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**intuit**<sup>®</sup>

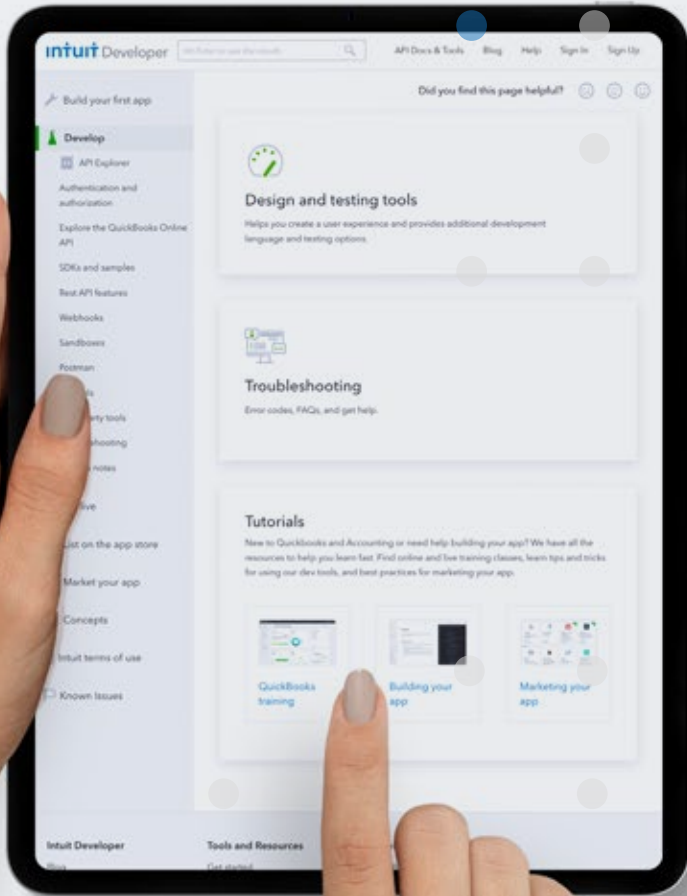
 **turbotax**

 **quickbooks**

 **mint**

2019  
Corporate  
Responsibility  
Report





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**At Intuit, our mission is to power prosperity around the world.**





Sasan Goodarzi

Chief Executive Officer of Intuit

## A WORD FROM OUR CEO

Everyone – no matter who they are, no matter where they live – should have the opportunity to prosper.

Unfortunately, that is not the world we live in. Around the globe, too many people struggle to make ends meet. They worry about their finances. And they are scared they won't have the opportunity to achieve their dreams and live the lives they want.

Today, nearly half the people in the United States live paycheck to paycheck and 40% of Americans can't come up with \$400 in an emergency. And for those that have taken the bold step of going into business for themselves, the challenges are even greater. In the United Kingdom, 57% of small businesses go under within five years and in Canada, approximately 7,000 small businesses go bankrupt every year.

At Intuit, our mission is to power prosperity around the world. We are determined to use the collective strength of our products and our people to make the world a better place, especially for those that need it most.

Across our global platform, we are using the power of technology to help solve people's most important problems. We are proud that our products, including TurboTax, QuickBooks and Mint, help our customers around the world make more money, with the least amount of work, while having complete confidence in their actions and decisions.

We also know there are important ways that Intuit can power prosperity that goes beyond our products. We are a mission-based, values-driven company and

social responsibility is core to who we are. The passion of our people to give back drives our collective actions to help uniquely solve some of the pressing economic issues affecting communities in need.

We have set bold goals for how we will deliver on a mission through our products and our people. We're committed to putting more money in our customers' pockets and helping them to keep it longer – and by so doing double the national household savings rate for customers on our platform. We will help small businesses grow and prosper so we can collectively increase the survival rate of all small businesses on our platform, by 10%. When our communities thrive, we all thrive – and together we prosper.

I am honored and proud to be able to lead a company like Intuit. The activities detailed in this report reflect the enduring commitment of the people at this company to make a positive impact on the world. I am inspired every day by the passion I see in each and every Intuit employee to deliver for our customers and the communities where we all work and live.

I also know tackling economic problems is a complex, difficult path. While we are proud of the progress we've made, there is more work to be done to address critical issues such as job creation and environmental impact. So we will do what we have always done at Intuit – challenge ourselves to dream big, push harder, and continue to come to work every day looking for new and better ways to power prosperity around the world.

*We are dedicated to empowering people to overcome the financial challenges they face so they can achieve their dreams.*

## OVERVIEW

At Intuit, our mission is to power prosperity around the world. Everyone should have the opportunity to prosper, and we deliver on our mission by making an impact through our products and our people, and on the world around us through the actions we take.

Our work to make the world a better place, especially for those who need it the most, is guided by the core values that have been at the heart of the company for over 36 years. The first is *Integrity Without Compromise* – our commitment to doing the right thing, even when no one is watching. The second is *We Care and Give Back* – our commitment to leaving the world a better place than we found it.

To deliver on our mission, we believe we can have the most impact by investing our time and resources in four key areas:

- » Positive environmental impact
- » Job creation for communities in need today and tomorrow
- » Pay and promotion equity
- » Diversity and inclusion

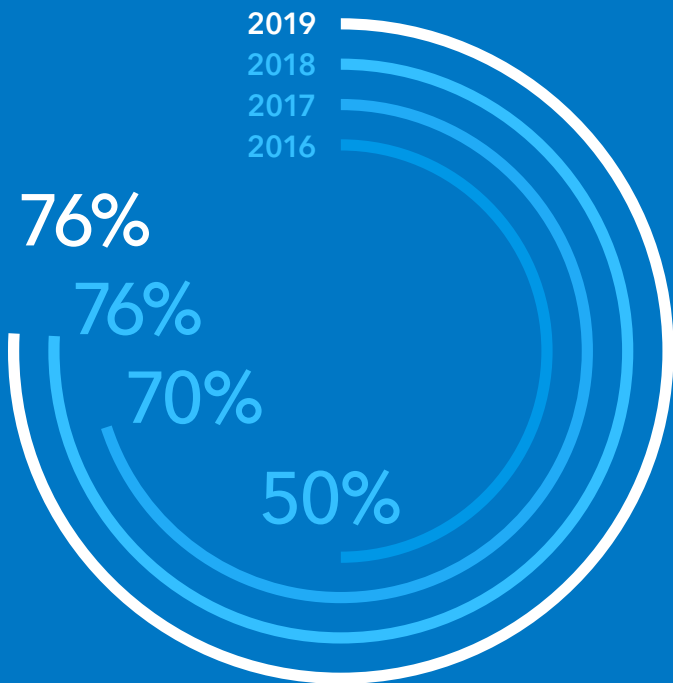
This report describes our approach to investing in each of these four key areas and some of the areas where we are making progress against our goals.

Ultimately, Intuit's ability to power prosperity begins with the talent, passion, and diversity of our employees – and this report also details some of the ways that we are working to create a safe, inclusive and ethical work environment at Intuit so our people can reach their potential and have a meaningful impact.

# HIGHLIGHTS

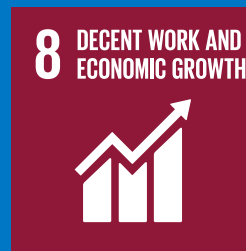
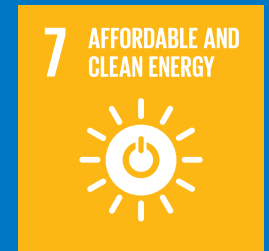


## Electricity from Renewables



## United Nations Sustainable Development Goals (SDGs)

We support the United Nations Sustainable Development Goals (SDGs). We are committed to taking global action and working collaboratively with nonprofits, non-governmental organizations (NGOs) and others in the private sector to address these persuasive issues. Our programs, which are highlighted in this report, are aligned with the SDGs that focus on education, equality for all, and protecting the planet.



## Philanthropic Giving

**\$65M**

Philanthropic spend

**\$54M**

Total value of product donations

**43K**

Employee hours volunteered

## RECOGNITION



### **FORBES**

- World's Best Employers (#33)
- Best Employers for Diversity (#47)

### **FUTURE 50**

- Future 50 Sustainability All Stars (#1)
- Fortune Future 50 (#21)

### **JUST CAPITAL**

- America's Most Just Companies (#12)

### **GREAT PLACE TO WORK INSTITUTE**

- World's Best Workplace (#17)
- Fortune 100 Best Companies to Work For (#24)
- 75 Best Workplaces for Women (#28)

### **PEOPLE MAGAZINE**

- Companies That Care (#15)



*Our new climate-positive goal is to have a negative carbon footprint by 2030.*

## POSITIVE ENVIRONMENTAL IMPACT

Climate change is one of the most pressing issues of our time. The Intergovernmental Panel on Climate Change states that “taken as a whole, the range of published evidence indicates that the net damage costs of climate change are likely to be significant and to increase over time.” Intuit’s mission to power prosperity around the world, especially for those who need it most, starts with caring for our planet and ensuring a safe and healthy future for its inhabitants.

