

# Corporate Responsibility Report <sup>2023</sup>



**INTUIT**





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## Letter from our CEO

This year, Intuit marked its 40th anniversary. A lot has changed in the company since our founding, but our commitment to live by our values and make the world a better place has never wavered. This commitment has been one of the key drivers in our ability to grow and thrive for over four decades. At Intuit, corporate responsibility (CR) and diversity, equity, and inclusion (DEI) are not afterthoughts; they're core to who we are and intrinsic parts of our business.

Several years ago, we embedded CR and DEI into the company's strategy and declared goals for each in order to hold ourselves accountable for our actions. Our progress against these goals is one of the ways we measure the success of the company's efforts. I'm happy to report that in fiscal year 2023, we made great progress toward all our long-term goals.

As we celebrate this milestone year, I'm incredibly proud of what we've been able to accomplish. From helping 2.5M young people be better prepared for their financial future, to declaring our goal of reaching net-zero greenhouse gas emissions across our value chain by 2040, to activating thousands of employees to give back to small businesses and nonprofits in their communities—we've continued to push ourselves to find new ways to deliver on our mission of powering prosperity around the world.

At Intuit, we never stop raising the bar for ourselves. This, combined with our passion to make an impact on the world around us—especially for those who need it most—has fueled our first 40 years and will continue to be at the heart of the company as we embrace the opportunities ahead of us.

We will be unwavering in our commitment to power prosperity around the world, making the world a better place.



A handwritten signature in black ink, appearing to read 'Sasan Goodarzi'. The signature is fluid and stylized.

**Sasan Goodarzi**  
CEO, Intuit



# Intuit: 40 years of powering prosperity around the world

For 40 years, Intuit has been helping people prosper. We put the power of our products in the hands of our customers, giving them the expertise, tools, and resources they need to take control of their financial life and pursue their dreams.

Our global financial technology platform helps solve our customers' most important financial problems. We're proud that 100 million customers turn to our innovative products, including Intuit TurboTax, Credit Karma, QuickBooks, and Mailchimp, to help them put more money in their pocket, eliminate work and drudgery so they can focus on what matters most, and ensure they have complete confidence in every financial decision they make. But to truly deliver on our mission of powering prosperity around the world, we must go beyond our products to help the customers and communities we serve overcome the challenges they face.

That's why corporate responsibility is an integral part of who we are as a company and how we deliver on our mission. We're committed to using our unique expertise, resources, and scale to have a positive impact on communities around the world—especially those that are underserved.

This report<sup>1</sup> details our work in five key focus areas where we can make the most meaningful impact:

**Diversity, equity, and inclusion:** powering prosperity for everyone

**Job readiness and creation:** powering prosperity for today and tomorrow

**We care and give back:** powering prosperity for those in need

**Sustainability:** powering prosperity for the planet

**Responsible business practices:** powering prosperity with integrity

Our objective is to be as transparent as possible about our progress, where we've met our goals, where there's still more work to do, and what our plans are for the future.

At Intuit, we never stop pushing ourselves to raise the bar and find new ways to deliver on our mission to power prosperity around the world—and after 40 years of doing so, we're just getting started!



Intuit employees attending State of the Company event.

## OUR TRUE NORTH GOALS

Intuit's corporate responsibility strategy is aligned to our mission, our [values](#), and our strategic priorities. We hold ourselves accountable to this strategy by setting measurable True North Goals to achieve outcomes in these areas:

**Employees:** Empower the world's top talent to do the best work of their lives.

**Customers:** Delight customers by solving their most important financial problems.

**Communities:** Make a difference in the communities we serve.

**Shareholders:** Drive long-term growth, increasing shareholder value.

<sup>1</sup> Unless otherwise noted, this report covers the work done during fiscal year 2023 (FY23), which runs from August 1, 2022 to July 31, 2023.



## Our Operating Values

Our values keep us grounded in the most important areas that define who we are and how we operate—internally and in the world. We believe that we are stronger together by championing diversity and inclusion across the company. We care and give back to help our communities prosper. We show integrity without compromise and have courage to be bold and fearless in our thinking and actions. And we focus on customer obsession to ensure that we are delivering awesome products that drive amazing results.

These values honor our history and how we started, and guide us in delivering on our mission of powering prosperity around the world. Our values underpin a culture that attracts the world's top talent. We empower employees to bring their whole selves to work and to do the best work of their lives.

### Integrity Without Compromise

We speak the truth and assume best intent.  
We value trust above all else.  
We do the right thing, even when no one is looking.

### Customer Obsession

We fall in love with our customers' problems.  
We deliver unrivaled customer benefit to power their prosperity.  
We sweat every detail of the experience to deliver excellence.

### Stronger Together

We champion diversity, inclusion, and a respectful environment.  
We thrive on diverse voices to challenge and inform decisions.  
We deliver exceptional results so others can count on us.

### We Care And Give Back

We are stewards of the future.  
We strengthen the communities around us.  
We strive to give everyone the opportunity to prosper.

### Courage

We are bold and fearless in how we think and act.  
We relentlessly hold a high bar for performance.  
We value speed, a bias for learning and action.





# Alignment to UN Sustainable Development Goals

We support the United Nations [Sustainable Development Goals \(SDGs\)](#). We're committed to taking global action and working collaboratively with nonprofits, non-governmental organizations (NGOs), and others in the private sector to address the SDGs that focus on education, equality for all, and protecting the planet. Relevant SDGs are referenced at the start of each section that follows.

## Diversity, Equity, and Inclusion

**5** GENDER EQUALITY



## Sustainability

**7** AFFORDABLE AND CLEAN ENERGY



**13** CLIMATE ACTION



## Job Creation

**1** NO POVERTY



**8** DECENT WORK AND ECONOMIC GROWTH



## All

**17** PARTNERSHIPS FOR THE GOALS



## Job Readiness

**4** QUALITY EDUCATION





# Diversity, Equity, and Inclusion



Employees attending leadership event.



## Powering prosperity for our employees, customers, and communities

Since our founding, we've put our people first. Our DEI initiatives underscore this commitment. We seek diverse perspectives, and we believe in helping our employees do the best work of their lives. This includes fully integrating inclusion and equity into how we operate as a business. And we continue to find new ways to foster a culture that's as diverse as our customers and the communities we serve.

This year, we accelerated our DEI strategy with recruiting and engagement programs, international expansion of our supplier diversity policies, and a new partnership with the Los Angeles Urban League. This partnership supports predominantly Black and Latino small business owners in growing, scaling, and accelerating their businesses, complementing the many programs we have that support small business owners globally.

Our commitment to DEI helps our teams and managers be intentional in their actions, ensuring that creativity and innovation thrive through diverse teams. We foster an environment where diverse perspectives are heard. This enables us to deliver best-in-class experiences for our employees and our customers.

We align our DEI work with our mission to power prosperity for a diverse set of 100M customers, and we measure the success of that work against our True North Goals. Our representation goals focus on our efforts to attract and develop the broadest pool of top diverse talent to ensure individuals from all backgrounds have an equal opportunity to be employed and succeed at Intuit. While these goals focus on our long-term vision of a workforce that reflects the diversity of our customers, they're aspirational and we don't set quotas or make employment decisions based on an individual's identity. In FY23, our goals<sup>2</sup> were to:

- 1. Increase the representation of women in technology roles globally to 35%**
- 2. Increase the representation of US employees from underrepresented racial groups (URGs) to 16%<sup>3</sup>**

We continuously measure and monitor our progress to ensure we stay focused on attracting, retaining, and developing a diverse workforce:

In FY21, the representation of women in our technical roles increased from 28% to 30%. By the end of FY22, that number increased to 33%. We ended the latest fiscal year at 34.1%. While we continued to make progress, we fell just short of our True North Goal of 35% for FY23 due to fewer technical job openings because of lower-than-expected attrition. Nevertheless, we're still well above our industry peers for representation of women in technical roles, and we're committed to achieving our longer-term goals.

In FY21, we increased representation of US URGs to 12.7%. The next year, the number went up to 15%, surpassing our FY22 goal by 0.5 percentage points. This year, we have again surpassed our goal to increase our representation of US URGs by 0.3 percentage points, reaching 16.3%.

We've achieved this progress through a variety of initiatives, including broadening our recruiting efforts and career development opportunities. Our efforts reflect a long-term journey for us as a company and we're committed to continued results.

**34.1%** Women in technology roles (global)

**16.3%** Employees who identify as part of an underrepresented group (US)

<sup>2</sup> DEI-related data and goals do not include Credit Karma, which maintains separate record-keeping systems.

<sup>3</sup> Underrepresented racial groups (URGs) in the US include Black or African American, Latino/Hispanic, Native American, and Alaska and Hawaii Native.



# Recruiting

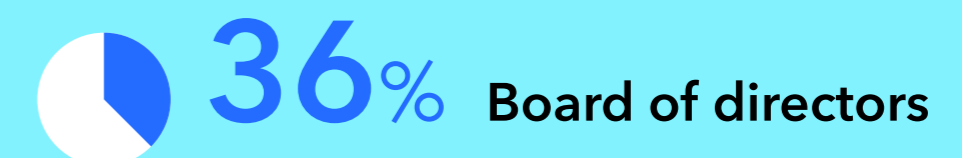
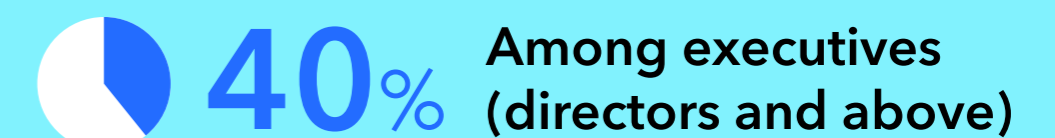
## Sharing our diversity story with candidates

To reach their highest potential, we believe employees should be surrounded by a strong contingent of diverse perspectives, voices, abilities, and experiences. We've integrated this into our recruiting strategy. We want to ensure our recruiting experience is inclusive and fosters belonging from the very start of our pipeline.

