

# Social

## ESG metrics

### 1. Human rights

#### 1.1. Freedom of association and the right to collective bargain

KPI	Data & Information
Measures to ensure freedom of association and facilitate collective bargaining: Communication of rights	Avast communicates with employees via the Company intranet and email to educate on rights and appropriate feedback channels
Grievance procedures	Grievance Policy in place for all employees

#### 1.2. Equal opportunities and non-discrimination

KPI	Data & Information
Measures to promote equal opportunities and diversity	Avast has developed a number of initiatives to promote equal opportunities and diversity within the workplace. Corporate website - <a href="#">Diversity</a>

#### 1.3. Human rights policies and standards

KPI	Data & Information
Respect for internationally recognized human rights	Avast complies with relevant international standards, including the UN Guiding Principles on Business and Human Rights, the Universal Declaration of Human Rights, and the International Labour Organisation Declaration on Fundamental Principles and Rights at Work - <a href="#">Modern Slavery Policy</a>

## Human rights training

Training programs are in place. Through a series of presentations and workshops, Avast educates and promotes awareness predominantly among Legal, Procurement (Finance and IT) and Facilities teams – [Modern Slavery Statement](#)

A publicly available, company-specific policy in place for your commitment to respect human rights

Avast has established and observes several related policies that are publicly available: [Supplier Guidelines](#) (translated into many languages), [Modern Slavery Policy](#), [Modern Slavery Transparency Statement](#)

## 2. Human capital development GRI 404-2

### KPI

### Data & Information

Training and education: Programs for upgrading employee skills

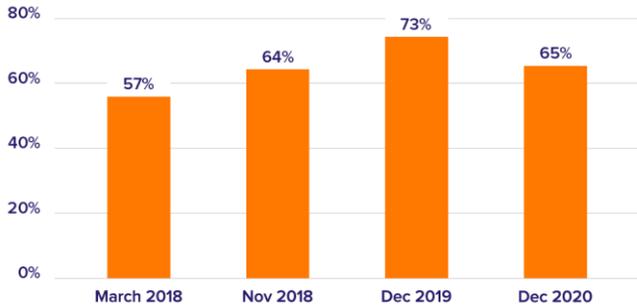
Avast facilitates continuous learning and regular employee development opportunities. The range of training and development programs include:

- Avast Virtual University powered by O'Reilly
- Language learning
- First Line Leadership Academy
- Internal workshops and lectures e.g., TechTalks, Avast Perspectives
- GrowShop, an internal skill-share platform
- Avast Mentoring Program

### 3. Employee engagement and inclusion SASB TC-SI-330a.2



#### Engagement score

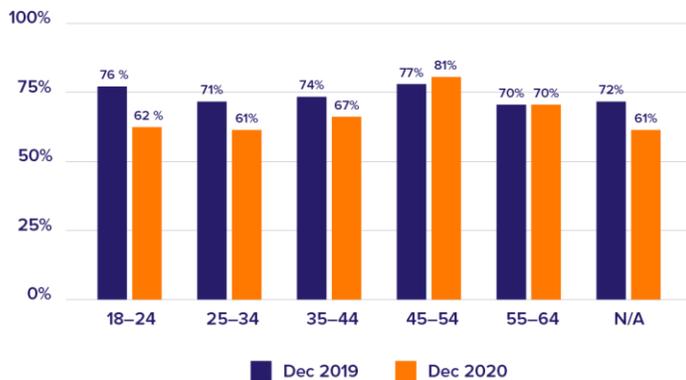


*Inclusion score is measured by means of a constructed index based on the annual employee survey*

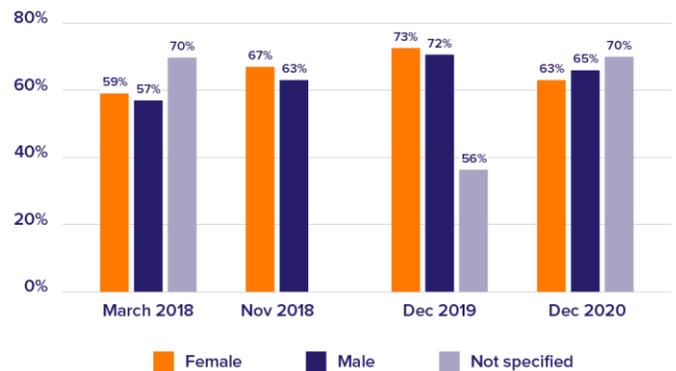


*Two engagement surveys were conducted in 2018*

#### Engagement score by Age



#### Engagement score by Gender



*N/A indicates age not specified*

## 4. Talent attraction and retention

### 4.1. New employee hires and employee turnover GRI 401-1

Gender groups			
KPI	Female	Male	Total
New Hires Total	118	198	316
New Hires Rate	19%	14%	16%

