Bitdefender®

Protecting millions of consumer
and business environments since 2001

Sustainability Report **2021**

This document contains links and interactive elements
Recommended software for visualization: Adobe Acrobat Reader

Contents

Bitdefender group's life at a glance 4
20 Years of Cybersecurity innovation. Always Defending. 6
About our Sustainability Report 14
Letter from our CEO 20
About Bitdefender 22
One of the best technologies 24
Awards and recognition 32
Governance and compliance 36
Memberships 45
Cyber responsibility 46
Honoring our people 54
Responsibility towards our communities 70
Safeguarding the environment 76
GRI content index 86

Bitdefender group's life at a glance

1990

Softwin S.R.L. is founded, which we believe to be one of the first IT start-ups in post- communist Romania. Rapid growth of computer viruses leads to development of "Softwin AVX" (AntiVirus eXpert).

2001

"Bitdefender" division is created and the "Softwin AVX" solution is rebranded under the name "Bitdefender".

2003 and 2004

First subsidiaries of Softwin S.R.L. are opened outside of Romania, in the United States, Germany, the United Kingdom and Spain.

2005

Bitdefender becomes a separate business entity, with the creation of Bitdefender S.R.L. in Bucharest, Romania.

2007 and 2008

BitDefender Holding B.V. is set up to become Bitdefender group's holding company, the first external capital entry being that of BD Soft N.V.

2011

Launches an enterprise range and virtualization security product. Opens an office in the Middle East (in Dubai, the United Arab Emirates).

2012

Bitdefender Launches Business Solutions Group

2015

A new consumer product category is created with "Bitdefender BOX" and IoT security services. Bitdefender group expands in the Nordics region, opening an office in Denmark.

2016 and 2017

Bitdefender acquires French partner Profil Technology. Vitruvian Partners LLP, an independent European private equity firm, invests in BitDefender Holding B.V. and the business is valued at more than $600 million.

2018

Bitdefender creates a new subsidiary in Australia through the acquisition of assets from distributor West Corp Pty Ltd.

2019

Bitdefender opens its Security Operations Center (SOC) in San Antonio, Texas and launches the Managed Detection & Response (MDR) service.

2020

Bitdefender formalizes its enterprise business team as the "Business Solutions Group".

2021

Bitdefender celebrates its 20-year anniversary.

20

Years of Cybersecurity innovation. Always Defending.

On the 4th of November 2021 we organized "20 Years of Cybersecurity Innovation. Always Defending.", an event dedicated primarily to our employees that play every day an active role in fighting against digital attacks. Due to the COVID-related restrictions and because we care about the health, safety, and well-being of our employees and those we work with, this celebration was a 100 percent virtual event. More than 1,000 employees watched this moment that marks 20-years of longevity and innovation. The event really helped Bitdefenders connect and jointly celebrate this unique milestone for the company. Employees around the globe sent testimonials, while Bitdefender senior leaders shared their insights on our 20-year journey.

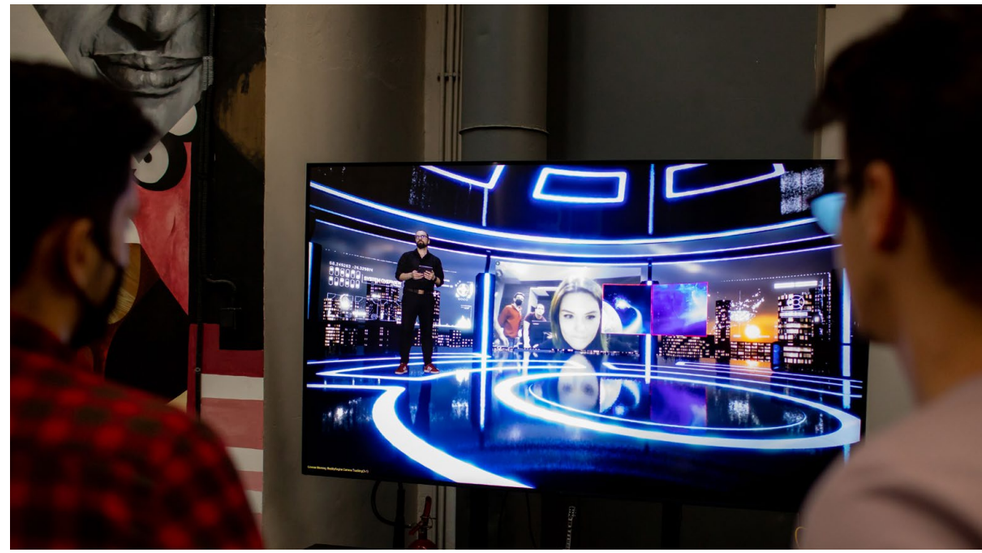
We saw the celebration as a powerful example of Bitdefender's continued resilience over the years, and as a sign of hope as the pandemic continues to unfold. Anniversary moments like this, celebrated responsibly, bring positivity, togetherness, and a sense of pride during a time when many may be struggling. It shows empathy and a sense of community that we can get through this together.

Our 20-year anniversary was a proud milestone and cause for celebration of the many achievements of Bitdefender and honor its team leading the fight against cybercrime, even during challenging times like the COVID-19 pandemic. It was a milestone dedicated to our customers, partners, employees, company growth and decades of cybersecurity innovations.

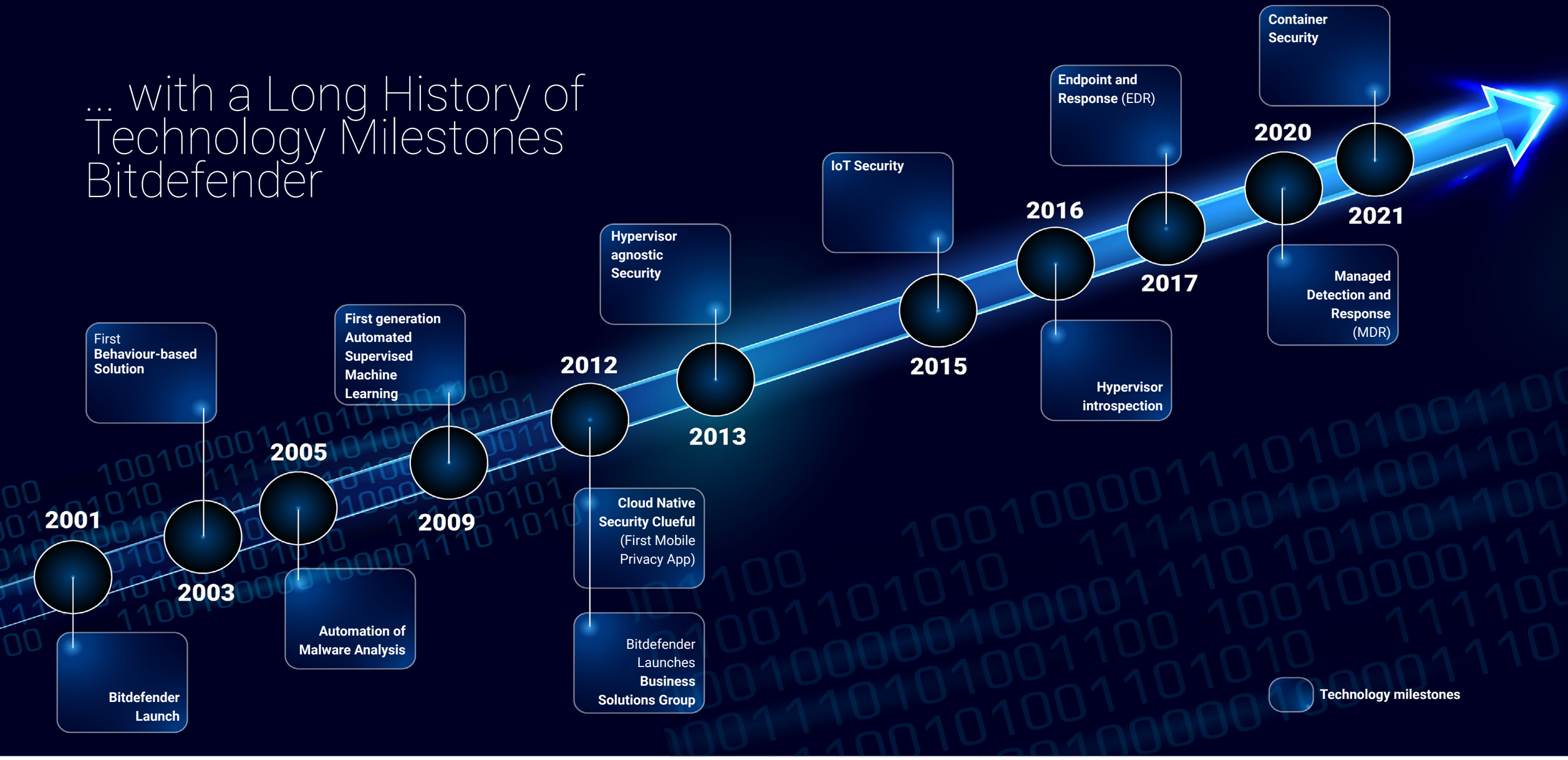
In 2021 we celebrated our 20th anniversary of uninterrupted efforts to protect millions of consumer and business environments.

We are committed to work together and build a more resilient world that is transforming continuously through the means of information technology.

20
YEARS OF
CYBERSECURITY
INNOVATION
ALWAYS DEFENDING
Bitdefender
Preview
Program
ENGINE 2
ENGINE 3
PlayOut
CAM 1
CAM 2
CAM 3
SAFE FRAME
Zero Density



... with a Long History of Technology Milestones Bitdefender



Celebrating 20 years of innovation

MILESTONES

2001 — MIDAS - industry's first advanced heuristic analysis tool, moving from signature to behavior-based threat detection

2003 — First commercial antivirus for Linux Samba 3 servers introduced

2004 — B-HAVE - a virtual computer-inside-a-computer, where suspicious software is run and monitored for malicious behaviors

2005 — Cyber Threat Intelligence & Advanced Persistent Threat Analysis labs opens in Iasi and Cluj, Romania

2006 — Opening of Mobile Security & Advanced Persistent Threat Analysis Center in Timisoara, Romania

2008 — AVC/ATC - technology created to proactively block unknown malware, paves the way for "next generation" defense

2009 — Bitdefender releases cloud-based, machine learning (ML) algorithms for multiple protection technologies

2011 — Bitdefender Enterprise division established

2013 — World's first hypervisor agnostic, cloud-native solution for virtualized environments unveiled

2015 — Bitdefender introduces BOX, the industry's first cybersecurity hub for smart homes

2017 — Launch of Hypervisor Introspection, first-of-its-kind solution delivering visibility into datacenter attacks

2018 — New state-of-the-art headquarters opens in Bucharest, Romania

2019 — Advanced MDR services are introduced

2020 — Bitdefender opens its Security Operation Center in San Antonio, Texas

2021 — Bitdefender releases 21st free decryptor saving the public 650M+ in ransom fees

CULTURE

Proud sponsor of International Olympiads in Mathematics and Informatics

Strong partnerships with top Romania universities to foster talent

EXCELLENCE

4 Product of the Year Award from AV Comparatives

48 5-star reviews and 32 Editor's Choice, PCMag

440 Technology patents issued

Highest

Detection Score in MITRE ATT&CK® Evaluations for Enterprise, 2021

GROWTH

5 Engineering Hubs in Europe

Secure Operations Center (SOC) in USA

1700+ employees across the globe

Millions

of customers in 170+ countries

About our Sustainability Report

Bitdefender Group's Sustainability Report for 2021 (the "Sustainability Report") is the second of its type and confirms our promise to publish annually on business's sustainability performance, while our efforts continue to be implemented to improve our outcomes in terms of social, economic, and environmental impact and to respond to the more challenging objectives we set for ourselves. In the pages of this report, we aim at disclosing relevant information about our overall sustainability performance and on the achieved progress against the objectives we have committed to and through which we want to contribute to a better future for most of us.

Our Sustainability Report continues to follow the *Global Reporting Initiative (GRI) - Core option - framework* for reporting on sustainability matters, while we are preparing to make the transition to the new European Sustainability Reporting Standards (ESRS) that are currently being developed by the European Financial Reporting Advisory Group (EFRAG), as requested by the European Commission. To respond to the requirements set out by the European Commission through the Directive 2014/95/EU on the reporting of non-financial and diversity-related information, we also considered the non-mandatory communications from the European Commission *Guidelines on non-financial reporting (methodology for reporting non-financial information)* (2017/C 215/01) and *Guidelines on non-financial reporting: Supplement on reporting climate-related information* (2019/C 209/01). In preparation of this report, we have followed the GRI standards identified as important for our stakeholders, who have been involved in the process of defining the content of the report. In order to determine the potentially material aspects, the *GRI Standards* and *Sustainability Accounting Standards Board (SASB) Standards* were analyzed and the latest sustainability initiatives and regulations, both European and global, were reviewed. Moreover, several sustainability reports elaborated by peer companies were examined.

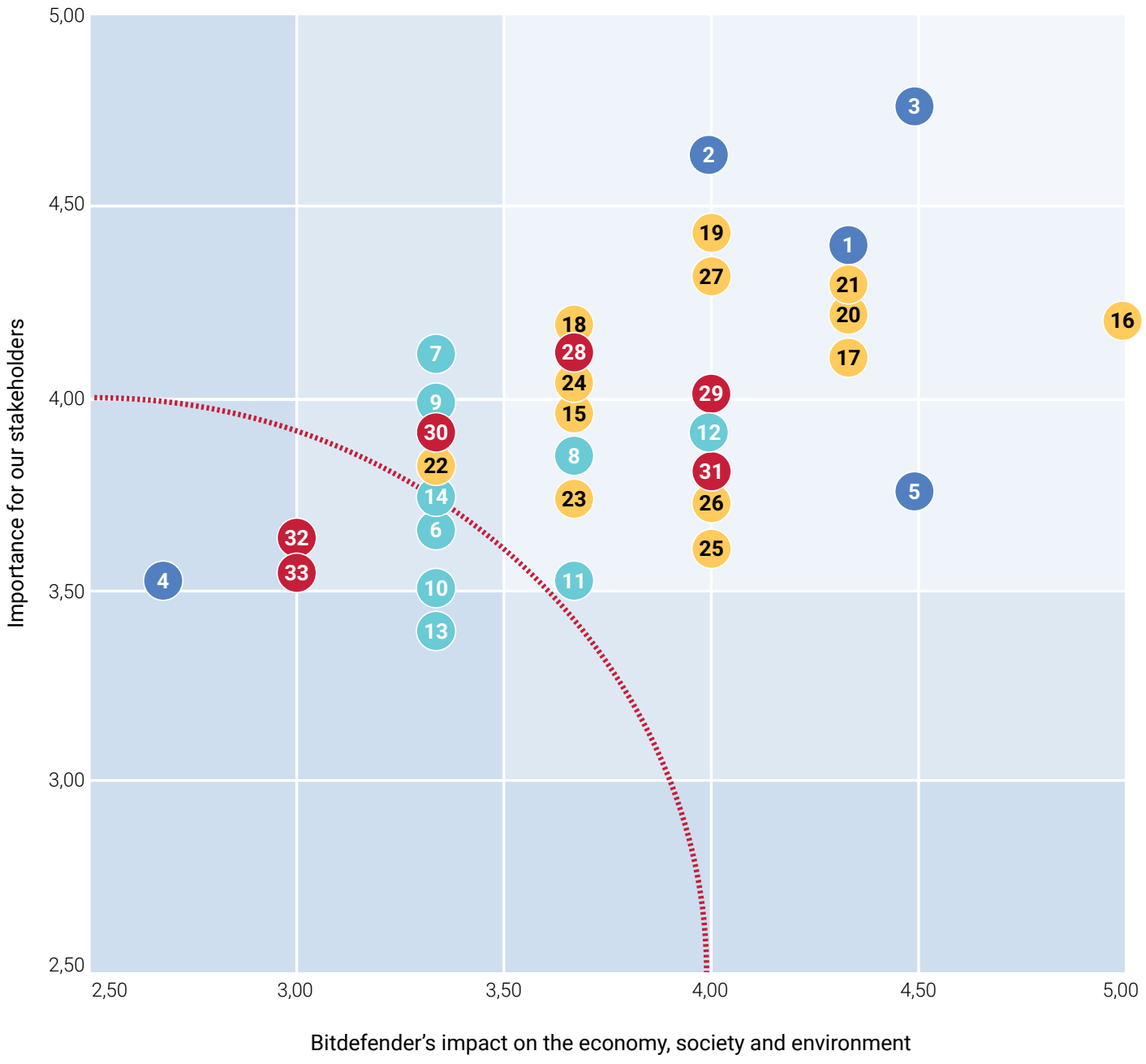
This second Sustainability Report is an adequate and balanced presentation of the economic, environmental, and social activities carried out during the financial year ending on December 31, 2021. With the main purpose of increasing transparency towards all our stakeholders and to meet both stakeholders' expectations and regulators' progressively developing sustainability goals and reporting requirements, our report elaboration process considers four principles for defining report content: *Materiality, Stakeholder Inclusiveness, Sustainability Context* and *Completeness*. To deliver our stakeholders quality information, the reporting process followed the principles included in *GRI 101 Standard: Balance, Comparability, Accuracy, Timeliness, Clarity,* and *Reliability* and consistently and self-critically presents Bitdefender's activities, impacts, and the substantive expectations and interests of its stakeholders.