Building on our foundational DEI strategy and best practice training, this year we invested in developing the skills of our Talent Acquisition team. More than 200 of our team members participated in DEI training, which included:

- Recruiting guidelines to help the team make conscious and thoughtful shifts in how they attract and recruit the best, most diverse talent
- Tools and resources to support the creation of effective DEI-based recruiting strategies
- Training on how to understand DEI data and best practices
- End-to-end hiring best practices to drive equitable and inclusive experiences, while ensuring we always hire the most qualified candidate

### GENDER REPRESENTATION OF WOMEN AT INTUIT<sup>4</sup>



<sup>4</sup> Does not include Credit Karma



## Scaling our DEI reach and mission

Over the past two years, we've built a strong DEI foundation and we're seeing a growing number of candidates interested in learning about developing their career at Intuit at different levels. We continue to partner with more than 20 universities and professional organizations to expand our reach to recruit URGs and women in technology.

One of the professional organizations we partner with is AfroTech. Each year, AfroTech sponsors a conference that brings together thousands of Black tech professionals across hundreds of leading companies, with the goal of expanding representation in technology roles across industries. In the past year, we had a strong presence at the event, with more than 150 employees sharing their Intuit career journeys through hundreds of deep conversations with potential candidates. One of our team members was a keynote speaker, and he shared how his team continuously builds their brand to elevate diverse entrepreneurial voices.

We brought that same passion and engagement to the Grace Hopper Celebration (GHC), where 140 employees attended the world's largest gathering of women and nonbinary technologists, both virtually and in person in Orlando, Florida. Our Tech Women @ Intuit initiative empowers women and URGs in technology to advance their careers, and we're an annual sponsor of GHC. Eight of our women technologists presented at Grace Hopper to share their technical knowledge and career journeys.

We expanded our Intuit Apprenticeship Pathway Program, which is open to individuals without a four-year college degree who are interested in becoming engineers. We partner with AnitaB.org to recruit apprentices and with Treehouse to provide technical training. Today, the seven-month, paid program places apprentices to work alongside Intuit technologists as software engineers. As part of the program, apprentices are:

- Provided technical training
- Assigned mentors
- Provided access to our employee resource groups (ERGs), which are open to all employees
- Invited to attend internal and external tech-focused events

In FY22, we had 11 apprentices, and in FY23, we more than tripled this to 40. Of those, 73% converted to full-time employees at the end of the program.

**40**  
Technology apprentice participants

**73%**  
Became full-time employees



Intuit employees attending AfroTech 2022.



# Equity learning

## Growing together

Our DEI commitment starts with our inclusive recruiting and continues with being part of an inclusive team and having clear and compelling career growth opportunities across the company. One of the best ways to ensure career growth is to invest in the learning and development of our employees. This includes training that fosters a more inclusive environment, which leads to better ideas and greater innovation—and ultimately, helps us power the prosperity of our customers and communities. The following are a few of our inclusive programs that enhance the employee experience.

### DEI-based employee training

Learning about equity at Intuit begins with “Stronger Together: Unconscious Bias” training. This voluntary training offers all employees the opportunity to:

- Understand our inherent biases and recognize their impact
- Use curiosity and empathy to hear and value diverse perspectives
- Take appropriate action to courageously address biases that limit our own and others' contributions

In addition, our “Stronger Together: Racial Equity” learning experience is designed to broaden our understanding of equity in the workplace. We believe this program supports our efforts to

**99%** OF PARTICIPANTS

**Racial equity training is a valuable use of my time**

**91%** OF PARTICIPANTS

**Unconscious bias training is relevant to my role**

create a more inclusive environment that will increase retention, especially among our URGs. Available to all employees, this voluntary training helps them:

- Gain a shared understanding of terms, frameworks, and knowledge about race and racial equity
- Explore how cultural socialization can manifest into beliefs, biases, and inequitable systems based on race
- Understand how to be stronger allies for racial equity

In FY23, we also offered a four-part workshop to build community and enable deeper connection among our Black employees and beyond. The series, which was open to all, explored career development strategies. It offered tools to navigate work environments that may lack diversity, and created a deeper connection among our Black employees and allies. The workshop, which received very positive feedback from our employees, earned a net promoter score of 92.



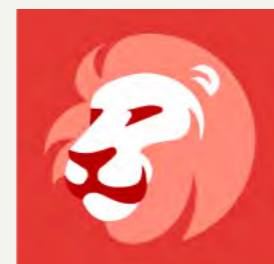
## DEI IN ACTION

### Our employee resource groups

We currently have 14 employee-led ERGs across six countries, with 23% of our full-time employees belonging to at least one ERG. These groups, and their diverse members, add richness to our workplace culture. They offer community and the opportunity to learn from role models, experts, and peers. Our ERGs are open to all and they invite our employees to bring their whole selves to work. They also actively volunteer in their communities, which is an important part of their charters. Here are a few highlights:



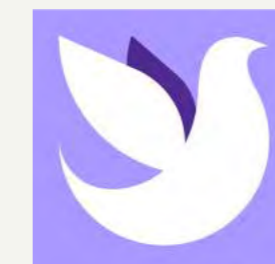
**Intuit Abilities Network:** For the second year in a row, Intuit earned a top score in the Disability Equality Index. The ERG continued their work to advance disability inclusion, with a focus on culture and leadership, employment, community engagement, and supplier diversity. In FY23, they transformed their Intuit Accessibility Champion program to focus on education, leadership, customer success, and community contributions. They hosted weekly lunch-and-learns, along with Intuit’s accessibility team, on a variety of disability-related topics.



**Intuit African Ancestry Network:** In the fall, our ERG-sponsored Boss Women Media’s Ambitious Girl HBCU Tour. This included a tour of four historically Black colleges and universities (HBCUs) in the US, where network members engaged with more than 1,000 Black women students. Additionally, Intuit hosted fireside chats, where our ERG members and Intuit customers shared their personal stories and experiences to encourage students to expand their financial literacy and prepare for their careers.



**Intuit Asia Pacific Network:** To help low-income children, our ERG members partnered with API Giving Project, an Asian and Pacific Islander-focused giving circle, to assemble back-to-school backpacks. To raise awareness about bias, they also donated to StopAAPIHate. Throughout the year, they hosted virtual small business pop-ups to showcase Asian small business QuickBooks customers. They also partnered with our Small Business Self-Employed Group’s marketing team to showcase several Asian-owned businesses during Intuit’s Small Business Month in May 2023 to support and celebrate their continued prosperity.



**Intuit Christian Network and Intuit Muslim Awareness Network:** For the second year in a row, the Religious Freedom and Business Foundation ranked Intuit as the 11th most faith-friendly company among the Fortune 500. Together, our faith-based ERGs sponsored the Religious Freedom and Business Foundation’s Dare to Overcome Conference, where they shared a presentation about their community initiatives. Our ERGs also worked together with our workplace team to create prayer/meditation spaces across our campuses. Plus, our Muslim Awareness ERG hosted fast-a-thons during Ramadan, while our Christian ERG hosted Easter celebrations and global days of prayer.



**Intuit Indian Network:** Connection and celebration were at the forefront for our ERG members this year. From Holi to India’s Independence Day celebrations to continuing Chai Chats with leaders across Intuit, the group focused on sharing culture and traditions. They also partnered with Intuit Muslim Awareness Network for Eid and Intuit Women’s Network for Women’s Day.



## DEI IN ACTION



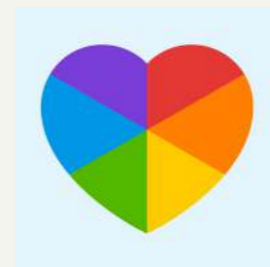
**Intuit Indigenous Peoples Network:** Embracing a global perspective, our ERG members held celebrations and educational awareness events in Canada, Australia, and the US to mark multiple days of remembrance, truth, and reconciliation in honor of Indigenous peoples. Some of those events included International Day of the World's Indigenous Peoples, National Day for Truth and Reconciliation, Indigenous History Month in Canada, Native American Heritage Month in the US, and NAIDOC Week in Australia.



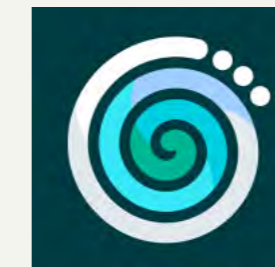
**Intuit Latinos Network:** In FY23, our ERG members facilitated, participated in, or lent their voice to several organizations such as Latinas in Tech, Latina Geeks, Project Management Institute, and Athena. Our network continued their Cafecito and Chisme series this year. One of their many discussions included “shades of brown” to build awareness about the similarities and differences among people who identify as Latino/Hispanic.



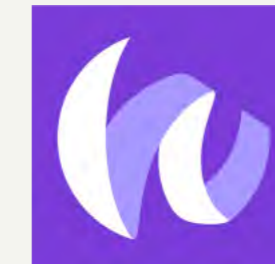
**Intuit Military Network:** To provide a pathway from military service to civilian employment, our ERG members worked closely with the Department of Defense SkillBridge program to create a pilot. Three individuals completed the program, with two joining Intuit as employees. The ERG also hosted a series of events on how to move into new roles or gain promotions, and nearly 100 veterans and military spouses at Intuit participated.



**Intuit Pride Network:** This year's Pride month celebration rallied around the theme of Resiliently Proud. The events focused on LGBTQ+ resilience and Intuit's Stronger Together value. Throughout the celebration, which included remembrance and advocacy, the ERG highlighted financial and personal resilience and effective allyship. The ERG also continued their long-standing partnership with Out & Equal by attending its annual workplace summit and participating in its leadership forum. In addition, members of the ERG and Out & Equal cocreated education sessions for Intuit employees on topics such as Intersectional Allyship.



