, and personal data protection. These multifaceted training initiatives underscore Bitdefender's commitment to stimulating a well-rounded, highly skilled, and ethically informed workforce, prepared to navigate the complexities of the modern IT landscape.

In 2022, Bitdefender employees completed a total of 9,651 hours of professional training.

36% of Bitdefender employees are under the age of 30 and some of them continue their studies in parallel with the professional career. We encourage all our employees to continue their professional training process in ways that are convenient for them, and we offer them the opportunity to take study leaves during exam sessions. In 2022, 253 employees took a total of 1,985 days of study leave, most of them being from the technical staff category.

Transparency and meritocracy hold significant places within Bitdefender's corporate culture, prompting us to conduct an impartial annual review of each employee's performance. Depending on these assessments, staff members may qualify for varying levels of salary adjustments or promotions within the company. Despite the challenges posed by reduced physical interactions both externally and internally in 2020 and 2021, we successfully completed the evaluations for all Bitdefender staff over the past three years.

## Training investment





# Health, safety and wellbeing

Health, safety and security are core values in Bitdefender's business. In this regard, an occupational health and safety management system has been implemented in order to ensure safe and healthy workplaces for employees, having a positive impact both on company performance and on compliance with legal requirements. All workers and all jobs in the company are covered by this occupational health and safety management system.

To ensure a high quality of occupational health and safety management processes, Bitdefender hired a full-time Occupational Health and Safety Coordinator who leads the internal prevention and protection department

and permanently monitors the internal prevention and protection team whose members periodically participate in specific professional training courses as well as in events specific to the field of health and safety at work in order to be up to date with good practices in the field, but also with the legislation in force.

Internal team members meet quarterly to discuss the company's occupational safety and health issues and whenever needed.

In order to identify work-related hazards, all workplaces are assessed in terms of the risk of injury and occupational illness.

Further to that assessment and if necessary, Bitdefender defines the annual plan of measures to reduce health and safety risks at work, a document outlining the assessed risks and laying down steps and measures to prevent those risks.

For the Romanian company, the evaluation of jobs from the perspective of the risk of injury and occupational illness is carried out according to the evaluation method developed by the National Institute for Research and Development of Labor Protection Bucharest. Following this assessment and an internal audit, the jobs and activities at risk were determined. Thus, it was established that most employees (called office workers)

have a small risk of injury. Only a small number of employees (including computer equipment technicians, warehouse managers and mechanical technicians) have a medium risk of injury.

The results of this assessment are used to maintain the efficiency and reliability of the occupational health and safety management system.

Bitdefender employees have the possibility to report situations that endanger health and safety at work through internal communication channels. Each employee has the responsibility to immediately communicate to the person in charge of labor protection, any work situation that represents a danger to the safety and health of employees, as well as any deficiency of work equipment or protection systems. Also, employees can use the whistleblowing channels established by the company, which also allow the anonymous transmission of reports.

If an employee reports a hazard at the workplace, the Occupational Health and Safety Coordinator has the responsibility to assess the risks of the indicated workplace and, if necessary, measures will be taken to eliminate the risks regarding the health and safety of employees. If the employee refers to health problems as a result of his activity, the occupational health physician will evaluate the health status of the employee, and depending on the result, the employee will be able to request a change of his job.

Bitdefender guarantees to its employees that any employee who reports a situation that represents a danger to the health and safety of employees will not suffer any kind of reprisal from anyone in the company.

To ensure that every employee possesses sufficient understanding of workplace health and safety measures, training sessions on occupational health and safety regulations are conducted regularly. This is usually in the form of an induction when a new employee starts their role and then periodically (commonly annually) in line

with legal requirements. Furthermore, this important information is continuously accessible to employees through the company's e-learning platform, ensuring that they can refer to it at any time. The effectiveness of the training is evaluated by testing the employees on the knowledge they have acquired, ensuring that the training has been comprehensively understood and can be applied in the workplace to maintain a safe working environment.

