



intuit.  turbotax  quickbooks  mint

Corporate Responsibility Report ²⁰²⁰

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On the cover: Eddie, QuickBooks Online customer and owner of PTC Boxing Gym

At Intuit,
we believe
everyone
should
have the
opportunity
to prosper.

Powering Prosperity for Employees, Customers, Communities and Shareholders

Prosperity means something different for each person, but finances often sit at the core of living the life you want. Through our products, including TurboTax, QuickBooks, and Mint, we help solve our customers' most important problems and improve their financial lives.

Social responsibility has been core to Intuit since its early days, when we declared "We Care and Give Back" as one of the company's core values. We are 10,600 employees strong, committed to finding opportunities where we can leverage our expertise and influence to improve outcomes for those who need it most. We invest in our employees and communities, increase equality by providing new opportunities, and improve the world for our customers and the generations that will come after us.

To measure success, we focus on delivering best-in-class results for each of our stakeholder groups, including employees, customers and shareholders. These goals are called our True North Goals. Aligned with our mission of powering prosperity, Intuit has expanded its True North Goals' stakeholder

groups to include "communities" to measure our intention to make a difference in the communities we serve. Additionally this year, we refreshed our Intuit Values to include "Stronger Together," to highlight our deep belief in creating a workforce with an inclusive environment representative of our diverse customers.

Aligned with the United Nations Sustainable Development Goals, our corporate responsibility approach was set in motion by alignment to: 1) Intuit's mission to "Power Prosperity Around the World," 2) our company values and 3) our company strategy including True North Goals, Big Bets and Bold Goals.

In the coming months and years, we will remain distinctly focused on making an impact and positively scaling that impact across three categories: job creation and job readiness, climate, and diversity and inclusion. We have declared ambitious, company-wide goals for ourselves that allow us to measure progress against these areas. Executing our corporate responsibility strategy contributes to company-wide success, and we will continue to measure and hold ourselves accountable to clear outcomes.

The need for action was urgent and I am proud of how Intuit has responded.

Words from our CEO

At Intuit, our mission is to “Power Prosperity Around the World.” Delivering on that mission in ways that go beyond our products and services is vitally important in a world where too many struggle to make ends meet, and economic opportunity is still not available to all. This is why we’re committed to using our unique position to influence the world around us and help give everyone the opportunity to prosper.

This past year brought the importance of that work into sharp focus. A global pandemic transformed the way we live and work, creating significant challenges for our customers and the communities we serve. This was also a year in which we faced the lack of equity and equality that has been part of society for too long.

COVID-19 has had a massive global impact. Many consumers as well as small businesses have struggled to survive as they adapt their businesses to the new normal and many people have found it difficult to make ends meet. Intuit acted with speed and at scale to provide critical support for our customers during this time of need. These efforts included new products and features designed to

put more money in our customers’ pockets, including: free innovative tools to help people navigate the complexities of federal aid programs through Intuit Aid Assist; quickly developing a simple application in QuickBooks Online to enable small businesses to participate in the government’s Paycheck Protection Program; the TurboTax Stimulus Registration product that helped millions access stimulus funds; as well as contributions from Intuit to the relief efforts of the United Nations World Health Organization and the Centers for Disease Control and Prevention.

This year’s events also served to only further our commitment to diversity and inclusion. We thrive when our workforce reflects the richness of life experiences and backgrounds of our more than 50 million customers. While we have made progress, we must continue to do more, especially when it comes to having a greater percentage of under-represented minorities within our employee population. We have now included in our company’s “True North Goals” clear goals on the percentage of women in technology roles as well as the percentage of our total workforce composed of under-represented minorities. In particular, we have set goals on increasing our representation of



Sasan Goodarzi
Chief Executive Officer
of Intuit

Black employees as well as driving systemic and durable change to make Intuit a company where all our employees can do the best work of their lives. This work is being led by an internal team, the Racial Equity Advancement Leadership Team, whose members are from Intuit's African Ancestry employee resource group and are sponsored by executive sponsors across the organization. We also continue to be committed to pay equity for all our employees around the world. Twice a year, we conduct an analysis across our employee population and make adjustments where needed to ensure we are living up to our principle of pay equity. I am proud of our progress but we must remain focused on continuous improvement to meet the goals we set and continue to live up to our values.

Engaging with these urgent social issues this year has only strengthened our commitment to our long-term corporate responsibility priorities of creating jobs, supporting career readiness, improving our climate and supporting equity for all. Making investments today in these areas is how we will make progress against this critical set of societal challenges our world faces. We have now explicitly made this important work a part of our company strategy and refreshed our values to reflect our unwavering commitment to our employees, our customers and the communities we serve.

This report is an opportunity for us to communicate the important corporate responsibility work taking place across Intuit, as well as our work of financially empowering people, especially at tax time. You

will see how these efforts are closely tied to our mission, newly refreshed values and business goals. Corporate responsibility is not a secondary priority at Intuit, but a core part of our DNA, and how we achieve our mission of powering prosperity around the world.

We are proud of the progress we've made on these important issues. We also know there is still a long way to go. Real progress will take time. We are committed to making that happen.

**Sasan Goodarzi, CEO,
quotes James Baldwin:**

“Not everything that is faced can be changed, but nothing can be changed until it is faced.’ At Intuit, we are committed to facing these challenges head-on. The issues before us cannot be ignored. And the time to act is now.”

Richard, small business owner and founder of Tasty No Dairy in London, England

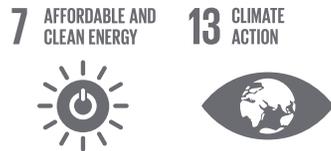


Aligning with United Nations Sustainable Development Goals

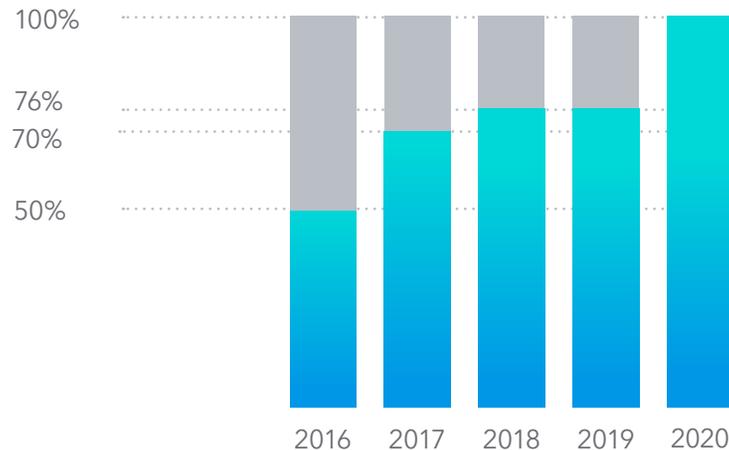
We support the United Nations' (UN) Sustainable Development Goals (SDGs). We are committed to taking global action and working collaboratively with nonprofits, non-governmental organizations (NGOs) and others in the private sector to address pervasive issues that communities face, such as the lack of jobs and career preparation, barriers to equality and justice, and a warming planet.

Our programs, highlighted in this report, are aligned with the SDGs that focus on protecting the planet, education and equality for all.

Sustainability



Electricity from renewable sources



Job Creation and Job Readiness



Jobs created for individuals

2,200

Individuals prepared for jobs

150,000

Diversity and Inclusion



As of August 1, 2020, on average in our workforce, for every \$1 earned by men, women earn:

In the U.S.	In India	In all other countries
\$0.99	\$0.98	\$1.01

#1

Future 50
Sustainability
All Stars

Fortune, [read more](#) →

#5

Best Large
Workplaces
in Technology

Fortune, [read more](#) →

Best Places
to Work:

#1 India

#2 Canada

#4 United Kingdom

#11 United States of America

#11 Australia

[Read more](#) →

#12

Companies
on issues that
matter most

JUST Capital & Forbes,

[read more](#) →

#21

Fortune
Future 50

Fortune, [read more](#) →

For all the rankings via Fortune

Check out [this list](#) →

For all the rankings via Forbes

Check out [this list](#) →

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QuickBooks customer Sarah Kirnon owns Miss Ollie's in Oakland, California



Intuit's priority is ensuring **the health and safety of our workforce** and their families across our 19 global sites.

In March, we instituted a company-wide, work-from-home mandate to protect our workforce, slow the spread of COVID-19, and keep our communities safe.





Responding to an Unprecedented Crisis for our Employees

In early March 2020, ahead of regional mandates and in lockstep with our peers, Intuit instituted a company-wide, work-from-home mandate to protect our workforce and do our part in slowing the spread of COVID-19 to keep our communities safe. Our work-from-home guidance extends to our 1,200 customer success employees across seven countries and 1,900 partner experts across eight countries - all with minimal impact to our customers.

To help our employees transition to a new way of working and our people managers to a new way of leading, we are regularly providing easy-to-access resources on working from home, flexible work schedules, leading virtual teams, keeping kids engaged, and staying physically and emotionally healthy. Intuit increased our focus on mental health and respite for employees. Resources for employees, who are now working remotely, include virtual, self-paced mental wellness and meditation programs, telemedicine options for at-home care, employee assistance for mental health, and a \$1,000 stipend for sleep programs, childcare, exercise classes, meditation, and more.

Intuit instituted a temporary time-off benefit for all employees that augments regular leave policies. Employees can use the additional time to care for family members impacted by school closures or for times when they cannot perform their job remotely during the work-from-home period. And we're continuing to pay front-line hourly service workers, including our security officers, building operations, mail services team, food service team and other on-site service providers.

Even in turbulent times, Intuit was recognized globally as a "Best Place to Work" by The Great Place to Work Institute, receiving accolades in India (#1), Canada (#2), the United Kingdom (#4), the United States of America (#11) and Australia (#11).

Helping our employees by providing easy-to-access resources on:

- Working from home
- Leading virtual teams
- Keeping kids engaged, and physically and emotionally healthy

We understood that we needed to help **our customers** find relief in this unprecedented crisis.