**Intuit Silver Network:** Although the media often focuses on Millennials and Gen Z, the “forgotten generations” (X, Baby Boomer, and Traditionalist) aren't forgotten at Intuit. Now in its second year, our ERG kicked off FY23 with Silver Week. The event included presentations from experts and discussions on ageism, retirement, brain health, and more.



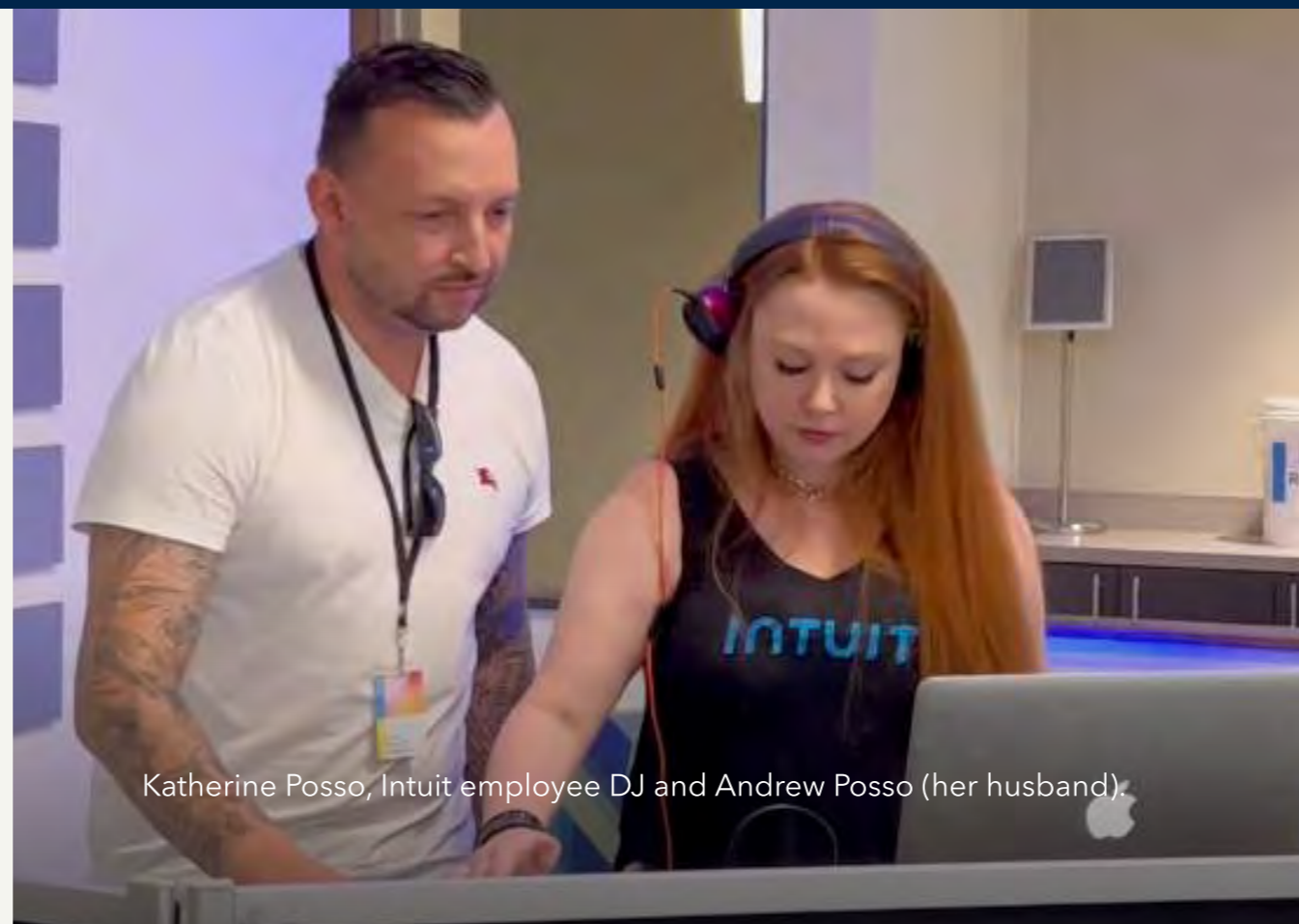
**Intuit Women's Network:** In 2023, our ERG supported women-owned businesses by inviting them to local campuses and hosting virtual pop-up events, and purchasing nearly \$50K worth of items from their businesses. They also raised \$50K, which they donated to organizations around the world in support of preventing violence against women. Our ERG developed and launched the “Women and Our Bodies” series to redefine how we think and talk about a woman's body. They hosted monthly summits on topics such as body neutrality, fertility/infertility, and access to healthcare. They're especially proud of their groundbreaking work on menopause, which was an internal and external campaign to help fight bias and misconceptions around menopause, and included a new voluntary training module.



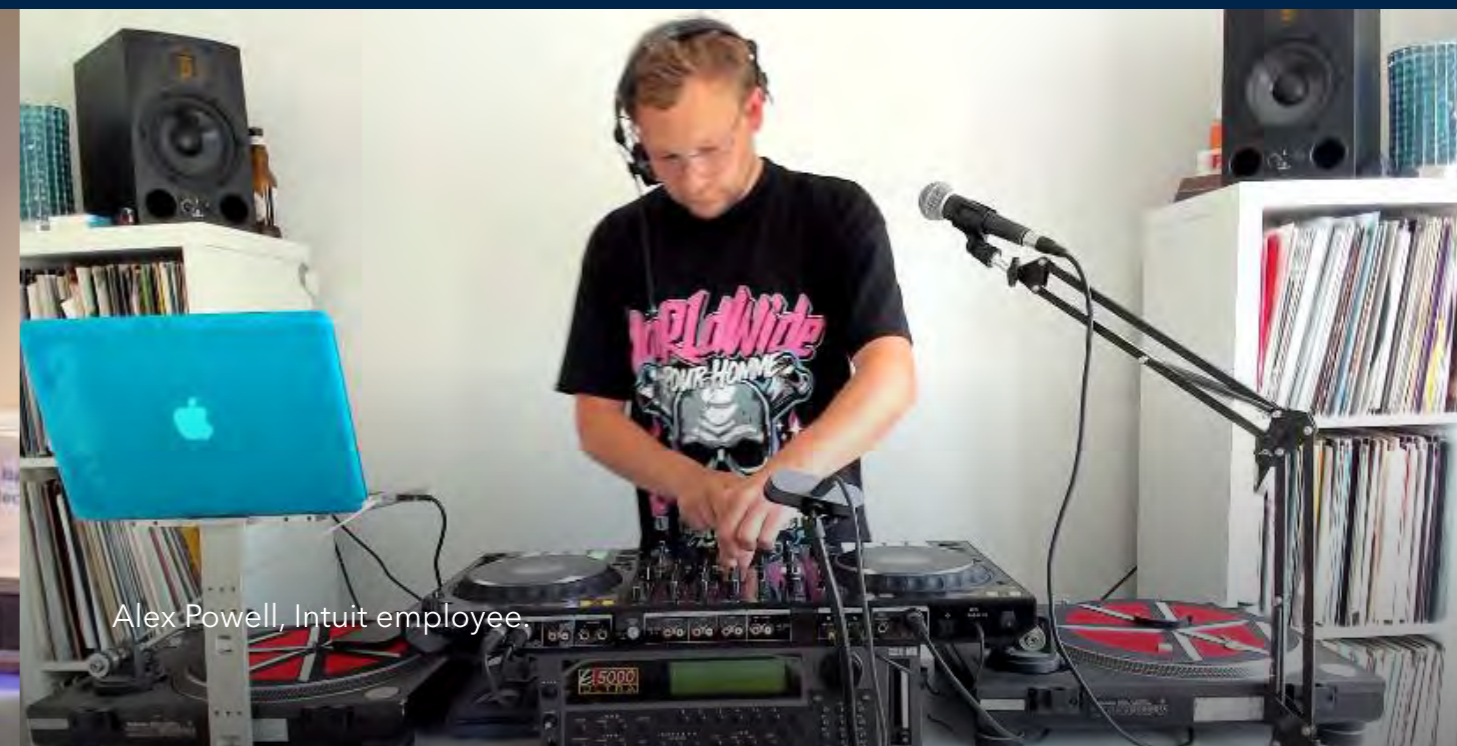
## DEI IN ACTION

**Working across ERGs:** Seven of our ERGs came together to kick off the summer with their annual June Jam celebration. Members took turns deejaying online, while employees watched, listened, and danced along. Throughout the 12-hour event, our ERGs raised money for 16 causes. It was an incredible day of celebrating intersectionality and allyship.

We're proud of our ERGs' commitment to providing supportive environments for their members and allies. They collectively help drive engagement and belonging at Intuit, illustrating how DEI is a team effort and foundational to how we work, live, and impact the lives of others.



Katherine Posso, Intuit employee DJ and Andrew Posso (her husband).



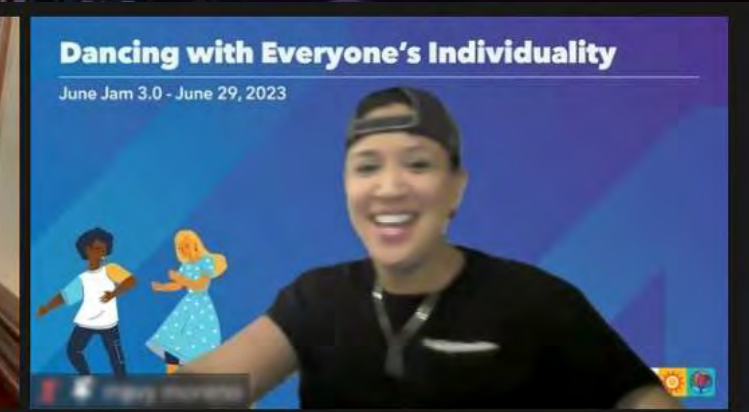
Alex Powell, Intuit employee.