Total number and rate of new FTE hires during the reporting period by age group, gender, and region

Age groups						
KPI	<20 years	21-30	31-40	41-50	51-60	Total
New Hires Total	1	116.5	129	52	17.5	316
New Hires Rate	8%	19%	13%	16%	23%	16%

Region groups								
KPI	Czech Republic	United Kingdom	USA	Serbia	Slovakia	Germany	Others	Total
New Hires Total	203.5	39	33	15	9	7	9.5	316
New Hires Rate	15%	28%	12%	14%	11%	15%	28%	16%

Gender groups			
KPI	Female	Male	Total
Turnover Total	91.5	215	306.5
Turnover Rate	15%	15%	15%

Total number and rate of FTE turnover during the reporting period, by age group, gender, and region

Age groups								
KPI	< 20	21-30	31-40	41-50	51-60	61-64	> 65	Total
Turnover Total	4	95.5	126.5	58.5	18	3	1	306.5
Turnover Rate	31%	15%	13%	18%	24%	43%	50%	15%

Region groups								
KPI	Czech Republic	United Kingdom	USA	Serbia	Slovakia	Germany	Others	Total
Turnover Total	185.5	17	56	17	16.5	5	9.5	306.5
Turnover Rate	14%	12%	21%	16%	21%	11%	28%	15%

FTE stands for full-time equivalents (full time employees and part-time employees, converted into the hours worked by full-time employees)

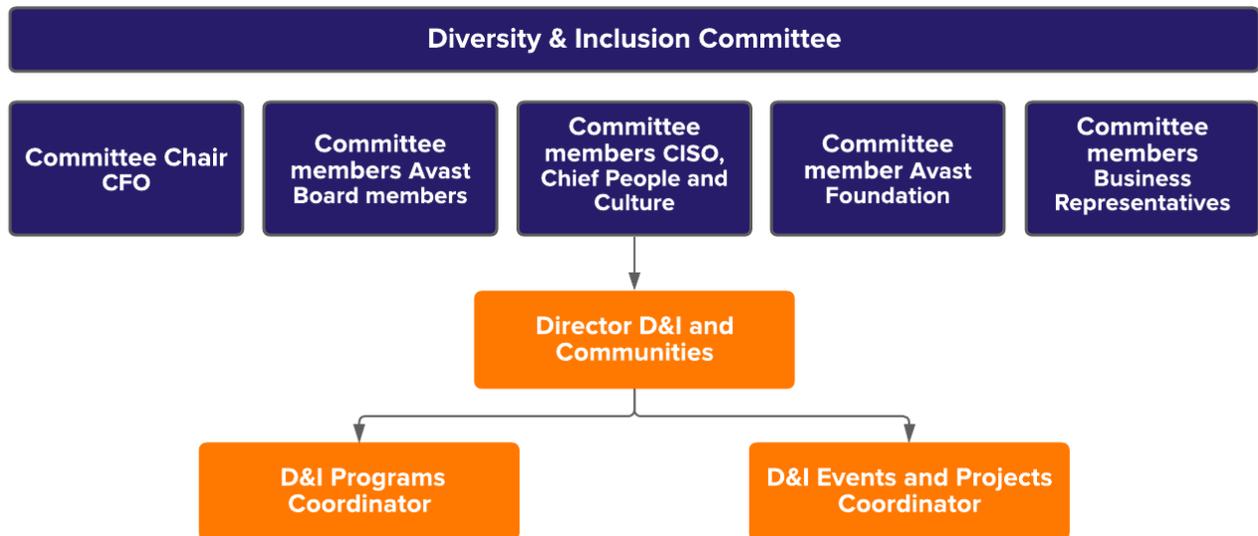
Reporting period is January to December 2020