Bitdefender's commitment to the well-being of its employees in Romania is exemplified by its annual provision of occupational health screenings, which are conducted at no cost to the employees. This initiative underscores the company's dedication to maintaining a healthy workforce and promoting preventive healthcare practices. By ensuring that these health assessments are regular, Bitdefender not only adheres to high standards of employee care but also fosters a supportive work environment where health and safety are prioritized. This approach reflects the company's understanding of the importance of early detection and



prevention in occupational health, contributing to the overall productivity and satisfaction of its employees.

In the framework of occupational health assessments at Bitdefender, a strict confidentiality policy governs all discussions and inquiries, ensuring that the findings remain private and are not disclosed to the employer. To document the process while maintaining the confidentiality of specific health details, the occupational health physician provides a certification for the company's records, which verifies the employee's medical suitability for their role. In instances where a physician concludes that an employee can no longer perform their current job due to medical reasons, Bitdefender takes a proactive action. The company is committed to identify a suitable alternative position that aligns with the occupational health physician's guidance. This commitment reflects Bitdefender's dedication to supporting its employees' health and career continuity, underlining a compassionate and adaptable approach to workforce management.

Also, most Bitdefender employees benefit from private health insurance, this being one of the most desired benefits by employees.

The engagement and consultation of employees in shaping the health and safety practices at Bitdefender's workplaces adheres strictly to the legal frameworks specific to each country where the company operates. This approach ensures that the management of workplace health and safety not only aligns with international standards but also respects and incorporates the local legal requirements. By doing so, Bitdefender fosters a culture of safety that is both globally informed and locally applicable, demonstrating a commitment to the well-being of its employees across

all its locations. This inclusive and compliant strategy guarantees that the company's health and safety policies are relevant, effective, and tailored to the diverse needs of its global workforce, thereby enhancing the overall safety and productivity of its operations.

In Romania, the collaboration between employers, employees, and health professionals is achieved through the Occupational Health and Safety Committee. This committee, which comprises representatives from both the workforce and management as well as the occupational health physician, it meets quarterly to discuss health and safety matters. Additionally, an official from the relevant regulatory authorities is often invited to participate in these meetings to ensure compliance and provide insights. Following each session, the committee prepares a detailed report outlining the discussions' conclusions and suggestions. This report is then forwarded to the company's executive team for consideration and action. Moreover, a copy of this report, highlighting the meeting's outcomes, is also dispatched to the Romanian regulatory bodies. This systematic approach ensures that occupational health and safety concerns are addressed proactively and in alignment with national standards, fostering a safe and healthy working environment.

In France, the dialogue between the employees' union and the management on health and safety issues is continuous. The union not only plays a consultative role in the development and implementation of workplace health and safety policies but is also briefed on the findings of audit reports. These audits, conducted by external auditors, evaluate the effectiveness of the occupational health and safety strategies deployed within the company, ensuring transparency and collaborative effort in safeguarding employee well-being.



In the rest of the world offices, the responsibility for health and safety is delegated to the local office managers. These individuals, in collaboration with local management teams and employee representatives, tailor health and safety measures to fit the specific needs and legal requirements of their respective locations. This decentralized approach allows for the adaptation of health and safety protocols that consider the unique legal, cultural, and operational contexts of each office, ensuring that all employees, regardless of their location, benefit from a safe and healthy work environment.

The proof to our unwavering commitment to workplace safety is underscored by the fact that, in the last three years, there have been no work accidents within Bitdefender. This achievement not only highlights our dedication to creating a secure and healthy work environment but also reflects the effectiveness of

our safety protocols and preventive measures. Our continuous focus on risk assessment, employee training, and the implementation of robust safety practices has played a pivotal role in maintaining this impeccable safety record. It stands as a clear indication of our prioritization of employee well-being and our success in fostering a culture where safety is ingrained in every aspect of our operations.