Trudy-Kay Ganpatt, Intuit employee.

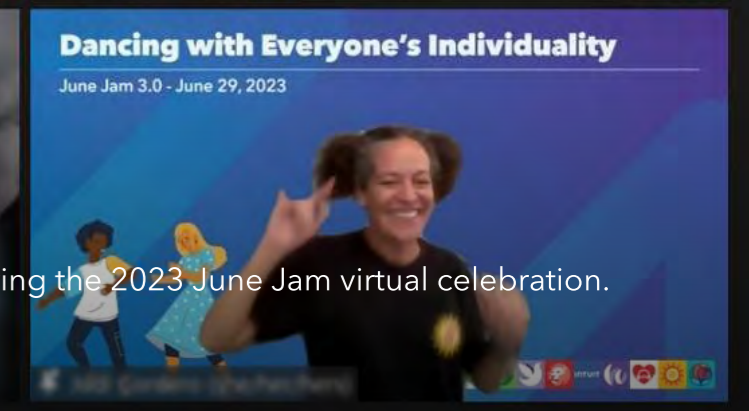
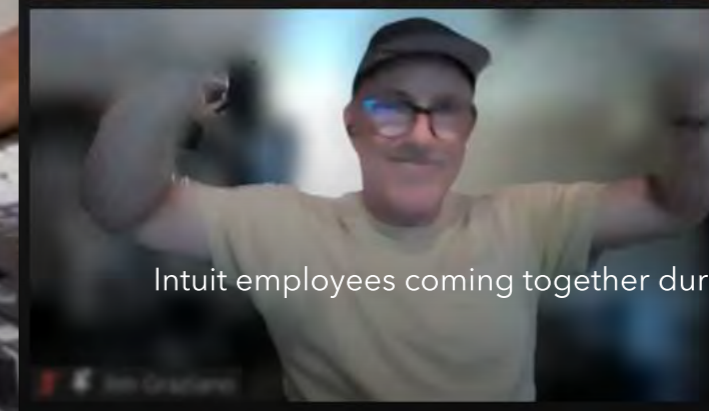


Kristin Korpos, Intuit employee.



**Dancing with Everyone's Individuality**

June Jam 3.0 - June 29, 2023



**Dancing with Everyone's Individuality**

June Jam 3.0 - June 29, 2023

Intuit employees coming together during the 2023 June Jam virtual celebration.



**UNIDOS WE GROW**

## Empowering prosperity

During Hispanic Heritage Month in 2022, we wanted to make a meaningful difference and expand our actions beyond celebrations of the Latino and Hispanic communities. Our first step was to commission a survey of Latino and Hispanic small business owners, employees, and self-employed people to understand how we could better serve this community. We found that while tightly connected to their communities, those surveyed were struggling to meet their financial goals.

Employees united to celebrate Hispanic Heritage Month under the theme “Unidos We Grow.” We provided integrated resources, content, and events focused on educating and inspiring Latino and Hispanic small business owners, employees, and consumers.

Throughout the month we:

- Hosted a free roundtable conversation with leading business and industry luminaries and other prominent Latino/Hispanic figures to help inspire and support small business owners
- Spotlit small business owners in online stories to help raise their visibility and drive new customers to their business
- Challenged QuickBooks ambassadors and accountant influencers to mentor new small business owners
- Published an illustrated neighborhood guide to three historic Latino/Hispanic communities across the US to encourage people to support and buy from small businesses there, featuring:
  - Pilsen in Chicago
  - Calle Ocho in Miami
  - Barrio Logan in San Diego

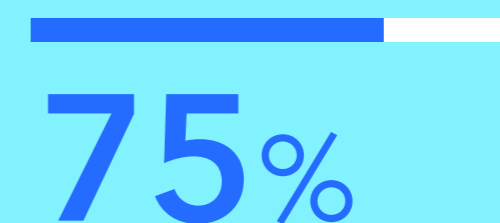
Intuit employees came on the journey too, spotlighting Latino/Hispanic businesses they do business with and celebrating the rich culture of their Latino/Hispanic colleagues. It was an incredible month of learning, driving home the fact that culture makes a difference everywhere—at work, at home, and in the community.



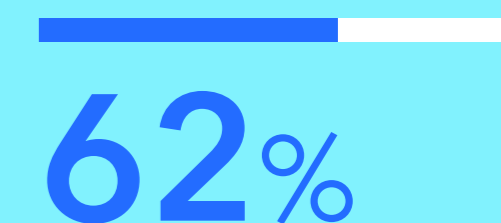
Illustration by Victor Meléndez



**Rely on word-of-mouth referrals to find customers and employees**



**Credit their communities for contributing to their financial success**



**Struggle to meet their financial goals**



# Talent practices

## Career growth, personalized experiences, pay equity and performance

We're committed to supporting equitable talent practices, including offering career growth opportunities through mentoring and sponsorship. We're also committed to knowing how our employees want to be identified in the workplace and ensuring their voices are heard. We offer equitable pay and implement best practices to help ensure our employment decisions and overall employee experience are equitable.

### Mentoring and learning to support career growth

Following a three-month pilot in 2022, we launched Intuit's ERG-sponsored mentorship program, open to all ERG members. It supports career growth, builds inclusive communities, and provides meaningful connections. Mentees and mentors are matched based on what they'd like to learn and what they have to offer. They meet, virtually or in person, at regular intervals for six months. Our first cohort connected more than 250 mentors and mentees.

"I was initially skeptical because my mentor is in a very different job function than I am, but it turns out domain-specific knowledge isn't necessary. What is necessary is knowing how to communicate, how to identify career growth levers, and how to have a productive relationship with managers, colleagues, and cross-functional partners."

**SURVEY RESPONDANT**

### Sponsoring to increase leadership representation

Now in its second year, our Career Sponsorship program is opening new doors for our top talent. The goal is to help maximize their career growth with a focus on increasing diverse representation at our leadership levels. Our sponsors include senior executives and in FY23, we once again provided sponsorship for a cohort of 20 high-performing employees.

"My sponsor's advocacy has left an indelible mark on me. From our first interaction, he showed a genuine interest in my career and professional journey, providing me with meaningful support and guidance. His leadership is truly inspiring."

**SPONSEE**



## Employee self-identification

Being our authentic selves is part of Intuit culture. To encourage employees to bring their whole selves to work, we want to give them an opportunity to share more information about who they are and how they want to be seen. That's why we've been on a journey to expand self-identification capabilities in our HR systems. Depending on the country, our expanded self-identification includes fields such as:

- Disability details
- Gender identity options
- Military details
- Primary and secondary race and ethnicity values
- Pronouns
- Sexual orientation

When we know more about our employees, we make their work experience more personalized and inclusive. This information also allows us to offer programs, benefits, and services that are important to them.

## Pay equity

As part of our commitment to DEI, we believe in transparency, accountability, and continuous improvement. And that includes pay equity. We strive to compensate employees who have similar job functions and performance with comparable pay, regardless of their gender, race, ethnicity, or other status. FY23 marked our seventh year of working with an outside company to look for and address statistically significant differences in employee pay globally. We share these adjustments and results externally through third-party reporting initiatives and with our employees at the end of each fiscal year.

As of August 1, 2023, none of our identified roles had statistically significant differences in pay between employees of different gender or between race/ethnicity in the US.



Intuit employees attending State of the Company event.

### REIMAGINED INTRANET EMPOWERS EMPLOYEES WITH ACCESSIBILITY

With more than 14,000 unique visitors each day, Intuit's intranet connects employees to the information they need and to each other. In FY23, we reimagined our intranet, following accessibility guidelines, to make it easier for all Intuit employees to prosper and do the best work of their lives.

Our modern intranet connects employees to important news, information, colleagues, and resources. It also includes a new employee experience that delivers personalized reminders and trusted self-help resources so employees feel supported in both their work and personal lives. And in our new digital company directory, employees can state their personal pronouns.



## Setting goals and career progression

To help employees succeed and grow their careers, we believe ongoing constructive performance feedback and clear development goals play an important role. We continuously evaluate our practices for areas of improvement. Here are some recent updates:

- Incorporated performance bias awareness training for managers as part of our year-end talent and pay process
- Designed best practices to ensure leaders assign high-impact projects equitably across their teams
- Analyzed data, process design, and talent visibility to ensure equal opportunity for all high-performing employees to be promoted

## DEI strong: Employee feedback helps guide our progress

One of Intuit's True North Goals is our employee engagement score. Twice a year, we measure engagement through our employee survey so we can create a high-performance culture to power prosperity for our customers. Our overall Intuit-wide engagement score remains high at 83 (flat from a year ago). Our primary benchmark item, "Recommend Intuit as a great place to work," remains in the top 10% of our industry.

Our survey also includes five items that are related to diversity, equity, and inclusion. These survey insights help us discover what matters most to employees and then prioritize areas of opportunity.

Intuit's employee engagement score<sup>5</sup>

83

INTUIT RANKED IN TOP **10%** OF OUR INDUSTRY

When employees asked if they would recommend Intuit as a great place to work

<sup>5</sup> Engagement score indicates the average of overall satisfaction and recommend Intuit as a great place to work



Intuit employees, Noelani and Helen, attending an on campus event.



## TRANS+ SUMMIT 2023

## LGBTQ+ commitment runs deep

Intuit's fourth annual Trans+ Summit 2023 elevated, amplified, and celebrated transgender and nonbinary voices. More than 750 attendees from both inside and outside Intuit attended this daylong event. The summit's goal was to help leaders and employees from Intuit and beyond grow stronger together. The event built a coalition of intersectional allyship among our Pride, Abilities, African Ancestry, Asia Pacific, Indigenous Peoples, Latino, and Military Networks.