This focus supports one of our foundational values: we believe we are stewards of the future and will do our part to make the world a better place.



*Intuit has also declared its new “50x by 30” goal, representing a bolder approach to climate action.*

Intuit commits to living our values and taking action to care for the planet. By 2015, Intuit became carbon neutral by investing in impactful carbon-offset projects.

In 2019, Intuit earned validation for its core sustainability targets from the Science Based Targets initiative (SBTi).<sup>1</sup> SBTi is a collaboration between CDP, the United Nations Global Compact, World Resources Institute (WRI) and the World Wildlife Fund (WWF). The SBTi validation demonstrates Intuit’s commitment, alongside 200+ other companies, to contribute positively to the global movement for corporate climate action. Moreover, the SBTi verifies and vets each of Intuit’s targets to ensure they are aligned to the latest research and understanding of climate science, thus maximizing impact.

In 2019, Intuit declared a climate-positive “50x by 30” target pursuant to which Intuit will partner with customers, communities and other third parties to reduce worldwide carbon emissions by an amount equal to 50 times Intuit’s 2018 carbon footprint by 2030.

The result will be a CO<sub>2</sub> reduction of 2 million metric tons by 2030, the equivalent of powering 800,000 U.S. homes with renewable energy.

Intuit will continue relying on the partnership and collaboration with non-governmental organizations (NGO), nonprofits and civic organizations to drive collective action and achieve our carbon reduction goals. Our strategy includes sustainability solutions for our employees, customers, communities where we operate, and our partners.

2019 program and partnership highlights include the following:

- » To better align our carbon offset strategy with the top climate change solutions, Intuit partnered with Project Drawdown, a global research organization that identifies, reviews, and analyzes the most viable solutions to climate change.
- » Intuit partnered with National Capital Partners to invest in the first refrigerant-management carbon-offset project in Ghana. According to Project Drawdown, refrigerant management is the most effective solution to reduce greenhouse gases.

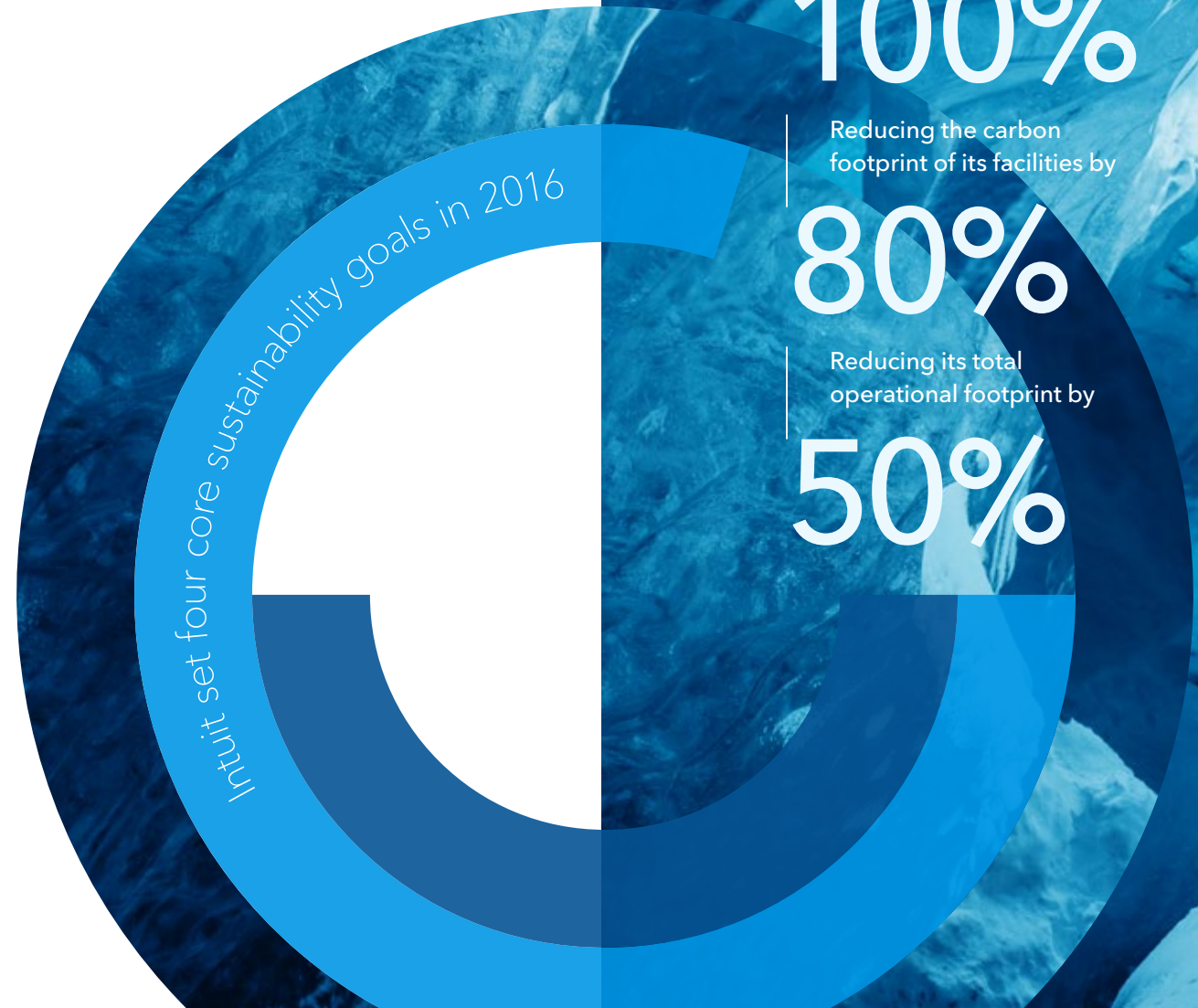


1. Targets adopted by companies to reduce greenhouse gas (GHG) emissions are considered “science-based” if they are in line with what the latest climate science says is necessary to meet the goals of the Paris Agreement – to limit global warming to well below 2°C above pre-industrial levels and pursue efforts to limit warming to 1.5°C.



**Intuit is on track to surpass these goals in 2020, five years earlier than originally projected.**

In 2018, Intuit launched Purely Green, a partnership with Just Energy that provides customers and employees with access to a premium renewable energy product at a competitive price. To date, the Purely Green program has generated demand for approximately 40 million kWh in the state of Texas, equaling nearly half of all the electricity Intuit uses globally in a year. Our impact has gone beyond Intuit, following the announcement of this partnership, other companies like LG Electronics and REI have also partnered in the program to power their buildings with 100% wind power.



*Everyone should have the opportunity to prosper.*

## BRINGING JOBS TO COMMUNITIES IN NEED TODAY AND TOMORROW

Everyone should have the opportunity to prosper, yet rapid technological, environmental and societal shifts are driving rising inequality in communities across the globe. In the United States, one in six Americans live in a distressed community. This results in many talented, hard-working people lacking access to economic opportunities and living the lives they want.

Intuit is committed to bringing jobs and education resources for youth, adults and small businesses to communities in need. Since 2016, Intuit has been moving toward a socially responsible sourcing model as part of its Customer Success Expert Network strategy. We are leveraging the talent in several communities in need across the United States and Canada to better serve our customers.



*For every \$1.00  
Intuit invests in our  
Prosperity Hubs,  
the community  
sees \$1.59 of  
economic activity.*

In 2019, Intuit introduced a Prosperity Hub program, designed to spark economic prosperity for communities of people in need either through sites within the community or remotely. Through the program, Intuit works with customer success partner-employers to hire, train and retain employees who provide domain and product expertise supporting QuickBooks, TurboTax and Mint.

These jobs spark economic growth and fuel small business success. One of the most powerful ways to help small businesses prosper is by connecting them with experts on our platform. When talented, hard-working people are able to access the skills and the expert advice they need, it greatly increases their opportunity to prosper.

Since 2016, Intuit has added over 1,300 new jobs across five locations in Wise, VA; Bluefield, WV; Johnstown, PA; Morristown, TN; and Hazard, KY. Intuit has plans for global expansion in new regional communities and communities of people in need and declared a commitment to adding another 1,500 jobs by 2021.

Preliminary results indicate that job creation across these communities stimulates economic prosperity and community revitalization beyond the jobs themselves. For every \$1.00 Intuit invests in the program, the community sees \$1.59 of economic activity, based on studies of the first two Prosperity Hubs in Wise, VA and Johnstown, PA.

In 2020 and beyond, additional hubs will provide remote jobs and education resources for communities of people in need of opportunities, including people with families in the military and people with disabilities.