To help us become better at everything we do, please contact us via e-mail: office@bitdefender.com or by sending your request to our corporate headquarters located in Romania, Bucharest, 15A Orhideelor Street, Orhideea Towers building, floors 9-12, postal code 060071, 6th district.

To determine the most important sustainability topics we invited to consultations 16 categories of stakeholders across the globe, and we made available for them an accessible on-line questionnaire, in Romanian, English, French and Spanish. Stakeholders from 9 categories contributed to this consultation process, with a total of 485 number of complete answers. We are grateful to our employees for maintaining a high interest in sustainability topics; more importantly, we are happy to observe that the importance given by external stakeholders is growing year after year.

Each topic proposed in the questionnaire was evaluated with values between 1 (irrelevant) and 5 (very relevant). After compiling the responses received from internal and external stakeholders, correlated with the responses given by the top management, the importance of each proposed sustainability topic was determined. Of these, topics that scored higher than 4 were considered relevant for inclusion in our Sustainability Report. Thus, from a total of 33 important topics reviewed by our stakeholders, a number of 27 material topics were identified and included in Bitdefender's Sustainability Report for the reporting period January 1, 2021 to December 31, 2021, these being presented in the materiality matrix presented on the next page of our report. In addition to the identified topics, we have included additional aspects related to environmental responsibility in our report to provide valuable information to stakeholders and the general public about our sustainability performance.

Materiality matrix



Area	No.	Topic	Material topic
Cyber responsibility	1	Secure usage of products and services	Yes
	2	Privacy protection	Yes
	3	Data security and protection of information	Yes
	4	Preventing net addiction	No
	5	Preventing cyber bullying	Yes
Environmental responsibility	6	Supporting circular economy and recycling	No
	7	Disclosing carbon and water footprint of products and services	Yes
	8	The Sustainability Policy and the Strategy for Climate Neutrality	Yes
	9	Transparency regarding environmental impacts of products and services	Yes
	10	Minimizing material usage e.g., packaging	No
	11	Use of renewable energy and increased energy efficiency of products and services	Yes
	12	Environmental compliance	Yes
	13	Educating stakeholders about environmental impact of IT&C industry	No
	14	Contribution to increased IT&C equipment lifespan	Yes
Social responsibility	15	Diversity, equal opportunities, and non-discrimination	Yes
	16	Well-being at work and occupational health and safety	Yes
	17	Healthy work-life balance	Yes
	18	Labor management	Yes
	19	Training and education	Yes
	20	Anti-corruption and anti-bribery	Yes
	21	Ethics and fairness in the value chain	Yes
	22	Supplier social responsibility assessment	Yes
	23	Corporate governance	Yes
	24	Marketing, communication, and customer relations	Yes
	25	Contribution to public policies development	Yes
	26	Community investment	Yes
	27	Protecting children's rights on the Internet	Yes
Economic responsibility	28	Risks and opportunities posed by climate change and financial implications	Yes
	29	Growing customer value, with focus on sustainability	Yes
	30	Facilitating and encouraging remote work	Yes
	31	Transparency regarding revenues, taxes, and other mandatory charges	Yes
	32	Engaging in startup collaboration	No
	33	Acting responsibly in exceptional circumstances	No

Letter from our CEO

Florin Talpeș
CEO and Co-Founder

At Bitdefender, we've always felt that sustainability is more than a reporting need; it's a multifaceted vision about the way we contribute to the world we live in now and in the future. This report outlines Bitdefender's contributions, challenges, and vision on resource friendliness.

In a world where energy has turned from a resource into a geopolitical weapon, energy consumption and refined processes are critical factors impacting today's business operations. Not only is sustainability environmentally responsible, but it also helps drive efficiencies in key areas such as engineering, product development, and overall performance. At Bitdefender we deliver solutions to the marketplace that have computer processing efficiency along with memory and storage usage. Bitdefender is recognized as a pioneer and remains a leader in designing low-energy security solutions for virtualization. Our virtualization solutions have made a difference by helping reduce energy waste as businesses continue to shift towards the public and hybrid cloud models to benefit from associated lower CAPEX and Total Cost of Ownership costs.

One of our most important sustainability initiatives has been to lower our compute resources carbon footprint. Bitdefender is in the process of migrating all eligible cloud workloads to cloud platforms prioritizing regions based on current energy consumption and carbon impact. This effort makes our ecosystem more energy efficient without compromising the effectiveness of our solutions.

The past two years have been strongly marked by the global pandemic. We have seen not only impacted economies and businesses, but also individuals and local communities who have been tested in many ways. We made it our mission to support those affected by the pandemic, so we joined forces with our partners to assist nurses and doctors with much needed equipment.

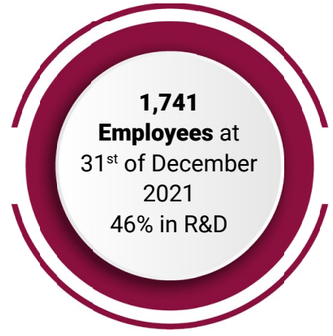
Amid the rising wave of cyberattacks against global healthcare facilities, we began offering free protection to non-for-profits, an offer appreciated by hundreds of hospitals worldwide.

Cybercrime can be life changing. We work tirelessly with global law enforcement to help with investigations and recover victims' data. To date, our free ransomware decryptors have saved an estimated $1 billion in ransom demands.

We strongly believe education is important to society's future and well-being. Science and technology hold answers to many of todays and tomorrow's challenges. More than ten years ago, we recognized and decided to act against a decline in the interest and performance of STEM-related education. Bitdefender has partnered with many institutions from primary school through to university to inspire the next generation of scientists, engineers, and futurists. We are pleased to see the results of our involvement, including the many talents who contributed to our company in the past or currently contributing as employees.

In the past year we've invested in computer science labs across Romanian academia, to drive the development of the next generation of cybersecurity talents.

As Bitdefender continues to grow and lead cybersecurity innovation to tackle a rapidly evolving threat landscape, sustainability, corporate responsibility, and programs that make a positive impact to society will remain important to us.



About Bitdefender

With a global security solution infrastructure that protects millions of users through solutions we deem visionary and considering also the many awards received from independent testing companies, we believe that Bitdefender provides robust security solutions since 2001 to customers from various sectors in countries across the globe.

Bitdefender Group continues to be one of the leading technology players[1] in the global security market, developing, marketing, and supporting a broad range of cybersecurity products and services for both enterprise and consumer markets in 170+ countries. Additionally, its technology is licensed by some of the world's most recognized technology companies, going to market through a network of managed service, distributor, and reseller partners. Recognized for eliminating threats, protecting privacy and data, and enabling cyber resilience, the Group[2] has worldwide operations and offices in 13 countries: Romania, United States of America, Canada, Germany, Spain, United Kingdom, Denmark, Italy, Australia, the Netherlands, United Arab Emirates, France, and Cyprus. The parent company Bitdefender Holding B.V. together with its subsidiaries are hereinafter referred as "the Group", "Bitdefender Group" or "Bitdefender®".

Bitdefender Holding B.V. is 100% owner of its subsidiaries contained within the "Group".

Founded by Florin TALPEȘ - Chief Executive Officer, a visionary tech entrepreneur, and his wife Roxana Măriuca, Bitdefender is one of the first private software companies in post-communist Romania. Through their passion, energy and continuous efforts they contributed greatly to putting Romania on the global map of excellence in technology. From modest beginnings in a small Bucharest office to now almost 2,000 employees spread across the globe, including an elite team of researchers, engineers and mathematicians, Bitdefender's continued growth and success remain focused on a single mission – fighting cybercrime.

Guardian over millions of consumers, businesses, and government environments, Bitdefender is committed to continue investing in research and development, thus performing better year after year. We consider that a major driver of our success is our outstanding engineering talent and deep domain expertise. Approximately half of Bitdefender's employees are in engineering and research and development (R&D), primarily working in five R&D centers aligned closely with Romania's top universities. The Bitdefender Labs team discovers over 400 new threats each minute and validates around 40 billion threat queries daily.

We consider that the company has pioneered breakthrough innovations in antimalware, IoT security, behavioral analytics, and artificial intelligence and its technology, which incorporates technology created by Romanian engineers and is licensed by more than 150 of the world's most recognized technology brands.

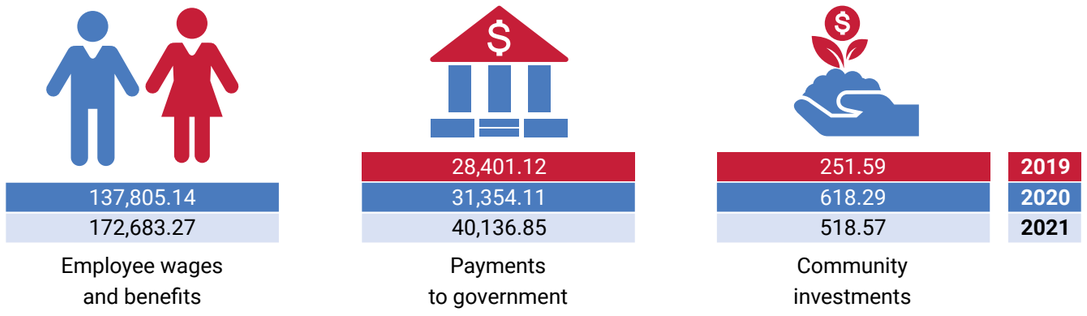
For the financial year ended December 31, 2021, the Group registered net revenues split between consumer 58% and business 42% (2020: consumer and business 61% and 39%, respectively).

Revenues from business products increased compared to previous year by 32% (2020: 27% YoY), accounting for 42% of total revenues (2020: 39% of total revenue). Revenues from consumer products increased by 19% compared to last year (2020: 21% YoY). The group had no loans in the referred period.

The Bitdefender entities in the countries where we have points of presence are consolidated at the level of BitDefender Holding B.V. from Holland.

Bitdefender Group's economic performance – highlights

[USD thousand]



1. Bitdefender has ranked #1 in prevention in most enterprise tests performed by AV- Comparatives during 2018 – 2021.
2. Bitdefender AB was liquidated as of 24 November 2021 and was deregistered from the Swedish Companies Registry on 29 January 2022.

One of the best technologies

BITDEFENDER AT A GLANCE -

A global SAAS based Technology Company

We protect millions of businesses, governments, and consumers worldwide. As the trusted expert for protecting privacy and data, and enabling cyber resiliency, we are committed to research and innovation to stay ahead of advanced cyberthreats. In challenging times throughout the Group's history, Bitdefender has risen to the challenge. This year was no different. The global events from the last two years forced organizations and consumers everywhere to change the way they live, work, and communicate. We viewed these challenges as opportunities and quickly pivoted to support the new work-from-home environment. We helped our enterprise customers shift workloads securely to the cloud and offered healthcare organizations heavily targeted by malicious attackers, complementary security solutions to keep operations running. Amid change, we continued innovating our products and services earning a record number of industry accolades. Additionally, our engineers and product teams kept pace, and we added several new solutions to our consumer and business lines. Our world-renowned Labs team embodied the Bitdefender mascot by keeping "a watchful eye" on the threat landscape, making several major discoveries and releasing ransomware tools that have saved victims millions. Our ability to adapt and innovate is what has always helped make Bitdefender great. It is these attributes combined with the skill and dedication of our employees, and leading technology that will continue to accelerate our growth in 2022.

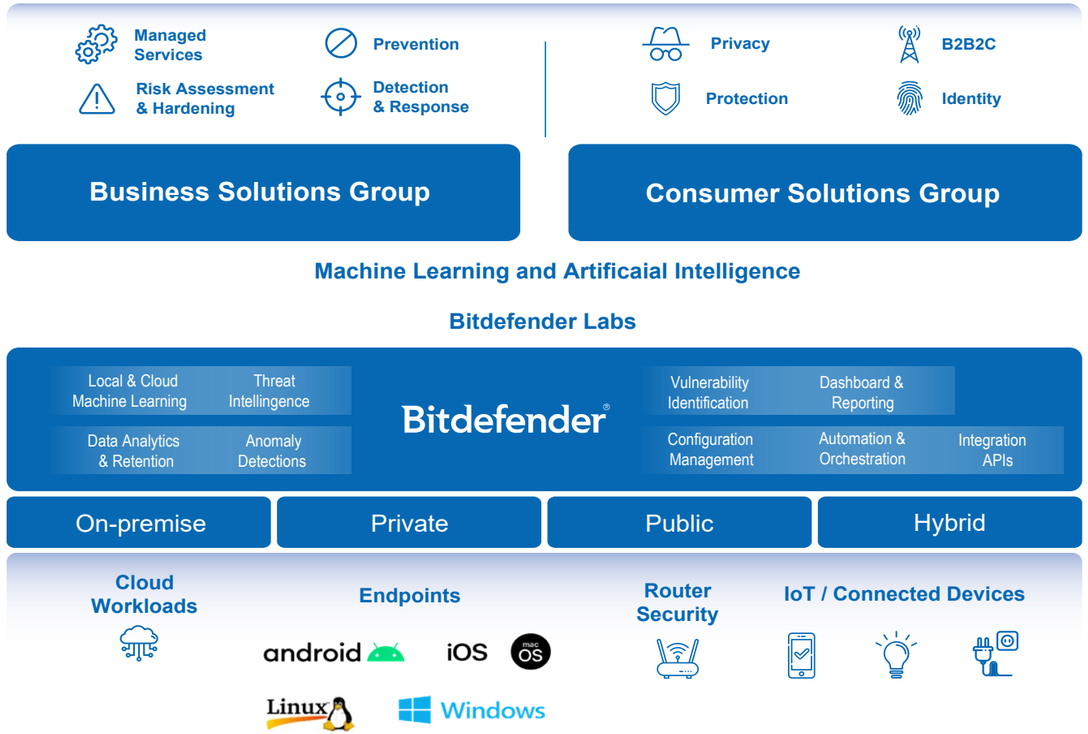
Bitdefender provides cybersecurity solutions with leading security efficacy, performance, and ease of use to small and medium businesses, mid-market enterprises and consumers. Guided by a vision to be the world's most trusted cybersecurity solutions provider, Bitdefender is committed to defending organizations and individuals around the globe against cyberattacks to transform and improve their digital experience.

Being the avant-garde of the industry means being ahead of the industry, always running faster than our competitors. We train ourselves to be able to find new and innovative ways to do business, to be able to create top products and breakthrough in technology.

Bitdefender's mission is to offer a technology platform and managed services our customers can rely on for superior protection not only today but for tomorrow. Our business customers come from a variety of sectors: Education, Energy and Utilities, Financial Services, Healthcare, Managed IT Services, Manufacturing, Public Sector, Technology, Telecommunications, and Retail.

From the very beginning we realized the need to place the focus of the protection on the individuals and their families as opposed to a device centric protection approach. We built a natively integrated suite, that is easy to use, install and setup, and is based on state-of-the-art technologies.

The global reach and reputation that our consumer solutions group established in the first decade of Bitdefender's journey paved the way for Bitdefender to stake its claim as one of the most trusted cybersecurity companies among small and medium sized businesses.



We have grouped our products into three main categories: **for home, for business** and **for partners**[3] in order to be able to offer each type of customer the cyber security solution they need. The specificity of our products is that they are intended to be used on multiple platforms: desktop, server, mobile and cloud, supporting most of the operating systems running on these platforms. In addition, the products offer the possibility of use on-premises, in public or private cloud, as well as in hybrid system, to meet the requirements and restrictions of all categories of users.

On the business side, we have four different go to market channels. We have traditional value-added distributors and resellers, as well as a strong managed security provider (MSP) network. We have our online channel, where many SMBs purchase directly, and then we also have a robust technology licensing partnership program with more than 150 top technology companies licensing and embedding our technology. In fact, 4 of the top 20 Fortune Global Technology companies use Bitdefender technology to offer endpoint security to their customers worldwide. It is a testament to our security efficacy and extends our endpoint footprint giving us early signals into attacker behavior.

For business customers, our GravityZone platform was built from the ground up with the needs of SMBs and MMEs in mind. With Gravityzone, our customers get: Strong attack prevention complemented with detection and response, and embedded threat intelligence. They get full coverage across endpoints and cloud workloads - from workstations and laptops to physical and virtualized servers, to cloud workloads and containers, and IoT devices. And finally, they are able to manage it all from a single console and a single agent. We also offer our customers robust managed detection and response (MDR) from our secure operations center in San Antonio, Texas, staffed by some of the industry's best threat hunters, and security analysts (many of which have worked at some of the world's leading law enforcement agencies). The complete package provides SMBs and MMEs with enterprise-grade protection with minimal operational overhead, resulting in low total cost of ownership and most importantly, continuous peace of mind.