## Employee Assistance Program – Partnership with The Mind Clinic

Launched in response to the unprecedented challenges of the COVID-19 pandemic, Bitdefender's partnership with a medical clinic specializing in psychotherapy has been met with overwhelming approval from its workforce, leading to its continuation into the current year. The pandemic's lockdowns and the major concerns about the health of family members significantly

heightened stress levels among employees, further exacerbated by the abrupt shift to remote work. Recognizing the profound impact of these changes on mental health, Bitdefender has deepened its engagement with a premier private health clinic focused on psychotherapy services. This collaboration with The Mind Clinic enables employees to access themselves of six company-sponsored psychological support sessions each year. Following the initial sessions, employees are also eligible for continued therapy at a discounted rate. This initiative underscores Bitdefender's proactive commitment to safeguarding the mental well-being of its staff, offering substantial support to navigate these challenging 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.



Through the Code of Business Conduct, we are committed to ensuring that all our actions and activities are carried out with integrity and responsibility.

We strive to respect and promote human rights by upholding the UN Guiding Principles on Business and Human Rights in our relationships with our employees, suppliers and partners, through our actions and policies.

As such, we expect our suppliers and partners to respect these values and avoid causing or contributing to human rights infringements through their business actions.

During the last 3 years, there has been no investigation regarding failure to respect of human rights in labor relations with Bitdefender employees or in relations with our customers or suppliers. Similarly, we are not aware of any human rights violations by our business partners.

Within Bitdefender, we do not have minor employees and we comply with all legal provisions regarding the

normal and additional working time of employees. It did not come to our attention any case of child labor or forced labor use by our business partners.

All our employees, clients and partners are required to comply with Bitdefender values towards respecting human rights - Bitdefender Code of Business Conduct is part of contractual clauses. All our employees participated in the mandatory annual trainings on human rights, having a duration of two hours.

Bitdefender embraces diversity in its multiple forms, be it age, gender, nationality, ethnicity, cultural orientation, or social preferences, actively encouraging an inclusive workplace where every form of diversity is valued. The company is committed to make every possible effort to ensure that discrimination does not occur within its operations, protecting the dignity and rights of employees across all levels of the organization. In addition, we do not tolerate or permit threats, violence,

or other disruptive behavior in our work environments. Despite these robust commitments, Bitdefender registered two discrimination claims in 2022. These situations were promptly addressed, resulting in Settlement Agreements between the company and the claimants, with the allegations subsequently retracted.

In response to these incidents and as part of its ongoing efforts to prevent discrimination and ensure a respectful working environment for all, Bitdefender has implemented comprehensive measures. These include the adoption of a detailed employee handbook that outlines policies and procedures, the provision of mandatory training sessions aimed at educating employees about diversity and inclusion, and the issuance of periodic reminders to reinforce the importance of maintaining a discrimination-free workplace. These actions underline Bitdefender's dedication to upholding its values of diversity and inclusion, and its commitment to continually enhancing its strategies to mitigate any future claims.



**In the last 3 years**

# Safeguarding the environment

As a leading cybersecurity company, at Bitdefender we recognize our responsibility not only to protect digital ecosystems but also to reduce our environmental footprint and contribute positively to the environment. Through our strategy we try to anticipate the European ESG regulations, focusing on a comprehensive and sustainable approach to business operations. This strategy reflects a commitment to meeting evolving regulatory standards and integrating responsible business practices throughout our value chain.



Bitdefender recognizes ESG factors as critical components of its overall risk management strategy. The company is closely monitoring and anticipating regulatory changes, specifically within the European Union, related to ESG considerations. A dedicated team is tasked with interpreting and understanding the implications of new regulations, especially those amending risk taxonomies to incorporate ESG risk chapters.

The strategy extends beyond regulatory compliance, incorporating long-term sustainability goals. The company aims to not only meet current requirements but also proactively contribute to a more sustainable and responsible business ecosystem.

The strategy includes an openness to innovation and the adoption of new technologies that promote sustainability. This could involve investing in cleaner production methods, energy efficiency, and technologies that minimize environmental impact.

To communicate its commitment to ESG principles and gather feedback that can inform continuous improvement, Bitdefender engages with various stakeholders, including investors, customers, and the local community.