*Only 17% of high school students in the United States are required to take a personal finance course to graduate.*

Intuit Education is focused on helping students and entrepreneurs in underserved communities achieve financial security. Only 17% of high school students in the United States are required to take a personal finance course to graduate and only 41% of United States college students feel prepared to enter the workforce. Our strategy is to help students and entrepreneurs achieve financial security and the way we will do that is through entrepreneurship and personal finance education. Our focus in these areas helps build critical 21st century skills needed to be successful in today's innovation economy.





*In FY19, the Intuit Education program supported over 100,000 students and educators.*

## 21st century skills include:

- » Entrepreneurial mindset
- » Collaboration
- » Innovation
- » Problem solving
- » Adaptability
- » Comfort with risk
- » Financial literacy

In 2019, the Intuit Education program supported over 100,000 students and educators. Intuit Education has established strategic partnerships with leading educational personal finance and entrepreneurship organizations to support both physical and virtual global initiatives:

- » In partnership with National Association for Community College Entrepreneurship, Intuit Education developed a Financial Management for Entrepreneurs course to provide the skills needed to effectively manage a small business using QuickBooks Online and other tools.
- » Intuit is currently working with Los Angeles Community Colleges to develop a Design Thinking for Entrepreneurs course. This course will teach the fundamentals of design thinking using the Design for Delight (D4D) methodology, and the application in start-up and small business environments where they need to solve real-world problems and critical resources (people, money, and time) are limited.
- » Intuit has partnered with Network for Teaching Entrepreneurship, Enactus, and Virtual Enterprises to integrate Design for Delight, QuickBooks, and TurboTax into existing semester and year-long entrepreneurship programs.

- » Intuit has partnered with Next Gen Personal Finance (NGPF), Take Charge Today, and Council for Economic Education to integrate Mint and TurboTax simulations into their personal finance curriculum programs that reach over 4 million students each year.

In 2020, Intuit Education will continue to develop 21st century skills by providing:

- » Access to courses and programs, specifically entrepreneurship and personal finance skills.
- » High-quality professional development for educators to feel comfortable teaching and applying these skills.
- » Access to mentors who can provide support and guidance.





*Pay equity is fundamental to inclusivity.*

## PAY AND PROMOTION EQUITY

Everyone should have the opportunity to prosper – and pay equity is fundamental to helping create that opportunity. Intuit aspires to reward, pay and promote our employees equally and close the equity gap that so commonly sets back female, minority, LGBTQ, and disabled employees.

Intuit's equity strategy includes an ongoing pay equity analysis that it conducts twice a year with an independent, outside company. We review each job code where we have enough employees and those employees have the same or similar job duties and compensation mix. We compare base pay by gender and ethnicity, while factoring in location and time spent

in the role. We then make adjustments when there are unexplained statistical differences. As of August 1, 2019, after the adjustments, none of the analyzed job codes had statistically significant differences between employees of different gender or ethnicity.

While our program is designed to address statistically significant differences within a job code, we know aggregate pay ratios can be informative, so we share



*We continue to invest heavily in targeted programs to close the opportunity gaps outside of our own walls and invest in the future of our society.*

that data as well. As of August 1, 2019, women in the U.S. earn on average 99.4 cents for every \$1 men earn, and minority employees earn on average 99.3 cents for every \$1 white employees earn. In India, women earn on average 98.3 cents for every \$1 men earn. In all other countries, women earn on average \$1.02 for every \$1 that men earn.

Our vision to ensure equity does not stop with pay. We are committed to holding ourselves accountable to sustaining pay and promotion equity and transparently sharing our best practices to drive societal and industry-wide improvements.

In 2019, Intuit deployed five new best practices to propel equity internally and externally:

1. We do not ask candidates for salary history in each of our 18 locations globally.
2. We increased the frequency of our pay equity analysis from once to twice a year to better adjust differences in equity in real time.
3. We improved our promotion processes to look at rates of promotion for women.
4. We have standardized rubrics for talent-related decisions, such as hiring and promotions.
5. We continue to invest heavily in targeted programs for women and people of color to close the opportunity gaps outside of our own walls and invest in the future of our society.

*35% of diverse companies outperform homogeneous ones.*

## DIVERSITY & INCLUSION

Intuit cannot fulfill its mission to power prosperity around the world without diversity and inclusion (D&I) – of life experiences, demographics and backgrounds. Innovation thrives when our workforce reflects the composition of our more than 50 million customers and when employees are encouraged to bring their unique experiences, empathy and ideas to work.

Intuit aims higher, and our D&I practices are no exception. We continue to focus on attracting and retaining a talented and diverse workforce that fosters inclusion, inspiration and innovation.

In addition to strengthening the diversity of our workforce, we are making major investments in strengthening our culture of belonging and inclusion. Intuit measures employees' sense of belonging, engagement and

inclusion. In 2019, Intuit introduced its D&I metrics dashboard that is updated monthly and available to all employees. These dashboards enable teams to notice discrepancies in belonging and team composition so adjustments can be made. Intuit holds managers and leaders accountable to actions and inputs that influence these metrics.

We believe in transparency for all of our employees, and the industry at large. That's one of the reasons why our CEO signed the CEO Action Pledge for Diversity and Inclusion. To date, we've shared six case studies that can be accessed by anyone on our best practices for diversity and inclusion, and we have four more studies scheduled to be submitted in early 2020.



*Intuit cannot fulfill its mission to power prosperity around the world without diversity and inclusion – of life experiences, demographics and backgrounds.*



One of these case studies shares our six point D&I strategy, consisting of:

1. Tone at the Top: CEO engagement, goal setting and monitoring, personal stories and role modeling inclusive behavior, integrating D&I practices into our company mechanisms (e.g., leadership awards for D&I accomplishments).
2. D&I Data Strategy: A dashboard for all employees, surveys, and assessments of belonging and inclusion.
3. Talent Life Cycle: Recruiting, retention and growth initiatives for diverse talent including Intuit's return-ship program Intuit Again.
4. Building Capability: Training all leaders in how to lead inclusively, and training all employees on ally-ship, unconscious bias, and creating a culture of belonging.
5. Telling Our Story: Sharing a video series for all employees (Spirituality in the Workplace, Mental Wellbeing, Disabilities Etiquette 101), including the CEO's story of being an immigrant and overcoming bias.
6. Belonging and Engagement Initiatives: Our 11 employee resource groups (ERGs) and We Care and Give Back program are focused on skills-based employee volunteerism and community service.

In 2019, Intuit represented the private sector at the United Nations Commission on the Status of Women (UNCSW), where its Chief D&I Officer called for a more collaborative approach to the systemic societal issues we're facing. Intuit believes it is the role of corporations to make social investments and impact in order to strengthen the diversity of future and current talent in our communities.

Today, only 27% of technologists at Intuit are women. In order to address this underrepresentation, Intuit invests in STEM education programs – including Girls Who Code, the National Center for Women & Information Technology, AnitaB.org, YesWeCode, Management Leadership for Tomorrow, and many other non-profits – to strengthen the diverse talent pool available to Intuit and other companies over time.

## GRI/SASB INDICES

This report has been produced using the Global Reporting Initiative (GRI) Standards. While many of the disclosures are in alignment with this framework at the Core level, this is a GRI-referenced report.

The Sustainability Accounting Standards Board (SASB) is dedicated to improving the effectiveness and comparability of corporate disclosure on environmental, social and governance (ESG) factors. The disclosures to follow reference the SASB Standards for the Consumer Finance as well as Software & IT Services sectors, and can be found in conjunction with the related GRI disclosures throughout this report.

# GRI

# SASB



# General Disclosures

Unless otherwise stated, all references to years in this report refer to Intuit's fiscal year, which covers the period from August 1–July 31.

## Organizational Profile

### GRI 102-1

Organization name (Core)

### GRI 102-2

Primary brands, products, and services (Core)

### GRI 102-3

Headquarters location (Core)

### GRI 102-4

Location of operations (Core)

### GRI 102-5

Ownership and legal form (Core)

### GRI 102-6

Markets served (Core)

Intuit is the proud maker of TurboTax, QuickBooks and Mint. We are a mission-driven, global financial platform company that gives everyone the opportunity to prosper. Our platform and products help customers get more money with the least amount of work, while giving them complete confidence in their actions and decisions. Our innovative ecosystem of financial management solutions serves more than 50 million customers worldwide. Please visit us for the latest news and in-depth information [about Intuit](#) and its brands and find us on [social](#).

Primary brands, products and services: QuickBooks, TurboTax, ProConnect, Mint, and Turbo

#### Headquarters:

Intuit Inc.  
2700 Coast Avenue  
Mountain View, California 94043

See [here](#) for Intuit's locations.

Founded in 1983, Intuit is publicly traded on the Nasdaq Global Select Market under the ticker "INTU" and our headquarters is in Mountain View, California. Today, Intuit has approximately 9,400 employees in major offices in the United States, Canada, India, the United Kingdom, Israel and Australia.