Together, they shared stories and tackled the challenges of marginalized communities, with topics such as:

- Living with and finding family within the Latino or Asian American Pacific Islander culture
- Myths, facts, and the rest of the story: a candid talk about health at the intersection of Black women and trans+ identities
- A salute to authenticity: living authentically as a trans+ service member and veteran
- Through the lens of first peoples: two-spirit and Indigenous identity

The event featured a range of internal and external speakers and panelists, including our CEO, Sasan Goodarzi, who kicked off a fireside chat with his daughter Aryana Goodarzi, who uses they/she pronouns. The two of them shared the journey of Aryana coming out as queer to their parents. Sasan also shared his learnings as both a father and a leader.

"It's important to me that I'm not just supporting Aryana and the community behind the scenes, but that I'm leading from the front, sharing my learnings as I strive to be an advocate for them. We all have a role to play and we all can make a difference. But we must be willing to stand behind our words with actions both big and small."

**SASAN GOODARZI**  
CEO



Artwork created by non-binary artist [Mars Lauderbaugh](#) for the Intuit Trans+ Summit



# Communities

## Engaging where we work and live

Far too often, and for far too long, communities of URGs have been left out of the conversation about financial empowerment. At Intuit, our commitment to our customers is rooted in engaging them where they are and ensuring they have the resources they need to prosper. That's why we work with and sponsor organizations that are making a difference in their communities—and the world.

From the NAACP and the Los Angeles Urban League to the National Association of Hispanic Journalists, Intuit is focused on building partnerships at the local and national level with leaders and organizations. We have a dedicated team that's proud to work with and support organizations that share our commitment to empowering multicultural communities. We know that to power prosperity around the world, we must work together to create equitable opportunities for our customers and the communities where they live.

### Intuit IDEAS

This year, we developed a new initiative called Intuit IDEAS (Invest, Develop, Empower, Accelerate, and Scale), which provides a group of diverse small business owners in Los Angeles access to Intuit products, executive business coaching, and personalized business consulting for one year. As part of this innovative pilot program, which complements the extensive support we provide to a wide range of small businesses, we're partnering with the Los Angeles Urban League. Our shared goal is to help Los Angeles-area Black and Latino/Hispanic small business owners grow, scale, and accelerate their businesses.

The IDEAS program supports up to 30 Black and Latino/Hispanic-owned small businesses representing a geographically diverse cross-section of Los Angeles. In addition to providing our suite of products, we've connected these entrepreneurs with Intuit experts to support business compliance, back-office bookkeeping, tax prep, and email marketing. The yearlong program aims to improve efficiency, earnings, and capital readiness for participating businesses.

"Small businesses are critical to building healthy, local communities. That's why it is so important to ensure they have the tools and expertise to grow and hire. At Intuit, we believe that our financial technology platform combined with our human expert network will make a significant impact on program participants, the community, and beyond. We are honored to be a part of this journey, understanding that Intuit's tools will continue powering prosperity for local entrepreneurs, and look forward to providing expertise that will set participating businesses on a path to success."

**DAVID GRAHAM**

Vice President of the Intuit Expert Network



## BLACK HISTORY MONTH

### Acts of courage

In support of Black History Month, QuickBooks commissioned a survey of Black business owners to identify and amplify their struggles and successes. Based on the survey's findings, we designed an integrated plan in support of our employees, customers, and communities.

We built a monthlong theme around acts of courage, delivering bold customer stories packed with practical tips and inspiration to help small businesses succeed, and focusing on the challenges Black-owned businesses face. We published the survey results internally and externally, helping to raise awareness. Our employees and customers shared their advice and moments of courage. We also offered resources to help these businesses succeed.

One of those resources was a QuickBooks-sponsored Black-Owned Business Hub. The hub featured how-to guides to directly address customer problems identified from the study, as well as practical solutions to help business owners secure capital, start a business, and access business tools.

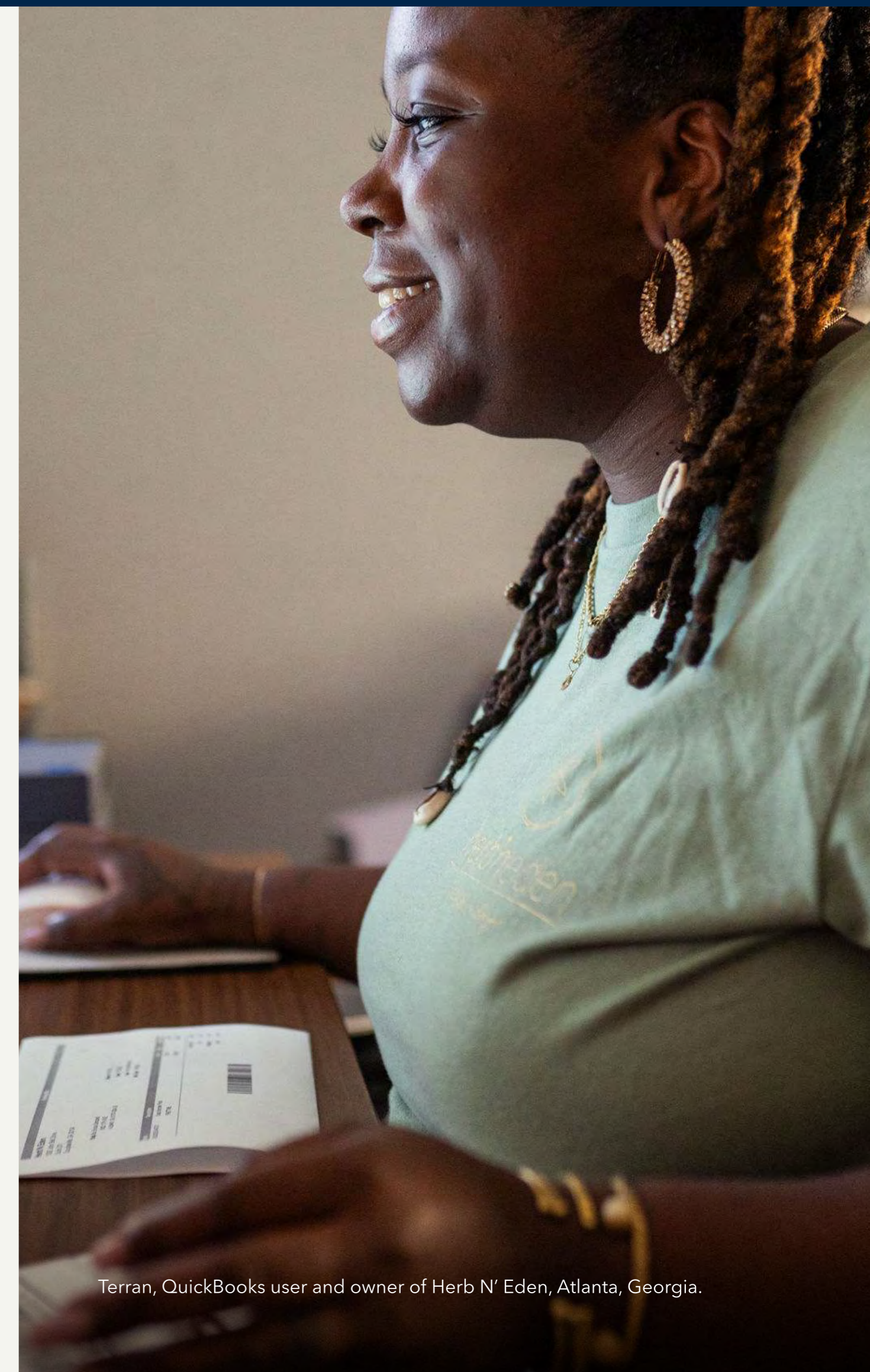
Intuit also hosted a fireside chat on entrepreneurship and courage, shared customer stories on how to break money taboos, and provided tips on increasing financial literacy.

#### INSIGHTS FROM BLACK HISTORY MONTH SURVEY DRIVES PROGRAMMING

**57%** Denied a bank loan when starting their small business

**75%** Agreed that successful Black businesses are critical for a thriving Black community

**55%** Agreed that more mentorship from other Black businesses and easier access to financing are needed most





**SUPPLIER DIVERSITY**

## Powering prosperity for diverse and small businesses through supplier diversity

As part of our commitment to help power the prosperity of diverse and small businesses, we introduced our Supplier DEI and Social Impact program in FY22 to increase our investment in diverse and small business suppliers through our operations. We furthered our commitment in FY23 by signing the US Chamber of Commerce's Prompt Pay Pledge to pay our small business suppliers faster. While Intuit's commitment was to pay diverse and small business suppliers within 10 days or less, our average payment time was less than 5 days.

In FY23, we focused our diverse and small business supplier efforts on:

- ▮ Expanding opportunities to source products and services from diverse and small businesses to transform Intuit's supply chain
- ▮ Bringing our customers and our supply chain closer together to create new business opportunities for our customers
- ▮ Partnering with our top-spend suppliers to influence buying decisions within their own supply chain operations to benefit diverse and small businesses
- ▮ Expanding our Supplier DEI strategy globally, including data tracking methodologies and supplier outreach

To support diverse and small businesses, we offer our employees who purchase equipment to do their jobs an enhanced Amazon Business Guided Buying Solution to increase the visibility of diverse and small businesses that are also Intuit-preferred sellers. As a result, Intuit employees spent \$1.1M on diverse and small businesses. Over the past year, we've invested \$393M in diverse and small businesses through direct and indirect spend, an increase of 3% from FY22. 25% of our US suppliers are also our valued customers, reflecting the diverse landscape of our customer base.

"I run a small boutique firm, and in lean times these expedited payment terms make a huge difference in the success of my business. In past years, I've had some clients go from net 30 to net 45, which can be particularly painful when the upfront costs are large."