Hannah, QuickBooks Self-Employed customer and owner of Hana by Hannah in Los Angeles, California



Small businesses and consumers have felt **the economic impact of COVID-19** and the efforts to contain it acutely.

Responding to an Unprecedented Crisis for our Customers, Communities and Consumers

All of those who we serve share the same problems and desires: they are trying to pay bills, stay out of debt and do their best to save money. COVID-19 added uncertainty and difficulty for everyone this year. Not long after the pandemic forced many businesses to close temporarily and indefinitely, we started hearing from our customers about their challenges. Consumers are facing uncertainty in the job market while they struggle to keep their families safe, and their children in virtual school, all while juggling the demands of making ends meet.

We understood that we needed to help our customers find relief in this unprecedented crisis. We doubled down on our commitment to financially empower people at tax time, extending the Tax Time Allies campaign through July and reimagining virtual tax help with our non-profit partners to reach lower income Americans while enabling individuals and families to easily file their taxes, claim their refunds and access federal stimulus

funds. In less than a week following the announcement of the IRS tax filing extension, we introduced three free stimulus registration tools in partnership with the IRS. These offerings were available to the more than 10 million Americans not required to file a tax return, helping them to more easily register with the IRS and receive their stimulus money. We are proud to have donated our time and expertise to help the IRS quickly disburse stimulus payments. In addition, Intuit moved quickly to partner with the U.S. government and use our platform capabilities to launch new offerings to help small businesses

One small business owner told us:

“We’ve lost 97% of our sales and are struggling to pay our people.”



better understand and potentially access funds from federal aid and relief programs, such as the Coronavirus Aid, Relief, and Economic Security (CARES) Act:

Paycheck Protection Program

This program provided an easy way for small business owners, self-employed individuals, and other eligible applicants to apply for a Paycheck Protection Program (PPP) loan, a relief program under the CARES Act. As of July 31, 2020, Intuit had helped make just over \$1.2 billion of approved small business loans available to our customers. And we helped about 37,000 small businesses access these loans, averaging \$38,000 each, and keep over 220,000 employees on payrolls.

Intuit Aid Assist

We launched Intuit Aid Assist to simplify the process of connecting small businesses and self-employed individuals to the right relief funding programs quickly, based on eligibility. Intuit Aid Assist uses artificial intelligence to distill the complexity of hundreds of pages of the CARES Act and convert it into an easy-to-understand user experience delivering a personalized and actionable recommendation.

The platform also features a tool for small businesses and the self-employed to estimate how they might benefit from tax credits like the Employee Retention Credit (ERC) and paid leave. We've had over 600,000 visitors to the Intuit Aid Assist site.

Self-Employed Coronavirus Relief Center

Another resource Intuit introduced in 2020 is the Self-Employed Coronavirus Relief Center, available on the QuickBooks and TurboTax websites. It supports small businesses and self-employed individuals navigating coronavirus relief programs, providing up-to-date information, tax advice and tools.

Other Measures to Support Small Businesses

In response to COVID-19 and its economic impact, Intuit also created:

The Small Business Relief Initiative

Intuit QuickBooks teamed up with GoFundMe to help small businesses raise money to overcome COVID-19-related challenges. Small businesses can create a fundraiser on the GoFundMe platform, share their story with the public and request financial support to help cover employee-related and business expenses. This initiative has provided tens of millions of dollars directly to these small businesses. Additionally, Intuit contributed \$500,000 to this relief effort in Fiscal 2020.

Support for QuickBooks Customers

QuickBooks Capital customers struggling to make their loan payments because of the pandemic can receive up to a 12-week deferral with no interest charged. And QuickBooks Payments customers can get cash more quickly with QuickBooks Instant

Deposit, which makes cash available on the same day. For a limited time, we launched a free version of the service to help save customers up to \$3 million in fees and provide them with access to a total of \$300 million of their payment funds instantly.

Donations for Front-line COVID-19 Relief

In addition to our efforts to support our employees and customers directly during this public health crisis, Intuit provided front-line relief donations in Fiscal 2020 to the Centers for Disease Control and Prevention (CDC) (\$1 million), the World Health Organization (WHO) (\$1 million), the National Military Family Foundation (\$100,000) and the Ad Council (\$50,000).

Providing help to small businesses by:

- Committing to financially empower people at tax time
- Launching new offerings to help them better understand and potentially access funds from federal aid and relief programs

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We strive to spark **economic prosperity** through job creation.

Economic inequality is on the rise across communities, driven by shifts in technology, the environment and socioeconomic factors. One in six individuals lives in a community in need (source: Economic Impact Group). Intuit is uniquely positioned to close this gap by bringing jobs and new opportunities that spark economic prosperity.

Intuit launched our Prosperity Hubs program in 2016, with a mission to promote economic prosperity for people and communities in need by creating new jobs, as well as preparing people for jobs of the future and equipping entrepreneurs to start and build successful businesses. Intuit partners with each Prosperity Hub to deliver programs through its physical and virtual call centers, educational institutions, and small business success centers.

Intuit selects Prosperity Hub communities based on data across four primary areas: availability of talent; underserved community factors such as high unemployment rates, poverty levels, and housing vacancy rates; and diversity of population. The program has sparked economic prosperity in regional and virtual communities, as well as provided virtual job opportunities for people in need. Prosperity Hub jobs, which can often be held virtually, especially benefit people such as military spouses, who must often relocate, veterans and people with disabilities.

Impact in FY20:

Jobs created

2,200

People better prepared for jobs

150,000

Goal for FY23:

Jobs to be created

7,000

People to be better prepared for jobs

1,100,000

Generated large societal returns:*

Local labor income for community members

\$63.4M →

Local economic activity augmented

\$122.5M

For every \$1 we invest

\$1 →

Communities experience as much as \$1.83 in positive economic impact

\$1.83

By the close of Fiscal 2020, our efforts led to the creation of 2,200 jobs across six Prosperity Hub communities in the U.S., and one in Canada. Fast Company recognized Intuit's Prosperity Hub initiative on its list of [World Changing Ideas Awards 2020](#) (honorable mention category), which features corporate initiatives that use a company's platform and power to help advance change, either internally or for the community. We know that for every \$1 we invest, communities experience as much as a \$1.83 in positive economic impact. Over time, we will continue to work to grow that number even higher.

Our goal is to increase the number of jobs offered through our Prosperity Hub program to 7,000 globally by Fiscal 2023. We are continuing to design, deploy and refine unique entrepreneurship, personal finance and tax-time programs for adults and students across Prosperity Hub communities. And the devastating economic impacts of the pandemic have only strengthened our resolve, as a company, to help accelerate prosperity throughout and build resilience in communities in need.

Intuit recently commissioned an economic study with the Sage Policy Group determining that Intuit's investments have generated large societal returns in the form of hundreds of secondary jobs, \$63.4 million in local labor income for community members, and \$122.5 million of augmented local economic activity.

**Jim Spencer, Bluefield,
West Virginia, a Prosperity
Hub community:**

"Not only is Intuit creating jobs in the city, but they are providing our local businesses and entrepreneurs with support and educational resources from their area of expertise, as well as other industry leaders."

Intuit Prosperity Hub
location Johnstown,
Pennsylvania





Helping Veterans and Military Families Build Civilian Careers

Offering virtual job positions through Prosperity Hub jobs is just one way that Intuit helps to support the military community. The Intuit Military and Veteran Initiative (MAVI), launched in October 2019, is our company commitment to help transform the lives of military families and veterans through community, jobs, and financial empowerment. Like military families and veterans, MAVI is committed to excellence, motivated by mission, and driven by a sense of purpose.

Intuit also has partnerships with nonprofit organizations that help military veterans and their family members to gain skills and build civilian careers. These organizations include the National Military Family Association (NMFA), the Support The Enlisted Project (STEP) program, VirtForce, Hirepurpose and Hiring Our Heroes. In Fiscal 2020, Intuit declared an ongoing partnership with Bunker Labs, focused on supporting military and veteran entrepreneurs start and grow their businesses.

We are laying the groundwork for **future prosperity** through job readiness.

Many people in today's economically challenged communities are not prepared for today's job market and our education systems are not providing the skills to ensure those community members will be employed tomorrow. The World Economic Forum (WEF) has named financial literacy and problem-solving among its list of top 21st century skills every student needs. Intuit is uniquely positioned to prepare people for jobs of the future through the development of critical thinking, communication, teamwork, leadership, and personal finance skills, as well as training entrepreneurs to start and build successful businesses.

In Fiscal 2020, Intuit supported over 150,000 students and educators with a goal to better prepare 1.1 million people for jobs by 2023. We leverage our products and methodologies to help students develop critical skills and an entrepreneurial mindset employers seek. Through our courses on design thinking and our personal finance simulations, we use real-world tools to help students develop smart money habits and skills needed for the 21st century.

In Fiscal 2021, our career readiness initiatives will continue to focus on supporting the development of an entrepreneurial mindset and critical soft skills in students through our products and unique design thinking methodology. And our financial readiness initiatives will continue to center on helping students develop and demonstrate financial behaviors through our real-world tools. Both areas of focus put economically disadvantaged communities at the center, to increase opportunities for all.

The following are a few examples of programs designed to ensure a brighter future for students, educators and entrepreneurs alike:

The Prosperity Hub School District Program

This program provides access to Intuit's unique content and teacher professional development, as well as programs from our most strategic partners, to economically challenged and diverse school districts that are most in need. Intuit's Prosperity Hub School District Program supports our belief that all students should have the opportunity to prosper. Our work within these economically disadvantaged school districts ensures students and teachers have access to career and financial readiness programs that develop 21st century skills employers seek.

The Prosperity Hub Small Business Success Centers

With help from our partners, Intuit is investing even more in the success of our Prosperity Hub communities through small business success centers. In Fiscal 2020, we launched centers in Wise, Virginia, and Bluefield, West Virginia, providing over 50 in-person and virtual training sessions and workshops on topics such as Cash Flow Management, Design Thinking and Moving Your Business Online.