### GRI 102-7

Scale of the organization (Core)

#### Intuit Overview

	2017	2018	2019
Revenue	\$5.2B	\$6.0B	\$6.8B
Employees	8,200	8,900	9,400

## Strategy

### GRI 102-14

CEO Letter (Core)

Please see the letter from our President and CEO on page 3.

## Ethics & Integrity

(Material topic: Ethical practices)

### GRI 102-16

Values, principles, standards, and norms of behavior (Core)

All of our work is guided by the core values that have been at the heart of the company for over 35 years. The first is *Integrity Without Compromise* – our commitment to doing the right thing, even when no one is watching. The second is *We Care and Give Back* – our commitment to leaving the world a better place than we found it.

Intuit is committed to fostering a safe, ethical and inclusive environment where employees can do the best work of their lives. We expect everyone at Intuit to act with integrity, follow the law and our policies, ask for help and report concerns. We also expect everyone at Intuit to use good judgment and be open, honest and transparent in all they do for Intuit. Intuit has a Code of Conduct & Ethics that is applicable to all employees, which can be found [here](#). In addition, we have a separate Code of Ethics that applies to all of our Board members, which can be found [here](#). The Audit and Risk Committee of the Board has oversight responsibility for our ethics and compliance program, including our Code of Conduct & Ethics and the Board Code of Ethics. Intuit's General Counsel has operational responsibility for our ethics compliance program, which requires our workforce to take regular ethics training.



# POWERING PROSPERITY AROUND THE WORLD

MISSION

VALUES

### Integrity Without Compromise

Be Bold | Be Passionate | Be Decisive

### We Care & Give Back

Learn Fast | Win Together | Deliver Awesome

2025 GOALS

### Prosperity

Double household savings rate and improve SMB success rate > 10 pts vs. industry

### Reputation

Best-in-class on Forbes' Most Reputable Companies list

### Growth

>200M customers, accelerating revenue growth

TRUE NORTH GOALS

### Employees

Where the world's top talent does the best work of their lives

### Customers

Delight customers more than rivals in what matters most

### Partners

Delight partners who add value to our customers

### Shareholders

Drive long-term growth, increasing shareholder value

STRATEGY

## One Intuit Ecosystem

Unlocking the power of many for the prosperity of one

BIG BETS

### Revolutionize speed to benefit

### Connect people to experts

### Unlock smart money decisions

### Be the center of small business growth

### Disrupt the small business mid-market

METRICS

- **Clean Data:** Time to identify customer, top task instrumentation
- **Never Enter Data:** Users able to import prior payroll, W-2 & 1099X imported, QBO prospects measured
- **Accelerate AI:** Receipts extracted automatically (doc. understanding)

- **Customers:** Expand TTL + QBL Customers
- **Retention:** TTL, QBO 90 day retention for customers with Live (QBL)
- **PRS:** TTL, QBL, Full-Service Payroll
- **First time use:** Start to Income (TTL); Sched. 1<sup>st</sup> appt. prior to sign up (QBL)
- **Revenue:** Increase YoY Growth in revenue

- **Customers:** Increase Mint + Turbo MAU
- **Retention:** Mint, Turbo
- **PRS:** Mint, Turbo, Partners
- **First time use:** Add FI accounts /credit score (Mint); Mobile app login within 7 days of first use (Turbo)
- **Revenue:** Increase Smart Money revenue

- **Customers:** Expand product based customers
- **Retention:** % of dashboard users weekly active
- **PRS:** QBO product based businesses
- **First time use:** Omnichannel retailers on large platforms connecting 1+ channels to QBO within 90 days
- **Revenue:** Increase QBO Accounting US revenue

- **Customers:** Expand QBO Advanced customers
- **Retention:** 90 day
- **PRS:** QBO Advanced
- **First time use:** % of customers engage with a High Value Account Manager in the first 30 days
- **Revenue:** Increase QBO Advanced revenue

**GRI 102-17****Mechanisms for advice and concerns about ethics**

Our workforce has many channels to receive ethics advice or report ethics concerns, including a 24-hour hotline available to our U.S. and non-U.S. workforce operated by an independent third party. Our workforce is encouraged to seek ethics advice from company leadership, human resources and the legal and compliance organization. Intuit has a strict non-retaliation policy for the reporting of ethics violations or other concerns.

We also expect our business partners, suppliers, contractors and agents to abide by similar values and standards and to act with integrity and in accordance with applicable laws, rules and regulations. You can learn more about our Supplier Responsibility [here](#):

## Governance

**GRI 102-18****Governance structure of the organization (Core)**

Intuit strives for excellence in its governance practices. Intuit's Board of Directors believes that a diverse and experienced Board is critical for reaching sound decisions that drive shareholder value. Intuit's Board is composed of 11 members of varying tenures, ages, genders, ethnic backgrounds and professional experiences. We pride ourselves on our balanced and diverse Board composition, our ability to recruit new Board members, our robust annual Board and committee self-evaluation process, the transparency of our financial performance and strategy, and the two-way dialogue we work to maintain with our shareholders. A majority of our Board, and all members of its standing committees, are independent. The key practices and procedures of our Board of Directors are outlined in our [Corporate Governance Principles](#), and members of Intuit's board operate under our [Board Code of Ethics](#), both of which are reviewed annually by the Board and are publicly available.

See "Board Leadership Structure" on page 11 of [Intuit's Proxy Statement](#) filed on 11/27/19. Additionally, committee charters and members are noted [here](#):

**GRI 102-19****Delegation of responsibility**

See "Board Oversight of Risk" on page 10 of [Intuit's Proxy Statement](#) filed on 11/27/19.

The Board oversees Intuit's risk management program and delegates certain risk oversight responsibilities to its committees. Management is responsible for balancing risk and opportunity in support of Intuit's objectives, and carries out the daily processes, controls and practices of our risk management program, many of which are embedded in our operations.

Our Enterprise Risk Management ("ERM") program covers the full range of material risks to Intuit, including strategic, operational, financial, compliance and reputational risks. Intuit's Chief Compliance Officer, who reports to our General Counsel, facilitates the ERM program as part of

our strategic planning process. As part of our ERM process, management identifies, assesses, prioritizes and develops mitigation plans for Intuit's top risks. These plans are reviewed annually with the full Board.

**GRI 102-20****High-level accountability for sustainability topics**

Corporate Responsibility is overseen by CeCe Morken, Executive Vice President, Strategic Partner Group. Ms. Morken reports to the Chief Executive Officer, Sasan Goodarzi.

**GRI 102-21****Access to the board**

See "Stakeholder Engagement Process" on page 18 of [Intuit's Proxy Statement](#) filed on 11/27/19.

**GRI 102-22****Composition of the board and its committees**

See "Board Responsibilities and Structure" and "Board Leadership Structure" on pages 10-11 of [Intuit's Proxy Statement](#) filed on 11/27/19 for the Board composition. Also see "Our Board Nominees" on pages 21-27 for board biographies.

**GRI 102-23****Chair of the highest governance body**

See "Board Leadership Structure" on page 11 of [Intuit's Proxy Statement](#) filed on 11/27/19.

**GRI 102-24****Board nomination and selection processes**

See "Qualifications of Directors" on page 13 of [Intuit's Proxy Statement](#) filed on 11/27/19.

When evaluating candidates for director, the Nominating and Governance Committee considers the full range of skills it has determined should be represented on the Board. The committee also considers other factors, such as independence, diversity and other qualities that may contribute to the Board's overall effectiveness. The committee may engage third-party search firms to assist in identifying and evaluating Board candidates.

Although our nomination policy does not prescribe specific standards for diversity, the Board and the Nominating and Governance Committee do seek nominees with a diverse set of skills that will complement the skills and experience of our existing directors and provide an overall balance of perspectives and backgrounds. In selecting nominees, the committee therefore looks for individuals with varied professional experience, backgrounds, knowledge, skills and viewpoints in order to build and maintain a group of directors that, as a whole, provides effective oversight of the management of the company. As part of its annual evaluation process, the committee assesses its ability to build an effective and representative board.

**GRI 102-25****Board conflicts of interest**

See “Transactions with Related Persons” on page 20 and “Director Independence” on page 13 of [Intuit’s Proxy Statement](#) filed on 11/27/19. As of 10/31/19, no natural person owned more than 5% and no institutional shareholder owns more than 10%.

**GRI 102-26****Board and executive roles**

See “The Board’s Role” on page 10 of [Intuit’s Proxy Statement](#) filed on 11/27/19.

The Audit and Risk Committee has oversight responsibility for our ethics compliance program, including our Code of Conduct & Ethics and the Board Code of Ethics.

The Compensation and Organizational Development Committee has oversight responsibility for workforce development matters, such as employee engagement, retention, diversity and inclusion, and pay equity.

The Nominating and Governance Committee has oversight of our corporate responsibility practices, including ESG matters.

**GRI 102-27****Board ESG Knowledge**

Each committee receives updates (at least annually) on Intuit’s ESG strategy, goals and progress.