In 2021, the following products were added to our portfolio:

Scam Alert for Android, keeps people safer by alerting them to malicious links arriving via SMS, messaging apps and any type of notification.

Root Cause Analysis is a feature that shows the user what would happen if a threat slips past the real-time security protection layer and thus helps people realize just how dangerous the internet really is and learn what they should be watching out for to avoid potentially risky behaviors in the future.

Bitdefender Password Manager is a cross-platform service (Windows, macOS, Android and iOS) that stores and organizes all customers' online passwords.

In order to guarantee the privacy of all our customers, in 2021 we remove all network nodes from India due to legislative changes in this country.

3. Our latest portfolio offering can be viewed on www.bitdefender.com

For Home

Protection

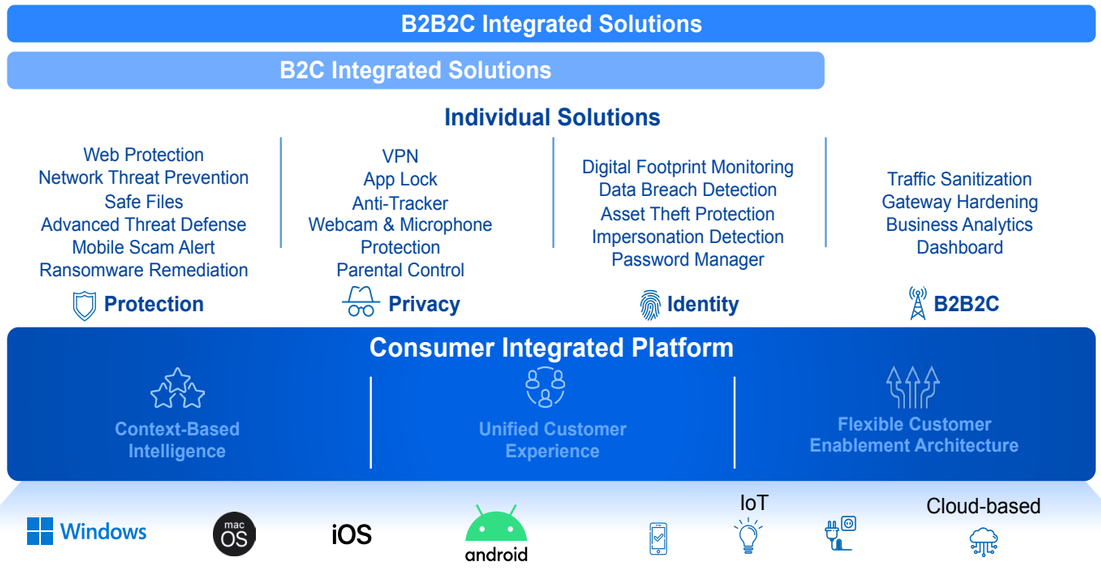
Our consumer solutions cover Windows PCs, Macs, smartphones and tablets running Android or iOS and offer what we believe is one of the best detections to stop even the most sophisticated cyber threats, multi-layer ransomware protection to keep the files safe with minimal impact on a system's performance and unlimited VPN.

Privacy

Our privacy service offers one of the-fastest VPN that keeps users' online identity and activities safe from hackers, internet service providers and snoops. This service offers complete online protection and anonymity, safe online media streaming and downloads, no traffic logs, by encrypting all incoming and outgoing traffic and is available for Windows, macOS, Android and iOS devices.

Identity

Bitdefender's portfolio also includes a solution that keeps identity safe against the rising tide of data breaches. It offers continuous monitoring of personal information and alerts users in real time in case of a data breach, giving access to a comprehensive mapping of a customer's digital footprint and making it easy to act well before disaster strikes.



For Business

Hardening and risk assessment

By incorporating risk analytics (for endpoint and user- generated risks) and hardening innovations natively, our business solutions minimize the endpoint attack surface, making it more difficult for attackers to penetrate.

Prevention

Bitdefender's business solutions' multiple advanced prevention capabilities automatically stop most types of threats from commodity malware to fileless ransomware, all packed in one solution.

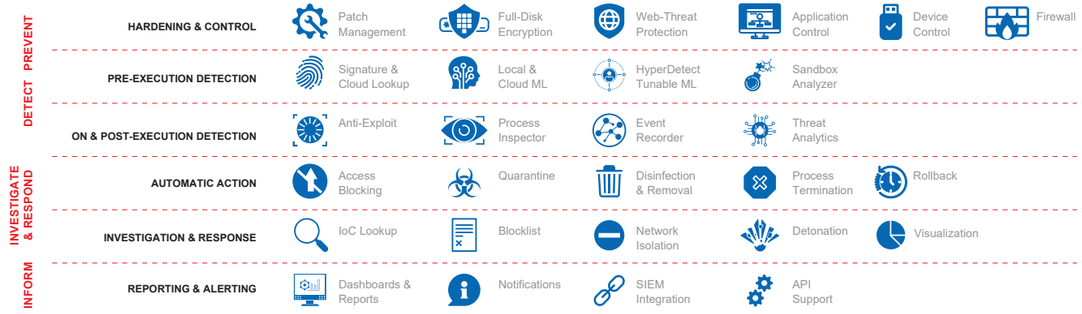
Detection and response

Detection and response show precisely how a potential threat works and its context in your environment. MITRE attack techniques and indicators of compromise provide up-to-the minute insight into named threats and other malware that may be involved. It helps to easily understand visual guides that highlight critical attack paths, easing burdens on IT staff. Integrated response recommendations indicate steps to remediate or reduce the attack surface.

Managed Detection and Response

Bitdefender's service gives the customer 24x7 access to an elite team of cybersecurity experts. This service is also backed by what we consider as industry-leading and trusted Bitdefender security technologies like the GravityZone® Endpoint Detection and Response Platform.

Bitdefender combines cybersecurity for endpoints, network, and security analytics with the threat-hunting expertise of a fully staffed security operations center (SOC) with security analysts from global intelligence agencies.



For Partners

Managed Service Providers (MSPs)

Through our approach to partnerships, as of the end of 2020, we developed a strong network of around 10,000 MSPs around the globe offering instant access to innovative resources and an array of tailored benefits that ensure each business growth.

Unified comprehensive MSP security suite that includes all essential security layers but also anti-exploit, advanced tunable machine learning, sandbox and EDR, managed from a single console. Manage protection for all customers from a single cloud hosted console with dynamic monthly billing. Automate tasks and streamline management using application programming interfaces (API) integrations with major Remote Monitoring Management/Professional Services Automation platforms and many other benefits tailored to MSPs.

OEM Technology Solutions

We believe that over 150 hardware manufacturers, software providers, and cloud-based solution companies have increased their revenue streams by integrating our software development kits (SDKs).

Gateway Protection

Bitdefender's Gateway Hardening is a security agent that is able to virtually patch vulnerabilities found in a telecommunications-deployed gateway, offering lean and comprehensive security stack.

IoT Protection

Bitdefender offers an IoT security protection platform, its protection being trusted and recognized by large hardware companies and able to make IoT security solutions malware proof.

Advanced Threat Intelligence

Offers contextual, timely insight into the global threat landscape for enterprise organizations with a security operation center.

Endpoint Protection

Easy-to-integrate, top-performing SDKs with excellent results on all operating systems.

Threat Intelligence Feeds and Services

A broad portfolio of unique, machine-readable (MRTI) data feeds and services for security solutions vendors.

The adjacent tables show the number of endpoints created in 2019, 2020 and 2021, with a split between MSP and non-MSP for Consumer and Business users. Data presented considers only Bitdefender products and for Consumer products with unlimited number of endpoints, we considered a maximum of 50 endpoints/product. Also, for MSP products we considered the invoices issued in the month of December.

Number of endpoints split by product usage type

Year	MSP	non-MSP
2019	1,193,529	52,626,537
2020	1,654,984	45,099,914
2021	2,145,817	41,822,785

Non-MSP number of endpoints

Year	Non MSP Business - EndUser	Non-MSP Consumer - EndUser
2019	7,152,862	45,473,675
2020	8,586,436	36,513,478
2021	8,254,443	33,568,342
Total	**23,993,741**	**115,555,495**

Awards and recognition

Bitdefender's efforts and performance are frequently recognized as a leader in cybersecurity by independent testing organizations and industry analyst firms, the Bitdefender products receiving regularly industry awards.

We believe that the 440 patents issued so far for core technologies (including machine-learning algorithms to detect malware and other threats and anomaly-based detection techniques vital to detect and prevent new and unknown threats) stand as proof of our commitment to exceeding the increasing expectations of our clients and nurture, at the same time, an organizational culture of innovation and original thinking.

Bitdefender is a global security technology company that delivers solutions in more than 170 countries through a network of value-added alliances, distributors, and reseller partners. Since 2001, Bitdefender has consistently produced award-winning business and consumer security technology, and is a leading security provider in virtualization and cloud technologies.

Through R&D, alliances and partnership teams, Bitdefender has elevated the highest standards of security excellence in both its number-one-ranked technology and its strategic alliances with the world's leading virtualization and cloud technology providers.

The security provider Bitdefender was able to garner a total of three important awards. With two distinctions for the categories of Best Protection for Consumer Users and Corporate Users, Bitdefender underscores its powerful protection for Windows systems. Bitdefender also continued this strong performance on Android systems, and thus earned an additional award for the best protection app for consumer Android users. This is proven protection that users can count on", says Maik Morgenstern, CEO of AV-TEST.

Bitdefender GravityZone Ultra ranked first in AV-Comparatives' Endpoint Prevention and Response Test, having the best price and best detection capability.

2021 Gartner Peer Insights Customers' Choice for Endpoint Protection Platforms in North America

The Voice of the Customer (VOC) is a document aggregating peer reviews on a specific market segment that can help aid with purchasing decisions based on insightful, unbiased and validated customer feedback. 94% of our customers would recommend Bitdefender and Bitdefender remained a Strong Performer on the VOC EPP Global View and in the VOC EPP for Midsized Enterprises.

Representative Vendor in Gartner's 2021 Market Guide for Managed Detection and Response Services

Bitdefender was featured for the first time in Gartner's Market Guide for MDR Services, the most important evaluation for this market.

Strong Performer in The Forrester New Wave™: Extended Detection and Response (XDR) Providers, Q4 2021

Bitdefender marked a strong entry in Forrester's first ever evaluation of the emerging market for XDR, as one of the only four strong performers, and with only two leaders. Bitdefender has the strongest product strategy and the best rated XDR commercial model in the industry. Forrester notes that Bitdefender *"is the best fit for companies that need a reliable and easy-to-use offering."*

Strong Performer in The Forrester Wave™: Endpoint Security Software as a Service, Q2 2021

Bitdefender received the highest possible scores for Corporate Strategy and Partner Ecosystem and scored among the highest in the Product Performance. *"Bitdefender focuses on endpoint security and has broadened to include cloud workload security and managed services. It features market-leading antimalware and anti-exploit capabilities as validated through third-party tests and customer-supplied efficacy scores."*

Bitdefender named a Major Player in IDC MarketScape for Modern Endpoint Security, Small to Midsize Businesses

This is IDC's first MarketScape report on Modern Endpoint Security which is focused on endpoint detection & response capabilities. *"Bitdefender's prevention capabilities are notable in offering an extensive range of capabilities, and customers confirm they are very satisfied with Bitdefender's ability to detect and block attacks early."*

Top Player in the Radicati Endpoint Security MQ 2021 report

"All Bitdefender anti-malware technologies are developed in-house. Bitdefender licenses its technology to a number of OEM partners."

Top Player in the Radicati Advanced Persistent Threat (APT) Protection-Market Quadrant 2021

"Bitdefender GravityZone effectively combines an array of solutions including, endpoint security, EDR, XDR, MDR as well as patch management, encryption, and email security, at an attractive price point."

Bitdefender Partner Advantage Network was named "Security Partner Program of the Year" for The 2021 Channel Innovation Awards.

Bitdefender Achieves Highest Detection Score in MITRE ATT&CK® Evaluations for Enterprise in Emulated Carbanak and FIN7 Attacks

Governance and compliance

At Bitdefender, we are convinced that the foundation of every prosperous business consists of the vigorous governance system. Over the years, we have developed our governance system to support a sound management of our business and to ensure the development of sustainable relations with our stakeholders. We consider that a good governance system also ensures the business's compliance with regulations, while contributing to attaining the business objectives.

Bitdefender's commitment to integrity begins with complying with laws, rules and regulations wherever we do business. Further, each of us must have an understanding of the group and company policies, laws, rules and regulations that apply to our specific roles.

Through our *Code of Business Conduct*, its related universe of policies, procedures, plans and guidelines, we create the Bitdefender group's behavioral framework that provides rules and guidance for employees and executives in whose area of responsibility the relevant topics are. We believe that the success of our business is dependent on the trust and confidence we earn from our employees, customers, and shareholders. We gain credibility by holding up to our commitments, displaying honesty and integrity and reaching company goals solely through honorable conduct.

Bitdefender's *Code of Business Conduct* has been built on the below listed 6 main pillars and offers comprehensive information on the behaviors expected from ALL our employees.

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

We promote our principles and values in every relationship we develop, both within the organization and with all our external stakeholders. Each of Bitdefender's employees is considered our ambassador, thus, since the very beginning of their activity within Bitdefender, we offer coaching on the desired behavior that would reflect our values.

Training on the *Code of Business Conduct* is given to new joiners during the onboarding process, in their first 14 days with Bitdefender, and ALL of our employees have to complete, on a yearly basis, the specific online training delivered through the e-learning platform. Desired behaviors are continuously encouraged, and reminder e-mails are sent until the completion of the *Code of Business Conduct* online training, which is available in Romanian, English and French languages.

INTEGRITY
We use our best efforts to always be on the Good side. We are to the computer user what the medication is for the patient and the policeman to the society. Be fair, be modest and never give up your principles. Your behavior must be ethical in all business and private relationships.
INQUISITIVENESS
We like the provocation of our minds: we know that any riddle has its answer. We love challenges and are always prepared to tackle them. We keep learning until we find the answer to any riddle and to any challenging situation with elegance and accuracy. We never wait from solutions from others and we are not ignorant or arrogant.
Bitdefender's core values
Our values, that are part of the *Code of Business Conduct*, are promoted in desired behaviors of our employees under the motto *Lead by example*.
HEROISM
We know that the only thing gained by following others is mediocrity. We are, therefore, not afraid of exploring uncharted territories. We definitely choose the untrodden path, which gives us a chance to conquer new worlds as pioneers.
INNOVATION
Being the avant-garde of the industry means being ahead of the industry, always running faster than our competitors. We train ourselves to be able to find new and innovative ways to do business, to be able to create top products and breakthrough in technology.
CORE VALUES

Governance structure

The highest corporate governance body at Group level is the Board of Directors. The Audit Committee acts as the Board's committee to oversee risk and the Remuneration Committee ensures an appropriate reward policy that attracts and motivates executives to achieve the long-term interests of shareholders. Throughout 2021, the governance bodies[4] of the Bitdefender Group are the following:

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

The Executive Board of Bitdefender Holding B.V. and the Board of Directors of each Bitdefender subsidiary supervise the activities at the level of the Bitdefender Group. The powers, duties, and responsibilities of the Board of Directors of each Bitdefender subsidiary are determined by the Articles of Association of each Bitdefender subsidiary.

The Supervisory Board supervises the policies of the Management Board and the general course of affairs of the group and is responsible, among others, for taking decisions on economic, environmental, and social topics.

The Supervisory Board together with the Audit Committee and the Remuneration Committee represent the main pillars of our Corporate Governance system. Their nomination process is provided in Bitdefender Holding's corporate documents, respectively the Article of Incorporation and the Shareholders Agreement.

The Executive Board of Bitdefender Holding B.V., the CEO, CFO, VPs of Lines of Business, the Global HR Director and Head of Global Recruitment are all part of the Compensation Committee validating remuneration packages for the highest governance body and senior executives. They provide all the benchmarking data, keep records of performance criteria and reviews and status of objectives' achievement, job codes and management percentiles for all jobs, assess skills requirements for the job and compensation packages according to benchmarking surveys. Performance criteria, including performance reviews, critical job evaluation, critical skills assessment and OKRs are assessed in editing renumeration policies according to business strategic objectives and key roles in the implementation of the organization strategy.

In determining fair remuneration, external remuneration consultants, that are independent of management, are involved.

4. The Company has a dual tier board structure, its Board of Directors being comprised of a Management Board and a Supervisory Board. The Management Board is comprised of Mrs. Elisabeth Johanna van Dijk and Pan-Invest B.V., while the Supervisory Board is comprised of seven members.