The Prosperity Career Path Program

Intuit has created the Prosperity Career Path Program where individuals within Intuit's Prosperity Hub communities can grow their career and own their professional destiny by earning professional certifications and credentials.

In Fiscal 2020, Intuit has supported over 150,000 students and educators with:

- Building 21st century skills
- Professional development
- Industry recognized certifications

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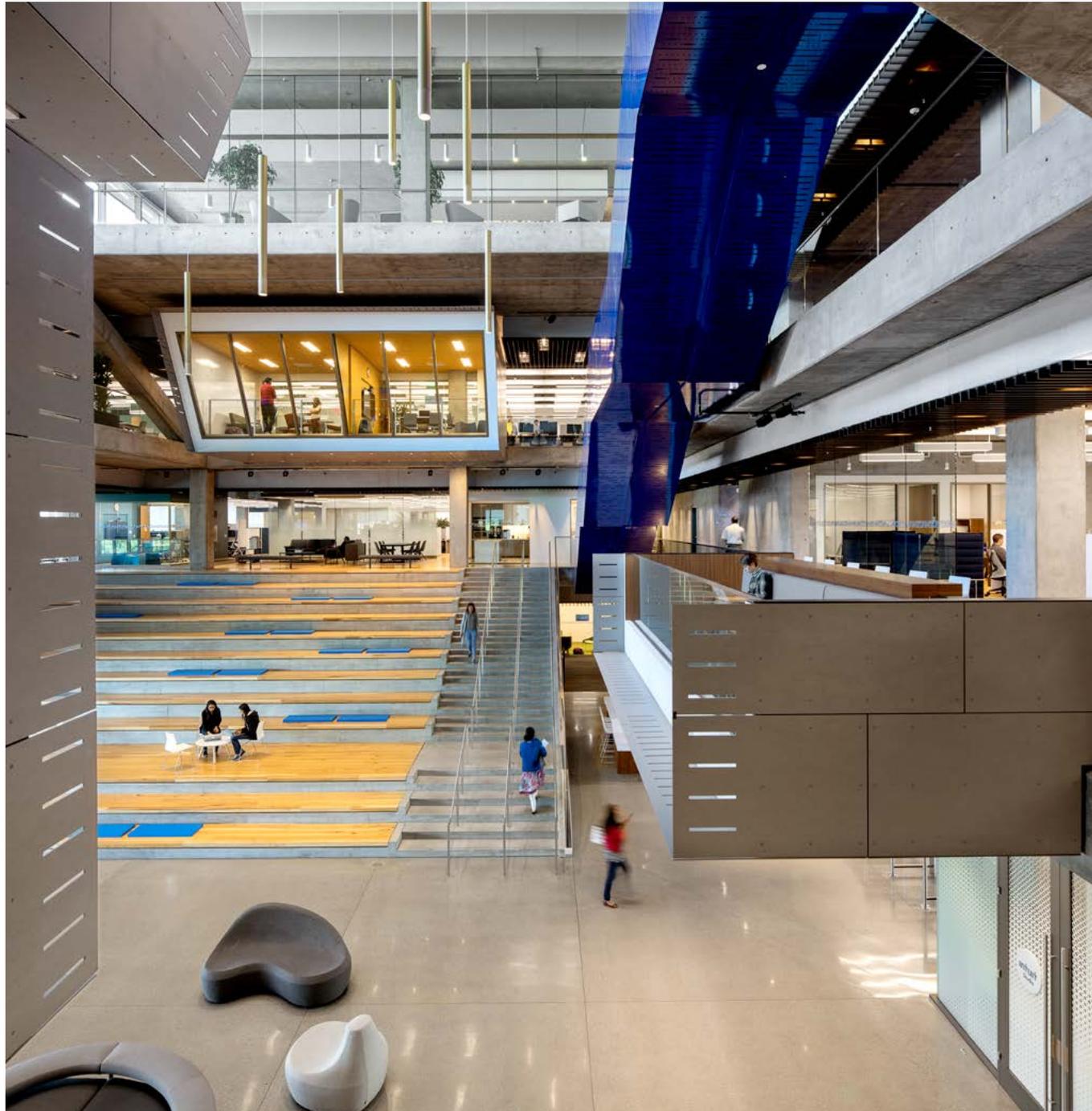
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Intuit remains committed to building **a culture of transparency** as part of a safe, ethical and inclusive work environment where our employees can do the best work of their lives.

Intuit's Building 20,
Mountain View, California



As a company, we believe that **pay equity** is fundamental to our diversity and inclusion strategy.

Promoting Equality through Pay Equity, Transparency and Accountability

Without a sustained focus on pay equity, women and minorities in our society would have to play catch up on income and the gap would widen.

The company performs an ongoing pay equity analysis, conducted twice a year by an independent, outside company. This analysis allows us to review each job code where there are 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, and make adjustments when there are unexplained statistical differences. As of August 1, 2020, zero of those job codes had statistically significant differences between employees of different gender or ethnicity.

Achieving pay equity is a job that's never done, and the company analyzes and adjusts salaries biannually to ensure we maintain parity. We are committed to holding ourselves accountable for sustaining pay equity and transparently sharing best practices to drive societal and industry-

wide improvements. In Fiscal 2020, Intuit's CEO Sasan Goodarzi, and Laura Fennell, Executive Vice President and Chief People & Places Officer, participated in PwC's CEO Action event, where 400+ prominent CEOs and C-level executives convened to converse about the challenge of maintaining a diverse and inclusive work culture. Sasan was asked to address pay equity and transparency, and its role in driving sustainable progress toward equity.

As of August 1, 2020, in our U.S. workforce, women earn on average 99.4 cents for every \$1 men earn, and minority employees earn on average \$1.01 cents for every \$1 white employees earn. In our India location, women earn on average 98.5 cents for every \$1 men earn. In all other countries, women earn on average \$1.01 for every \$1 that men earn. The company remains vigilant as we continue to review and adjust compensation to maintain pay equity for our employees.

**Cassie Divine, SVP QuickBooks,
Intuit Women's Network
Executive Sponsor:**

"At Intuit, we believe you cannot have prosperity without equality and we show up day in and day out to support female entrepreneurs and all women in the workplace. This is why Intuit took a stand, three years ago, to hold ourselves accountable to sustaining pay equity for our employees. We believe that pay equity is a critical component to achieving equality across society."

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A large, diverse group of people, including men and women of various ethnicities, are seated in blue bleachers. They are all smiling and laughing, creating a warm and inclusive atmosphere. The background is slightly blurred, focusing attention on the people in the foreground.

Diversity and
inclusion isn't just
something we
do—it's part of
who we are.

When **our workforce** composition reflects our more than 50 million customers, we believe we can develop deeper empathy and create products and services that solve more of the problems our customers face.

Championing Diversity, Equity and Inclusion

Intuit's commitment to diversity and inclusion dates back to the early days of the company, when the company first declared its core values and mission. Today, to deliver for our more than 50 million customers, we seek to foster a workforce that is as diverse as the communities we serve. Our focus on employees is written into the company's strategy as we look to empower the world's top talent to do the best work of their lives.

Members of Intuit's Bay Area
Pride Network Employee
Resource Group





This is what's led Intuit to actively cultivate a talented, engaged and diverse workforce at all levels, from the front line to the board of directors.

We know that diversity and inclusion are essential to our mission of powering prosperity around the world. When our workforce composition reflects our more than 50 million customers, we believe we can develop deeper empathy and create products and services that solve more of the problems our customers face.

2020 has been unlike any year in Intuit's history. We sit at the crux of a global pandemic and heightened awareness of racial and gender inequity. This has only strengthened our conviction to continue fostering diversity and inclusion within the company and driving greater societal transformation. Our Intuit Values including our newly introduced company value of "Stronger Together" highlights our deep desire to champion diversity, inclusion and a respectful environment for all. To make progress, we set goals to hold ourselves accountable for results. In our "True North Goals" we have set goals for the percentage of women in technology roles as well as the percentage of our total workforce composed of under-represented minorities.

The GenderCool
Project Champions and
their parents at the 2020
Trans Summit

In particular, we have set goals on increasing our representation of Black employees. To help guide us in these efforts, this year employees from Intuit's African Ancestry employee resource group and executive sponsors across the organization came together to form Intuit's Racial Equity Advancement Leadership Team (REAL Team). The REAL team is helping guide many of the company's actions in focusing on equity and equality for our Black colleagues, consumers and small businesses as part of our broader commitment to building a more inclusive Intuit. The team is helping us work toward tangible goals: expanding our traditional talent pipelines to generate a more diverse pool of candidates; helping to ensure greater representation at all levels of the company; ensuring Black representation is present as we develop new products and marketing; ensuring our philanthropy work supports under-represented communities in need; and investing in the education of our employees around issues of racial injustice. In addition, we have created a new executive position of Director of Racial Equity, to ensure we are dedicating the resources required to make continuous and measurable progress. Intuit also supported Black racial equality by donating \$500,000 to the United Negro College Fund and \$500,000 to the NAACP Legal Defense and Education Fund, two organizations aligned to Intuit's ongoing commitment to job creation and career readiness for marginalized communities.

While our diversity and inclusion approach starts from the top—by setting goals, measuring them and holding ourselves accountable—our employees contribute so much to making Intuit a great place to work. This year, Intuit's PRIDE

network pioneered the industry's first-ever Transgender Summit. Together with our partner, The GenderCool Project, Intuit employees, industry peers and influencers gathered for one day of open, honest dialogue about advancing equality for the transgender community. This event led Intuit to further improve the company's healthcare benefits for our transgender employees around the world. As of June 2020, Intuit offers healthcare benefits aligned to the World Professional Association for Transgender Health (WPATH) standards for care. Also, following the summit, GenderCool and Intuit launched a mentorship program to pair transgender youth with mentors from Intuit to share their work, skills, experiences and advice.