**GRI 102-28****Board performance**

See “Board Evaluation Process” on page 14 of [Intuit’s Proxy Statement](#) filed on 11/27/19.

**GRI 102-31****Frequency of board review**

The Compensation and Organizational Development Committee receives update on Diversity & Inclusion twice a year. The Nominating and Governance Committee receives ESG updates twice a year. The Audit Committee receives conflict of interest (related person transactions) updates quarterly.

**GRI 102-32****Report review**

The Nominating and Governance Committee is informed of the Corporate Responsibility Report topics.

**GRI 102-35****Remuneration policies for the board and senior executives**

See “Director Compensation” on pages 28–32 and “Compensation Discussion and Analysis” on pages 35–57 of [Intuit’s Proxy Statement](#) filed on 11/27/19.

**SASB 270a.1****Percentage of total employee remuneration that is variable and linked to the amount of products and services sold**

See “Compensation Discussion and Analysis” on pages 35–57 of [Intuit’s Proxy Statement](#) filed on 11/27/19.

**GRI 102-38****CEO/employee pay ratio**

See “CEO Pay Ratio” on page 73 of [Intuit’s Proxy Statement](#) filed on 11/27/19. 2019 CEO pay ratio was 114:1.

**GRI 102-39****CEO/employee pay increase ratio**

2019 CEO pay ratio was 114:1, 2018 ratio was 143:1.

## Stakeholder Engagement

**GRI 102-40****Stakeholder engagement (Core)**

Intuit’s four key stakeholder groups:

- Employees: Where the world’s top talent does the best work of their lives
- Customers: Delight customers more than rivals in what matters most
- Partners: Delight partners who add value to our customers
- Shareholders: Drive long-term growth, increasing shareholder value

**GRI 102-42****Stakeholder identification (Core)**

Stakeholders are part of our “True North,” the system we use to run the company, used to solve for both short- and long-term success across our stakeholders.

True North is grounded in two principles: stewardship and stakeholders. Stewardship is the accountability we have for short and long. Said another way, delivering the best results we can in the current 12-month period while making decisions today that leave the company stronger

for the generation who will follow us. And stakeholders are being clear about who we serve and who we won't serve. We serve employees, customers and partners and shareholders, and we have a clear definition of success underneath each of those labels. And we also have a set of metrics we use to measure our progress.

### GRI 102-43

#### Approach to stakeholder engagement (Core)

- **Employees:** We frequently engage with our employees and seek their feedback. The primary methods of engagement include monthly check-ins, company-wide surveys, and quarterly all-hands.
- **Customers:** We have a long history of engaging with our customers, both to understand their biggest needs and to measure our success with addressing those needs with the products we provide.
- **Partners:** We focus on value co-creation with our key partners, who include accountants, developers, financial institutions, mega platforms, educational institutions and governments. Similar to our customers, we measure NPS of partners on a regular basis, as a gauge of their satisfaction with our relationship.
- **Shareholders:** Intuit regularly engages with stockholders to better understand their perspectives. During 2019, we held discussions with many of our largest stockholders during scheduled events, including our 2019 Annual Meeting of Stockholders and annual investor day, as well as in regularly held meetings throughout the year.

## Reporting Practice

### GRI 102-45

#### Entities included in financial statements (Core)

See "Exhibit 21.01" of [Intuit's Form 10-K](#) for the year ended July 31, 2019.

### GRI 102-46

#### Defining report content and topic boundaries (Core)

The Corporate Responsibility (CR) leadership team sets the strategic agenda and develops specific programs and initiatives across the company and reports periodically to senior management about progress against philanthropic and CR goals. The CR team works across internal stakeholders and functions and connects external stakeholders with the company's mission and purpose in ways that benefit our employees, our business and our global communities.

### GRI 102-47

#### Material Aspects included (Core)

In fiscal 2019, we undertook an assessment to identify the corporate responsibility topics that are most significant to Intuit:

- Greenhouse Gas Emissions
- Energy Management
- Financial Education & Inclusion
- Employee & Board Diversity
- Recruitment & Retention
- Pay Equity
- Risk Management
- Product Accessibility
- Privacy & Data Security
- Ethical Practices

We worked with external experts and internal stakeholders to help define the issues, which formed the foundation for this corporate responsibility report and our overall corporate responsibility strategy. We plan to update this analysis periodically.

### GRI 102-50

#### Reporting period (Core)

Fiscal year 2019 covers the period August 1, 2018 to July 31, 2019.

### GRI 102-51

#### Date of most recent report (Core)

October 31, 2018.

### GRI 102-52

#### Reporting cycle (Core)

Annually.

### GRI 102-53

#### Report contact (Core)

David Zasada, Vice President Corporate Responsibility & Education.

### GRI 102-54

#### Claims of reporting in accordance with the GRI Standards (Core)

This report has been produced using the Global Reporting Initiative (GRI) Standards (2016). While most of the disclosures are in alignment with this framework at the Core level, this is a GRI-referenced report.



# Economic

## Economic Performance

### GRI 201-1

#### Direct economic value generated and distributed

See "Selected Financial Data" in [Intuit's Form 10-K](#) for the year ended July 31, 2019.

### GRI 201-2

#### Financial implications and other risks and opportunities due to climate change

See Intuit's CDP report submission [here](#).

## Indirect Economic Impacts

### (Material topic: Financial education and inclusion)

#### Management Approach

Explanation of the topic, how it's managed, and mechanisms for evaluating the effectiveness of the company's strategy.

We are a global financial platform company with products including [TurboTax](#), [QuickBooks](#), [Mint](#) and [Turbo](#), designed to empower consumers, self-employed and small businesses to improve their financial lives. Our platform and products help customers get more money with the least amount of work, while giving them complete confidence in their actions and decisions. Our innovative ecosystem of financial management solutions serves more than 50 million customers worldwide.

### GRI 203-1

#### Infrastructure investments and services supported

#### Intuit Financial Freedom Foundation

The Intuit Financial Freedom Foundation (IFFF) is Intuit's charitable organization dedicated to programs and partnerships that promote financial literacy and independence among consumers, small businesses and the self-employed who could most benefit. Through IFFF, Intuit donates its software and resources to empower people, and the organizations and communities that serve them, so they can achieve better money outcomes.

IFFF was created in 2002 with a focus on tax philanthropy, which continues to be the cornerstone of its work. At Intuit we have long supported the empowerment of individual

taxpayers to manage their own finances, including preparing their own tax returns so they receive every dollar they've earned and deserve. For those living with lower incomes, unlike any other point during the year, tax time is a moment to help them improve their financial lives. For many, their tax refund is the biggest paycheck every year and presents an opportunity to help them take positive actions to ensure greater financial wellness, such as increasing savings or applying it to other financial goals. A priority of the Foundation is to empower those who need it the most to prepare and file their tax returns with free IRS-sponsored programs, like the IRS Free File program, where they can use our donation of TurboTax, and to connect to programs that help them maximize their tax refund.

#### TurboTax Donations and Free File Programs

In 2020 Intuit will enter its 22nd consecutive tax season of donating TurboTax to lower- and middle-income taxpayers; the last 16 of those tax seasons has been through Free File. Free File, which is modeled after Intuit's pioneering philanthropic efforts, gives taxpayers with the lowest Adjusted Gross Income (AGI) the option of choosing versions of online tax preparation software from multiple private companies that they can find exclusively on the IRS or State Departments of Revenue websites. A formal agreement between industry and the IRS ensures the tax software products are vetted, completely free to eligible taxpayers and provided at no cost to the government.

In 2019, Intuit donated 2.3 million federal and state returns to lower-income taxpayers through the IRS and state Free File programs.

Intuit's support to lower-income taxpayers is extended through the IFFF's partnerships and programs. Since 2002 IFFF has provided more than \$18 million to industry trade groups, local IRS Volunteer Income Tax Assistance (VITA) programs, community-based organizations, and national tax assistance associations. Some of the 2019 initiatives with these valued partners are described below.

#### Tax Time Allies

IFFF founded and sponsors Tax Time Allies (TTA), a growing movement of public, private and nonprofit groups and organizations working to empower taxpayers to take control of their finances and save more of their hard-earned money. Some Allies, like Intuit, create and donate software so people can confidently file their taxes on their own and receive every dollar they deserve. Some Allies, like VITAs, drive programs that connect people with trained volunteers who prepare their tax returns for them. Some help families learn how to invest part of their tax refund so they can increase savings for financial stability. What unites Allies? A shared mission of helping those who need the most access to free IRS sponsored taxpayer assistance programs and opportunities to invest in their financial well-being.

More than a dozen national, state and local organizations – including VITAs, Asset Building Coalitions, the National Library Association, etc. – became founding members of Tax Time Allies in time for Tax Year 2018, identifying as an Ally on their web sites and in their communications materials. IFFF's Tax Year 2018 national Tax Time Allies digital outreach on Facebook and web banner ads resulted in 117 million impressions and almost 800,000 clicks directly to the IRS Free File website. IFFF also drove a special campaign to reach Free File eligible government workers impacted by the government shutdown.