**TYLER MUNSON**  
Owner, munson.design

**\$1 = \$1.96**

**ECONOMIC IMPACT**

—————> **In FY23 Intuit generated \$634M in economic impact through our partnerships with diverse and small business suppliers.**

**Fast access to cash**

—————> **We pay our diverse and small business suppliers within 5 days.**



Employee roasting coffee beans at Old World Coffee Labs, Reno, Nevada.



# Corporate Responsibility



Intuit employees, in partnership with the LA Clippers, planting trees near the new Intuit Dome site in Inglewood, California.



## Corporate Responsibility

Intuit's mission is to power prosperity around the world, and part of that is supporting underserved communities. Our work goes beyond our products, as we see our global customers facing a myriad of challenges. Making ends meet is becoming increasingly harder. Economic opportunity is still not equally distributed. And underserved communities are most impacted by the negative effects of climate change, one of the most immediate challenges of our time. Intuit is committed to using our products, unique expertise, and scale to have a positive impact on communities around the world.





# Job readiness and creation

## Powering economic prosperity for today and tomorrow

In FY23, we marked our 40th anniversary with a variety of innovative new financial education programs that positively impacted 2.5M students, maintained over 18K jobs in underserved communities, and generated over \$195M in economic impact.

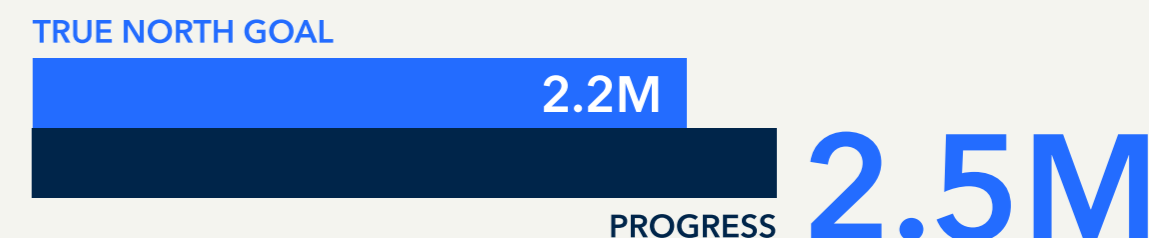
To truly power prosperity, it's not enough to just create jobs—we must also prepare people to succeed in the job market of tomorrow. As we've built Intuit's global financial technology platform over the last four decades, we've remained committed to using our resources and scale to provide jobs for people who need them today, as well as help prepare the next generation by giving them the durable skills they need for future financial success.

The focal point of our job creation work is our Prosperity Hub program, which sparks economic activity for communities in need. Intuit partners with each Prosperity Hub community to create jobs through virtual and physical call centers, offer programs through local school districts, and provide funding to support local small business support centers. Our goal continues to be to create financial opportunities that fuel the success of the people and communities we serve.

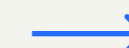
To increase the scale and impact of our Prosperity Hub job creation strategy, we've expanded the program to include roles in virtual job centers in underserved ZIP codes. Working with key customer success partners, we hire, train, and retain talent to provide domain and product expertise supporting QuickBooks and TurboTax. As Intuit continues to grow, we'll continue to increase hiring for these virtual jobs supporting our Customer Success team in underserved communities across the globe.

We're also committed to providing the education and training that prepares students for a prosperous tomorrow. Developing personal finance, entrepreneurial finance, and durable skills is crucial for a successful future and will help students be prepared to address life's challenges. We also have specific training programs to support educators in their ongoing efforts to teach these critical topics in their curriculum and beyond.

### PROGRESS AGAINST OUR TRUE NORTH GOALS



**2.2M individuals better prepared for jobs by FY23**



**2.5M individuals better prepared for jobs by FY23, exceeding our goal**



## Prosperity Hub School Districts

Intuit believes that every student should have the opportunity to prosper, regardless of the ZIP code they live in. Young people in disadvantaged communities don't have equal opportunities to develop the skills and access the tools they'll need to succeed in the job market of tomorrow. Through our Prosperity Hub School District (PHSD) program, our goal is to help address educational equity issues by providing free programs and teacher professional development to underserved school districts and help students develop and certify the durable skills that employers seek. The program offers Intuit's entrepreneurial and educational content, teacher professional development, and programs from our strategic partners free of charge to school districts that are in need.

Since FY21, we've partnered with 21 school districts across eight countries, better preparing over 2.5M students for jobs. Some of the programs we launched in FY23 to support these students and teachers include:

**Intuit Student Enterprises - Food Truck Program:** As part of Intuit Student Enterprises, Intuit launched a program to build and deliver fully functioning food trucks with a commercial-grade kitchen to select PHSDs. When the food trucks hit the road in FY24, they'll operate like simulated businesses on wheels, enabling high schoolers to gain real-world experience by learning and applying the finance and entrepreneurial skills needed to run a business.

**Summer Career Exploration Program:** Intuit partnered with San Diego Unified School District (SDUSD) to provide a 5-week, for-credit program for high school students from underrepresented groups. During their two weeks at Intuit's campus, the students experienced what it's like to be an Intuit employee, explored career options in technology, and applied Design for Delight, Intuit's design thinking methodology. The program included a campus tour, free meals, education on corporate responsibility and its importance at Intuit, and a We Care and Give Back philanthropic activity. The career exploration component included an overview of careers in technology, featuring product management, design, and product development; a full-day workshop in each of those roles; and a session with our Talent Acquisition team to build and improve their resumes and LinkedIn profiles. The program also included a four-day Design for Delight workshop conducted by Intuit employees, who mentored the students as they worked to solve the following challenge: *How might we help high school students make smarter financial decisions?* The students also developed public speaking skills as they presented their innovative solutions to a panel of Intuit employees for feedback as well as completing a design thinking certification exam.

**TurboTax scholarships:** In FY23, Intuit awarded \$200,000 to 80 students (\$2,500 each). Half of these scholarships were awarded through PHSDs in the US to help students either pay for college tuition or pay off existing student loan debt. The other half was a second Intuit-led program, Leading Con Educación, that enabled Latino high school and post-secondary education students to also pay for college tuition or pay off existing student loan debt.

**18K** → **Jobs maintained in underserved communities.**

**\$195M** → **Economic impact generated in FY23.**

**\$646M** → **Economic impact created by the program since it began in FY17.**



"My dream for the future is to become a high school math teacher so I can help inspire students the way my teachers have inspired me. I'm very thankful for the scholarship because it means I'll be able to pursue my dreams. Thank you, Intuit!"

**BREANNA**

TurboTax Scholarship winner



## Financial literacy

Durable financial skills are the foundation for future success. A recent survey reported that 75% of students in the US don't feel fully prepared for the job market after high school when it comes to their college or career paths.<sup>6</sup> One way we're working to address this issue is through our financial literacy workshops, which introduce students to the basic concepts of finance through Intuit's Financial Literacy Foundations coursework. Then, using real-world tools—including TurboTax, Mint, and QuickBooks—combined with Intuit's expertise, we help students apply the concepts they learned and build behaviors and confidence to increase financial acumen.

This year, we worked with partners to find new and innovative ways to bring these workshops to schools where they could have the greatest impact. Some of the highlights include:

**Suh Family Foundation:** In partnership with the Suh Family Foundation, co-founded by NFL pro football player Ndamukong Suh and his wife Katya Suh, Intuit provided workshops designed to empower and prepare students for their financial future as they build smarter money habits around budgeting, taxes, building credit, and understanding debt. This partnership offered financial literacy education and scholarships to high school students in some of the nation's largest school districts. Overall, 1,180 students participated in the five workshops across school districts in the Los Angeles, San Diego, San Francisco, and Dallas metro areas.

**LA Clippers:** Intuit has a long-term partnership with the LA Clippers, who will occupy the Intuit Dome basketball arena when it opens for the 2024 NBA season. On April 4, 2023, the LA Clippers and Intuit hosted a Financial Literacy Forum at the Miracle Theater in Inglewood, the location of Intuit Dome. More than 470 middle and high school students learned how making smart financial decisions at an early age leads to long-term financial success. The event included appearances by Clippers alumnus Craig Smith, Clippers emcee DJ Dense, the Clippers Spirit dancers, and Clippers mascot Chuck the Condor.

**Intuit product simulations:** We teach students about taxes, budgeting, and other personal finance skills through classroom simulations that use our TurboTax, Mint, and QuickBooks products. For example, the TurboTax simulation prepares students with the skills and confidence to file their taxes for themselves and their families in the future. Intuit simulations have now been used by over 2.5M students.

**Congressional Award Foundation:** We continue to be a corporate partner of the Congressional Award Foundation's Diversity and Inclusion Initiative, resulting in an online financial education program to support promoting financial health for students of diverse economic and social backgrounds. In FY23, over 10,000 young people, parents, and educators accessed the Personal Finance Program to take greater ownership of their financial futures, with learning modules focused on checking accounts, credit cards, healthy financial habits, and mobile/online banking.



Intuit hosted the Financial Literacy Forum in partnership with the LA Clippers at the Miracle Theater in Inglewood, California.



## Career preparation and exploration

Preparing students for the job market also includes teaching them skills that go beyond financial literacy. Helping them develop other durable skills creates a strong foundation for future success. That's why Intuit supports student development of skills such as critical thinking and collaboration through unique design thinking courses, resources, challenges, and certification.

**Social Innovation Challenge:** Intuit's Social Innovation Challenge engages students from school districts and educational organizations across North America to apply Design for Delight as they develop innovative solutions to solve a real-world problem. Students compete in teams to win prizes, from swag to scholarships. The program is designed to teach students durable skills while making a positive impact in their communities. This year's spring challenge was *How can you make your school more sustainable?* Teams competed against other high school students across North America. Participants also earned design thinking certification that they can include in college applications and job search platforms. Intuit hosted two separate challenges this past year, with 3,544 students signing up and 328 projects submitted. First place finalists were rewarded \$5,000 educational scholarships per student. Intuit issued a total of \$212,000 in scholarships and prizes for this year's challenges.