Together with these commitments to creating a safe, ethical and inclusive work environment, we also believe that creating a culture of transparency and trust is essential – and that starts with data. Intuit shares the company's latest diversity and inclusion data internally, including workforce demographics and progress on employee belonging and engagement so that teams and managers can consciously think about building diversity of teams and make choices to improve the representation of different perspectives, experiences and characteristics.

Since January 2019, Intuit has made the diversity and inclusion dashboard accessible to all 10,000+ employees. The dashboard shares headcount by gender, ethnicity, geography and technical versus nontechnical roles, and it includes metrics on belonging, engagement and team environment. The dashboard data, refreshed monthly, allows everyone to access the same information. In March 2019, Intuit launched a second phase of the

dashboard to directors and above to provide aggregated gender and ethnicity data for their organization and across Intuit, including data on hiring, attrition and mobility. Internal transparency of diversity and inclusion metrics allows leaders to think more proactively about talent-related decisions to create a more diverse and inclusive work environment.

Providing employees with visibility on our progress to build transparency, trust, and a culture of belonging is also critical. Our ultimate goal is for every single Intuit employee to be able to bring their full, authentic self to work, every day.

Scott Beth, Chief Diversity and Inclusion Officer at Intuit:

“This whole situation is building trust and relationships in new ways, despite the stress that comes with adjustment. ...Not [all employees] will be coming back to an office or a campus, I think, but they're feeling connected and supported anyway. Some of them, who have struggled with mental health, may feel like they're being heard for the first time. To me, that's a big step forward.”¹

¹ “The Coronavirus Is Creating a Mental Health Crisis in America's Workforce,” by Elizabeth Millard, *Huffington Post*, May 27, 2020 [Read more](#) →

Sasan Goodarzi, CEO:

“Intuit believes that it’s the role of corporations to take action, increase awareness, educate our employees and acknowledge inequality when we see it. And we will continue engaging in active listening, allowing Black voices to rise to the top, so we can learn, understand and drive change. We are committed to taking action that will move our society toward true racial equality along with our ongoing commitment to diversity and inclusion.”

Members of Intuit’s African Ancestry Network Employee Resource Group



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 - 15 Sparking Economic Prosperity through Job Creation
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- 19 Promoting Equality through Pay Equity, Transparency and Accountability
- 22 Championing Diversity, Equity and Inclusion
- 28 **Declaring, Bigger, Bolder Goals for Climate Action**

Intuit partnered with Clearway Energy Group at Mesquite Star Wind Farm in Fisher County, Texas



Intuit achieved
**100% renewable
electricity** for our
global operations.



Declaring, Bigger, Bolder Goals for Climate Action

In April 2020, Intuit achieved our internal operational carbon footprint goals including 100% renewable electricity for our global operations. To achieve our goal to use 100% renewable electricity, we partnered with Clearway Energy Group to develop additional renewable energy capacity at Mesquite Star Wind Farm in Fisher County, Texas. By participating in an aggregated virtual purchase power agreement (VPPA), Intuit helped pioneer a shared services model that delivers cost-positive renewable energy to Intuit and other corporations. Without this creative approach, it would have remained impossible for Intuit to hit its renewable electricity goals a full decade ahead of our target.

Intuit's Building 20 in Mountain View, California



Intuit hit our carbon footprint goals
5 years early (target was 2025)

80%

Reduction of its buildings
(scopes 1 and 2)

50%

Reduction of its operational footprint
(scopes 1, 2 and 3)

100%

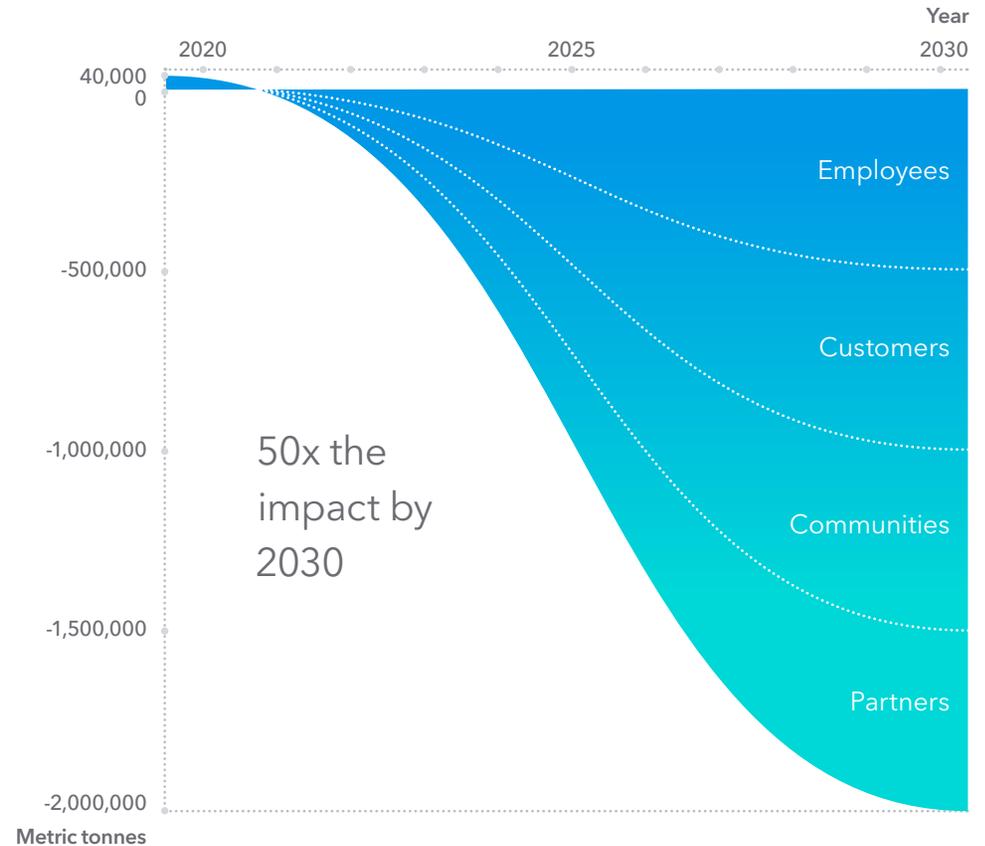
Renewable electricity goal
10 years early (target was 2030)

Intuit's 50x by 30 strategy focuses on sustainability initiatives and solutions outside of the company's operations.

In Fiscal 2020, Intuit made a decade-long commitment to surpassing carbon neutrality to positively impact the planet, and communities around the world who are dealing with the adverse effects of climate change. Using our 2018 carbon footprint metric as a baseline (40,000 metric tonnes), we committed to reducing carbon emissions by 50 times greater than our 2018 carbon footprint (2 million metric tonnes) by 2030.

Intuit's 50x by 30 strategy provides solutions for employees, customers, communities and partners. Intuit will measure the impact of the climate-positive goal across these groups and seek solutions that can benefit the planet.

Throughout the next decade, Intuit will look to expand offerings vastly across these stakeholder groups to drive significant impact in reducing greenhouse gas emissions and avert the worst impacts of climate change.



We have engaged our key stakeholders in setting a **climate-positive goal** that creates a future fit for life.

**Jon Foley, Executive Director,
Project Drawdown:**

“Intuit is taking a very bold position on climate change, and is one of the only companies looking to go beyond being simply carbon neutral. Instead, they are working with their customers, employees, communities, and partners and seeing how we collectively act on climate change – with a deep sense of commitment, collaboration, and urgency. Their 50x 30 commitment is truly bold, and is a role model for other companies to follow. We at Project Drawdown are proud to be a partner in this crucial effort.”

In Fiscal 2020, Intuit jump-started our 50x by 30 climate-positive goal in each stakeholder group:

Employees:

Intuit’s 10,600 employees can now leverage their \$1,000 wellness benefit for sustainability-related expenses, including home solar, electric vehicles, electric bikes, energy efficiency, water conservation, composting systems and more.

Customers:

Our customers – individuals, families, self-employed, and small businesses – are the most vulnerable and least resilient to the current and future impacts of climate change. Small businesses make up half of the U.S. and global economy and are almost exclusively left out of the equation when solving for climate change. In Fiscal 2021, Intuit is applying our unique approach to problem-solving and innovation to explore sustainability solutions designed specifically for our small business customers, such as sustainable shipping and access to renewable electricity. These solutions have the combined benefits of providing financial savings while reducing their carbon footprint.

Communities:

Intuit is working within economically disadvantaged communities, including Prosperity Hub communities, to conduct utility audits and provide new sustainability solutions such as access to clean energy, that benefit the financial well-being of the communities. In addition, Purely Green, Intuit’s innovative partnership with RPD Energy to provide discounted renewable energy access in Texas, has gained momentum in surprising ways since its launch in April 2018. Intended for Texas residents for their homes and small businesses, it expanded to include several corporate entities including LG Electronics and REI. Intuit is looking to expand the program to other U.S. states in Fiscal 2021.

Partners:

Intuit will stay focused on providing and amplifying sustainability solutions with our Strategic Partners across education, financial institutions and sustainability-focused small businesses. For example, our partnership with global education nonprofit Enactus aims to create a Climate Action Grand Challenge at the 2020 World Cup. Students will participate by solving problems in their local communities to reduce greenhouse gas emissions and create a positive social impact.



To further underscore our long-term commitment to the planet, Intuit signed the UN Global Compact, the world's largest corporate sustainability initiative. Along with 12,000+ signatories in 160 countries, Intuit has committed to 1.5°C science-based emissions reduction targets aligned with a net-zero future and how corporations should function within planetary boundaries. In 2019, Intuit signed onto and was validated by the Science Based Targets initiative (SBTi). In September 2019, the UN Global Compact recognized Intuit as one of only 87 major corporations setting ambitious climate-positive goals. In the wake of COVID-19, Intuit's CEO signed on to the [UN Global Compact's](#) letter urging world leaders to imbed climate action into their COVID-19 recovery plans.

In September 2019, the UN Global Compact recognized:

Intuit as one of only 87 major corporations setting ambitious climate-positive goals.

About this Report

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.

General Disclosures

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

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

Headquarters:

Intuit Inc.