### Tax Time Savings

Tax refunds are often the single biggest source of income families receive all year – and often the best opportunity they have to do things like reduce their debt, increase their savings, fund their education or acquire other essential goods or services. And because tax refunds have the potential to positively affect so many lives, IFFF partners with organizations like SaverLife which helps thousands of people pledge and maintain the habit of savings. In 2019, 45,000 individuals pledged to save \$60 million of their tax refunds. This was a 5x increase in pledges from 2018. Pledging makes a significant impact on people saving their refunds. 23% of savers who pledged to save deposited their refund into a savings account, versus 9% for the entire saver population.

### Product Donations (#)

	2017	2018	2019
QuickBooks	39,405	126,043	105,341
TurboTax Freedom Edition	2,328,530	2,315,743	2,256,580
ProConnect	111	65	65
Lacerte	26	11	11

### Cash Giving

	2017	2018	2019
Donation Matching & Grant	\$2.5M	\$2.7M	\$2.5M
Intuit Financial Freedom Foundation	\$3.3M	\$3.8M	\$4.0M

Intuit also supports organizations that help prepare young people on their path to prosperity, such as the Jump\$tart Coalition for Personal Financial Capability, a coalition that seeks to advance the financial literacy of preschool through college-age youth.

### GRI 203-2

#### Indirect economic impacts

In 2019, we donated more than 2.3 million federal and state tax return filings to lower income taxpayers through Free File programs. We donated QuickBooks products to over 105,000 non-profits, small-business development centers, and educational institutions in the United States and Canada.

During 2019, Intuit employees volunteered over 43,600 hours and donated over \$4.8 million to charitable organizations, including Intuit's match.

#### "We Care and Give Back":

Our employees actively serve in the communities where they live, work and do business. It's a vital part of the Intuit culture. We support their passions through programs that provide paid volunteer time and match the generosity of their contributions. We provide employees with four days of paid time off to volunteer for charities in their local communities.

The We Care and Give Back program helps us deliver on our commitment to serve the communities in our locations around the world. Intuit matches donations by employees to approved non-profit charities up to country-specific amounts. In the United States, We Care and Give Back is supported by the Intuit Foundation, a non-profit organization that promotes, enhances and finances employee-led charitable activities. Through the Intuit Foundation, contributions by United States employees to any cause they select among vetted 501(c)(3) nonprofits are matched up to \$5,000.

### Intuit Foundation Giving

	2017	2018	2019
Donation Matching & Grants	\$2.5M	\$2.7M	\$2.5M

During our Week of Service, We Care and Give Back's signature program, Intuit's global employees volunteered over 15,500 hours of service and donated more than \$179,000, including Intuit's donation match, in calendar year 2019. Health and human services and education were the top areas of employee donations and matching donations in 2019.

Intuit hosted 13 donation matching campaigns in 2019 supporting disaster relief efforts around the world for flooding, wildfires, gun violence and the government shutdown. Intuit employees contributed over \$166,000, including match, to disaster support charities in 2019.

### Global Education Programs

Intuit's signature education initiative in India is the Educating a Girl Child Project. Since 2017, this unique program has supported the education of over 215 girls in India. For every female employee who joins Intuit India, Intuit sponsors the educational support for one girl. The project was awarded the "Best CSR Project" in the Education and Women Empowerment category by India CSR – India's largest CSR network.

The Gurukul Project seeks to support underprivileged youth in India and provide assistance with industry-specific skill development and job placement. Students in the program are trained in customer care support, retail sales, and cosmetology. It's a complete residential program of 90 days where accommodation, food, training and placements for students happen free of cost. Since 2018, Intuit has supported over 250 youths through the Gurukul Project.

### Product Accessibility

Our products help customers gain independence and create financial health, and those features are uniquely suited to meet the needs of the disability community. We have a designated team that helps us track the status of accessibility globally. Each month, the team conducts a weekly scan for all projects, and when they identify a drop in the accessibility score, they contact the product owners and stakeholders to identify solutions.

Intuit is working to integrate accessibility into all our products from the first stages of development. We've also made adjustments to existing products that improve accessibility, including adaptations that make QuickBooks accessible to people who are visually impaired and make it easier for hearing-impaired entrepreneurs to find accountants that communicate with sign language.

Throughout our company, we're raising awareness in boot camps and team meetings that help employees understand how to address the needs of the disabled in product design. The Intuit Abilities Network provides further support and awareness for our employees, or those with family members that have a disability. Intuit also partners with other companies and organizations to further global accessibility. And while products are important, we believe our people come first.

### Project Backyard

Project Backyard is a coalition of innovative companies focused on accelerating solutions to make the Bay Area a thriving community for all people – together, we are a collective force that can dream big and partner to address the region's most intractable problems: affordable housing, food insecurity, and skill development. Intuit has supported this coalition since its inception through funding and programmatic support. Project Backyard has a portfolio of projects designed to support and strengthen the communities in which many of us work and live.

### The One Intuit Military Program

We are building the One Intuit Military Program as part of our commitment to create job opportunities and financial empowerment for military families and veterans through programs woven throughout the fabric of our company. Our belief is that veterans and military spouses provide a source of unique skills and talent. Our desire is to compete for that top talent, while honoring those who served.

Intuit's mission through this program consists of:

- Continuing our commitment to honor veterans service and sacrifice
- Recognizing that members of the military provide a source of unique skills and talent
- Showcasing our desire to compete for top talent among veterans and military spouses
- Establishing relationships with veterans as both current and future customers

### Support of U.S. Federal Workers

In 2019, Intuit donated \$2 million to food banks in Alaska, Hawaii, Maryland, New Mexico, Virginia, Washington D.C. and West Virginia. These donations were focused on the regions that are most impacted by the government closure, supporting federal workers and the communities where they live and work.

### Tech Women @ Intuit

Tech Women @ Intuit, or TWI, is Intuit's global initiative to recruit, retain, and advance technical women at all career stages. TWI offers a full lineup of events and professional development resources to give prospective employees an insight into our corporate culture, and existing employees opportunities to grow their careers. As an example, Intuit always has a significant presence at the Grace Hopper Celebration, the world's largest gathering of women technologists. We send more than 100 employees to attend the conference annually. Intuit had 15 presenters at the 2019 conference and more than 1,900 people visited our booth during the event.

### Intuit Again Returnship

The Intuit Again program brings technical women back into the workforce after a break in service for caregiving purposes. Intuit launched the program in partnership with Path Forward, a nonprofit organization whose mission is to empower people to restart their careers. Intuit currently operates the Intuit Again program in the United States, where we partner with Path Forward, and in India, where we run our program independently. The first U.S. cohort in Spring 2018 included seven software developers and data scientists; Intuit hired all of them after they participated in the 16-week returnship program. The second and third U.S. cohorts achieved a 67% conversion rate, bringing the total program conversion rate to 79%. The program will expand to San Diego in 2020.

# Environmental

## Energy

(Material topic: Energy management)

### Management Approach

Explanation of the topic, how it's managed, and mechanisms for evaluating the effectiveness of the company's strategy.

Environmental sustainability at Intuit is driven by a three-pronged strategy of boosting energy efficiency internally, investing in renewable energy, and buying carbon offsets. Consistent with our operating values, we have charted an ambitious path toward becoming the most environmentally sustainable company we can be. We are taking the same values-based approach to sustainability that shapes our products every day. Intuit focuses on sustainability in our communities around the world. This focus is important to Intuit for operational efficiency, attracting and retaining employees, and strengthening our shareholder value.

We are dedicated to serving and improving the communities where we operate – and there is no greater community than the planet we all share. This belief drives our strong sense of responsibility to build a sustainable future and help make sure that the planet will be here for generations to come. As a company, we're focused on managing our own environmental footprint, and achieved carbon neutrality for our worldwide operations since 2015 by internally boosting energy efficiency, investing in renewable energy, and buying carbon offsets.

### GRI 302-1

Energy consumption within the organization (Scopes 1 + 2)

### GRI 302-2

Energy consumption outside the organization (Scope 3)

### SASB 130a.1

Total energy consumed, percentage grid electricity, percentage renewable

### SASB 130a.3

Discussion of the integration of environmental considerations into strategic planning for data center needs

### Energy Use (Joules)

	2018	2019
Scope 1	7.0218 e <sup>+13</sup>	N/A
Scope 2	2.5894 e <sup>+14</sup>	N/A
Scope 3		
Total	3.2916 e <sup>+14</sup>	N/A

### Renewables

	2017	2018	2019
Electricity from renewable sources	70%	76%	76%
Progress toward 100% goal	70%	76%	76%

We have invested in on-site solar installations in Mountain View, Tucson and San Diego. Our Plano campus purchases 100 percent of its electricity from an off-site wind farm, and as of January 2017, our global headquarters in Mountain View purchases 100 percent of its electricity from an off-site wind farm.