Bitdefender's leadership team

The governance structure defined and implemented at Bitdefender Group level coordinates the activity of all Bitdefender companies, ensuring a concerted management system throughout the business. With clearly assigned roles and responsibilities, the leadership team, comprising of security industry and business visionaries that champion technical excellence, innovation and growth, strives to integrate sustainability into each of our business processes. They cultivate our mission to defend our customers worldwide from advanced threats and help drive Bitdefender's position as one of the leaders and innovators in the global cybersecurity industry.

Florin Talpeș
Co-Founder & Chief Executive Officer

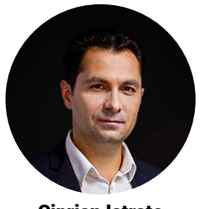
John Stynes
Chief Financial Officer

Rareș Ștefan
Chief Strategy Officer

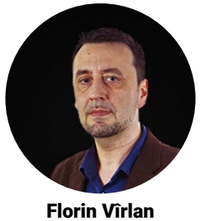
Bogdan Irina
General Manager, Consumer Solutions Group

Bogdan Dumitru
Chief Technology Officer

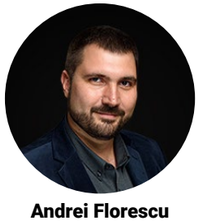
Mihaela Păun
Senior Vice President of Sales & Marketing, Consumer Solutions Group



Ciprian Istrate
Senior Vice President of Operations, Consumer Solutions Group



Florin Vîrlan
Senior Vice President of Engineering, Consumer Solutions Group



Andrei Florescu
Senior Vice President of Products and Engineering

Cătălin Coșoi
Chief Security Strategist

Emilio Roman
SVP, Global Sales & Channels, Business Solutions Group

Ethics, anticorruption, and fair competition

Driven by its deep security expertise and rapid pace of research and development, Bitdefender's long-standing mission is to deliver transformative security technologies to users and organizations around the world. From IoT to data centers, from workstations to hybrid infrastructures – Bitdefender plays a transformational role in the optimal way to use, install and manage security.

To be able to achieve its mission, Bitdefender has created a business framework governed by the *Code of Business Conduct*, the *Anti-corruption Policy*, the *Declaration of Interest* and *Whistleblower Policy*. All these documents provide vast information and guidelines so that possible violations are limited to the minimum and all our employees live by our values. The Anticorruption Policy is aligned with the Foreign Corrupt Practices Act from the USA and the UK Bribery Act, as minimum standards for Bitdefender employees, to which local laws are added. Trainings on anti-corruption policies and procedures are delivered periodically through online videos and detailed case studies presented. All employees must ensure that personal interests do not influence decisions related to Bitdefender. All employees have the obligation to annually sign-off the declaration of interests.

Bitdefender is committed to maintaining the highest possible standards for ethical and legal conduct within company's projects, programs and business. The company treats the business environment with responsibility; does not assume or request obligations that cannot be fulfilled; by the way it acts, it does not hinder the activity of its partners, suppliers, neighbors. It makes efforts to have a good reputation in all the markets in which it operates and practices fair competition. Bitdefender does not do business in countries on sanctions lists, and complies with EU, US and UN decisions. An internal process evaluates contracts prior to signing to ensure we avoid business relations with sanctioned entities.

At Bitdefender, everyone should feel comfortable to speak his or her mind, particularly with respect to ethics concerns. The Anti-corruption Policy together with the *Code of Business Conduct* and our *Whistleblower Policy* provide details on the mechanisms available for anyone observing harmful or illegal practices within our organization. These mechanisms can be used anonymously and the employees' concerns and requests for advice are treated with confidentiality; moreover, through our *Whistleblower Policy*, we ensure a safe work environment, protecting from retaliation any employee acting in a good-faith effort to prevent harmful conduct.

The specific Anti-corruption policy and procedures are available on the intranet for all employees. There is also a course on the e-learning platform that all new employees must follow shortly after the employment date. Employees in high-risk positions (sales, finance, acquisitions, decision-making positions, etc.) follow this course every year. All new and current partners periodically go through a background check process led by the ethical compliance team.

Bitdefender offers gifts and freebies only with the approval of the ethical compliance team, according to the provisions of internal documents.

All of Bitdefender's operations were assessed for risks related to corruption in 2021 and no significant risks related to corruption were identified through the risk assessment.

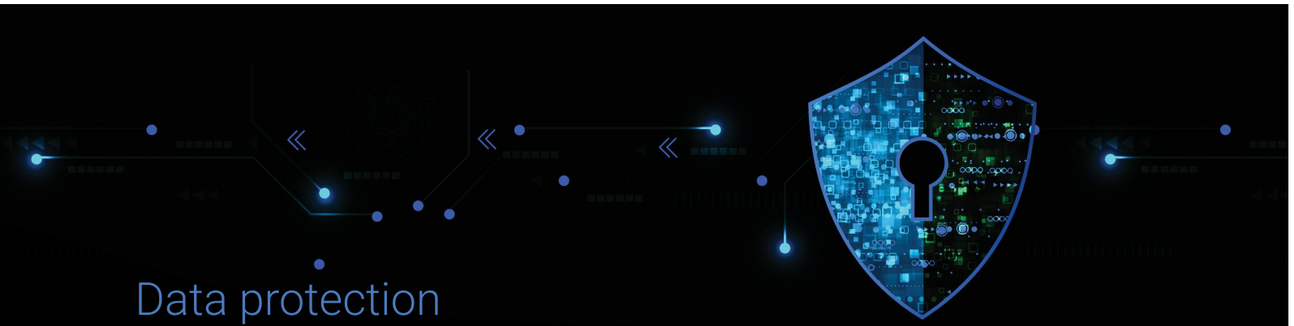
Bitdefender's anti-corruption policies and procedures have been communicated to all governance body members and to all employees; they also received specific anti-corruption training.

At the same time, all contracts with our partners contain specific provisions on the prevention of acts of corruption.

0
Confirmed incidents of corruption

0
Lawsuits regarding anticompetitive, antitrust and monopoly behaviour

in the last 3 years



Data protection

Bitdefender works with government organizations, large companies, small and medium businesses, and individuals in over 170 countries. We strive to deliver products and services that radically change the security experience for consumers in terms of efficiency, performance, ease of use and interoperability.

Bitdefender might process employee or customer data for other purposes than those employment or anti-malware solutions related when/if there is a legitimate interest to do so or for fraud prevention purposes. In this sense, we mention in our privacy policies, that we have created a robust governance system to ensure the protection of data.

Within the Company, there are specialized departments that constantly measure the degree of customer satisfaction, with the main objective of maximizing it. Through specific methods and interactions with clients and partners, these departments anticipate the downward trends in the degree of satisfaction and propose avoidance measures.

For Bitdefender's recurrent business model, customer loyalty is decisive for economic growth, therefore within the Company there are specialized departments for increasing customer loyalty. At the same time, complaints are handled appropriately and quickly, being integrated into analysis and approval flows.

Memberships

ANIS
Employers' Association of the Software and Services Industry

Employers' Association of the Software and Services Industry

Netherlands Romanian Chamber of Commerce

Netherlands Romanian Chamber of Commerce

CCI FRANÇAISE EN ROUMANIE

French Chamber of Commerce, Industry and Agriculture in Romania

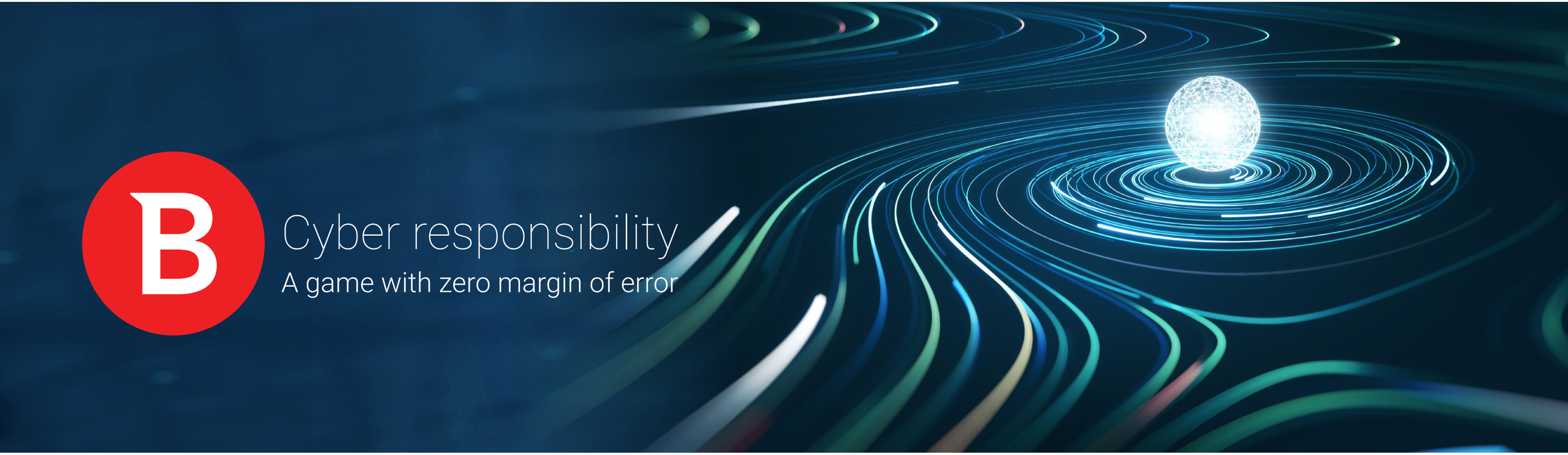
AHK

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

Bitdefender pays special attention to integrating ethical business and corporate sustainability principles into company's value system. In this sense, Bitdefender has adhered to the OECD Guidelines for Multinational Enterprises principles and standards for responsible business conduct in a global context and incorporate the Ten Principles of the United Nations Global Compact into company's strategies, policies and procedures, thus establishing a culture of integrity across the Bitdefender business lines.

OECD Guidelines for Multinational Enterprise

United Nations Global Compact



Cyber responsibility

A game with zero margin of error

A trade of brilliance, data security is an industry where only the clearest view, sharpest mind and deepest insight can win — a game with zero margin of error. Our job is to win every single time, one thousand times out of one thousand, and one million times out of one million.

And we do. We outsmart the industry not only by having the clearest view, the sharpest mind and the deepest insight, but by staying one step ahead of everybody else, be they black hats or fellow security experts. The brilliance of our collective mind is like a luminous Dragon-Wolf on your side, powered by engineered intuition, created to guard against all dangers hidden in the arcane intricacies of the digital realm.

This brilliance is our superpower and we put it at the core of all our game-changing products and solutions.

Cybersecurity is not about protecting an abstract cyberspace. Cybersecurity is about protecting the people and the services and infrastructure on which we rely. These days, it's not a matter of if you will be attacked, but a matter of when. So, everyone must be prepared.

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

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

The threat landscape is changing. Crimeware, a class of malware designed specifically to automate cybercrime, is growing in prevalence. It's often provided as a service or a pre-made, easy-to-execute kit that hackers can purchase on the Dark Web and use to spread their attacks far and wide. Examples include the rise of ransomware-as-a-service (RaaS) and even types of advanced persistent threats (APTs) that can live undetected within an organization's network for many months, silently stealing confidential data. These types of automated and sophisticated threats are increasingly being used to attack critical infrastructure and global supply chains. In fact, in its "2021 Global Risks Report," the World Economic Forum named Cybersecurity Failure as the fourth most pressing risk facing the world today.

The threat of ransomware has grown dramatically in recent years. The recent emergence of ransomware

as a service has made it possible for those with little technical know-how to purchase pre-made ransomware kits on the Dark Web, which they can easily push out to countless targets. According to 2022 SonicWall Cyber Threat Report, ransomware incidents spiked nearly 100% last year and show no signs of slowing, with numerous ransomware attacks to critical infrastructure and supply chains having already occurred in 2021. The Internet Crime Complaint Center (IC3) reports that the collective costs of ransomware attacks reached $49.2 million in 2021, up about 70% from the previous year. Ransomware is highly adaptable. Its creators carefully design the malware's individual modules to avoid detection by cybersecurity technology. But, as history has shown, even small delays in detection can provide enough time for potentially irreversible file encryption to take place. Therefore, defending against ransomware requires a multi-layered approach based on preemptive protection.

Several years ago, our Investigations and Forensics team at Bitdefender began building close relationships with law enforcement agencies, to assist them in their pursuit of cybercriminals. We recognized that the cyber forensic evidence we recover from our clients could aid law enforcement in their efforts to takedown cybercriminal gangs and put their members behind bars.

Today, we often work in tandem with law enforcement. Because we, at Bitdefender, protect hundreds of millions of customer endpoints around the world and process billions of malicious samples daily, we have a huge pool of data to draw from. We're able to recognize trends and connect dots that a single law enforcement agency working a specific case may not be aware of. For example, we can often recognize the modus operandi that is indicative of a particular cybercriminal gang, or we might be able to trace a cyber-attack back to a particular IP address, which we then share with law enforcement so they can investigate it further or identify the owner. And, because cybercrime isn't contained within the borders of any one country, we often end up working with numerous law enforcement agencies in multiple countries over the course of an investigation until the case is closed.

Ransomware has become incredibly prevalent. Over the past five years, we've seen attacks of great magnitude impact important organizations in critical industries. At Bitdefender, we actively monitor the main families of ransomware. Whether it's ransomware as a service (RaaS) or custom-made ransomware, we monitor and watch for ways we can combat the attack. Cybercriminals are human, so they do make mistakes. Sometimes – albeit rarely – we find mistakes in the implementation of the encryption itself. More often, we find pieces of information that give us clues to where the decryption keys may be stored. Then, we reach out to law enforcement agencies in countries that have open cases related to that particular family of ransomware. We provide them the information as to where the decryption keys may be stored in that infrastructure. They investigate, and if they're able to find the decryption keys, they bring them to us. **Together, we're then able to issue decryption tools that we make available for free to everyone.**

The Bitdefender **DRACO Team** provided cybersecurity consulting and guidance especially in areas of cryptography, forensics, and OSINT investigations and suspect identification, that helped the law enforcement consortium in this operation minimize the impact of successful ransomware attacks, and eventually led to arrests. This collaboration with law enforcement is a prime example of the public and private sector working together to significantly disrupt cybercriminal activities.

We believe it's very important to provide ransomware decryption tools to the public for free. The benefits far outweigh the risks. For that reason, we make all our decryption tools available for free not only on our website, but also on nomoreransom.org, an industry consortium where cybersecurity leaders and law enforcement groups provide free resources and tools so people can get the help they need.

In 2021 Bitdefender offered 4 free ransomware decryption tools to the public, thus reaching a total of 21 such tools made available at no cost to the general public at the end of 2021.

From a cybersecurity community perspective, the global community of defenders, which Bitdefender is proud to be a part of, thrives on knowledge sharing. As cyber-attacks become more frequent and sophisticated, it is harder for individual organizations to defend themselves; therefore, the established practice of sharing attack knowledge is only gaining in importance.

Bitdefender's mission is and will always be to battle cybercriminals and adversaries bent on causing harm. Like others in our industry, our researchers spend many long hours year-round tracking malware campaigns, assisting law enforcement and decrypting ransomware to help organizations stand up and fight the bad guys, because we care. Over the years as we have released decryptors, we have received many positive comments from organizations who were able to avoid paying ransoms (amounting to over $100 million) in addition to undisclosed business benefits from faster and more effective recovery.

We will continue our work to release ransomware decryptors as soon as available and offer them free and indiscriminately to anyone who needs them. We take this approach because it is impossible to assess how many have been affected since most ransomware attacks are not made public.

By way of another analogy appropriate during these times, developing ransomware decryptors is similar to developing a vaccine for a virus likely to mutate, it will still help those affected by the current variant. Knowingly withholding knowledge of a cure that could potentially help many, in the hope that the vaccine developer can identify and contact everyone individually who might fall ill, is not good health policy and, in the ransomware context, is against what the cybersecurity community stands for.

Strong cybersecurity comes from sharing of knowledge and open communications and is widely encouraged across the industry. That is why consortiums like nomoreransom.org and the Common Vulnerabilities and Exposures (CVE) for disclosing new vulnerabilities exist – both of which Bitdefender actively participates in. If we follow the logic in this story, it means the security industry should only disclose ransomware decryptors to organizations who are publicly known to have been attacked or only disclose vulnerabilities for which patches have been provided by vendors (which is not always the case), thereby putting organizations running such software at greater risk.

We view the research into ransomware groups and development of decryptors as our duty and we take this role very seriously. Our effort to disrupt Darkside is just one example of a single company making a difference. Ransomware operators have taken notice and are deeply concerned (as they should be) at the notion of **the cybersecurity community coming together and standing shoulder to shoulder to fight. That is the way we win.**

Sustainability and sustainable cybersecurity while embracing IoT systems

For businesses of all shapes and sizes, sustainability has become less of a buzzword and more of a reality. As a result, many organizations are looking to continue the acceleration of their digital transformation projects in order to help reduce their environmental impact.