2700 Coast Avenue
Mountain View, California 94043

You may see all of Intuit's [facility locations](#) on the company website.

Founded in 1983, Intuit is publicly traded on the Nasdaq Global Select Market under the ticker "INTU" and its headquarters is in Mountain View, California. Today, Intuit has approximately 10,600 employees in major offices in the U.S., Canada, India, the UK, Israel and Australia.

GRI 102-7

Scale of the organization (Core)

Intuit Overview

	2017	2018	2019	2020*
Revenue	\$5.2B	\$6.0B	\$6.8B	\$7.7B
Employees	8,200	8,900	9,400	10,600

*as of July 31, 2020

Strategy

GRI 102-14

CEO Letter (Core)

Please see the letter from Intuit's President and CEO on page 4

					
MISSION	POWERING PROSPERITY AROUND THE WORLD				
VALUES	Integrity Without Compromise	Courage	Customer Obsession	Stronger Together	We Care and Give Back
2025 GOALS	Prosperity Double household savings rate and improve SMB success rate > 10 pts vs. industry	Reputation Best-in-class of Most Reputable Companies		Growth >200M customers, accelerating revenue growth	
TRUE NORTH GOALS	Employees The place where the world's top talent does the best work of their lives	Customers Delight customers more than rivals in what matter most - customer benefit	Communities Make a difference in the communities we serve	Shareholders Drive long-term growth, increasing shareholder value	
STRATEGY	AI-Driven Expert Platform				
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	<ul style="list-style-type: none"> • Clean Data: Clean top Domain and top Universal Entities on data stream and lake • Never Enter Data: Reduce % data entered manually by customers • Accelerate AI: Grow AI-enabled tasks in ML, KE, and in NLP • Experimentation: Reduce days from hypothesis to experiment in production 	<ul style="list-style-type: none"> • Customers: TTL, QBL, Elite Payroll • Retention: 90-day TTL, QBL, Elite Payroll • PRS: TTL, QBL, Elite Payroll, Experts • ARPC: TTL, QBL, Elite Payroll • Revenue: TTL, QBL, Elite Payroll • Efficiency: Decrease services variable margin; Increase Expert productive time, Increase Customer to Expert ratio in QBL, TTL and Elite 	<ul style="list-style-type: none"> • Customers: Mint • Retention: 90-day Mint • PRS: Mint • ARPU: Mint • Revenue: Smart Money 	<ul style="list-style-type: none"> • Customer: Omnichannel commerce • Retention: 90-day Omnichannel commerce • PRS: Omnichannel commerce • ARPC: Omnichannel commerce • Revenue: Omnichannel commerce 	<ul style="list-style-type: none"> • Customers: QBO Advanced • Retention: 90-day QBO Advance • PRS: QBO Advanced • ARPC: QBO Advanced • Revenue: QBO Advanced

Ethics & Integrity

GRI 102-16

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

All of Intuit's work is guided by core values that have been at the heart of the company for over 35 years. In 2020, Intuit refreshed its five values. Unchanged are two company cornerstones: Integrity Without Compromise, which is ultimately about doing what's right when no one is looking, and We Care and Give Back, which is about serving the communities in Intuit's locations around the globe and leaving the world a better place. The company's newly evolved values are Courage, for setting bold goals, including for accelerating innovation; Customer Obsession, which means focusing obsessively on what matters for customers and delivering unrivaled benefits; and Stronger Together. That fifth core value is about championing diversity, inclusion and a respectful environment at Intuit, representing customers from a diversity of perspectives and experiences, and creating a safe, ethical and inclusive environment where every employee can bring their best self to work - and do amazing work.

Everyone at Intuit is expected to act with integrity, follow the law and Intuit's policies, ask for help, and report concerns. Everyone at Intuit is also expected to use good judgment and be open, honest and transparent in all they do for the company. Intuit has a Code of Conduct & Ethics, applicable to all employees, which can be found [here](#). In addition, Intuit has a separate Code of Ethics that applies to all of its Board members, which can be found [here](#). The Audit and Risk Committee of the Board has oversight responsibility for Intuit's ethics and compliance program, including the Code of Conduct & Ethics and the Board Code of Ethics. Intuit's General Counsel has operational responsibility for the ethics compliance program, which requires Intuit's workforce to take regular ethics training.

GRI 102-17

Mechanisms for advice and concerns about ethics

Intuit's workforce has many channels to receive ethics advice or report ethics concerns, including a 24-hour hotline, operated by an independent third party, that is available to the company's U.S. and non-U.S. workforce. Intuit's 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.

Intuit also expects its 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 Intuit's 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. The company is proud of its balanced and diverse Board composition, its ability to recruit new Board members, its robust annual Board and committee self-evaluation process, the transparency of its financial performance and strategy, and the two-way dialogue Intuit works to maintain with its shareholders.

A majority of Intuit's Board, and all members of the standing committees, are independent. The key practices and procedures of Intuit's Board of Directors are outlined in the company's [Corporate Governance Principles](#) and members of Intuit's board operate under Intuit's [Board Code of Ethics](#), both of which are reviewed annually by the Board and are publicly available.

As set forth in its charter, the Nominating and Governance Committee of the Board has oversight of Intuit's environmental, sustainability and social governance matters. Also see "Board Oversight beginning on page 10 of [Intuit's Proxy Statement](#) filed on 11/27/19. Additionally, committee charters and members are noted [here](#).

GRI 102-19

Delegation of responsibility

GRI 102-20

High-level accountability for sustainability topics

Corporate Responsibility is led by Lara Balazs, Chief Marketing Officer and General Manager, Strategic Partner Group. Ms. Balazs reports directly to the President and Chief Executive Officer, Sasan Goodarzi.

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

GRI 102-21

Access to the board

See "Stockholder 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 Highlights" on pages 4-5 of [Intuit's Proxy Statement](#) filed on 11/27/19 for the Board composition and "Our Board Nominees" on pages 21-27 of the Proxy Statement for board biographies that include the number of each director's other significant positions and commitments, and the nature of the commitments.

GRI 102-23

Chair of the highest governance body

See "Board Leadership Structure" on pages 11-12 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.

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. Intuit does not have a controlling shareholder. As of 07/31/20, no natural person owns more than 5% and no institutional shareholder owns more than 10%.

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

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

GRI 102-27**Board ESG knowledge**

The Compensation and Organizational Development Committee receives updates on Diversity & Inclusion at least twice a year. The Nominating and Governance Committee receives environmental, social and governance (ESG) updates at least twice a year. The Audit and Risk Committee receives updates on any significant potential conflicts of interest quarterly. These updates are provided by the senior executives that lead the areas, including the Chief People and Places Officer, the Chief Diversity & Inclusion Officer and the Chief Marketing Officer and General Manager, Strategic Partner Group, who leads Corporate Responsibility, and the Vice President of Investor Relations. The General Counsel's team, the independent compensation consultant to the Compensation and Organizational Development Committee and Intuit's external investment relations advisor also provide the Board of Directors with updates and insights around external ESG trends.

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**GRI 102-32****Report Review**

The Compensation and Organizational Development Committee receives updates on Diversity & Inclusion at least twice a year. The Nominating and Governance Committee receives ESG updates at least twice a year. The Audit and Risk Committee receives updates on significant potential conflicts of interest quarterly.

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

GRI 102-35**Remuneration policies for the board and senior executives****SASB 270a.1****Percentage of total employee remuneration that is variable and linked to the amount of products and services sold**

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.

GRI 102-38**CEO/employee pay ratio****GRI 102-39****CEO/employee pay increase 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 and 143:1 in 2018.

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
- **Communities:** Make a difference in the communities the company serves
- **Shareholders:** Drive long-term growth, increasing shareholder value

GRI 102-42**Stakeholder identification (Core)****GRI 102-43****Approach to stakeholder engagement (Core)**

Stakeholders are part of “True North,” the goals Intuit uses to run the company; Intuit uses True North Goals to solve for both short- and long-term success across Intuit's stakeholders.

True North Goals are grounded in two principles: stewardship and stakeholders.

Stewardship is the accountability Intuit has for short and long - that is, delivering the best results the company can in the current 12-month period while making decisions today that leave the company stronger for the generation that follows. And stakeholders are being clear about who Intuit serves and who it won't serve. Intuit serves employees, customers, communities and shareholders, and it has a clear definition of success underneath each of those labels. In 2020, Intuit aligned with its mission of powering prosperity and updated its stakeholder groups to include “communities.”

- **Employees:** Intuit frequently engages with its employees and seeks their feedback. The primary methods of engagement include monthly check-ins, company-wide surveys, and quarterly all-hands.
- **Customers:** Intuit has a long history of engaging with its customers, both to understand their biggest needs and to measure the company's success in addressing those needs with the products it provides.

- **Communities:** Intuit is committed to supporting the world and the communities it serves beyond the benefits of its products. This is a core aspect of the total company strategy and includes identifying measurable targets which allow Intuit to measure progress.
- **Shareholders:** Intuit regularly engages with stockholders to better understand their perspectives. During Fiscal 2020, the company held discussions with many of its largest stockholders during scheduled events, including its 2020 Annual Meeting of Stockholders and annual investor day, as well as in regularly held private 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 7/31/20.

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 its employees, its business and its global communities.

GRI 102-47

Material Aspects included (Core)

In Fiscal 2020, Intuit undertook an assessment to identify the CR topics that are most significant to the company:

- Climate-Positive Commitment and Progress
- Job Creation and Job Readiness
- Diversity and Inclusion
- Ethical Practices and Risk Management

Intuit worked with external experts and internal stakeholders to help define the issues, which formed the foundation for this Corporate Responsibility Report and the company's overall CR strategy. Intuit plans to update this analysis periodically.

GRI 102-50

Reporting period (Core)

GRI 102-51

Date of most recent report (Core)

GRI 102-52

Reporting cycle (Core)

Fiscal year 2020 covers the period from August 1, 2019, to July 31, 2020. Intuit's last annual report came out in January 2020.