### GRI 302-3

Energy intensity

### Energy Intensity

	2017	2018	2019
Revenue	N/A	\$6B	N/A
Energy use (Joules)	N/A	3.2916 e <sup>+14</sup>	N/A
Energy intensity (Joules/Revenue)	N/A	54,860	N/A

## Emissions

(Material topic: Greenhouse gas emissions)

### Management Approach

Explanation of the topic, how it's managed, and mechanisms for evaluating the effectiveness of the company's strategy.

Intuit has achieved carbon neutrality for our worldwide operations since 2015.

Our strategy to reduce carbon emissions focuses first on using less energy. Then we look for cleaner alternatives to the energy we do use. Lastly, we offset the emissions we have not been able to eliminate by supporting projects that prevent the release of greenhouse gases.

Intuit has aligned its carbon offset strategy to align with Drawdown's list of most impactful solutions for climate change, including investing in clean cookstoves, protecting endangered forests, and investing in a first of its kind [refrigerant management project in Ghana](#).

### Sustainability Goals

#### All Operations

Goal: Reduce our carbon footprint throughout all operations by 50 percent by 2025

Metric	2016	2017	2018	2019
% GHG Emission Reduction from 2012 Baseline	34%	43%	47%	N/A
Progress to Goal	68%	86%	94%	N/A

#### Our Buildings

Goal: Reduce our building's carbon footprint by 80 percent by 2025, as compared to 2012

Metric	2016	2017	2018	2019
% GHG Emission Reduction from 2012 Baseline	53%	64%	73%	N/A
Progress to Goal	66%	80%	91%	N/A

## Renewable Energy

Goal: 100 percent renewable electricity by 2030

Metric	2016	2017	2018	2019
% Used Electricity Generated from Renewable Sources	50%	70%	76%	76%
Progress to Goal	50%	70%	76%	76%

## Waste Reduction

Goal: Divert 90 percent of our waste by 2020

Metric	2016	2017	2018	2019
Waste Diverted	70%	70%	72%	76%
Progress to Goal	78%	78%	80%	84%



**GRI 305-1**

Direct GHG emissions (Scope 1)

**GRI 305-2**

Indirect GHG emissions (Scope 2)

**GRI 305-3**

Other indirect GHG emissions (Scope 3)

**GRI 305-4**

GHG emissions intensity

**GRI 305-5**

Reduction of GHG emissions

**Greenhouse Gas Emissions (MT CO<sub>2</sub>e)**

	2017	2018	2019
Scope 1	3,176	2,045	N/A
Scope 2	9,682	7,622	N/A
Scope 3	28,346	28,459	N/A
Total	41,204	38,126	N/A

**GHG Intensity**

	2017	2018	2019
Revenue (\$)	\$5.2B	\$6.0B	N/A
Total GHGs (MT CO <sub>2</sub> e)	12,858	9,630	N/A
GHG Intensity (MT CO <sub>2</sub> e/Revenue)	0.0000024727	0.000001605	N/A

See Intuit's CDP report submission [here](#).**Effluents & Waste****GRI 306-2**

Waste by type and disposal method

**Waste Reduction**

Our goal is to divert 90 percent of our waste by 2020. As of 2019, Intuit diverts 76 percent of its waste from entering landfills through recycling and composting. Waste is our most visible environmental impact. We're working to reduce the thousands of single-use items we use every day, such as paper cups and food containers. Intuit is reimagining our waste-reduction journey by using rapid experimentation at our campuses, applying the same consumer-driven innovation approaches we use to develop our products.

**Waste**

	2017	2018	2019
% Waste Diverted	70%	72%	76%
Progress to Goal	78%	80%	84%

# Social

## Employment

(Material topic: Recruitment and retention)

### Management Approach

Explanation of the topic, how it's managed, and mechanisms for evaluating the effectiveness of the company's strategy.

The greatest strength of Intuit is its people. Our employees are fueled by a passion to serve our global customers and communities. As a company, we strive to create a culture where employees are inspired to take action and make a positive difference.

### GRI 401-2

Benefits provided to full-time employees

### GRI 401-3

Parental leave

See Intuit's benefits [here](#).

## Training & Education

(Material topic: Recruitment and retention)

### Management Approach

Explanation of the topic, how it's managed, and mechanisms for evaluating the effectiveness of the company's strategy.

### Unstructured Time

Intuit gives employees up to 10 percent of their time to pursue a passion project through our Unstructured Time program. Some employees use this time to solve new customer problems, others utilize it to improve internal processes or learn new skills. We give employees complete autonomy to elect how they use Unstructured Time because our goal is to unleash their creativity. This program allows employees to tap into their passions and accelerate innovation and customer delight.

### Design for Delight (D4D)

Our secret sauce for innovation is Design for Delight (D4D), our way of looking at design thinking. This system starts with deep customer empathy on the pain point they are experiencing, then goes broad in seeking possible solutions, and then uses rapid experimentation and data to ultimately land on a solution. To develop empathy, we encourage our employees to know our customers – watch them, listen to them, visit their homes and workplaces – so they can discover and solve important customer problems. D4D is vital because it provides the entire company with a common framework for building great products and it allows the best ideas to rise to the top. Innovation Catalysts Intuit has a community of over 400 people driving D4D around the world, who support projects ranging from product design to social impact in underserved communities.

### Horizon Innovation Program (HIP)

Intuit introduced our new HIP program to employees in 2018. HIP provides dedicated funding for full-time teams and a way for our company to scale up new offerings. If an employee has an idea for a new product or service and a passionate, entrepreneurial team to create it, HIP is a way for them to make it happen. The program is open to any Intuit employee, and in 2019, HIP delivered its first two employee-powered ventures. These upstart ventures could potentially scale to become new businesses that will help Intuit in its mission to “Power Prosperity Around the World.”

### GRI 404-2

Programs for upgrading employee skills and transition assistance programs

The [Intuit Again](#) program is designed to be a pathway into a full-time career allowing technologists to work on a team to refresh their skills and apply the newly learned skills in a supportive, structured 16-week program.

### GRI 404-3

Percentage of employees receiving regular performance reviews

We believe that timely, relevant feedback fosters trust and growth in the workplace. Employees have monthly check-ins with their managers to align their business goals, share feedback, and provide direction for their professional development. This monthly feedback mechanism enables our employees and managers to track progress toward their goals and to grow and develop.

## Diversity & Equal Opportunity

(Material topics: Employee and Board diversity; Pay equity)

### Management Approach

Explanation of the topic, how it's managed, and mechanisms for evaluating the effectiveness of the company's strategy.

We continue to focus on attracting and retaining a talented and diverse workforce that creates inclusion, inspiration and innovation.

### Recruitment

Intuit continues to build a truly diverse workforce. We have a dedicated talent team that seeks to find a talented and diverse set of professional candidates around the world. We also partner with a wide range of external organizations that help us recruit new hires, develop early career talent, and convert internships into full-time positions within the company. We are creating a pipeline of diverse talent through partnerships with groups such as Girls Who Code, the National Center for Women & Information Technology, AnitaB.org, YesWeCode, and Management Leadership for Tomorrow.

### Investing in Leader Capability

We believe that building a diverse team is critical, but is only one part of creating an inclusive culture. As part of our ongoing effort to invest in our people, in 2018 we kicked off a company wide initiative at our annual Intuit Leadership Conference with our top 400 leaders. This included "unconscious bias" training to help our leaders at all levels to understand the power of inclusion. This focus is helping Intuit attract, hire and promote a more diverse pool of talent. In 2019, over half of all people leaders have taken Leading Inclusively @ Intuit that covers objectivity, unconscious bias, voice, belonging and growth mindset. All 9,400 employees will take D&I education in 2020.

### Equality

We aspire to create an environment where differences are valued and respected – differences in experience, background and opinion. We strive to provide equal employment opportunities for all employees and seek to maintain a workplace free from discrimination, harassment and retaliation. We expect our partners to adhere to our standards of business conduct and safe workplaces. We continue to learn from our employees about what is going well, and the areas of opportunities to continuously evolve our diversity and inclusion practices.

Intuit has created a dashboard that lets all 9,400 Intuit employees see our company's diversity and inclusion data (gender, ethnicity in the United States, pay equity, and belonging scores), which is updated on a monthly basis. We also provide our senior leaders (director and above) with real-time diversity and inclusion data for all hires, promotions, mobility, and attrition by different demographic factors (e.g., gender and ethnicity).