The risk taxonomy covers essential subjects identified by Bitdefender through its Environmental, Social, and Governance (ESG) identification process. One identified risk involves the inability to comprehend or effectively manage the broader environmental and community impact stemming from Bitdefender's products, services, and corporate activities. We anticipate the first Business and Strategic Risk workshop and approval of the risk report. While there isn't a formal sustainability-specific plan in effect, action plans are developed for all risks outside of appetite. We recognize that by systematically incorporating sustainability risks into risk policies and management processes, Bitdefender could enhance its resilience, reputation, and overall sustainability performance. This approach also would align with the growing expectations of stakeholders and regulatory bodies regarding responsible and sustainable business practices.

Although currently lacking a climate governance policy, our objective within the next 12-18 months is to implement an ESG framework, integrating sustainability risks into our internal processes and policies. This framework aims to cultivate an ESG risk-aware culture while closely aligning with anticipated ESG regulations in the US and EU.

At Bitdefender, we firmly believe that protecting the environment is not just a moral imperative but also a strategic necessity. As a leading cybersecurity company, we understand the importance of protecting not only digital assets but also the planet we inhabit. Bitdefender is dedicated to respecting environmental standards and has increased its efforts to protect the environment. The company adheres to regulations governing environmental factors. Therefore, we are committed to embracing sustainable practices and making a positive and lasting impact on the world around us. In line with this commitment, we present our ongoing efforts to reduce our environmental footprint, mitigate climate change, and promote sustainable practices across all aspects of our operations.



In the last 3 years



# Our offices

To uphold our commitment to minimize environmental impact, years ago we made the strategic decision to exclusively operate from new, energy-efficient office buildings. Our main offices in Bucharest, Timisoara, and Iasi, Romania, are situated in LEED Platinum certified office-buildings, while our Cluj-Napoca office operates from a BREEAM-certified building. These locations host over 80% of our Bitdefender employees.

LEED and BREEAM certifications are among the most widely recognized rating systems for buildings globally. Both certifications allocate points or credits based on various criteria including material and waste management, energy efficiency, water conservation, and indoor environmental quality.

The presence of LEED and BREEAM certifications in Bitdefender's main offices highlights our commitment to sustainability and provides confidence that our office spaces adhere to high environmental standards. Equipped with advanced energy-efficient technologies, these offices serve as sustainable hubs for fostering Bitdefender's culture through collaboration, networking, and teamwork.



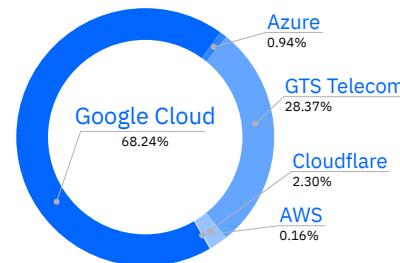
# Electricity and emissions

Bitdefender recognizes that electricity consumption and associated emissions are critical factors concerning environmental impact and sustainability efforts. The company relies on cloud providers for compute power and operates two on-premise rented data centers in Romania through GTS Telekom.

Bitdefender employs cloud and data center providers that report the carbon footprint generated by our services. It's worth noting that all our data center providers rely on clean electricity sources. Major providers such as GCP, AWS, Azure, and Cloudflare offer CO<sub>2</sub> reports and are committed to various climate control initiatives, including "The Climate Pledge" which aims to meet the Paris Agreement targets by 2040. Additionally, all four providers have pledged to achieve CO<sub>2</sub> neutrality by 2030 or 2040 by investing in renewable energy sources such as solar and wind.