GRI 102-53

Report contact (Core)

David Zasada, Vice President Corporate Responsibility:
CR@intuit.com

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. While many 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, 2020.

GRI 201-2

Financial implications and other risks and opportunities due to climate change

See Intuit’s Carbon Disclosure Project (CDP) report submission (2019) [here](#).

Indirect Economic Impacts

(Material topic: Financial education and inclusion)

GRI 203

Management Approach

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

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

COVID-19 response

Intuit is always working to harness and apply the collective strength of its products and its people to make the world a better place, especially for those who need it most. That is core to the company’s mission to *Power Prosperity Around the World*. Intuit demonstrated this commitment in its response to COVID-19, when it moved fast to help consumers and small businesses access and navigate pandemic-related, U.S. government aid and relief programs.

Intuit partnered with the U.S. government to launch the following products quickly:

- Intuit Aid Assist, offering free, easy-to-use estimators for checking eligibility for federal relief programs, and estimating Paycheck Protection Program (PPP) loan forgiveness and stimulus eligibility.
- Intuit TurboTax Stimulus Payment Registration, a free product designed to help millions of Americans not required to file a tax return to get their stimulus money fast.
- Intuit QuickBooks Capital for Paycheck Protection Program, an easy way for small business owners, self-employed individuals, and other eligible applicants to apply for a PPP loan.

[Intuit’s COVID-19 response page](#) provides more information about these innovative products, along with details about the other ways the company is helping its employees, customers, partners, and communities to meet unprecedented challenges during the pandemic.

GRI 203-1

Infrastructure investments and services supported

Intuit Financial Freedom Foundation

The Intuit Financial Freedom Foundation (IFFF) is Intuit’s charitable foundation dedicated to programs and partnerships that promote financial literacy and independence among consumers, small businesses and self-employed individuals

who can benefit most. IFFF was created in 2002, with a focus on tax philanthropy, which continues to be the cornerstone of the foundation’s work.

Through IFFF, Intuit donates its software and resources to empower people, and the organizations and communities that serve them, to achieve better money outcomes. Intuit has long supported the empowerment of individual taxpayers to manage their own finances, including preparing their own tax returns, so that they receive every dollar they’ve earned and deserve. For those living with lower incomes, tax time, unlike any other point during the year, is a moment to help them improve their financial lives.

TurboTax Donations and Free File Programs

A priority of IFFF is to empower those who need it the most to prepare and file their tax returns with free Internal Revenue Service (IRS)-sponsored programs, like the IRS Free File program where they can use tax preparation software donated by Intuit and other companies, and to connect to programs that help them maximize their tax refund.

In 2020, Intuit entered its 22nd consecutive tax season of donating TurboTax to lower- and middle-income taxpayers; the last 18 of those tax seasons have been through the IRS and state Free File programs. 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 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 2020, Intuit donated 3.7 million federal and state returns to lower-income taxpayers through the IRS and state Free File programs. That is a more than 60% increase from 2019.

Intuit's support for lower-income taxpayers extends through IFFF partnerships and programs. Since 2010, IFFF has provided more than \$29 million to industry trade groups, local IRS Volunteer Income Tax Assistance (VITA) programs, community-based organizations and national tax assistance associations. Some of the 2020 initiatives with these valued partners are described below.

Free File Fillable Forms

In addition, Intuit has built and donated the Free File Fillable Forms (FFFF) product to the Free File Alliance and IRS. This product allows all taxpayers the opportunity to prepare and electronically file their tax returns at no cost using a forms-based preparation experience. Instead of preparing a manual tax return with paper and pencil and then mailing the forms to the IRS, FFFF enables taxpayers to efficiently enter and file their information entirely electronically.

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. Allies are national, state and local organizations—including VITAs, Asset Building Coalitions, and the American Library Association—with a shared mission to help those who need it the most to access free, IRS-sponsored taxpayer assistance programs and opportunities to invest in their financial well-being.

Some Allies, like Intuit, create and donate software so people can confidently file their taxes on their own and receive every dollar they deserve. Other Allies, like VITAs, drive programs that connect people with trained volunteers who prepare their tax returns for them. And some Allies help families learn how to invest part of their tax refund so they can increase savings for financial stability.

Tax Time Ally and nonprofit organization SaverLife, for example, launched the Tax Time savings initiative in 2018, with the goal of encouraging Americans to save their tax refunds and boost their financial stability. In 2020, more than 67,000 individuals took the Tax Time pledge and saved \$49 million of their tax refunds. Pledges were up 49% from 2019, but the total amount pledged in 2020 was less. This is due,

in part, to SaverLife making changes to its pledge process, recommending that people commit to more realistic pledge amounts.

For the third year, IFFF drove a national Tax Time Allies digital outreach campaign to help eligible taxpayers find and use Free File. The campaign, which used Facebook posts, search and web banner ads, resulted in nearly 163 million impressions and over 3.4 million clicks directly to the IRS Free File website. The outreach campaign ran throughout the extended tax season, which ended on July 15, 2020, instead of the traditional April 15 tax day.

During the COVID-19 pandemic, IFFF worked closely with VITA programs in the United States and Community Volunteer Income Community Volunteer Income Tax Program (CVITP) in Canada to help them transition from *in-person* taxpayer assistance to *virtual* taxpayer assistance. IFFF provided training, networking and video tools to help the programs test and perfect new volunteer training methods, technology to connect volunteers and taxpayers, and protocols for serving taxpayers who had never prepared their own returns. The lessons and resources developed in tax year 2019 are being used to prepare for tax year 2020.

Tax Time Savings

Boosting financial wellness with a community-first approach

Intuit worked with SaverLife in Fiscal 2020 to pilot a technology-based savings solution in two Prosperity Hub communities: Bluefield, West Virginia, and Johnstown, Pennsylvania. With Intuit's support, SaverLife combined digital and grassroots outreach efforts in a nine-month pilot program to help these communities start building a culture of savings.

Increasing the financial stability of call center employees is a program goal. Two of the regions' largest employers, call center operators Alorica and Concentrix, are also Intuit business partners. Employees at both sites were offered SaverLife as an employee benefit, receiving a dollar-to-dollar match of up to \$40 per month, plus a \$20 bonus to support the goal of building \$500 in emergency savings. Employees signed up at double (Concentrix) and quadruple (Alorica) rates of similar SaverLife employer programs.

Through these and other outreach efforts, including the use of regional media to build trust and awareness, SaverLife, with support from Intuit, has helped more than 3,300 households in these communities to boost their financial wellness. During the pilot, Bluefield area residents saw an average net increase in savings of \$442; in Johnstown, that figure was \$211.

Product Donations (#)

	2017	2018	2019	2020
QuickBooks	39,405	124,462	105,341	131,921
TurboTax Freedom Edition	2,328,530	2,315,743	2,256,580	3,710,707
ProConnect	111	65	65	65
Lacerte	26	11	11	11

Cash Giving

	2017	2018	2019	2020
Donation Matching & Grants	\$2.5M	\$2.7M	\$2.5M	\$3.4M
Intuit Financial Freedom Foundation	\$3.3M	\$3.8M	\$4.0M	\$4.3M

Intuit also supports organizations that help prepare young people on their path to prosperity, such as the JumpStart 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 2020, Intuit donated more than 3.7 million federal and state tax return filings to lower income taxpayers through Free File programs. The company donated QuickBooks products to over 140,000 nonprofits, small business development centers and educational institutions in the U.S. and Canada.

During 2020, Intuit employees volunteered more than 28,400 hours and donated over \$6.5 million to charitable organizations, including Intuit's match.

"We Care and Give Back"

Intuit's employees actively serve in the communities where they live, work and do business. It's a core part of the Intuit culture. The company supports employees' passions through programs that provide paid volunteer time and match the generosity of their contributions. Intuit provides employees with five days of paid time off to volunteer for charities in their local communities.

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

Intuit Foundation Giving

	2017	2018	2019	2020
Donation Matching & Grants	\$2.5M	\$2.7M	\$2.5M	\$3.4M

Global Education Programs

Intuit's signature education initiative in India is the Educating Girl Child Project. Since 2017, this unique program has supported the education of over 215 girl children in India. For every woman employee who joins Intuit India, Intuit sponsors

the educational support for one girl child. This program aims to sponsor the education of hundreds of girls through free education, after-school tutoring, career counseling and life skill lessons.

The Girl Child Project was awarded the "Best CSR Project" in the Education and Women Empowerment category by India CSR - India's largest CSR Network. Recently, Intuit India was awarded the "Rotary Karnataka CSR Award - 2020" for "Best CSR Practices in promoting basic education and literacy."

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, with 235 of them graduating through the Gurukul Project.

Product Accessibility

Intuit's products help customers gain independence and create financial health, and those features are uniquely suited to meet the needs of the disability community. Intuit's centralized Accessibility Team drives inclusive design and accessible testing, education, and engineering best practices. There's also an extended team of accessibility leaders within products and 700 Accessibility Champions representing all aspects of Intuit.

The company is also working to integrate accessibility into all products from the first stages of development. Working closely with customers to make adjustments to existing products that improve accessibility, there have been more than 500 updates in 2019. These changes make Intuit products accessible to people who are visually impaired, require a keyboard, and assistive technology. One update makes it easier for entrepreneurs to find accountants that communicate with sign language.

Throughout the company, awareness has been raised in boot camps, new employee training, lunch and learns, conferences, and workshops that help employees understand inclusive design and development. 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, Intuit believes their people come first.

Intuit Military and Veteran Initiative

The [Intuit Military and Veteran Initiative \(MAVI\)](#), established in October 2019, is Intuit's commitment to help transform the lives of military families and veterans through community, jobs and financial empowerment. Like military families and veterans, Intuit is committed to excellence, motivated by mission and driven by a sense of purpose.

Intuit believes that veterans and military spouses provide a source of unique skills and talent - and the company strives to compete for that talent, while honoring those who served. MAVI exists to present a cohesive cross-company representation of Intuit's job opportunities and financial empowerment programs for veterans and military families.