**National Association of Black Accountants:** The National Association of Black Accountants (NABA) partnered with Intuit and our Intuit African Ancestry Network (IAAN) for a yearlong collaboration that included various activities focused on career exploration. We hosted 60 students from NABA's Accounting Career Awareness Program in our Plano, Texas office. During their visit, our IAAN volunteers provided valuable insights on different career paths that students can pursue. Students walked away with increased confidence that they can become tax professionals, accountants, and finance professionals regardless of the challenges they may face.

**Mentorships:** It's important for students to hear from others about the challenges and opportunities awaiting them in the professional world. To help them better understand the path ahead, Intuit organized mentorship opportunities for students with our IAAN and Intuit Latinos Network employee resource groups. Students asked the mentors questions about the paths to their current careers. This effort included Mentorship Assist Zone, a Los Angeles Unified School District mentoring program created in conjunction with IAAN and the LA Clippers.

**Certifications:** Intuit offers free online certification for students in QuickBooks, bookkeeping, and design thinking. These certifications help set up students for success by allowing them to verify that they possess the skills they need when applying for future jobs. In FY23, more than 25K students received certifications through this offering.



Students from the National Association of Black Accountants visiting Intuit's Plano, Texas campus to explore various potential career paths.

**America Succeeds:** In an era when companies are facing persistent global talent shortages and a growing skills gap, programs that prepare students with the durable skills they need to be job-ready are more crucial than ever. In FY23, Intuit partnered with America Succeeds on a case study to evaluate the effectiveness of Intuit's Design for Delight summer camp in cultivating these vital durable skills. America Succeeds determined that Intuit's four-day camp unlocked a key component of effective durable skills learning, preparing participants with the skills they need to be successful in their future careers—at Intuit or elsewhere—and empowering them to articulate and demonstrate those skills to potential employers.



## INTUIT FOR EDUCATION

### A vision for the future

While the number of states with a mandate for students to take a personal finance course has been increasing, the fact is the majority of students today will graduate without knowing how to save, budget, or manage credit, just as they are about to start making serious financial decisions that will impact their future. For 40 years, Intuit has been focused on helping our customers achieve financial confidence. We're now leveraging that experience, and our technology, to create a comprehensive program to help students become the first financially literate generation. Intuit for Education will launch in the fall of 2023 and will include courses in both personal and entrepreneurial finance that leverage all of Intuit's products, as well as multiple programs to support teacher confidence and implementation. With a bold goal to have over 50 million students engage with Intuit for Education resources by 2030, we're on a mission to help the next generation prosper.



Supriya Golas, Intuit employee, working with high school students in Summer Career Exploration program.



# We Care and Give Back

## Powering prosperity for those in need

At Intuit, one of our core values is We Care and Give Back. Our success as a company over the years has created a sense of responsibility for caring for and giving back to the communities in which we operate and beyond. It enables us to be a steward of the future. And we strive to give everyone the opportunity to prosper as we strengthen the communities around us. We do this through both strategic corporate responsibility programs and our employee-led activities that give back to the community and better support our customers.

We're always looking to channel this shared passion of our employees by providing them with active ways to give to their communities. From giving employees paid time to volunteer for causes they believe in, to showcasing small businesses as part of company events, to developing innovative new programs that connect small businesses with local nonprofits, we've incorporated supporting our customers and the communities we serve into the operating mechanisms of the company.

This year, we set a new bar for giving back with programs such as Intuit Small Business Big Impact Day and Give Where You Live.

**To mark our 40th anniversary, we launched our "40 in 40" We Care and Give Back challenge, where we encouraged every employee to commit 40 hours to volunteer opportunities.**



Intuit employees in Toronto, Canada come together to support their local community.



## Small Business Big Impact Day

The best way to celebrate turning 40 is by doing what we love with our work family. For a company that works every day to power prosperity for all, that means using our resources to create a meaningful impact in underserved communities around the world. In this spirit, we launched a new and innovative program this year that supports both small businesses and local nonprofits.

Our first-ever Intuit Small Business Big Impact Day, held in February 2023, was dedicated to uniting employees to strengthen and give back to local communities. We purchased \$1M-worth of items directly from local small businesses, and the items were then donated to local nonprofits. Thousands of employees gathered at 17 Intuit offices around the world to sort, package, assemble, add personal touches, and deliver these products to communities in need. Intuit employees who work remotely also had the opportunity to participate in the event through a virtual experience. Because of the overwhelmingly positive feedback from employees, we plan to expand the event next year and ask other companies to join the effort.

# \$1M

**In items purchased from small businesses, given to local nonprofits around the world**

“It was a pure joy and honor to be a part of Small Business Big Impact & We Care Give Back Day today. It was by far the best, most impactful corporate engagement event that I have been a part of since the pandemic rocked our community and every aspect of our lives. You all made me feel so welcome and I loved every minute of seeing your employees work together to assemble the coping and hygiene kits. These kits will go so far in helping our Center and our Family Advocacy team continue the mission of providing safety, healing, and justice for families that need our services. You set the bar even higher for these hands-on projects for the future, especially in sourcing all supplies from small businesses.”

**KARA SHRUM**

The Children’s Advocacy Center, Plano, Texas



Intuit employees in Edmonton, Canada.



Intuit employees in Plano, Texas.



## Give Where You Live

Small, local nonprofits understand the challenges of their communities best. Many of these nonprofits rely on donations to help strengthen their organizations. Yet many people aren't aware of these vital nonprofits when they look to make donations.

Give Where You Live is a program to encourage people to donate to these nonprofits. It's designed to shine a light on the unsung heroes that are serving diverse populations and are already active within their local communities.

This year, Give Where You Live drew attention to nonprofits in six major US markets that met select criteria, including diversity of geography and population, and where active local nonprofits have taken a hit from the pandemic or other

crises. We published a local "best kept secrets" guide on the Mailchimp website to help donors learn more about and give directly to vetted local nonprofits in their area.

Empowering all Intuit employees to give where they live helps local nonprofits carry out their important work year-round. To help generate excitement and awareness for the campaign, Intuit matched employee donations to featured nonprofits 2:1. Additionally, Intuit gave all employees around the globe \$10 to donate to the campaign or nonprofits in their own neighborhoods.

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**57** local nonprofit organizations participated

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**\$280K** generated in support of local causes

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Intuit Mailchimp employees giving back in Atlanta, Georgia.



## A passion for supporting small businesses

At Intuit, we constantly look for opportunities to incorporate the incredible work of small businesses into the operations of the company and the activities we do. This is a way to both support small businesses and further educate Intuit employees about our customers so we can better serve them.

Some of the ways we integrate small businesses into the everyday fabric of Intuit include:

**Intuit Prosperity Marketplace:** This internal online microsite allows employees to easily shop at a marketplace of our small business customers. There are now more than 2,700 QuickBooks customers on the site, and employees can filter their search to support causes and underrepresented groups. Employees can use the marketplace to purchase goods for team and company events as well as for personal purchases.

**Small businesses on Intuit's campus:** We use our campuses as a place for small businesses to sell their goods and gain visibility, creating opportunities for our employees to interact with our customers. We host monthly small business pop-ups on campus, where local small businesses set up shop for a day. Also, at each of our quarterly employee town halls, we invite a small business owner to join us to showcase their business. Intuit purchases approximately \$5,000 of goods from the small business and then asks the owner to donate our purchases to local charities in their communities.

**Small Business Success Month:** In May 2023, as part of QuickBooks and Mailchimp Small Business Hero Day, Intuit awarded three small businesses with \$20,000 each. Each small business hero was nominated for their incredible commitment to serving their local communities in Louisiana, Georgia, and Michigan. The annual program is a way for Intuit to spotlight inspirational small business owners and the passion, commitment, and perseverance they've shown as they help strengthen the communities they serve. Intuit expanded the program beyond our initial three grants this year by partnering with influencers who support small businesses to generate funding for more grants. Intuit also offered a variety of resources and events for the small business community throughout the month, including a Small Business Success Content Hub with up-to-date content and resources to support small businesses; dynamic conversations with small businesses in partnership with iHeartMedia; and a small business advocacy in Washington, DC, where the Intuit Small Business Council met with policymakers to help inform policy decisions that will foster small business success around the US.



Libby, QuickBooks user, owner of Victorian Plant Shop, Atlanta, Georgia.

## Empowering employees to give back to their communities:

Our We Care and Give Back program helps employees make a difference in their community through paid time off to volunteer (up to one week per year), donation matching (up to \$5,000 or local currency equivalent per year), and support for employee-led activities. We encourage our employees to take on leadership roles by offering grants for serving on the board of a vetted nonprofit or NGO. Employees turn passion into impact by giving back in ways that are personally meaningful to them. In FY23, Intuit employees supported 4,466 nonprofits and NGOs by volunteering more than 42,000 hours and donating \$6.8M, including Intuit's match.