## Our vendors have provided the following figures regarding carbon footprint

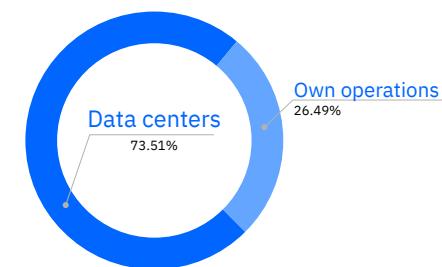
Cloud Providers	Carbon footprint 2022 MTCO <sub>2e</sub>
CLOUDFLARE	44.00
Amazon Web Services	3.00
Google Cloud	1,306.00
AZURE	18.00
GTS Telekom - Romania	542.89
<b>TOTAL</b>	<b>1,913.89</b>



Bitdefender's total electricity consumption in 2022 amounted to 6.38 GWh, indicating an increase of approximately 15% compared to the previous reporting year. Approximately two-thirds of Bitdefender's total electricity consumption is attributed to data centers, an essential element for carrying out its activities.

## Electricity consumption in GWh

	2022	2021
Data centers	4.69	4.37
Own operations	1.69	1.08



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 taken significant steps towards environmental sustainability by basically eliminating packaging from our customer products. With 100% of our offerings now sold online or via scratch cards, we limit physical packaging to promotional events and marketing initiatives. This strategy significantly reduces our environmental footprint, allowing us to assert that the waste generated from our economic activities is nearly negligible.

Our commitment to environmental responsibility extends beyond packaging reduction. We actively seek to modernize our processes to minimize waste production, focusing on resource conservation and the efficient selective and collection of waste. Key initiatives include:

1. Substituting plastic materials with alternatives that are either recyclable or made from recycled content, thereby reducing our reliance on new plastics;
2. Purchasing multi-compartment waste bins to enhance the selection of waste at the source;
3. Reducing paper consumption by implementing digital flows for several activities;
4. Developing infrastructure and launching campaigns to educate and encourage our staff about the importance of selective waste collection.

This report exclusively details the volume of Waste Electrical and Electronic Equipment (WEEE) produced by Bitdefender in Romania. The disposal and recycling of this waste are managed through partnerships with certified and authorized companies, ensuring that it is processed in compliance with environmental standards. Upon delivery to recycling facilities, Bitdefender is provided with a handover report, which verifies the proper recycling of the waste.

Management of other categories of waste, such as plastic, paper, and organic materials is ensured by the building administrations where Bitdefender's offices are located. Given that these waste types are collected together with waste from other tenants of the building, accurately determining the specific quantity attributable to Bitdefender is not possible. This collective approach to waste management highlights

the broader, shared responsibility for environmental management within the building where we have our headquarters, limits our ability to quantify our contribution to the waste generation.

To oversee these critical environmental efforts, Bitdefender hired a dedicated Waste Management Officer. This role includes monitoring waste management practices, communicating with regulatory bodies, and ensuring that our waste handling processes are both efficient and compliant. Through these measures, Bitdefender demonstrates a strong commitment to reducing environmental impact and promoting a more sustainable future.

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

	2020	2021	2022
Total waste diverted from disposal (recovered)	0.533	0.383	3.358
Hazardous waste recycled	0.072	0.233	0.025
Non-hazardous waste recycled	0.461	0.150	3.333



# Responsibility towards our communities

In 2022, our commitment to supporting education saw us invest over \$1 million into transformative educational initiatives across Romania, effectively doubling our investment from the year before. This investment, a demonstration to our dedication as a global cybersecurity leader, underlines the multifaceted approach we have adopted to empower every segment of the educational spectrum - from the vibrant kindergartens placed in rural areas to the prestigious universities that stand tall in urban centers.





In our view, Romania is a country distinguished by its cultural and technological potential, where our investments are aimed at laying the foundations for that future where every individual has the tools and knowledge to thrive in a digital age. By strategically focusing on the profound levels of education, we have started to create an inclusive ecosystem that nurtures talent, innovation, and resilience from the earliest stages of learning through fostering advanced research and development collaborations with universities.

With the support of our partners, ranging from dedicated foundations and associations to high schools and universities, each investment has been carefully designed to meet the unique needs of the target communities, ensuring that irrespective of their geographical or socio-economic status, students and educators and professors alike have access to the best possible opportunities for growth and development.