Intuit's mission through the MAVI program is to set a new gold standard for powering prosperity in the military community by embracing the value of and creating opportunity for those with the diverse skills and experiences developed through military service. Intuit's goal for the program is to create a robust and industry precedent-setting military program that becomes woven into the fabric of the company.

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 Intuit's 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. The company sends more than 100 employees to attend the conference annually. Intuit had 15 presenters at the 2019 conference and more than 1,900 people visited its booth during the event.

Environmental

Energy

(Material topic: Energy management)

GRI 302

Management Approach

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

Consistent with its operating values, Intuit has charted an ambitious path toward becoming the most environmentally sustainable company it can be. And, in Fiscal 2020, it achieved its internal carbon footprint goals five years earlier than planned.

Building on that success, Intuit announced in Fiscal 2020 a new commitment to surpassing carbon neutrality: the 50x by 30 climate-positive goal. Using its 2018 carbon footprint metric as a baseline, Intuit is committed to reducing carbon emissions by 50 times greater than its 2018 carbon footprint over the next decade.

Intuit is dedicated to serving and improving the communities where it operates – and there is no greater community than the planet we all share. As the company works to achieve its 50x by 30 climate-positive goal, it will look to expand sustainability initiatives and solutions for these stakeholder groups: employees, customers, communities and partners. Intuit's aim through these efforts is to drive a significant impact in reducing greenhouse gas emissions and averting the worst impacts of climate change.

Based on its positive environmental impact in 2019, Intuit earned validation for its core sustainability targets from the Science Based Targets initiative (SBTi), a collaboration among Carbon Disclosure Project (CDP), World Resources Institute, the Worldwide Fund for Nature, and the UN Global Compact. The SBTi also verifies and vets each of Intuit's targets to ensure alignment to the latest research and understanding of climate science, thus maximizing impact.

Additionally, in September 2019, the UN Global Compact, which is the world's largest corporate sustainability initiative, recognized Intuit as one of only 87 major corporations setting ambitious climate-positive goals. As a UN Global Compact signatory, Intuit is committed to 1.5°C science-based emissions-reduction targets aligned with a net-zero future and how corporations should function within planetary boundaries. However, the company's newly set 50x by 30 climate-positive goal far surpasses this target.

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

	2018	2019
Scope 1	19,505,000	10,494,000
Scope 2	71,927,000	31,804,000
Total	91,432,000	42,298,000

Renewables

	2017	2018	2019	2020
Electricity from renewable sources	70%	76%	76%	100%
Progress toward 100% goal	70%	76%	76%	100%

As of April 2020, Intuit reached its goal of achieving 100% renewable electricity for its global operations. It accomplished this 10 years earlier than its 2030 goal.

Intuit has invested in on-site solar installations in Mountain View and San Diego, California, and in Tucson, Arizona. The company's Plano, Texas, campus purchases 100% of its electricity from an off-site wind farm. And, as of January 2017, Intuit's global headquarters in Mountain View purchases 100% of its electricity from an off-site wind farm.

Intuit also solidified its long-term commitment to renewable energy by signing a 12-year commitment with Clearway Energy in November 2018. Intuit partnered with multiple companies on an aggregated Virtual Power Purchase Agreement (VPPA) to develop 419 MW of new wind-generation capacity at Mesquite Star Wind Farm in Fisher County, Texas. Intuit committed to 10 MW from the project to reach its 100% renewable electricity goal. The project became operational in Fiscal Year 2020.

GRI 302-3

Energy intensity

Energy Intensity

	2017	2018	2019
Revenue (\$)	N/A	6 billion	6.8 billion
Energy Use (KWH)	N/A	91,432,000	42,521,088
Energy Intensity (KWH/Revenue)	N/A	0.0152	0.0063

See Intuit's CDP report submission (2019) [here](#).

Emissions

(Material topic: Greenhouse gas emissions)

GRI 305**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 its worldwide operations since 2015. In 2019, Fortune 50 ranked Intuit #1 on their list of "Future 50 Sustainability All Stars."

Intuit's strategy to reduce carbon emissions focuses first on using less energy. Then, the company looks for cleaner alternatives to the energy it does use. Lastly, it offsets the emissions it has not been able to eliminate by supporting projects that prevent greenhouse gas release.

For example, Intuit is a founding member of Project Drawdown, a nonprofit organization that is a leading resource for information and insight about climate solutions. Intuit has aligned its carbon offset strategy with Drawdown's list of the 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](#). Intuit's support for the Ghana project has allowed Tradewater, a company that develops projects that reduce greenhouse gas emissions, to expand its refrigerant collection efforts to over six additional countries.

Sustainability Goals**All Operations**

Goal	Reduce our carbon footprint throughout all operations by 50 percent by 2025, as compared to 2012				
Metric	2016	2017	2018	2019	2020
% GHG Emission Reduction from 2012 Baseline	34%	43%	47%	48%	NA
Progress to Goal	68%	86%	94%	96%	NA

Intuit's Buildings

Goal	Reduce our building's carbon footprint by 80 percent by 2025, as compared to 2012				
Metric	2016	2017	2018	2019	2020
% GHG Emission Reduction from 2012 Baseline	53%	64%	73%	80%	NA
Progress to Goal	66%	80%	91%	100%	NA

Renewable Energy

Goal	100 percent renewable electricity by 2030				
Metric	2016	2017	2018	2019	2020
% Used Electricity Generated from Renewable Sources	50%	70%	76%	76%	100%
Progress to Goal	50%	70%	76%	76%	100%

Waste Reduction

Goal	Divert 90 percent of our annual waste by 2020				
Metric	2016	2017	2018	2019	2020
% Waste Diverted	70%	70%	72%	76%	77%
Progress to Goal	78%	78%	80%	84%	86%

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 CO₂e)

	2017	2018	2019
Scope 1	3,176	2,045	1,912
Scope 2	9,682	7,622	5,136
Scope 3	28,346	28,459	30,476
Total	41,204	38,126	37,524

GHG Intensity

	2017	2018	2019
Revenue (\$)	5.2 billion	6.0 billion	6.8 billion
Total GHGs (MT CO ₂ e)	12,858	9,630	7,048
GHG intensity (MT CO ₂ e) Revenue	0.000002473	0.000001605	0.000001036

See Intuit's CDP report submission (2019) [here](#).

Intuit recognizes that this improvement was not due solely to its actions as a company. So, it is committed to continuing to drive initiatives to become zero-waste. Also, Intuit will need to rethink some of its efforts, as it recognizes that the pandemic will impact how the company uses real estate and its corporate campuses in the future.

Waste

	2017	2018	2019	2020
% Waste diverted	70%	72%	76%	77%
Progress to goal	78%	80%	84%	86%

Effluents & Waste**GRI 306-2****Waste by type and disposal method****Waste Reduction**

COVID-19 has had a direct impact on Intuit's waste diversion efforts in Fiscal 2020. The company's waste diversion rate was 77% for the year, with its fourth quarter reaching 84%. In 2019, Intuit was diverting 76% of its waste from entering landfills through recycling and composting. More importantly, in 2020, the total waste generated by the company decreased by 25% from the previous year.

Social

Employment

(Material topic: Recruitment and retention)

GRI 401

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. Its employees are fueled by a passion to serve Intuit's global customers and communities. As a company, Intuit strives 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](#).

Occupational Health and Safety

GRI 403-6

Promotion of worker health

COVID-19 response

In early March 2020, Intuit instituted a company-wide, work-from-home mandate to protect its workforce and do its part to slow the spread of COVID-19 to keep its communities safe.

Intuit's work-from-home guidance extends to its 1,200 customer success employees across seven countries and 1,900 partner experts across eight countries – all with minimal impact to the company's customers.

Intuit is also:

- Providing easy-to-access resources on working from home, leading virtual teams, keeping children engaged, and staying physically and emotionally healthy to help its employees and people managers adapt to, and feel supported in, a COVID-19 world.
- Offering a temporary time-off benefit for all employees that augments the company's regular leave policies, so that employees can focus on personal demands, such as caring for children unable to return to school due to pandemic-related closures.
- Continuing to pay its front-line hourly service workers during the crisis, including its security officers, building operations, mail services team, food service team and other on-site service providers.

For more information on Intuit's COVID-19 response with regard to employee safety and well-being, see page 4.

Training & Education

(Material topic: Recruitment and retention)

GRI 404

Management Approach

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

GRI 404-2

Programs for upgrading employee skills and transition assistance programs

Learning Technology to Support Employee Development

In service to employee learning and growth, craft skills are identified, documented and communicated across Intuit. In Fiscal 2021, Intuit will ensure all craft areas have updated and communicated skills, and employees understand how to develop those skills through continuous learning. Intuit recently launched a suite of modern learning tools where employees can access thousands of internal and external courses, videos, articles, books, and more—all in one place. This new learning tech stack makes it easier than ever for employees to grow personally and professionally.

Design for Delight (D4D)

Intuit's "secret sauce" for innovation is Design for Delight (D4D), which is the company's way of looking at design thinking. This system starts with deep customer empathy, goes broad into lots of solutions before narrowing, and uses rapid experimentation to test solutions. To develop empathy, Intuit encourages its employees to know the company's 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 to be customer-obsessed. Intuit has an Innovation Catalyst community of about 400 employees driving D4D around the world, who support projects ranging from product design to social impact in underserved communities.

Horizon Innovation Program (HIP)

Intuit introduced its new HIP program to employees in 2018. HIP provides dedicated funding for full-time teams and a way for the 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 404-3

Percentage of employees receiving regular performance reviews

Intuit believes 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 Intuit's 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)

GRI 405

Management Approach

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

Intuit continues 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. The company has a dedicated talent team that seeks to find a talented and diverse set of professional candidates around the world. Intuit also partners with a wide range of external organizations that help the company to recruit new hires,

develop early career talent and convert internships into full-time positions within the company. Intuit is 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.