## 5. Diversity GRI 401-1

KPI	Data & Information															
Diversity statement	A description of Avast's approach to diversity, and its initiatives and projects can be viewed on the corporate website and annual report - <a href="#">Diversity, Annual Report</a> , p. 70-73															
Diversity management oversight	<p>Avast established a Diversity &amp; Inclusion Committee in 2020 that serves as a sounding board for Diversity initiatives and provides valuable employee feedback on how these initiatives are being received and implemented across the organization</p> <p>In 2020, Avast appointed its first Diversity, Inclusion and Communities Director – <a href="#">Annual Report</a>, p. 70</p> <p>See Fig. below, <a href="#">Diversity management</a></p>															
Programs to increase workforce diversity	<ul style="list-style-type: none"> <li>• Avast observes diversity practices designed to improve the workplace experiences and outcomes of target group members. These initiatives most often target women, but also any group who faces pervasive disadvantage in the broader society</li> <li>• Avast has an equal pay approach on a band-role basis – <a href="#">Annual Report 2020</a>, p.74</li> <li>• Mentoring and networking program for high potential women</li> <li>• Recruitment, performance management and succession planning</li> <li>• Participant observation of events for minorities – IWD, Girls Day, Pride Month</li> <li>• Women in Leadership Panel and Women in Tech (cooperation with Czechitas, Aj ty v IT, Code First Girls)</li> <li>• Autism in IT, a program supporting individuals with autism spectrum disorder who are seeking employment in the IT sector</li> </ul>															
Diversity by gender and type of role, with 2021 targets	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Overall</th> <th style="text-align: center;">Executive</th> <th style="text-align: center;">Leadership</th> <th style="text-align: center;">Tech</th> </tr> </thead> <tbody> <tr> <td style="text-align: left;">Women</td> <td style="text-align: center;">28.4%</td> <td style="text-align: center;">40%</td> <td style="text-align: center;">28.9%</td> <td style="text-align: center;">15.5%</td> </tr> <tr> <td style="text-align: left;"><b>2021 Target</b></td> <td style="text-align: center;"><b>30.9%</b></td> <td style="text-align: center;"><b>33%</b></td> <td style="text-align: center;"><b>33%</b></td> <td style="text-align: center;"><b>15%</b></td> </tr> </tbody> </table>		Overall	Executive	Leadership	Tech	Women	28.4%	40%	28.9%	15.5%	<b>2021 Target</b>	<b>30.9%</b>	<b>33%</b>	<b>33%</b>	<b>15%</b>
	Overall	Executive	Leadership	Tech												
Women	28.4%	40%	28.9%	15.5%												
<b>2021 Target</b>	<b>30.9%</b>	<b>33%</b>	<b>33%</b>	<b>15%</b>												

*Active employees as of 30 April 2021*

Diversity management



## 6. Performance & benefits

**KPI**

**Data & Information**

Benefits to full-time employees

GRI 401-2

There are both Global and local benefits available to all employees. Global benefits include:

- Unlimited Personal Time Off (PTO)
- Flexible arrangement: Work from Office (WFO) or Work from Anywhere (WFA)
- Working from Another Country
- Free online medical consultations with physicians and specialists for all employees and their families through third-party providers
- An Avast license program to furnish employees and families with the Company’s products
- Mental health and support services

[Annual Report 2020](#), p. 35, 66-69

## Long-Term Incentives for Employees

Eligible employees receive a one-time Restricted Stock Unit (RSU) grant, equivalent in value to 40 percent of annual base salary, capped at 10,000 units

[Annual Report 2020](#), p. 35

## 7. Labor

### 7.1. Work-life balance

#### KPI

#### Data & Information

Workplace flexibility

Avast's workplace flexibility policy sets out guidelines relating to working hours for all full time and part time employees. Examples of Everyday Flexibility include:

- Changing the daily start and finish time by accommodating an earlier or later start to the working day
- Option to take time out to attend personal appointments during the day
- Evening or weekend working as an alternative
- Regular time out to attend training and personal development sessions
- Compressed working hours with total hours within fewer working days

Working time reduction

Workplace flexibility policies enable a reduction in working time in particular periods and seek to increase job quality