Moreover, our focus has extended beyond the simple provision of resources, embracing a holistic vision that includes mentorship, training for educators, and the creation of partnerships that bridge the gap between academia and industry. This comprehensive strategy not only prepares students for the challenges of tomorrow but also cultivates a culture of continuous learning and adaptation that is essential in the fast-evolving field of cybersecurity.

Through collaboration, innovation, and a shared vision for a more sustainable and secure digital world, we are creating a legacy that will endure for generations ahead in Romania.

We are connected to the needs of individuals facing challenging times, and in 2022, we supported 5 individuals with financial contributions to help them achieve their goals. One charitable organization dedicated to raising awareness about rare diseases and treatments received our financial support.

“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



# Bitdefender supports transformation of education in Romania – Edu Networks



Bitdefender leads the change in Romanian education system through its key partnership with Edu Networks. This ambitious project, implemented in collaboration with the Association for Values in Education between September 2019 and August 2023, aims to transform educational methods across school clusters and communities nationwide. With the ambition of reshaping the educational paradigm, Edu Networks, supported by Bitdefender since its inception in 2018, is dedicated to upgrading the mindset within Romanian schooling system to better prepare graduates for the complexities of the future.

The participating schools are benefitting of a multitude of opportunities, including access to a broad range of resources, expert-led training sessions, consultancy services, mentoring by experienced professionals, and cutting-edge educational tools. It also encourages meaningful interactions with local communities to promote an inclusive approach to education reform.

Granting schools the freedom to define their objectives and choose relevant resources, Edu Networks encourages flexibility and openness within each institution. This strategy ensures the program's relevance and impact across different educational contexts.

Implemented in 500 kindergartens, schools, and high schools in both urban and rural areas, and reaching close to 260,000 students, Edu Networks is on track to significantly influence Romania's educational landscape. Bitdefender's involvement in this initiative marks a pivotal step towards establishing new standards of educational excellence, demonstrating our commitment to support a smarter, more adaptable future for Romanian education.



## Merito program



Since 2015, we have been in a successful partnership with the Romanian Business Leaders foundation, with Bitdefender being a Founder Sponsor for the Merito program. Our objective is that, through this collaboration, the image and professionalism of the teaching staff to be revitalized, celebrating and rewarding teachers' excellence. We believe in acknowledging the invaluable individuals who drive significant transformations in education, which is why we extend our heartfelt "Thank you!" to the remarkable teachers across Romania.

The Merito program is our instrument for spotlighting exceptional educators who are making a positive change in Romania. Our goal is to raise awareness among the Romanian public about these exemplary educators, emphasizing their commitment and the significant impact they have made. By doing so, we anticipate to inspire a community that not only recognizes but also learns from these extraordinary educators. Their achievements and innovative teaching practices are setting a standard and provide inspiration for other teachers to follow. Through Merito, we contribute to creating an environment where the hard work and dedication of teachers are celebrated, their efforts acknowledged, and their innovative methods shared widely, encouraging a ripple effect in the educational field.

## We support performance



Bitdefender - partner since 2008

We are committed to fostering excellence in education, and Bitdefender is a proud partner of [www.viitorolimpici.ro](http://www.viitorolimpici.ro). This program, led by the Romanian Society of Mathematical Sciences and Intuitext S.R.L., is dedicated to laying the foundation for excellence in mathematics from as early as the 4th grade in kindergarten, to the 12th grade in the K-12 education system. Our involvement reflects our belief in the transformative power of this program to promote mathematical performance and understanding among students. By providing a robust foundation in this critical subject area, we have observed a notable increase in the enrollment of students in Mathematics faculties across Romania. This trend confirms the significant impact of the program on future mathematicians, which increases interest in science.

## Stagiipebune.RO

Bitdefender has a long-standing tradition of offering paid internships annually. For over a decade, our fruitful partnership with Romania's leading internship platform, [stagiipebune.ro](http://stagiipebune.ro), has solidified our position as its primary collaborator. Through our most extensive recruitment initiative, we draw in 60-100 students each year. In 2022, we were proud to convert 50% of our interns into full-time employees, reflecting our commitment to nurturing talent and providing valuable career opportunities for the next generation of professionals. This strategy not only supports students in gaining practical experience but also helps us identify and retain young talent, contributing significantly to our workforce's growth and innovation.