A recent study from ABB found that 96% of decision-makers believe digitalization is "essential to sustainability", while almost two-thirds (72%) say they are looking to increase their spending on Internet of Things (IoT) technologies in order to reduce their carbon footprint.

For example, smart building technologies, such as voice-activated AC controllers and internet-connected thermostats, are helping organizations reduce their energy consumption and cut costs. Automating processes is also helping organizations minimize their buildings' environmental impact.

The potential use cases of IoT extend far beyond smart building control. Businesses are also embracing these technologies for asset control, emissions monitoring, intelligent waste management, and supply chain management, which means the number of devices is becoming ever-growing to the point of ubiquity.

However, while the intelligent nature of these devices is helping organizations meet sustainability goals, IoT technology is also introducing new cybersecurity threats. In fact, according to ABB's research, cyber-security is listed as the top challenge by decision-makers in embracing IoT for sustainability.

Not only does the sheer number of IoT endpoints provide a wide range of an enormous attack surface for hackers to target, but the devices themselves can often fall foul of cybersecurity best practices.

Due to the demand and fast rollout of IoT technologies, the manufacturers of these devices often forgo proper testing and support to be the first on the market. What's more, IoT devices are often abandoned almost immediately after launch, leaving users with increasingly unsecure hardware.

Weak authentication is another prevalent issue among IoT devices. Many ships with easy-to-crack default passwords, and in some cases, these can be publicly accessible or even stored in the application's source code. Some IoT devices have no authentication at all, which means that even if there's no important data stored on the device itself, a vulnerable IoT device can be a gateway to an entire network, or it can be assimilated into a botnet, where hackers can use its processing power to distribute malware and distributed denial of service (DDoS) attacks.

In 2021 there were more than **12 billion active IoT devices**, and it's estimated that this figure will grow to surpass 27 billion by 2025[5].

This means that for businesses looking to embrace IoT technology to become more eco-friendly, and for organizations manufacturing these inherently-unsecure devices, a sustainable approach to cybersecurity is also needed.

To achieve this, Bitdefender proposes using an approach called Security-First Compliance. This involves working towards constant system monitoring, auditing, reviewing, and checking requirements to ensure compliance. This approach creates an environment that is entirely focused on sustainable security and provides customized solutions for each type of user, starting from GravityZone solutions to Endpoint Detection and Response (EDR) solutions and finally to advanced Managed Detection and Response (MDR) services.

On the other hand, Bitdefender works together with the hardware industry to offer even home users solutions to protect IoT devices, an example of this being the collaboration with the Netgear company to implement antivirus solutions through the wireless router, thus protecting all devices from the whole house.

Sustainable cybersecurity, much like tackling climate change, means taking the long view on cyber-risk mitigation. When something is sustainable, it can grow and support itself for a long time rather than burn out quickly.

These days, the line between our online and offline lives has become indistinguishable. Our home lives, professional work, community services, economic prosperity and even national security are all connected to and impacted by the internet. This is why cybersecurity must be everyone's priority. To make users aware of the security risks to which their devices are exposed, we have developed a feature called Root Cause Analysis, which is included in Bitdefender security solutions, and which aims to show users what would happen if an infection runs its course without actually doing so.

5. https://iot-analytics.com/number-connected-iot-devices

It's very important for organizations to educate their employees about potential threats. Understand what your organization's specific threat landscape looks like and build an education program that informs employees what to look for. Arm them with cybersecurity best practices and refresh their training regularly. All this will help limit attack vectors and reduce the risk of a threat successfully making its way inside.

These days, it's not a matter of if you will be attacked, but a matter of when. Cyberresilience is "the ability to anticipate, withstand, recover from, and adapt to adverse conditions, stresses, attacks, or compromises on systems that use or are enabled by cyber resources." The systems and environments that are cyberresilient can withstand cyberattacks, faults, and failures and can continue to operate even in a degraded or debilitated state. Also, of great importance, they can continue delivering mission-essential functions while ensuring that safety and information security are preserved during an incident.

Cyber Resilience is not option anymore, it's a must.

Cristina Vatamanu,
Senior Team Lead, Forensics & Investigation in the Bitdefender Cyber Threat Intelligence Lab

In order to help companies to become more cyberresilient, Bitdefender has already developed Managed Detection and Response services to keep organizations safe with 24x7 security monitoring, advanced attack prevention, detection and remediation, and plus targeted and risk-based threat hunting by a certified team of security experts. In the future, we aim to further develop this type of service to always be where and when our customers need us.

2021 was anything but a typical year. The effects of the Covid-19 pandemic influenced the tech world, including cybersecurity and mobile threats. Criminals continued to adapt their tactics to mirror relevant events in society.

An excellent example of this type of tactic resides with the TeaBot and FluBot campaigns, which had a global reach and used vastly different methods to disseminate organically. FluBot spreads through SMS sent from already-infected devices, carrying messages regarding fake voicemail notifications or fake courier messages, among others.

Android rules the mobile world with its 70% market share, which means it's more exposed to risks than other platforms.

Scams, frauds, and malware campaigns spread organically through the Android user community. Sometimes, unwitting victims propagate harmful links, truly believing they're doing a service to their contacts. Other times, websites send malicious notifications, or compromised devices might send harmful messages on their own. No matter how these links spread, they pose a security risk to Android users. To protect users of Android devices, in 2021 we introduced the Scam Alert feature in Bitdefender Mobile Security for Android. This technology detects link-based mobile attacks delivered through SMS, messaging apps, and notifications and takes preventive measures to the forefront, dealing with potentially dangerous situations before they even have a chance to become a problem, including malware threats.

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

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

Honoring our people

"At Bitdefender I've grown so much professionally, and my work has had a real impact on so many people. My work in fighting cybercrime is helping make the online world a safer place for both businesses and people navigating the internet. Helping protect them motivates me every morning to do my job." -

Cristina Vatamanu,
Senior Team Lead, Forensics & Investigation
in the Bitdefender Cyber Threat Intelligence Lab

With half of our 1,700+ employees in engineering and research, Bitdefender has a pivotal role in securing the future of the digital world. Our security labs team are on the front lines of the fight against cybercrime and are frequently in the news for major threat discoveries and featured speakers at industry events and conferences.

Through Bitdefender offices around the world, we offer talented young people the opportunity to engage in a life's mission: the chance to make the digital world safer.

Bitdefender's investments in our people and technology are driving major advances in the security industry. Our team of brilliant minds have helped secure 440 patents and counting, and our technology is licensed by more than 150 of the world's most-recognized technology brands.

Behind our processes, deadlines, and tasks, we are humans. It is important for all our employees to feel appreciated, to express their ideas and to work independently. We have realized that purpose with an organizational culture putting people at the center. We take time to reflect on our achievements and to offer feedback.

We are doing everything we can to create a strong and healthy organizational culture within Bitdefender that gives our employees the confidence that they are part of a team of pioneers who lead breakthrough innovations in cybersecurity, protecting millions of consumers and thousands of businesses worldwide.

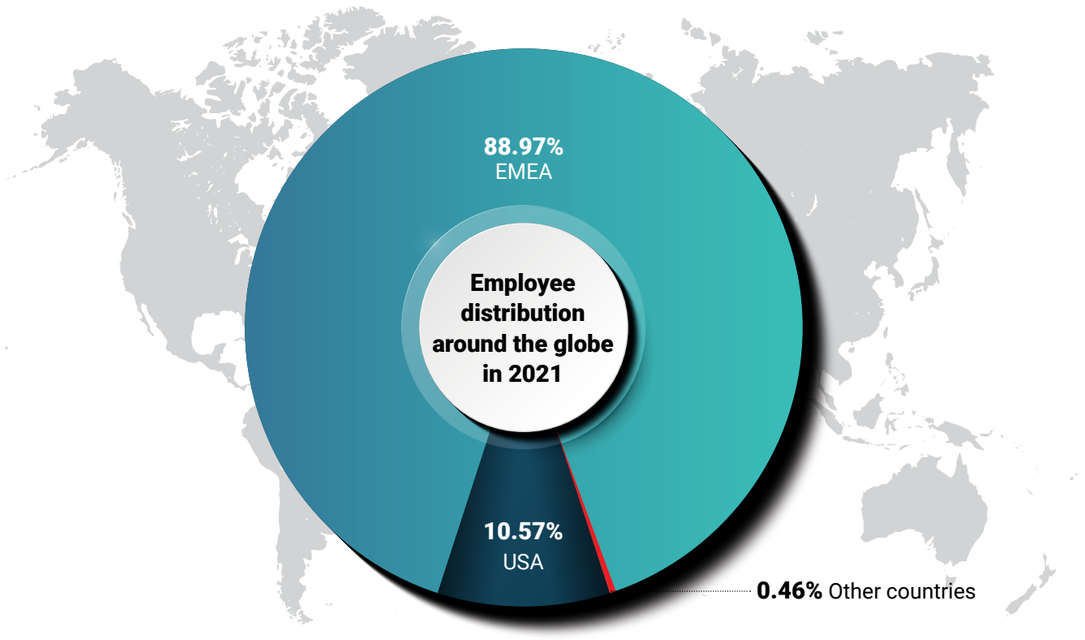
An important role in professional development is also played by our training offering: technical and soft skills, but, not least, also coaching and mentoring sessions. We also have the opportunity of taking English language lessons, particularly in the context of working at global level. We have international projects, where our colleagues can get involved, and based on our culture, we support them in growing and developing how and as much as they want.

We like growing together, celebrating our victories, and never forgetting we are a team.

At the end of 2021, Bitdefender had over 1,700 employees in the 13 countries where we have offices.

Bitdefender is a business started in Romania 20 years ago and during this period we developed our activity on four continents, but most of our activities remained in Romania. So, most of our employees are at the company's office in Bucharest, alongside the offices in Iași, Timișoara, Cluj-Napoca and Târgu Mureș. A significant number of our company's employees work in United States offices in Santa Clara CA, San Antonio TX and Fort Lauderdale FL.

Based on the regional distribution of our offices, we have defined 3 significant areas for analyzing employee data: EMEA, USA and other regions.



Region	2019		2020		2021	
EMEA	1,560	90.3%	1,462	90.0%	1,549	89.0%
USA	155	9.0%	151	9.3%	184	10.6%
Other countries	12	0.7%	11	0.7%	8	0.5%
Total	**1,727**		**1,624**		**1,741**	

In 2020, due to the COVID-19 pandemic, the number of our employees has decreased globally, but this decrease was compensated after the effects of the pandemic began to disappear. Thus, at the end of 2021, globally, Bitdefender had more employees than at the end of 2019. The business model and customer distribution have generated in recent years the constant increase in the share of US employees in Bitdefender's total employees.

Diversity

The expansion of the company in 13 countries located on four continents, has allowed us to have employees of various nationalities and who belong to different cultures and social and religious identities. The COVID-19 pandemic has shown us that we can have employees who, although they work remotely, are just as productive as those in the office. Thus, we took advantage of this opportunity and gave the chance to work within our company to employees who would find it difficult to relocate to one of our offices. In this way, we have removed some of the barriers that talented young people may have in achieving their dream of working in a leading multinational IT company. Although hiring people who work remotely from countries other than the one in which the company's headquarters is located brings several challenges related to the labor legislation specific to the country from which the employee works, our human resources department together with the legal department take all the necessary measures to ensure that we respect the rights of each of our employees. Thus, it is a win-win situation for both our employees, who can enjoy the opportunity to work for a world-leading IT company and the benefits of remote work, and also for the company by being able to recruit valuable employees who belong to different cultures.

Although physical presence at the office is also required for some of Bitdefender's jobs, a significant part of the jobs we have available are completely remote jobs, and in the rest of the jobs, a large part of employees have the possibility to work remotely for a large part of the working time. In this way, we help our employees to spend more time with their families and, on the other hand, to reduce the expenses caused by the presence in the office and implicitly the carbon footprint generated by their transportation to the workplace.

Within Bitdefender and especially among the employees in the technical and sales areas, English is mainly used, so that many of our teams are composed of employees belonging to various nationalities and cultures and in this way, both the company and the employees can benefit by exchanging ideas and points of view, thereby increasing the creativity of our teams and giving our employees the chance to learn new things from these experiences.

Dutch legislation requires large-sized/ Netherlands-listed companies to have a balanced distribution on their management and supervisory boards, with at least 30% of the seats occupied by women and at least 30% by men. This applies to Bitdefender Holding B.V. as a large-sized company. The Company has not achieved the required balanced composition of its Board of Directors as of December 31, 2021.

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

At the same time, BitDefender Holding B.V. is currently in the process of adopting a diversity policy regarding the composition of the Board of Directors and the executive officers.

Our area of business has been traditionally preferred by men in particular, which is also reflected by the gender structure of our company. So, at the end of 2021, 71% of Bitdefender's employees were men, down 3 percentage points compared to 2019.

Bitdefender employees' distribution by gender and age at December 31 2021

	Categories	<30 years			30-50 years			>50 years			Total	
		M	W	**Total**	M	W	**Total**	M	W	**Total**	M	W
2019	Top management				86%	14%	**82%**	100%		**18%**	88%	12%
	Technical staff	82%	18%	**62%**	87%	13%	**38%**	100%		**0%**	84%	16%
	Commercial (sales & marketing)	53%	47%	**15%**	63%	37%	**77%**	74%	26%	**8%**	62%	38%
	Administrative	59%	41%	**26%**	54%	46%	**66%**	15%	85%	**8%**	52%	48%
	Others	77%	23%	**46%**	76%	24%	**53%**	50%	50%	**1%**	76%	24%
	Total	**77%**	**23%**	**43%**	**72%**	**28%**	**54%**	**62%**	**38%**	**4%**	**74%**	**26%**
2020	Top management				88%	13%	**70%**	71%	29%	**30%**	83%	17%
	Technical staff	81%	19%	**57%**	86%	14%	**43%**	100%		**0%**	83%	17%
	Commercial (sales & marketing)	51%	49%	**12%**	58%	42%	**79%**	79%	21%	**9%**	59%	41%
	Administrative	58%	42%	**21%**	56%	44%	**71%**	14%	86%	**8%**	53%	47%
	Others	75%	25%	**38%**	79%	21%	**60%**	75%	25%	**2%**	77%	23%
	Total	**76%**	**24%**	**37%**	**71%**	**29%**	**59%**	**65%**	**35%**	**4%**	**73%**	**27%**
2021	Top management				78%	22%	**77%**	71%	29%	**23%**	77%	23%
	Technical staff	77%	23%	**59%**	86%	14%	**41%**	100%		**0%**	81%	19%
	Commercial (sales & marketing)	63%	37%	**10%**	57%	43%	**81%**	80%	20%	**9%**	59%	41%
	Administrative	58%	42%	**22%**	54%	46%	**68%**	17%	83%	**10%**	51%	49%
	Others	69%	31%	**30%**	80%	20%	**68%**	75%	25%	**2%**	76%	24%
	Total	**74%**	**26%**	**37%**	**69%**	**31%**	**59%**	**64%**	**36%**	**4%**	**71%**	**29%**

Diversity in all its forms (gender, age, ethnicity, skill set, etc.) is a rarity in the cybersecurity industry and has been for decades. Across the world, the cybersecurity profession is rapidly changing and experiencing profound demographic shifts in age, gender, race, and ethnicity. The divide between younger and older cybersecurity professionals is the greatest within DEI (Diversity, equity, and inclusion). This gap is the result of both generational changes in culture and in demographics themselves[6].

The difference in gender representation is more pronounced in the category of employees in the technical area, but also among them an improvement in the ratio between women and men can be observed during the last 3 years. At the end of 2021, women represented 19% of Bitdefender's technical staff, a significantly better ratio than the US cyber security ratio, where only 13% of cyber security workers are women, according to the (ISC)² 2022 Cybersecurity Workforce Study[7]. It can also be seen from here, that the general trend at the industry level is also reflected within our company. As the field of IT has become more and more present in our lives, the number of women who have turned to a career in this field has increased every year. It can also be observed at the Bitdefender level that the ratio between women and men in the category of technical staff is the highest among people under the age of 30, but also that the fastest growth of this indicator can be found in this age category, from 18% in 2019 to 23% in 2021.

The development of the ITC field, and especially of the cyber security area, gained momentum a little while ago, so that, on the labor market, people over 50 years old to work in this field are almost non-existent, especially since a large part of our company's employees come from Romania. Most of Bitdefender's employees over the age of 50 belong to the category of marketing and sales staff, as well as to the category of administrative staff.

As is natural, in the category of technical personnel there is the largest proportion of young personnel in our company, and in the categories of commercial and administrative personnel, the balance leans towards people in the age category of 30-50 years, people whose rich experience best fit for these positions.

Although it is not in our power to improve the ratio between the number of men and women within the company, we are happy that over the last three years we have managed to substantially improve this indicator within the company's senior management, from 12% in 2019 to 23% in 2021.

Within Bitdefender, only 2% of jobs are in the company's senior management category and these jobs require a high level of experience, which is why most senior management positions are occupied by employees between the ages of 30 and 50 years.