Support for dependent care

Unlimited Personal Time Off

### 7.2. Parental leave GRI 401-3

#### KPI

#### Data & Information

Total number of employees that are on maternity and parental leave, by gender

Female	Male	Total
103	2	105

*Reporting period is January to December 2020*

## 8. Health and safety GRI 401-10

### KPI

### Data & Information

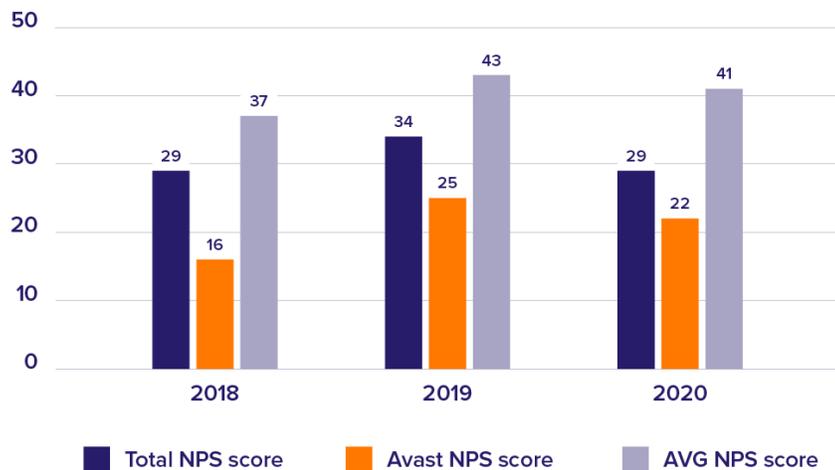
Mental health management

Mental health support is available for all employees, predominantly via an Employee Assistance Program facilitated by an external professional provider

## 9. Customer responsibility

### 9.1. Customer satisfaction: Transactional NPS GRI 102-43

#### NPS score



### KPI

### Data & Information

Customer complaint approach

Avast is committed to resolving complaints in a fair, timely and efficient manner. The Company has established processes to enable customer concerns to be effectively monitored and addressed. A customer expressing dissatisfaction, either oral or written, with the provision of, or with failure to provide a product or service is treated as a complaint via [Avast Sales Support](#) and handled in accordance with procedure. Avast measures volumes, response times, Net Promoter Scores (NPS), number of complaints per 100k customers, and complaints rates

## 10. Responsible marketing

### KPI

### Data & Information

Marketing cookies

[Cookies Policy](#)

## 11. Suppliers

### 11.1. Supplier standard

#### KPI

#### Data & Information

Avast's [Supplier Guidelines](#) cover the following topics:

Supplier standard with regards to labor rights and working conditions

- Child labour
- Forced labour
- Freedom of association
- Discrimination
- Harassment and abusive behavior
- Health and safety
- Wages
- Working time
- Regular employment
- Migrant workers

Bindingness of supplier standard  
Inclusion of extended supply chain

All suppliers are expected to sign and observe Supplier Compliance Documentation

Anti-Corruption Policy for Suppliers

Part of Supplier Guidelines

### 11.2. Procedures to ensure compliance with the supplier standard on labor rights and working conditions

#### KPI

#### Data & Information

Supplier risk assessment

A Modern Slavery risk assessment of jurisdictions and sectors is conducted with the evaluation outcome recorded on a high-risk list

#### Supplier audits

A Supplier Compliance terms of service is sent to all suppliers to uphold international standards. Avast audits its supply chain as part of its due diligence process. This may include announced or unannounced on-site visits to company facilities by Avast employees or agents, including but not limited to third-party auditors, to monitor and verify compliance with Supplier Guidelines

Avast may ask for access to information relevant to monitoring modern slavery, human trafficking and other risks, including but not limited to employment contracts, recruitment agency contracts, records of wages, time worked, and confirmation of payment

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#### Procedures in case of non-compliance

Where Avast reasonably suspects that modern slavery or human trafficking or other breaches are or may be occurring within its business or supply chain, Avast reserves the right to investigate such concerns and its supply chain partner warrants to provide full cooperation to ensure investigations can be completed. If necessary, Avast may work with the supply chain partner to implement corrective action plans in collaboration with top-level management to address and resolve any identified issues. [Supplier Guidelines](#)

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#### Facilitation of non-compliance reporting

Avast has in place a grievance reporting mechanism, such as a Hotline, and ensures its employees and subcontractors are aware of their rights in relation to reporting.

Avast has a Whistleblower Policy, including a No-Retaliation clause for the protection of those who use it, and to record and handle complaints identifying occupational risks to health or safety or incidences of modern slavery and human trafficking.

Where the Avast supply chain cannot reasonably establish a reporting mechanism, supply chain employees and subcontractors should be made aware that our Whistleblower Hotline is available 24 hours per day, 7 days per week, and can be contacted worldwide by dialing the local number or by email to [whistleblower@avast.com](mailto:whistleblower@avast.com), or online via the [Avast Ethics & Reporting Line](#)

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#### Training of employees in purchasing departments

Modern Slavery training is provided to the Procurement team, which in turn conducts training for the requestors