### GRI 405-1

Diversity of governance bodies and employees

#### Board Overview<sup>1</sup>

	2018 <sup>1</sup>	2019 <sup>2</sup>
<b>Tenure</b>		
0-5	50%	55%
6-10	20%	9%
10+	30%	36%
<b>Age</b>		
Under 50	30%	27%
50-59	20%	27%
60-69	40%	37%
70 and over	10%	9%
<b>Gender</b>		
Male	70%	73%
Female	30%	27%

<sup>1</sup> Board composition as of the publication date of Intuit's FY18 Proxy Statement

<sup>2</sup> Board composition as of the publication date of Intuit's FY19 Proxy Statement

See "Board Overview" and "Experience and Expertise" on page 3 of Intuit's Proxy Statement filed on 11/27/19.

**SASB 330a.3**

Gender and racial/ethnic group representation for management, technical staff, and all other employees

**Employee Gender Diversity (Global)**

	2018	2019
<b>Overall</b>		
Male	61% (5,421)	61% (5,752)
Female	39% (3,472)	39% (3,615)
Undisclosed	0% (9)	0% (15)
<b>Tech</b>		
Male	73% (3,209)	73% (3,520)
Female	27% (1,214)	27% (1,328)
Undisclosed	0% (4)	0% (5)
<b>Non-Tech</b>		
Male	49% (2,212)	49% (2,232)
Female	51% (2,258)	51% (2,287)
Undisclosed	0% (5)	0% (10)
<b>Executives</b>		
Male	69% (296)	69% (304)
Female	31% (130)	31% (135)

**Employee Ethnicity (U.S.)**

	2018	2019
<b>Overall</b>		
White	46% (3,188)	46% (3,323)
Asian	28% (1,974)	30% (2,175)
Hispanic or Latino	8% (535)	8% (577)
Black or African American	3% (208)	3% (229)
Native American, Alaska Native or Canadian Aboriginal	1% (36)	0% (32)
Two or more races	2% (142)	2% (161)
Undisclosed	12% (856)	10% (757)
<b>Tech</b>		
White	32% (1,040)	33% (1,151)
Asian	45% (1,470)	47% (1,662)
Hispanic or Latino	4% (123)	4% (136)
Black or African American	1% (33)	1% (36)
Native American, Alaska Native or Canadian Aboriginal	0% (7)	0% (7)
Two or more races	2% (48)	2% (65)
Undisclosed	16% (513)	14% (482)

**Employee Ethnicity (U.S.)** (continued)

	2018	2019
<b>Non-Tech</b>		
White	58% (2,148)	58% (2,172)
Asian	14% (504)	14% (513)
Hispanic or Latino	11% (412)	12% (441)
Black or African American	5% (175)	5% (193)
Native American, Alaska Native or Canadian Aboriginal	1% (29)	1% (25)
Two or more races	2% (94)	3% (96)
Undisclosed	9% (343)	7% (275)

Learn more about diversity and inclusion [here](#).

**GRI 405-2****Ratio of basic salary and remuneration of women to men**

As of August 1, 2019, in the U.S., women earn on average 99.4 cents for every \$1 men earn, and minority employees earn on average 99.3 cents for every \$1 white employees earn. In India, women earn on average 98.3 cents for every \$1 men earn. In all other countries, women earn on average \$1.02 for every \$1 that men earn.

Twice a year, with the assistance of an independent outside company, we analyze employee pay across job codes where we have enough employees and those employees have the same or similar job duties and compensation mix. As a result of our July 2019 analysis, we made salary adjustments across six job codes to 94 employees in the U.S. and 34 employees in India. As of August 1, 2019, after giving effect to the adjustments, none of the analyzed job codes had statistically significant differences in pay based on gender or ethnicity. We continue to refine and refocus our efforts with the goal of reducing and ultimately eliminating the need to make salary adjustments.

**Non-Discrimination****(Material topic: Diversity and inclusion)****Management Approach**

Explanation of the topic, how it's managed, and mechanisms for evaluating the effectiveness of the company's strategy.

Intuit is an equal opportunity employer. We hire, promote and reward the most qualified employees no matter what protected categories they happen to fall into. We do not tolerate discrimination based on race, color, national origin, ancestry, religion or religious dress or grooming practices, age, sex, pregnancy or childbirth or breastfeeding status, gender identity or expression, sexual orientation, disability or veteran or military status, marital or registered domestic partnership or civil union status, housing status, medical condition, genetics, or any other protected categories. That's true for all aspects of employment, including recruiting, hiring, promotion, demotion, transfer, termination, compensation, benefits and training.

**Local Communities****(Material topic: Financial education and inclusion)****Management Approach**

Explanation of the topic, how it's managed, and mechanisms for evaluating the effectiveness of the company's strategy.

Intuit invests in people by bringing Prosperity Hubs to their communities. Since 2016, Intuit has impacted local economies across the United States by placing Prosperity Hubs in communities. Our Prosperity Hubs employ hundreds of customer success experts from those communities to instruct and teach our customers across the US how to utilize our innovative products: TurboTax, QuickBooks, and Mint.

By driving new jobs, teaching new skills, and supporting small businesses, Intuit helps power prosperity in local economies across the U.S.

**GRI 413-1****Operations with local community engagement, impact assessment, and development programs**

Economic impact studies performed in two Prosperity Hub locations as of August 2019.

Johnstown, Pennsylvania:

- Every \$1 Intuit invests in Johnstown supports \$1.86 of annual economic activity in Cambria County and \$2.00 of annual economic activity statewide.
- Considering multiplier effects, Intuit's investments in Johnstown support nearly 320 jobs and \$17.5 million in annual economic activity.

Wise, Virginia

- Every \$1 Intuit invests in Wise supports \$1.43 of annual economic activity in Wise County and \$1.64 across the entirety of Virginia. Considering multiplier effects, Intuit's investments support 835 jobs and approximately \$32 million in annual economic activity in Wise County.

## Public Policy

### GRI 415-1

#### Political contributions

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Intuit transparently participates in the public policy process, including educating agencies and elected officials on our policy positions and their impact on consumers and small businesses, and supporting candidates whose positions on public policy align with Intuit's corporate policy interests. Intuit is non-partisan; we participate across the political spectrum and believe the best policies that serve the public interest and common good usually represent a thoughtful balance and tend to be forged in the political center through a bipartisan, collaborative political process. We comply with federal and state laws governing political contributions and their reporting and disclosure requirements. In the United States our PAC contributions are publicly disclosed to the Federal Election Commission ([www.fec.gov](http://www.fec.gov)), and state contributions are publicly disclosed on corresponding state websites; all contributions are aggregated and published on Intuit.com semiannually. You can learn more about our Political Accountability Policy [here](#).

## Customer Privacy

### (Material topic: Privacy and data security)

#### Management Approach

Explanation of the topic, how it's managed, and mechanisms for evaluating the effectiveness of the company's strategy.

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At Intuit, we are committed to providing our customers with choices about their data. For over ten years, we have adhered to a set of global data stewardship principles that not only governs how we operate, but also empowers our customers to share their data where and how they want. This means providing transparency about when we share data with third-party partners and developers, such as financial institutions, and upholding a sense of accountability to safeguard our customers' most sensitive financial information. We design our products and services with privacy and governance considerations. Regardless of what we build, maintaining integrity without compromise to our customers is at the core of how we operate. You can learn more about our Data Stewardship Principles and review the latest Privacy Statement on Intuit's website.

At Intuit, the security of our products remains a top priority. We use security safeguards to help protect the systems and the information customers and employees give to us from loss, misuse and unauthorized alteration. We use technical, logical and procedural measures, such as multi-factor authentication, that are designed to help detect and prevent fraud and misuse of customer information. We routinely patch our systems with security updates and we work to protect our systems from unauthorized internal or external access using numerous commercially available computer security products, as well as internally developed security procedures and practices.

Last year, Intuit joined 100+ global technology and security companies in signing a Cybersecurity Tech Accord, a public shared commitment to collaborate on cybersecurity efforts. Additionally, Intuit has been an active participant in the IRS Security Summit since its establishment in 2015. The summit represents a unique collaboration between the tax industry, the states and the IRS to protect taxpayers and reduce fraud in the tax system. According to the IRS, as a result of actions taken in connection with the IRS Security Summit, tax fraud due to identity theft has decreased significantly over the past two years.



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## Industry: Consumer Finance

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<b>230a.2</b>	Card-related fraud losses from card-not-present fraud and card-present and other fraud	N/A
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### Selling Practices

<b>270a.1</b>	Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold	page 22
<b>270a.2</b>	Approval rate for credit and pre-paid products for applicants with FICO scores above and below 660	N/A
<b>270a.3</b>	Average fees from add-on products, average APR, average age of accounts, average number of trade lines, and average annual fees for pre-paid products, for customers with FICO scores above and below 660	N/A

### Activity Metrics

<b>000.A</b>	Number of unique consumers with an active credit card account and pre-paid debit card account	N/A
<b>000.B</b>	Number of credit card accounts and pre-paid debit card accounts	N/A

N/A: Not applicable

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**intuit**



# 2019 Corporate Responsibility Report

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