On the other hand, we have managed to maintain an optimal senior management ratio in terms of employee age, maintaining over the last years a proportion of approximately 25% people over 50 years of age.

The rapid change in gender diversity among cybersecurity professionals can also be seen within our company, with a 53% female under-30 employment rate in 2021 compared to just 34% among men in the same age group and only 14% among women aged 30 to 50.

6. https://www.isc2.org/-/media/ISC2/DEI/DEI-Market-Research-2021.ashx

7. https://www.isc2.org//-/media/ISC2/Research/2022-WorkForce-Study/ISC2-Cybersecurity-Workforce-Study.ashx

Employment rate in Bitdefender

		<30 years			30-50 years			>50 years			Total		
		M	W	**Total**	M	W	**Total**	M	W	**Total**	M	W	**Total**
2019	Top management				33%		**29%**	67%		**67%**	40%		**35%**
	Technical staff	42%	45%	**43%**	10%	12%	**11%**				29%	35%	**30%**
	Commercial (sales & marketing)	38%	38%	**38%**	20%	18%	**19%**	32%	27%	**31%**	23%	22%	**23%**
	Administrative	67%	65%	**66%**	23%	23%	**23%**		9%	**8%**	35%	31%	**33%**
	Others	61%	53%	**59%**	38%	40%	**38%**	100%		**50%**	49%	45%	**48%**
	Total	**45%**	**46%**	**45%**	**18%**	**19%**	**18%**	**34%**	**17%**	**28%**	**30%**	**29%**	**30%**
2020	Top management				21%		**19%**	20%	100%	**43%**	21%	50%	**26%**
	Technical staff	9%	10%	**9%**	2%		**2%**				6%	6%	**6%**
	Commercial (sales & marketing)	25%	15%	**20%**	14%	11%	**13%**	21%	11%	**19%**	16%	11%	**14%**
	Administrative	19%		**11%**	4%	9%	**7%**				8%	6%	**7%**
	Others	16%	18%	**16%**	10%	18%	**11%**				12%	18%	**13%**
	Total	**11%**	**11%**	**11%**	**7%**	**9%**	**8%**	**18%**	**13%**	**16%**	**9%**	**10%**	**9%**
2021	Top management				11%	20%	**13%**		50%	**14%**	9%	29%	**13%**
	Technical staff	34%	53%	**38%**	5%	14%	**7%**				21%	41%	**25%**
	Commercial (sales & marketing)	56%	45%	**52%**	22%	31%	**26%**	43%	11%	**37%**	28%	32%	**30%**
	Administrative	36%	25%	**32%**	14%	15%	**14%**	33%		**6%**	20%	14%	**17%**
	Others	58%	47%	**55%**	30%	31%	**30%**	33%	100%	**50%**	37%	39%	**38%**
	Total	**38%**	**49%**	**40%**	**15%**	**25%**	**18%**	**37%**	**11%**	**28%**	**25%**	**32%**	**27%**

While the cybersecurity workforce is growing rapidly, demand is growing even faster. (ISC)²'s cybersecurity workforce gap analysis revealed that despite adding more than 464,000 workers in the past year, the cybersecurity workforce gap has grown more than twice as much as the workforce with a 26.2% year-over-year increase, making it a profession in dire need of more people.

Cybersecurity workers are in greater demand than they've ever been before, and supply can't keep up. The global workforce gap increased by over 25% this year and nearly 70% of organizations say they have a worker shortage[8].

Staff shortages are a common challenge in the post-pandemic cybersecurity environment. Many cybersecurity employees are being given increased flexibility and the freedom to choose where and how they work. People are seeking out work cultures that fit their lifestyles the best, and this has led to increased turnover. According to the (ISC)² 2022 Cybersecurity Workforce Study 21% of respondents from North America have switched organizations in the last 12 months, this is up from 13% in the previous year. And in this regard Bitdefender's indicators are kept in the cyber security industry average with a turnover rate of 20% of technical staff in 2021 and a turnover of 22% at the level of all Bitdefender staff.

8. https://www.isc2.org//-/media/ISC2/Research/2022-WorkForce-Study/ISC2-Cybersecurity-Workforce-Study.ashx

Employee turnover rate

		<30 years			30-50 years			>50 years			Total		
		M	W	**Total**	M	W	**Total**	M	W	**Total**	M	W	**Total**
2019	Top management							125%	200%	**133%**	31%	40%	**32%**
	Technical staff	36%	47%	**38%**	10%	13%	**10%**				26%	37%	**28%**
	Commercial (sales & marketing)	12%	21%	**16%**	17%	16%	**17%**	36%	67%	**43%**	19%	19%	**19%**
	Administrative	28%	52%	**39%**	12%	25%	**18%**		62%	**53%**	16%	36%	**27%**
	Others	31%	13%	**27%**	19%	20%	**19%**				24%	16%	**22%**
	Total	**33%**	**38%**	**35%**	**13%**	**17%**	**15%**	**42%**	**64%**	**50%**	**23%**	**28%**	**24%**
2020	Top management				23%		**20%**	25%		**20%**	24%		**20%**
	Technical staff	18%	15%	**17%**	10%	11%	**10%**				15%	14%	**14%**
	Commercial (sales & marketing)	29%	16%	**22%**	18%	13%	**16%**	31%	20%	**28%**	20%	14%	**18%**
	Administrative	22%		**13%**	6%	8%	**7%**				10%	5%	**8%**
	Others	22%	12%	**20%**	10%	19%	**12%**				15%	15%	**15%**
	Total	**19%**	**13%**	**18%**	**12%**	**12%**	**12%**	**27%**	**9%**	**20%**	**16%**	**12%**	**15%**
2021	Top management				13%		**10%**	20%		**14%**	14%		**11%**
	Technical staff	25%	29%	**26%**	11%	16%	**11%**				19%	25%	**20%**
	Commercial (sales & marketing)	16%	30%	**22%**	20%	24%	**22%**	42%	22%	**38%**	23%	24%	**23%**
	Administrative	23%	13%	**19%**	14%	11%	**13%**		15%	**13%**	16%	12%	**14%**
	Others	52%	29%	**46%**	23%	42%	**27%**	67%	100%	**75%**	33%	38%	**34%**
	Total	**27%**	**27%**	**27%**	**16%**	**21%**	**17%**	**38%**	**20%**	**32%**	**21%**	**23%**	**22%**

As in most industries, the COVID-19 pandemic determined within Bitdefender both employment rate and turnover much reduced compared to those recorded in 2019 and 2021. For both indicators analyzed within the year 2021 saw a return to the trend before the COVID-19 pandemic, but the values recorded were lower than those of 2019.

Within Bitdefender, we have implemented a very efficient personnel recruitment system through which we carefully evaluate the aspects related to both the professionalism and the ethics culture of future employees. This laborious recruitment process is necessary because in the field of cyber security credibility is a decisive factor in the relationship with our customers. Considering these

aspects, but also the complexity of the services we offer to clients, there are rare cases in which we need temporary or part-time employees. Only 3.8% of Bitdefender employees have fixed-term employment contracts, most of these contracts being for new hires, and only 4.7% of employees have part-time employment contracts.

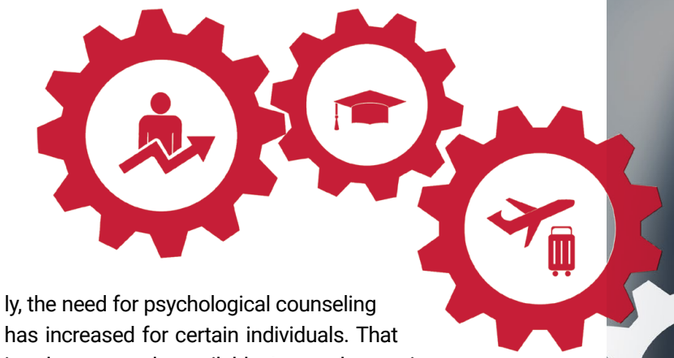
For Bitdefender, employees are more than a precious resource, they are the very heart of our company. That is why in our organizational culture, they are not just employees, they are our colleagues and friends. To better meet the needs and desires of our employees we have developed over time customized benefit plans for each country in which we have offices. The benefit plans offered to employees consider both the particularities of the labor market and the legislation of each country, but also have a component of loyalty towards the company. The complexity of these benefit plans is correlated on the one hand with the degree of diversification of this type of products available on the local market and on the other hand with the number of existing employees in each country.

Generally, benefit plans include company-paid or subsidized health insurance to which various options for family members can be added. In addition to classic medical insurance, there are also components that refer to dental and ophthalmological treatments. Depending on the legislation of each country, medical insurance also covers the payment of sick leave days.

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

Most of our employees are based in Romania and we are happy to offer them wellness subscriptions as well as the possibility to borrow books from an online library for free.

In addition, because the COVID-19 pandemic has caused a major change in the way people live and interact socially, the need for psychological counseling has increased for certain individuals. That is why we made available to employees in Romania the opportunity to carry out 3 psychological counseling sessions per year through The Mind Clinic. The meetings are held online and can be accessed by any employee in Romania, in full anonymity from the company's human resources department.



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

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

On our 20th yearly anniversary of fight against cybercrime all our employees, whom we appreciate greatly, were offered a day off.

Bitdefender guarantees all employees the right to association and collective bargaining, not limiting in any form the freedom to join a trade union or even establish an employees' trade union. However, only employees in France joined a union, representing 3% of our total workforce. Nevertheless, both in France, but also in Spain and Italy National Collective Agreements are applicable.

Each employee can negotiate his salary and working conditions, both upon hiring and periodically, usually after the evaluation of individual performances.

The labor legislation from certain countries in which we have offices provides for minimum notice periods in case of contract termination either at the initiative of the employee or of the employer. We comply with all these local regulations.

Training investment and evaluation

Not only our employees are important to us, but also their continuous professional training. Technology, and especially IT technology, is changing at a rapid pace and we need to ensure that all our employees keep up with these changes. For this, we have made available to our employees a varied range of courses, both through internal training platforms and with the help of specialized training companies.

Courses attended by our employees include courses on sales techniques and tools, courses on specialized cyber security software, courses dedicated to the administrative department on office tools and software, and accounting courses. In addition to these, Bitdefender employees also participated in personal and professional development courses and teamwork skills, as well as courses on relaxation methods and stress and burnout management. Internal courses on code of business conduct, Anti-Bribery & Anti-Corruption Compliance and compliance with internal procedures are also added to these trainings.

In total, in 2021, over 2,300 courses were attended by Bitdefender employees.

37% of Bitdefender employees are under the age of 30 and some of them continue their studies in parallel with the professional career. We encourage all our employees to continue their professional training process in ways that are convenient for them, and we offer them the opportunity to take study leaves during exam sessions. In 2021, 549 employees took a total of 1,669 days of study leave, most of them being from the technical staff category.

Transparency and meritocracy are important values in Bitdefender's organizational culture, so every year we organize an objective evaluation of each employee's performance. Based on these ratings, employees can receive smaller or larger salary increases and even be promoted within Bitdefender. Although 2020 and 2021 were deeply marked by the limitation of physical interaction both outside and inside the company, we managed to carry out the evaluation of the entire staff of Bitdefender.

Health, safety and wellbeing

Although the COVID-19 pandemic manifested itself very strongly in 2020, its effects continued in 2021, and our company maintained during 2021 the same rules for protecting the health of our employees.

The health and safety of our employees is the number 1 priority in Bitdefender's decisions. We have implemented several measures for working at the office, but we also offer the option to work from home, so our colleagues can make the most comfortable choice.

Employee Assistance Program – Partnership with The Mind Clinic

The periods of lockdown and the major concerns about the health of family members, have led to an increase in the level of stress felt by all employees, especially since they had to make a sudden transition to working-from-home. To reduce the effects on employees' psyche, Bitdefender has intensified collaboration with a private health clinic specialized in psychotherapy. Through the partnership with The Mind Clinic, all our employees could access 3 psychological support sessions sponsored by the company per calendar year and after these sessions they will benefit from a reduced price for the following sessions.

Somn Bun Program

The Somn Bun Program is dedicated to stress and burnout management, available through the AXON Platform to the enroled employees. Several videos and other materials were made available to our employees, helping them better understand and manage their own specific situation. The final assessment and personal details are private and confidential.

Change – from virus to friend for our mental immune system – Training course

Wellbeing and mental health are of extreme importance, especially in difficult times. Fear and anxiety can suppress the immune system, so finding ways to reduce their impact on mental health has advantages with regards to our overal health status.

In November 2021, during the health crisis, we organized a 2 hours resilience training course, free of charge for our employees, both in Romanian and in English.

The occupational health and safety management system has been implemented in Bitdefender offices in accordance with the specific legal requirements of the respective country.

In accordance with the Internal Regulations, the Bitdefender employees are informed and consulted with regards to their work conditions; they play an important role in determining and improving working conditions and environment.

The consultation of employees in the process of management of health and safety at work complies with the legal provisions of each country in which Bitdefender has offices.

Furthermore, considering the nature of its business, Bitdefender assesses the risks to the workers' health and safety, including in choosing work equipment and arranging workplaces based on the principle of adapting work to fit the worker, particularly in terms of designing workstations and choosing work equipment; we also assess work methods and select those that lead to reducing work tediousness and preset-pace work and mitigating their effects on health. Further to that assessment and if necessary, Bitdefender defines the annual plan of measures to reduce health and safety risks at work, a document outlining the assessed risks and laying down steps and measures to prevent those risks. Occupational health and safety risk assessment covers all categories of workers and there are no employees or jobs that are not assessed.

In Romania, there is an Occupational Health and Safety Committee composed of the CEO, the head of the Occupational Health and Safety department, 4 representatives of the employer, 5 representatives of the employees and 1 occupational physician; this committee meets on a quarterly basis. A representative of the authorities with responsibilities in the field is also invited to the meetings. After each meeting, a conclusions and proposals report is drafted and sent to the company's management. A copy of the report with the conclusions of the meeting is also sent to the Romanian authorities.

In France, the employees' Health and Safety Committee is constantly consulted on measures taken in the field of health and safety at work. It is also informed about the conclusions of the audit report prepared by the external auditors regarding the efficiency of the occupational health and safety measures implemented in the company.

In the other offices, the person in charge of health and safety at work is the local office manager, who makes the decisions regarding the specific measures together with the local management and the employees' representatives, according to the local legal provisions.

For employees from Bitdefender's Romanian offices, the occupational health checks are carried out annually and their cost is fully borne by Bitdefender.

Discussions and investigations conducted in the context of occupational health checks are confidential and the results of investigations are not reported to the employer. For the company's records, the occupational physician issues a certificate confirming that the employee is medically fit to hold the job. If the doctor determines that the employee is no longer medically fit for the job in which he/she is employed, Bitdefender is committed to finding a job for that employee according to the recommendations of the occupational physician.

Each employee may report occupational health and safety hazards or incidents directly to the internal Occupational Health and Safety department, or may use company-established whistleblowing channels, which also allow for the anonymous transmission of complaints.

Training needs in the field of occupational health and safety are established according to the specific legislation of each country and the annual assessment of occupational health and safety risks. For Romanian employees, there are two types of courses: compulsory (required by law) and optional. All courses take place during working hours. To ensure that employees pay the utmost attention to these courses, after each course, they must take part in a quiz to assess the degree of mastery of the information. If no passing score is obtained, it is necessary to resume the course.

The proof that we place a high value on safety at work is the fact that in 2020 and 2021 there were no work accidents within Bitdefender. Only two work accidents were recorded in 2019 and they took place outside Bitdefender's premises, on the road between the workplace and the employees' home and were minor accidents.

Because we know that employees' productivity is closely linked to their working conditions and considering the tasks carried out by our employees, following medical check-ups, we ascertained that they may be exposed to the risk of developing lower back or eye conditions. In order to mitigate those risks and make sure that our employees maintain their wellbeing, Bitdefender has made significant investments to provide each employee with ergonomic chair, adjustable desk, as well as high-quality electronic devices, such as laptops and monitors. Moreover, our employees are regularly communicated the proper way to use the equipment.

From the beginning of the pandemic, Bitdefender recommended that employees work from home, and with the transfer of office activities to employees' homes, we allowed them to take home all the equipment they needed to be able to have a comfortable working environment in their home, including the desk, chair, monitor or printer.

As the COVID-19 pandemic has extended into 2021, we have maintained the sanitary safety measures implemented in 2020: social distancing, wearing a mask, regular testing with quick tests (provided by Bitdefender, etc.).

The presence of the employees in the offices was carefully observed by the Security team that monitored the implementation of the protection measures. Bitdefender provided employees with free protective equipment: disinfectant gel, disposable masks, gloves and quick saliva tests.

During the pandemic, travel and business meetings were reduced to only those that were absolutely necessary, which were carried out only with the approval of Bitdefender's management.

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

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

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

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

Within Bitdefender, we do not have minor employees and we comply with all legal provisions regarding the normal and additional working time of employees. It did not come to our attention any case of child labor or forced labor use by our business partners.