# 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> , 2022.		
GRI 1 used		GRI 1: Foundation 2021		
GRI Standard - General Disclosures 2021			Location in the Report	Omission
<strong>ORGANIZATION PROFILE AND REPORTING PRACTICES</strong>				
GRI	2-1	Organizational details		8
GRI	2-2	Entities included in the organization's sustainability reporting	<p>Bitdefender Holding B.V together with its subsidiaries, also referred to as the Bitdefender Group. Company's subsidiaries are listed below:</p> <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> </ul> <p>The entities covered in the financial reporting are identical to those included in the sustainability reporting. The financial statements are subject to audit.</p>	
GRI	2-3	Reporting period, frequency and contact point		8, 10
GRI	2-4	Restatements of information	Not the case.	
GRI	2-5	External assurance	Bitdefender Group does not have an audited/ assured sustainability report.	
<strong>ACTIVITIES AND WORKERS</strong>				
GRI	2-6	Activities, value chain and other business relationships		20-23, 32
GRI	2-7	Employees		42
GRI	2-8	Workers who are not employees		37

GRI Standard - General Disclosures 2021			Location in the Report	Omission		
				Requirement(s) omitted	Reason for omission	Explanation
<b>GOVERNANCE</b>						
GRI	2-9	Governance structure and composition		27-29		
GRI	2-10	Nomination and selection of the highest governance body		27		
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		27		
GRI	2-13	Delegation of responsibility for managing impacts		27, 28		
GRI	2-14	Role of the highest governance body in sustainability reporting		27, 28		
GRI	2-15	Conflicts of interest		31-33		
GRI	2-16	Communication of critical concerns		28		
GRI	2-17	Collective knowledge of the highest governance body		28		
GRI	2-18	Evaluation of the performance of the highest governance body		28		
GRI	2-19	Remuneration policies		28		
GRI	2-20	Process to determine remuneration		28		
GRI	2-21	Annual total compensation ratio		28		
<b>STRATEGY, POLICIES AND PRACTICES</b>						
GRI	2-22	Statement on sustainable development strategy		3, 4		
GRI	2-23	Policy commitments		31-33		
GRI	2-24	Embedding policy commitments		33		
GRI	2-25	Processes to remediate negative impacts		31-33		
GRI	2-26	Mechanisms for seeking advice and raising concerns		33		
GRI	2-27	Compliance with laws and regulations		33		
GRI	2-28	Membership associations		35		
<b>STAKEHOLDER ENGAGEMENT</b>						
GRI	2-29	Approach to stakeholder engagement		9, 10		
GRI	2-30	Collective bargaining agreements		43		
<b>MATERIAL TOPICS</b>						
GRI	3-1	Process to determine material topics		9-11		
GRI	3-2	List of material topics		11		
<b>GRI 204 - PROCUREMENT PRACTICES - 2016</b>						
GRI	3-3	Management of material topics		32		
GRI	204-1	Proportion of spending on local suppliers		32		