The [Intuit Again](#) returnship program brings technical women back into the workforce after a break in service for caregiving purposes. Intuit launched the program in 2018 to provide a supportive pathway back into the technology workforce after a career break. Intuit currently operates the Intuit Again returnship program in the United States and in India. Since its launch in the U.S., the overall conversion rate from returnship to full time employees is 63%.

Investing in Leader Capability

Intuit believes that building a diverse team is critical, but is only one aspect of creating an inclusive culture. As part of its ongoing effort to invest in its people, in 2018, Intuit kicked off a company-wide initiative at its annual Intuit Leadership Conference with its top 400 leaders. This included "unconscious bias" training to help the company's 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. As of July 2020, over 1,100 people managers (out of 1,400) have attended the Leading Inclusively @ Intuit program. Intuit is on track to educate all employees on inclusive leadership (including unconscious bias and allyship) over the next six months.

Racial Equity Advancement Leadership Team

Diversity and inclusion are core to who we are at Intuit, but we are too often silent on the racial injustice and discrimination that our Black colleagues face every day. We must continue to improve, especially when it comes to having a greater percentage of under-represented minorities within our employee population, in particular increasing our representation of Black employees. We have been guided in this work by a team of employees within our African Ancestry Network called the REAL team. This Racial Equity Advancement Leadership group is helping us drive durable change as we strive toward creating racial equity and equality. The team is helping us work toward tangible goals: expanding our traditional talent pipelines to generate a more diverse

pool of candidates; helping to ensure representation at all levels of the company; ensure Black representation is present as we develop new products; ensure our philanthropy work supports communities in need; and investing in the education of our Black employees.

Equality

Intuit aspires to create an environment where differences are valued and respected – differences in experience, background and opinion. It strives to provide equal employment opportunities for all employees and seeks to maintain a workplace free from discrimination, harassment and retaliation. Intuit expects its partners to adhere to its standards of business conduct and safe workplaces.

In 2020, the Human Rights Campaign Foundation (HRC) named Intuit one of the "Best Places to Work for LGBT Equality." Since 2005, Intuit has earned a perfect score on the HRC Foundation's Corporate Equality Index. The company continues to learn from its employees about what is going well, and the areas of opportunities to continuously evolve its diversity and inclusion practices. In 2019, Intuit CEO Sasan Godarzi was named the #1 CEO for Diversity by USA Today. And Forbes' 2020 Best Employer for Diversity rated Intuit #48.

Intuit has created a dashboard that lets all 10,600 Intuit employees see the company's diversity and inclusion data (gender, ethnicity in the United States, pay equity and belonging scores), which is updated on a monthly basis. Intuit also provides its 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**

	2018 ¹	2019 ²
Tenure		
0-5	50%	55%
6-10	20%	9%
10+	30%	36%
Age		
Under 50	30%	27%
50-59	20%	27%
60-69	40%	37%
Over 70	10%	9%
Gender		
Male	70%	73%
Female	30%	27%

¹ Board composition as of the publication date of Intuit's FY18 Proxy Statement

² Board composition as of the publication date of Intuit's FY19 Proxy Statement

See "Board Overview" and "Experience and Expertise" on page 4 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	FY2020 ¹
Overall			
Male	61%	61%	61%
Female	39%	39%	39%
Undisclosed	0%	0%	0%

	2018	2019	2020 ¹
Tech			
Male	73%	73%	72%
Female	27%	27%	28%
Undisclosed	0%	0%	0%
Non-Tech			
Male	49%	49%	45%
Female	51%	51%	55%
Undisclosed	0%	0%	0%
Executives			
Male	69%	69%	67%
Female	31%	31%	33%

"Tech" includes five disciplines: Product Development, Data, Design, Technical Program Management and Information Technology. Our definition aligns to the Anita B. benchmarking definition. "Executives" refers to Directors, Vice Presidents, Senior Vice Presidents, Executive Vice Presidents and the CEO.

Employee Ethnicity (U.S.)

	2018	2019	2020 ¹
Overall			
White	46%	46%	45%
Asian	28%	30%	32%
Hispanic or Latino	8%	8%	8%
Black or African American	3%	3%	3%
Native American, Alaska Native or Canadian Aboriginal	1%	0%	0%
Two or more Races	2%	2%	2%
Undisclosed	12%	10%	9%
Tech			
White	32%	33%	33%
Asian	45%	47%	47%

	2018	2019	2020 ¹
Hispanic or Latino	4%	4%	5%
Black or African American	1%	1%	1%
Native American, Alaska Native or Canadian Aboriginal	0%	0%	0%
Two or more Races	2%	2%	2%
Undisclosed	16%	14%	11%
Non-Tech			
White	58%	58%	60%
Asian	14%	14%	12%
Hispanic or Latino	11%	12%	13%
Black or African American	5%	5%	6%
Native American, Alaska Native or Canadian Aboriginal	1%	1%	1%
Two or more Races	2%	3%	3%
Undisclosed	9%	7%	6%
Executives			
White	59%	56%	56%
Asian	22%	26%	25%
Hispanic or Latino	4%	5%	5%
Black or African American	2%	2%	2%
Native American, Alaska Native or Canadian Aboriginal	0%	0%	1%
Two or more Races	1%	1%	1%
Undisclosed	11%	10%	10%

¹ Percentages may not total 100 due to rounding

Learn more about Diversity and Inclusion [here](#).

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

As of August 1, 2020, in the U.S., women earn on average 99.4 cents for every \$1 men earn, and minority employees earn on average \$1.01 cents for every \$1 white employees earn. In India, women earn on average 98.5 cents for every \$1 men earn. In all other countries, women earn on average \$1.01 for every \$1 that men earn.

Twice a year, with the assistance of an independent outside company, Intuit analyzes employee pay across job codes where it has enough employees and those employees have the same or similar job duties and compensation mix. As a result of its July 2020 analysis, Intuit made salary adjustments across four job codes (six employee groups) to 147 employees in the U.S. and 87 employees in India. As of August 1, 2020, after giving effect to the adjustments, none of the analyzed job codes had statistically significant differences in pay based on gender or ethnicity. Intuit continues to refine and refocus its efforts with the goal of reducing and ultimately eliminating the need to make salary adjustments.

Non-Discrimination

(Material topic: Diversity and Inclusion)

GRI 406**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. The company hires, promotes and rewards the most qualified employees no matter what protected categories they happen to fall into. Intuit does 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)

GRI 413**Management Approach****Explanation of the topic, how it's managed, and mechanisms for evaluating the effectiveness of the company's strategy.**

Through the Prosperity Hub Program, Intuit invests in people by creating new jobs, teaching new skills, and supporting small businesses in underserved communities across North America. Since 2016, Intuit has impacted local economies across the United States and Canada by partnering with third-party workforce supply vendors who employ hundreds of customer success experts. These experts support and educate Intuit's customers on how to best utilize the company's innovative products: TurboTax, QuickBooks and Mint.

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

Intuit launched The Prosperity Hub Program in 2016, with a mission to spark economic prosperity for people and underserved communities by creating new jobs, as well as preparing people for jobs of the future and equipping entrepreneurs to start and build successful businesses. Intuit partners with each Prosperity Hub to deliver programs through physical & virtual contact centers, educational institutions, and small business success centers.

By the close of Fiscal 2020, the company's efforts had led to the creation of 2,200 jobs in six Prosperity Hub communities in the United States and one in Canada. Intuit aims to increase that number to 7,000 jobs by Fiscal 2023.

Intuit recently commissioned an economic study determining that Intuit's investments have generated large societal returns in the form of hundreds of secondary jobs, \$63.4 million in labor income, and \$122.5 million of augmented local economic activity.

Program expansion

Intuit announced in late 2019 that it would expand its Prosperity Hub Program globally, starting in Canada. The Prosperity Hub in Corner Brook brings full-time, virtual jobs to the Newfoundland and Labrador region. The initiative, runs in partnership with Sitel Group, serves to build resiliency for underserved communities and their residents by providing work-from-home jobs. This marked Intuit's first Prosperity Hub beyond the U.S.

Public Policy**GRI 415-1****Political contributions**

Intuit transparently participates in the public policy process, including educating agencies and elected officials on its policy positions and their impact on consumers, small businesses, and the company's employees and supporting candidates whose positions on public policy align with Intuit's corporate policy interests. Intuit is nonpartisan; it participates across the political spectrum and believes 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.

Intuit complies with federal and state laws governing political contributions and their reporting and disclosure requirements. In the U.S., Intuit's PAC contributions are publicly disclosed to the Federal Election Commission (www.fec.gov), and state contributions are publicly disclosed on corresponding state websites; all contributions are aggregated and published on the company's website (www.intuit.com) semiannually. You can learn more about Intuit's Political Accountability philosophy and approach [here](#). Intuit's Political Accountability Policy can be accessed [here](#).

Customer Privacy

(Material topic: Privacy and data security)

GRI 418

Management Approach

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

Intuit is committed to providing its customers with choices about their data. For over 10 years, the company has adhered to a set of global data stewardship principles that not only governs how it operates, but also empowers its customers to share their data where and how they want. This means providing transparency about when Intuit shares data with third-party partners and developers, such as financial institutions, and upholding a sense of accountability to safeguard its customers' most sensitive financial information. Intuit designs its products and services with privacy and governance considerations. Regardless of what Intuit builds, maintaining "Integrity Without Compromise" to its customers is at the core of how the company operates. Learn more about Intuit's Data Stewardship Principles and review the latest Privacy Statement on the company's website (www.intuit.com).

A top priority for Intuit is the security of its products. The company uses security safeguards to help protect the systems and the information customers and employees give to the company from loss, misuse and unauthorized alteration. Intuit uses technical, logical and procedural measures, such as multi-factor authentication, which are designed to help detect and prevent fraud and misuse of customer information. Intuit routinely patches its systems with security updates, and it works to protect its systems from unauthorized internal or external access using numerous commercially available computer security products, as well as internally developed security procedures and practices.

In 2018, Intuit joined more than 30 global technology and security companies in signing a Cybersecurity Tech Accord, a publicly 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 since 2015.

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N/A: Not applicable to Intuit's operations.

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