Bitdefender is a company that respects diversity in all its forms, age, gender, nationality, ethnicity, cultural orientation or social preferences.

All these categories of personnel are represented in our company and during the last 3 years no incidents regarding discrimination of any kind against any Bitdefender employee have been reported.

Responsibility towards our communities

We cannot imagine a bright future without a healthy environment and without solid and continuous investment in the education of younger generations. We are convinced that education is the starting point in a society's evolution and is the only aspect that can enhance the natural talent of unmodeled, young people. We started investing in education projects since the beginning of our business, over time becoming an acknowledged partner for achieving excellence in Romania's education and research. In line with our believes, in 2021 we invested about half of million dollars into educational transformative projects while around 45,000 dollars were invested into wildlife and nature protection projects.

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

Roxana Măriuca Talpeș,
Bitdefender Co-Founder

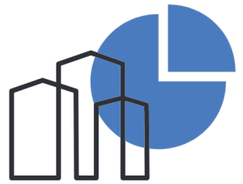
Today, we actively contribute to the ongoing development of cybersecurity university programs and many of our employees participate as adjunct faculty in these programs. Additionally, Bitdefender sponsors mentorship programs, and youth programs to encourage and inspire young people to pursue a career in research and engineering. Bitdefender's roots in the Romanian education system deepen our resilience and success in securing and retaining top tech talent, even as the market becomes more competitive. A major driver of Bitdefender's success is the outstanding engineering talent and deep domain expertise.

In 2021 we continued to support projects aimed at increasing the quality of learning offered by multiple educational institutions, from colleges, high schools, and universities, at the same time upholding a large number of associations and NGOs committed to further boost excellence in education.

Bitdefender supports transformation of education in Romania

9
organizations

68
education specialists



50
business mentors

Edu Networks
September 2019 - August 2023

Bitdefender is the founding sponsor of Edu Networks, a project aimed at transforming education in Romania, focused on supporting school clusters and communities.

Edu Networks is a large-scale educational project managed by the Association for Values in Education and initiated in 2018 with Bitdefender's support. The purpose of this project that we are committed to support for the entire 4-year implementation period is to completely transform the mentality of Romanian schools, so that graduates are better prepared.

Schools admitted to this program will benefit from access to resources, training, consultancy, mentoring, professional facilitators and new and modern working tools, as well as the organization of working sessions with the local community.

Schools will have a lot of autonomy in determining the goals they want to address in this project and the resources they want to access.

Edu Networks will be implemented in 500 kindergartens, schools and high schools in rural and urban areas, where almost 260,000 pupils' study.

European Olympiad in Informatics – summer of 2021

Supporting brilliant kids in STEM has also been our mission. We're so proud that Romania's team won one gold, four silver and two bronze medals at the European Junior Olympiad in Informatics (EJOI 2021), a competition hosted by Romania in Ploiesti. The competition video presenting the winners was supported by Bitdefender.

MERITO
PROIECT RBL DE RECUNOAȘTERE A EXCELENȚEI ÎN EDUCAȚIE RBLS

Merito program

In 2015 our partnership with the Romanian Business Leaders foundation started, with Bitdefender being a Founder Sponsor of the Merito program.

Our objective is to rebuild the reputation and professionalism of the teaching staff and award the teachers' excellence. We recognize valuable people, and we think it is only fair to express our gratitude for their efforts to produce a fundamental change. This is why we say "Thank you!" to the valuable teachers in Romania.

Through Merito, we want to bring in the eyes and minds of Romanians exemplary teachers, those who change Romania for the better, to build a community that discovers all truly special teachers, to acknowledge their contribution and take the good practices further, to inspire other teachers as well.

We support performance

Bitdefender - partner since 2008

www.viitoriolimpici.ro, a program of the Romanian Society of Mathematical Sciences and Intuitext S.R.L., aims to build the foundation of the performance in mathematics starting with 4th grade in the kindergarten to 12th grade system (K-12). We believe that this program contributed to the increased number of students of Mathematics faculties in Romania.

Stagiipebune.RO

Bitdefender traditionally opens annually paid internship positions. After more than 10 years of successful collaboration, Bitdefender remains the main partner of the most prestigious Romanian internship platform: *stagiipebune.ro*. Through our largest recruitment program, we annually attract 60-100 students. In 2021 50% of the interns remained within Bitdefender as full-time employees. Through this program, we carry out around 60-100 internships each year.

Bitdefender offers enterprise-grade security at zero-cost to healthcare organizations

The COVID-19 pandemic was unforeseen and developed into one of the most significant global events in our lifetime. It has not only impacted economies and businesses, but it has also tested individuals and local communities in many ways. Anticipating an increase in opportunistic cyber-attacks against global healthcare, we offered in 2020 and 2021 free protection for one year for any non-profit hospital, an offer taken by 600 hospitals worldwide.

We also know how being a victim of cybercrime can be life changing for a business or individual. That is why we work closely with global law enforcement agencies, donating time and resources to help with investigations and help victims ecover lost data. To date, we estimate that our program to release free ransomware decryptors to the public has saved millions in payments to criminals.

We support our natural richness

Our desire to contribute to a healthier environment is accomplished by the partnership we have with two prominent associations active in environmental and biodiversity protection. In 2021 we also supported two Romanian campaigns that we love – *Adopt a bear* and *Adopt a tree!*.

Adopt a bear

Through the project *Adopt a bear* managed by Millions of Friends Association, we support the rehabilitation of 100 bears that have been held captive or that have been injured. The lucky bears receive a chance at a new life in the bear sanctuary in Zărnești, an oasis of 69 hectares of oak forest, with trees that bears can climb, swimming pools, food according to their diets and the necessary medical care.

Adopt a tree

Viitor Plus Association's program *Adopt a tree!* helps increase the forested area in southern Romania for over 15 years.

In 2021, the *Adopt a Tree!* program planted more than 180,000 forest seedlings of mixed species on an area of 36.1 hectares of degraded or desertified land. The plantings were carried out in rural communities in the south of the country that do not have the necessary funds for planting of additional forests, such as Mereni commune in Constanța county, Goicea, Celaru, Breasta communes in Dolj county, Chirnogi and Dragalina communes in Călărași county. 3,000 volunteers participated in the 2021 planting activities, both in the field in activities organized by the program team and through remote planting campaigns.

Bitdefender is an important partner that has supported the afforestation efforts.

Safeguarding the environment

Our commitment is to minimize the environmental impact of our business.

As part of our efforts to understand our impact on the planet and to address the climate crisis, we are taking steps to reduce our carbon footprint in our operations, across our network, and throughout the lifecycle of our infrastructure.

Since Bitdefender's activity has a relatively low impact on the environment, only recently the company started working on drafting up and approving an independent ESG policy. Until now, these aspects have been partially integrated into the other existing policy documents applicable at Bitdefender Group level. Also, for these reasons, the company has not yet appointed a person in charge of ESG aspects; this will follow the development of the ESG policy and its approval by Bitdefender's management body.

Currently, the CEO continuously evaluates the ESG topics, together with their associated impacts and opportunities. ESG-related risks are evaluated twice a year by the Risk Manager and presented to the CEO in the form of a semi-annual report. Also, Bitdefender has a process for reporting ESG related incidents to the Board of Directors.

Bitdefender is constantly concerned with monitoring the impact of its activities on the environment and society. The Group focuses on increasing transparency and accountability regarding the impact of the supply chain on company's activities. Also, Bitdefender has developed and implemented procedures for evaluating suppliers and monitoring their performance from a sustainability perspective, as well as actions for their adherence to the company's values.

Bitdefender aims to contribute to reaching air quality levels that do not affect or induce risks for human health and the environment. The company proposes measures that reduce exposure to air pollution and keep emissions within the recommended limits. Bitdefender is constantly concerned with evaluating the share of renewable energy consumed, both directly and through its business partners.

Bitdefender has already implemented a selective waste collection system. The main objective is to reduce the amount of waste generated and discharged into the environment, including through the selective collection, recycling, reuse and recovery of waste.

One of Bitdefender's main concerns is minimizing the negative impact on the environment that the company's activities can generate. The company aims to avoid those activities that amplify climate change, requesting this from the business partners it collaborates with.

Bitdefender respects the requirements of environmental standards and has intensified its actions leading to the protection of the environment. The company complies with the regulations regarding wastewater, waste, air and noise. Bitdefender's commitment to the environment determines the improvement of the quality standards for all activities, as well as the development and use of new, ecological products.

The Group has not recorded any liability at December 31, 2021 and December 31, 2020 for any anticipated costs, including legal and consulting fees, site studies, the design and implementation of remediation plans, related to environmental matters.

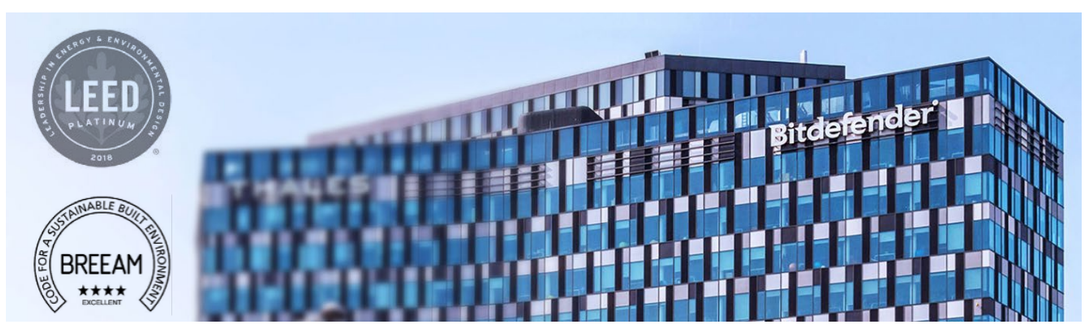
Considering the specifics of our activity and the post-COVID economic particularities (many employees worked remotely, from home), in the last two years the footprint of our activity on the environment has been reduced both in terms of electricity and natural gas consumed for office activities as well as the amount of water used, and waste generated. Even in this context, Bitdefender is concerned with further reducing the consumption of electricity and natural gas, for which it established with the administrative team of the buildings where the Bitdefender offices are located a work schedule and the automatic closure of the supply of electricity and space heating outside this range.

In order to reduce the environmental impact of our activities, we decided years ago that all our offices would be located only in new, energy-efficient buildings. The largest Bitdefender offices, respectively those in Bucharest, Timișoara and Iași, Romania, are in LEED Platinum certified buildings, and the building in Cluj-Napoca where we have an office holds a BREEAM certification. These offices host more than 80% of all Bitdefender employees. Given that, since March 2020, most employees are working in the telework system, electricity and water consumption has been significantly reduced.

To understand more about the LEED and BREEAM certifications and their relation to environmental sustainability, here are a few ideas:

- These certifications are the most used rating system for buildings around the world; and
- Both certification systems distribute points (credits) regarding material and waste management, energy and water consumption, indoor environment.

Thanks to the buildings having these LEED and BREEAM certifications and a high standard energy-efficient technology, this shows that Bitdefender's offices are a sustainable location for building Bitdefender's culture through networking and teaming.



Energy consumption within the organization in 2021

electricity consumption 1,081.00 MWh

heat consumption 298.88 MWh

cooling consumption 260.62 MWh

Electricity usage

80% of Bitdefender's electricity consumption is represented by the use of data centers in Romania and only 20% of electricity consumption is related to the Group's other activities, including administrative and office activities.

Bitdefender's total electricity consumption in 2021 was 5,447 MWh of which the electricity consumption used by all data centers in this period was 4,366 MWh.

Considering that most of Bitdefender's activities take place in modern buildings, this allows us to be able to account for the consumption of electricity used for heating and cooling of the buildings.

When choosing data center service providers, we considered the standards and measures that the respective companies adopt to protect the environment and reduce carbon emissions. All data center service providers located outside Romania have CO_2 reports and are pledged to various climate control programs like "The Climate Pledge", a commitment to meet the Paris Agreement by 2040 and are also pledging to become CO_2 neutral by 2030 or 2040 investing in solar and wind.

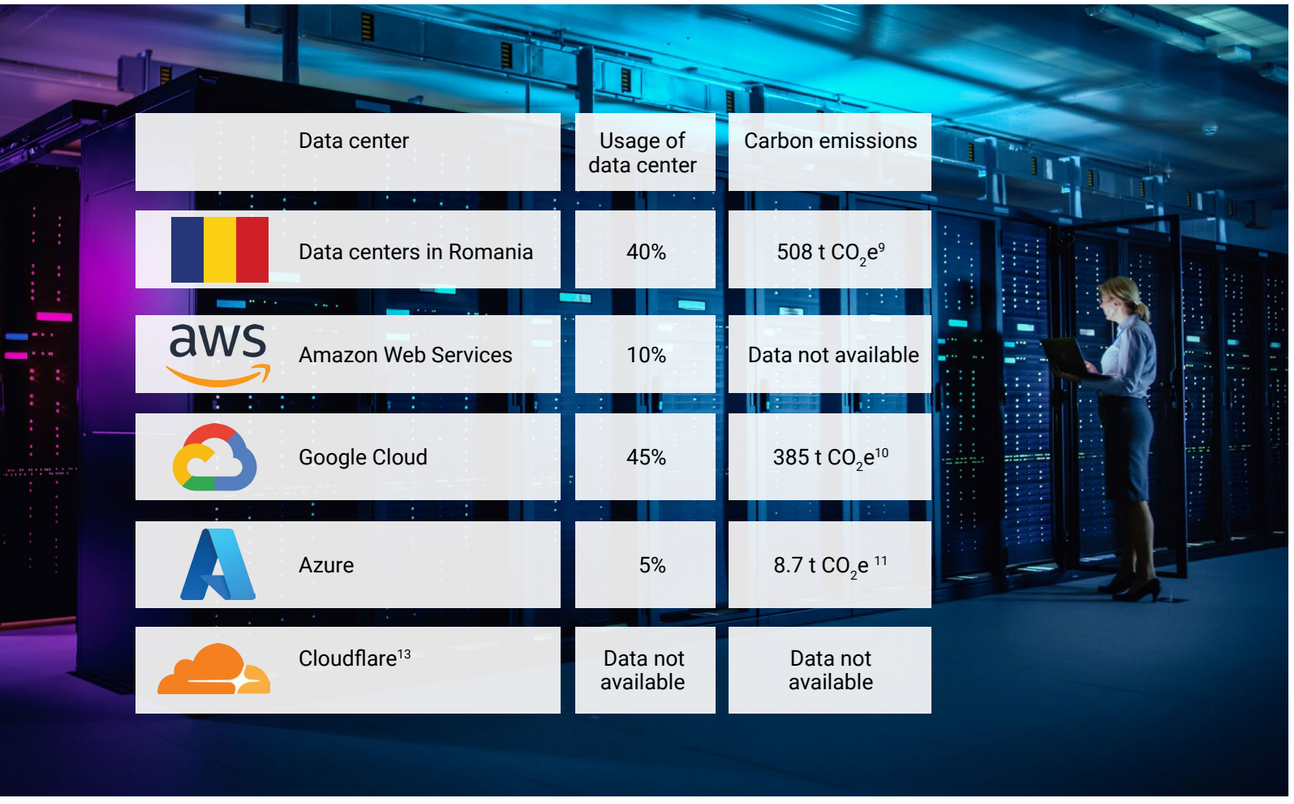
Taking our sustainability efforts one step further, we have selected data center services providers that have set ambitious targets for future periods in terms of reducing the environmental impact of their operations. For example, Cloudflare declare that are committed to using 100% renewable energy for their operations and to removing or offsetting all historic GHG emissions resulting from powering their network by 2025. Amazon Web Services' (AWS) where most of the GravityZone Cloud instances run, are known to have a long-term goal to power the infrastructure using 100% renewable energy.

We know that the use of data centers, a major component of our business, involves a significant consumption of resources, so a few years ago we started a process of transforming the way we operate data centers. If, at the beginning, we had our own data centers, over time we made the transition of these activities to specialized data centers because, on the one hand, they are more energy efficient and, on the other hand, this helps reduce the costs of equipment protection systems to be provided for such spaces. At the moment, we are using one of the most modern and environmentally friendly data centers in Romania, approximately 70% of the electricity consumed in these data centers being obtained from renewable energy sources.

Based on our calculations, during 2021, we generated approximately 508 tons of CO_2 accounting for the electricity consumption of our equipment in the data centers. The calculation was made based on information received from data center electricity service providers. The annual electricity consumption for these data centers is around 4.4 million kWh, an increase with 10% compared to previous years that is correlated with the significant increase of the group's activities.

Whereas the hybrid antivirus system that relieves users' devices of many resource-intensive tasks uses Bitdefender servers also in order to run these processes in areas closer to the end user, some of the processes running on our servers have been moved to the cloud platforms of the largest providers of cloud services worldwide.