GRI Standard - General Disclosures 2021			Location in the Report	Omission		
				Requirement(s) omitted	Reason for omission	Explanation
<b>GRI 205 - ANTI- CORRUPTION - 2016</b>						
GRI	3-3	Management of material topics		31-33		
GRI	205-1	Operations assessed for risks related to corruption		32		
GRI	205-2	Communication and training about anti-corruption policies and procedures		44		
GRI	205-3	Confirmed incidents of corruption and actions taken		33		
<b>GRI 206 - ANTI-COMPETITIVE BEHAVIOR - 2016</b>						
GRI	3-3	Management of material topics		31-33		
GRI	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		33		
<b>GRI 302 - ENERGY - 2016</b>						
GRI	3-3	Management of material topics		53		
GRI	302-1	Energy consumption within the organization		53		
GRI	302-2	Energy consumption outside of the organization		53		
<b>GRI 305 - EMISSIONS - 2016</b>						
GRI	3-3	Management of material topics		53		
GRI	305-3	Other indirect (Scope 3) GHG emissions		53		
<b>GRI 306 - WASTE - 2020</b>						
GRI	3-3	Management of material topics		54		
GRI	306-1	Waste generation and significant waste-related impacts		54		
GRI	306-2	Management of significant waste-related impacts		54		
GRI	306-3	Waste generated		54		
GRI	306-4	Waste diverted from disposal		54		
GRI	306-5	Waste directed to disposal		54		
<b>GRI 307 - ENVIRONMENTAL COMPLIANCE - 2016</b>						
GRI	3-3	Management of material topics		51		
GRI	307-1	Non-compliance with environmental laws and regulations		51		
<b>GRI 401 - EMPLOYMENT - 2016</b>						
GRI	3-3	Management of material topics		41-43		
GRI	401-1	New employee hires and employee turnover		41		
GRI	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		43		
GRI	401-3	Parental leave		43		
<b>GRI 402 - LABOR/ MANAGEMENT RELATIONS - 2016</b>						
GRI	3-3	Management of material topics		43		
GRI	402-1	Minimum notice periods regarding operational changes		43		

GRI Standard - General Disclosures 2021			Location in the Report	Omission		
				Requirement(s) omitted	Reason for omission	Explanation
<b>GRI 403 - OCCUPATIONAL HEALTH AND SAFETY - 2018</b>						
GRI	3-3	Management of material topics		45		
GRI	403-1	Occupational health and safety management system		45		
GRI	403-2	Hazard identification, risk assessment, and incident investigation		45-49		
GRI	403-3	Occupational health services		47		
GRI	403-4	Worker participation, consultation, and communication on occupational health and safety		47		
GRI	403-5	Worker training on occupational health and safety		46		
GRI	403-6	Promotion of worker health		45-48		
GRI	403-8	Workers covered by an occupational health and safetymanagement system		45		
GRI	403-9	Work-related injuries		48		
GRI	403-10	Work-related ill health		45		
<b>GRI 404 - TRAINING AND EDUCATION - 2016</b>						
GRI	3-3	Management of material topics		44		
GRI	404-1	Average hours of training per year per employee		44		
GRI	404-2	Programs for upgrading employee skills and transition assistance programs		44		
GRI	404-3	Percentage of employees receiving regular performance and career development reviews		44		
<b>GRI 405 - DIVERSITY AND EQUAL OPPORTUNITY - 2016</b>						
GRI	3-3	Management of material topics		38-42		
GRI	405-1	Diversity of governance bodies and employees		38-42		
GRI	405-2	Ratio of basic salary and remuneration of women to men		42		
<b>GRI 406 - NON- DISCRIMINATION - 2016</b>						
GRI	3-3	Management of material topics		42, 49		
GRI	406-1	Incidents of discrimination and corrective actions taken		49		
<b>GRI 407 - FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING - 2016</b>						
GRI	3-3	Management of material topics		43		
GRI	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk		43		
<b>GRI 413 - LOCAL COMMUNITIES - 2016</b>						
GRI	3-3	Management of material topics		55, 56		
GRI	413-1	Operations with local community engagement, impact assessments, and development programs		55-58		
<b>GRI 418 - CUSTOMER PRIVACY - 2016</b>						
GRI	3-3	Management of material topics		34		
GRI	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		34		



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## Bitdefender Holding B.V.

### Registered address

174 Maanweg, Building C, 4<sup>th</sup> floor,  
2516AB The Hague, The Netherlands

[office@bitdefender.com](mailto:office@bitdefender.com)

### Corporate headquarters

Orhideea Towers building, floors 10-12,  
15A Orhideelor Street, postal code 060071,  
6<sup>th</sup> district, Bucharest, Romania,

<https://www.bitdefender.com>