The following table shows the usage splits between the following data center suppliers and the carbon footprint associated with these services:



Data center	Usage of data center	Carbon emissions
Data centers in Romania	40%	508 t CO_2e[9]
Amazon Web Services	10%	Data not available
Google Cloud	45%	385 t CO_2e[10]
Azure	5%	8.7 t CO_2e [11]
Cloudflare[13]	Data not available	Data not available

We estimate that we use 60% processing and storage power in the cloud and 40% on our own servers in data centers based in Romania. Given that cloud service providers are very large companies worldwide, they have managed to optimize the energy mix used in their data centers, most of them using exclusively energy from renewable sources.

For the services offered by Cloudflare, the provider does not present data on the carbon footprint related to the use of these services, but only the amount of carbon that has been saved by Cloudflare through the measures to reduce the carbon footprint that this company puts into practice.

Thus, in 2020, by using Cloudflare services, 1,134 tons of carbon were saved, and in 2021 another 806 tons of carbon were saved.

Waste and water

One important measure implemented in the entire Bitdefender Group is that we have removed packaging for customer products, 99% of our products are sold online and/or on scratch cards. We use packaging only for marketing purposes, when offered in promotional events or other activities of this type. This allows us to proudly affirm that we have an almost non-existent environmental impact when considering the waste from the economic activity we carry out.

Bitdefender employees are encouraged to selectively collect the waste resulting from their activity. In all our offices we have implemented recycling programs to manage the waste materials we produce in our activity: plastics, paper, and electronics (including batteries and toner cartridges).

Under HR coordination several projects were initiated, that encourage employees to selectively collect waste for various causes. For example, „Caps with soul" (Capace cu suflet) is a recently initiated campaign to collect plastic caps to be donated to a non-profit organization for recycling.

In this report, only the amount of WEEE generated from Romania can be presented. The collection of this

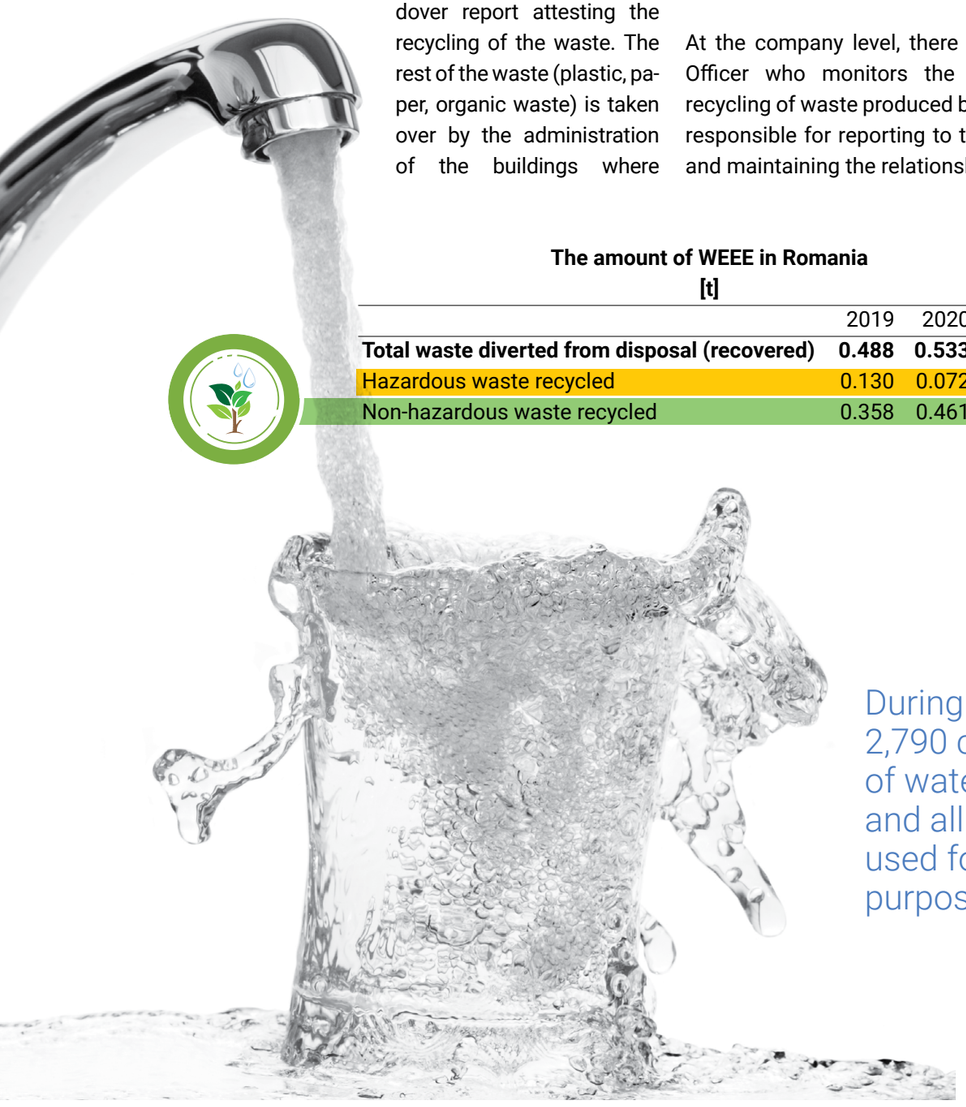
9. Data refers only to CO_2 emissions related to electricity consumption for the operation of equipment, cooling installations and UPS
10. Data refers to Scope 1, 2 and 3 carbon emissions according to Google Cloud Carbon Footprint reporting methodology
11. Data refers to Scope 1, 2 and 3 carbon emissions according to Microsoft Azure Cloud Carbon Footprint calculation methodology

waste is carried out on the basis of a collaboration contract with certified and authorized companies. After transporting the waste to the recycling stations, Bitdefender receives a handover report attesting the recycling of the waste. The rest of the waste (plastic, paper, organic waste) is taken over by the administration of the buildings where the Bitdefender headquarters are located, and it is not possible to estimate the amount produced by the company because this waste is collected jointly with that of the other tenants in the building.

At the company level, there is a Waste Management Officer who monitors the collection, storage and recycling of waste produced by the company. He is also responsible for reporting to the competent authorities and maintaining the relationship with them.

The amount of WEEE in Romania
[t]

	2019	2020	2021
Total waste diverted from disposal (recovered)	**0.488**	**0.533**	**0.383**
Hazardous waste recycled	0.130	0.072	0.233
Non-hazardous waste recycled	0.358	0.461	0.150



During 2021, 2,790 cubic meters of water were used, and all the water was used for domestic purposes.

Reducing our impact on the environment

In addition to addressing the environmental impact of our facilities, we take a proactive approach to reducing the environmental footprint of Bitdefender's business activities, which we consider primarily to include purchased goods, services and corporate travel.

We periodically assess the moral wear of our IT equipment, as well as the technical and energetic performances ratio and we decide on the calendar to follow for the replacement phases with new equipment. When selecting the IT equipment to be purchased, we pay special attention both to their energy performance and to their estimated lifespan. Equipment that is not completely affected by moral wear and tear and can still be used in less demanding environments than our group, is donated to schools, orphanages, and NGOs. The donation contracts for this type of equipment stipulate the obligation to return them to Bitdefender at the end of their life to ensure that they are properly recycled.

The most important category of purchased services are **cloud hosting services** and for these we select providers using, among others, criteria regarding the share of energy from renewable sources used and the amount of CO_2 generated.

Out of a desire to help reduce pollution, at a time when environmental responsibility was not yet in the spotlight, Bitdefender's management made the bold decision to massively reduce Bitdefender S.R.L.'s car fleet, so that, in 2012, we eliminated more than 70% of the vehicles offered to our employees, thus reducing Bitdefender S.R.L.'s carbon footprint. In the next period, we continued to reduce the car fleet, taking into account the lifespan of the vehicles we owned, in the last 3 years eliminating more vehicles so that, at the end of 2021, only 9 vehicles remained in Bitdefender S.R.L.'s use.

Bitdefender S.R.L.'s current policy regarding its car fleet prohibits the purchase of new cars for employees regardless of their position in the organizational chart. Only in certain exceptional situations, well justified, the purchase of a new vehicle can be approved, this being necessary for activities such as courier or transport of materials.

Although, at first glance, the products and services we offer do not seem to have a significant impact on the environment, on closer inspection, it can be seen that measures can be taken to generate a positive impact on the environment by increasing the lifespan of devices protected by Bitdefender products and services. An important factor in the process of developing Bitdefender products and services is to save as much as possible the resources and processing power of the devices we protect.

We have created hybrid cybersecurity products that use Bitdefender servers and the cloud for the processes that use the most resources of the protected devices. This has been a natural process, from the antivirus that ran exclusively on the device it protects, to the antivirus that ran mostly on each customer's server, to now reach solutions that use mostly Bitdefender resources (own data centers and cloud). In this way, protected devices have more resources at their disposal to run user applications. For some Bitdefender products, actions are performed almost exclusively from the cloud, without requiring installation on the device and without affecting

its processing capacity. One such example is antivirus solutions for mobile devices.

In addition, Bitdefender products and services also protect smartphones against malware threats, as well as against configuration issues that can compromise the device, with a significant impact on the battery life. Considering that, lately, in many smartphones the battery is practically built into the device and cannot be easily changed, a significant reduction in the autonomy of the device usually generates a decision to replace it by the user. In our view, using Bitdefender products extends the life of these devices.

People & Society

Due to the COVID-19 pandemic, since March 2020, most employees have been encouraged to work from home, thus protecting them from the infection with the virus while also saving the CO_2 emissions generated by their transportation to the office. On this occasion, we observed the efficiency of the telework system, which we decided to implement even after the health restrictions will be reduced or even disappear. For new job openings, we are promoting the remote work system. In this way, we will be able to reduce not only the emissions generated by the transport of employees to the office, but also the consumption of resources that office buildings use.

All the locations where we operate were chosen taking into account their proximity to efficient public transportation systems, thus encouraging our employees to use public transportation to the detriment of personal cars, when traveling to and from work.

We believe that there is always room for better and for more. In addition to actions to reduce resource consumption within the group, we want to contribute to creating a healthier world for all.

GRI content index

GRI Indicator		Disclosure	Page/ Comment
GRI 102 - GENERAL DISCLOSURES - 2016			
BITDEFENDER GROUP PROFILE			
GRI	102-1	Name of the organization	23
GRI	102-2	Activities, brands, products, and services	24-31
GRI	102-3	Location of headquarters	92
GRI	102-4	Location of operations	22
GRI	102-5	Ownership and legal form	22
GRI	102-6	Markets served	22
GRI	102-7	Scale of the organization	23, 31, 55-56
GRI	102-8	Information on employees and other workers	56, 58, 62
GRI	102-9	Supply chain	43, 68, 77, 80
GRI	102-10	Significant changes to the organization and its supply chain	Not applicable
GRI	102-11	Precautionary Principle or approach	76-78
GRI	102-12	External initiatives	45
GRI	102-13	Membership of associations	45
STRATEGY			
GRI	102-14	Statement from senior decision-maker	20-21
ETHICS AND INTEGRITY			
GRI	102-16	Values, principles, standards, and norms of behavior	36-38
GRI	102-17	Mechanisms for advice and concerns about ethics	42, 67
GRI	102-18	Governance structure	40
GRI	102-22	Composition of the highest governance body and its committees	41
STAKEHOLDER ENGAGEMENT			
GRI	102-40	List of stakeholder groups	16
GRI	102-41	Collective bargaining agreements	63
GRI	102-42	Identifying and selecting stakeholders	16-17
GRI	102-43	Approach to stakeholder engagement	16
GRI	102-44	Key topics and concerns raised	18-19

GRI Indicator		Disclosure	Page/ Comment
REPORTING PRACTICE			
GRI	102-45	Entities included in the consolidated financial statements	The consolidated financial statements are prepared by Bitdefender Holding B.V., registered at the Dutch Chamber of Commerce and headquartered at Laan van Nieuw- Oost-Indië 133, 2593BM The Hague, the Netherlands. Copies of these financial statements can be obtained from the above address.
GRI	102-46	Defining report content and topic Boundaries	14-17
GRI	102-47	List of material topics	19
GRI	102-48	Restatements of information	Not applicable
GRI	102-49	Changes in reporting	Not applicable
GRI	102-50	Reporting period	January 1, 2022 to December 31, 2022
GRI	102-51	Date of most recent report	January 2022
GRI	102-52	Reporting cycle	Annual
GRI	102-53	Contact point for questions regarding the report	17
GRI	102-54	Claims of reporting in accordance with the GRI Standards	14
GRI	102-55	GRI content index	86
GRI	102-56	External assurance	In compiling this report, we used data sources based on internal systems that monitor our sustainability performance. At present, this Sustainability Report was not yet subject to audit procedures. The companies of Bitdefender Group, its directors, employees, and other parties who worked on the report cannot be held liable for any loss, costs or expenses resulting from the use of the information provided in this report.
GRI 103 - MANAGEMENT APPROACH - 2016			
GRI	103-1	Explanation of the material topic and its boundary	42, 43, 44, 63, 64, 65, 68, 70, 78, 80, 81, 82
GRI	103-2	The managerial approach and its components	42, 43, 44, 63, 64, 65, 68, 70, 78, 80, 81, 82
GRI	103-3	Evaluation of the management approach	42, 43, 44, 63, 64, 65, 68, 70, 78, 80, 81, 82
GRI 204 - PROCUREMENT PRACTICES - 2016			
GRI	204-1	Proportion of spending on local suppliers	44%
GRI 205 - ANTI- CORRUPTION - 2016			
GRI	205-2	Communication and training about anti-corruption policies and procedures	42-43
GRI	205-3	Confirmed incidents of corruption and actions taken	43

GRI Indicator		Disclosure	Page/ Comment
GRI 206 - ANTI-COMPETITIVE BEHAVIOR - 2016			
GRI	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	43
GRI 302 - ENERGY - 2016			
GRI	302-1	Energy consumption within the organization	78-79
GRI	302-2	Energy consumption outside of the organization	79-80
GRI 303 - WATER AND EFFLUENTS - 2018			
GRI	303-5	Water consumption	82
GRI 305 - EMISSIONS - 2016			
GRI	305-3	Other indirect (Scope 3) GHG emissions	80-81
GRI 306 - WASTE - 2020			
GRI	306-1	Waste generation and significant waste-related impacts	81-83
GRI	306-2	Management of significant waste-related impacts	83
GRI 307 - ENVIRONMENTAL COMPLIANCE - 2016			
GRI	307-1	Non-compliance with environmental laws and regulations	No fines or sanctions were received during the reporting period.
GRI 402 - LABOR/ MANAGEMENT RELATIONS - 2016			
GRI	402-1	Minimum notice periods regarding operational changes	63
GRI 403 - OCCUPATIONAL HEALTH AND SAFETY - 2018			
GRI	403-1	Occupational health and safety management system	66-67
GRI	403-2	Hazard identification, risk assessment, and incident investigation	66-67
GRI	403-3	Occupational health services	67
GRI	403-4	Worker participation, consultation, and communication on occupational health and safety	66
GRI	403-5	Worker training on occupational health and safety	67
GRI	403-6	Promotion of worker health	65
GRI	403-9	Work-related injuries	67
GRI 404 - TRAINING AND EDUCATION - 2016			
GRI	404-3	Percentage of employees receiving regular performance and career development reviews	64
GRI 406 - NON- DISCRIMINATION - 2016			
GRI	406-1	Incidents of discrimination and corrective actions taken	68
GRI 408 - CHILD LABOR - 2016			
GRI	408-1	Operations and suppliers at significant risk for incidents of child labor	68

GRI Indicator		Disclosure	Page/ Comment
GRI 409 - FORCED OR COMPULSORY LABOR - 2016			
GRI	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	68
GRI 412 - HUMAN RIGHTS ASSESSMENT - 2016			
GRI	412-1	Operations that have been subject to human rights reviews or impact assessments	The way of organizing the activities within Bitdefender Group considers the observance of human rights regardless of the specific situation.
GRI	412-2	Employee training on human rights policies or procedures	The Bitdefender Group's applicable policies regulate relevant human rights issues. These are available on the Group's intranet page and in physical locations.
GRI 413 - LOCAL COMMUNITIES - 2016			
GRI	413-1	Operations with local community engagement, impact assessments, and development programs	70-75
GRI 416 - CUSTOMER HEALTH AND SAFETY - 2016			
GRI	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	The organization has not identified any non-compliance with regulations and/ or voluntary codes regarding the health and safety impacts of its products and services.
GRI 418 - CUSTOMER PRIVACY - 2016			
GRI	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	44
GRI 419 - SOCIOECONOMIC COMPLIANCE - 2016			
GRI	419-1	Non-compliance with laws and regulations in the social and economic area	In 2021 Bitdefender has not identified any non-compliance with laws and/or regulations in the social and economic area.

Bitdefender Holding B.V.
Registered address
174 Maanweg, Building C, 4th floor,
2516AB The Hague, The Netherlands
office@bitdefender.com
Bitdefender.com

Corporate headquarters
Orhideea Towers building, floors 9-12,
15A Orhideelor Street, postal code 060071,
6th district, Bucharest, Romania