# Sustainability

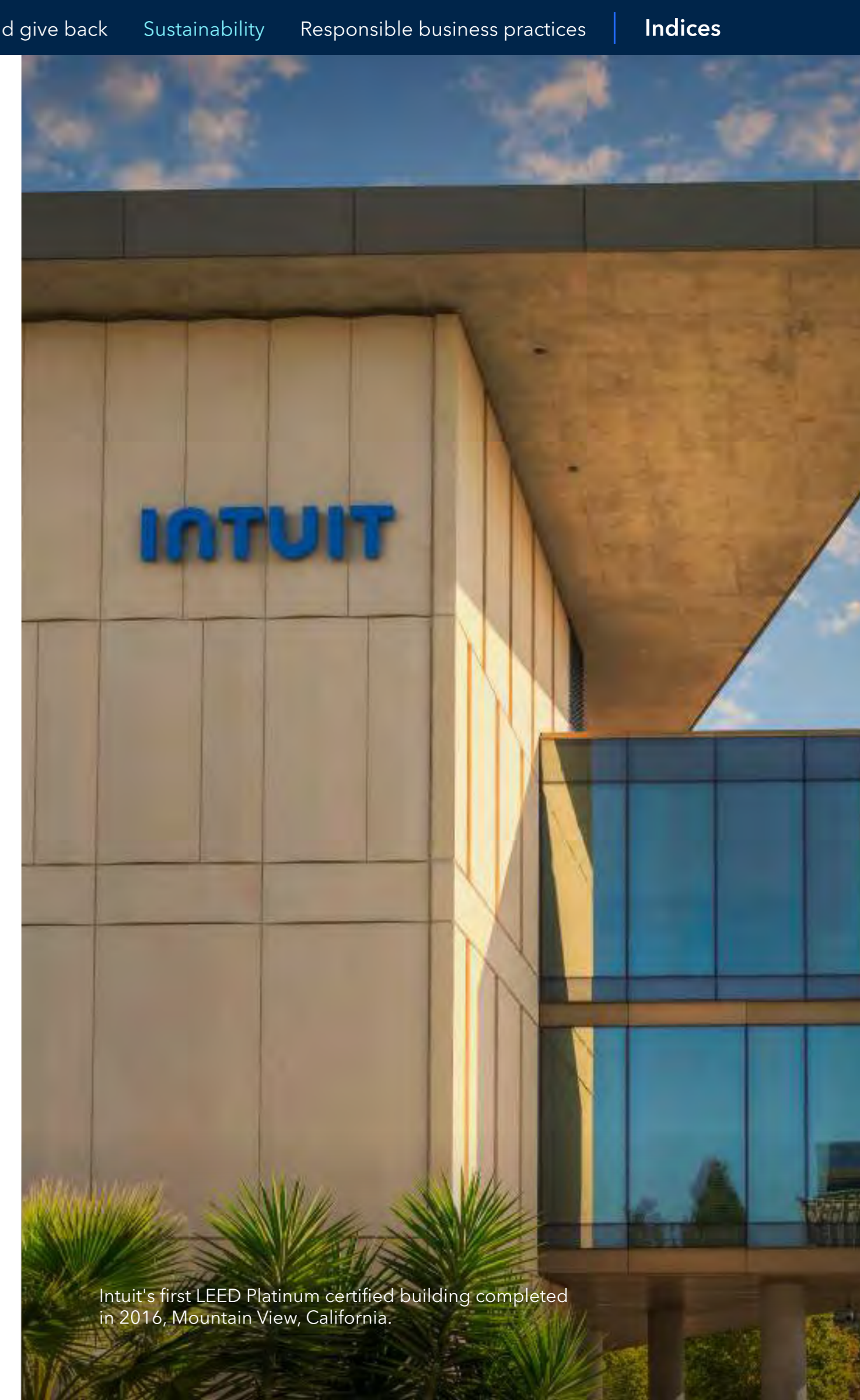
## Powering prosperity for the planet

Intuit has long been focused on making a positive impact on climate, a significant issue that directly affects prosperity. Climate change touches all communities, ecosystems, and businesses, and we continue to feel those effects around the world. Action is needed to reduce emissions, build resilience, and ensure that all communities can prosper in a changing climate.

Intuit has been committed to taking meaningful climate action for the past decade. We take a holistic approach to climate and sustainability, driving initiatives both internally within our operational footprint and supply chain, as well as externally in the communities we serve.

This year, we took a bold step forward in our climate journey by committing to reach net-zero greenhouse gas (GHG) emissions across our operations and supply chain by FY40. This target has been validated by the Science Based Targets initiative (SBTi), a global body that enables businesses to set ambitious emissions reduction targets in line with the latest climate science. Our commitment is also aligned with the Paris Climate Accords, an international treaty on climate change that calls for net-zero global emissions by 2050.

With our long-term net-zero target, our aim is to decarbonize our business operations footprint 10 years ahead of when climate scientists predict we must reach planet-wide net-zero emissions. SBTi's validation of our net-zero targets is a critical milestone in our commitment to sustainability.



Intuit's first LEED Platinum certified building completed in 2016, Mountain View, California.

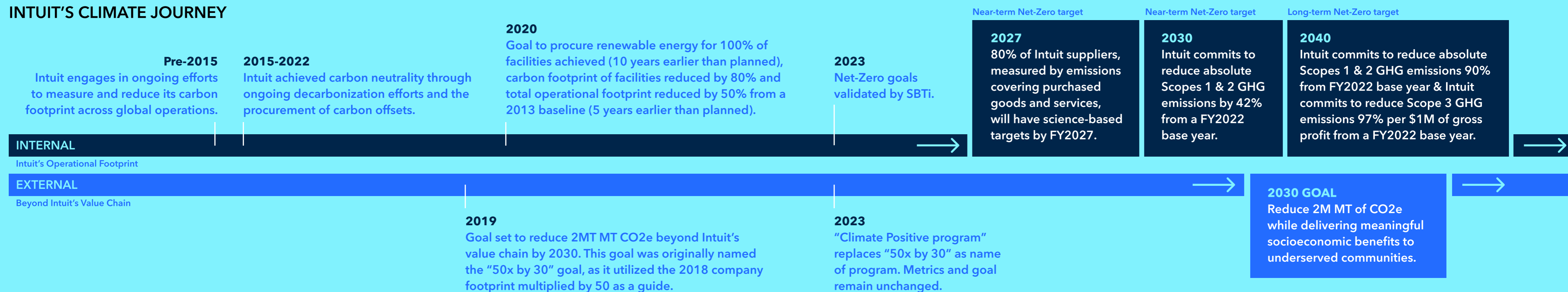


In addition to this net-zero commitment, we've built our Climate Positive program, designed to benefit the communities where we live and work. For four years, we've been expanding the program to drive innovative and impactful carbon reduction projects that also provide socioeconomic benefits in underserved communities. As part of our Climate Positive program, we set a goal to drive an additional 2M metric tons (MT) reduction of carbon dioxide equivalent (CO2e) emissions by 2030 by catalyzing climate action in partnership with our employees and the communities we serve. *Note: We previously referred to this as our 50x by 30 program, which references our goal to make an impact 50 times the amount of our 2018 operational footprint by 2030, or 2M MT. The metric and our goal have not changed.*

Over the past four years, we've worked with community partners to provide innovative carbon reduction solutions, including rooftop solar systems that bring clean and affordable energy to schools; urban reforestation initiatives that have planted hundreds of trees in areas such as Inglewood, California; and food waste reduction efforts by rerouting high-quality unsold food from farmers to organizations feeding the food insecure. As of the end of FY23, we've reduced almost 500,000 total MT of CO2e emissions—well on our way to hitting our Climate Positive goal.

Intuit's carbon emissions are reported in detail, including Scope 1, 2, and 3, in the indices referencing the Global Reporting Initiative (GRI) and Sustainability Accounting Standards Board (SASB) found on page 46 of this report. This year denotes the inclusion of Intuit's first Taskforce on Climate-Related Financial Disclosures (TCFD) referenced index, which can be found on page 68 of this report. This is in addition to the annual public [Carbon Disclosure \(CDP\) report](#) we submit each year.

### INTUIT'S CLIMATE JOURNEY





## Our net-zero commitment

In June 2023, we announced our commitment to reach net-zero GHG emissions across our value chain by FY40. Our science-based targets include:

**Near-term targets:** Reducing absolute Scope 1 and 2 GHG emissions by 42% by FY30, from an FY22 base year. We also commit that 80% of our suppliers, measured by emissions covering purchased goods and services, will have science-based targets by FY27.

**Long-term targets:** Reducing absolute Scope 1 and 2 GHG emissions by 90% by FY40, from an FY22 base year. Additionally, Intuit has committed to reduce Scope 3 GHG emissions by 97% per million USD value added (gross profit) by FY40 from an FY22 base year.

Intuit is committed to achieving these near- and long-term targets by prioritizing direct emissions reductions, or decarbonization, across our value chain. Any residual emissions will be neutralized, if applicable, in line with SBTi criteria before reaching net-zero emissions.

Carbon reduction projects across our global real estate portfolio are a key component of our net-zero strategy. For example, in FY23, we expanded the 100% renewable local wind-energy electricity contract for our Mountain View, California campus to also cover our San Diego campus; we retired a natural gas fuel cell that reduced our Scope 1 emissions by 29% (replaced with renewable electricity powered by a wind power purchase agreement); and we continued to support sustainable employee commuting practices by adding more electric vehicle charging ports to our office locations around the world.

To address and reduce Scope 3 emissions, we'll work collaboratively with our suppliers. This year, Intuit launched the Supplier Emissions Reduction Program to influence suppliers to take climate action and provide them with the tools to get started, as well as to recognize suppliers that are advanced in their commitment to sustainability. Through the Supplier Emissions Reduction Program, we invest in our suppliers' shared success by helping them adopt a standardized method for understanding their own carbon emissions, providing the tools necessary for them to monitor and take action to reduce their footprint, and helping them understand how improvements in their own practices impact and align with Intuit's sustainability commitments. So far, 29% of Intuit's suppliers measured by emissions have been approved or are committed to setting science-based targets for emissions reduction.

Our net-zero commitment is a huge step forward for Intuit, and we're laying the groundwork to meet our goals across our Scope 1, 2, and 3 emissions. We'll continue to provide updates on our progress going forward.



Students flipping the switch on the Intuit-sponsored Clearloop solar panel project in Jackson, Tennessee.



FarmLink volunteers sorting fresh vegetables for distribution in the Los Angeles area.



## GREENHOUSE GAS EMISSIONS

1

### Scope 1 emissions:

Emissions from owned or controlled sources (e.g., natural gas combustion in boilers and kitchen appliances, fuel combustion from company-owned vehicles and refrigerants in HVAC equipment).

2

### Scope 2 emissions:

Emissions from electricity, steam, heat, and cooling purchased and used by the company.

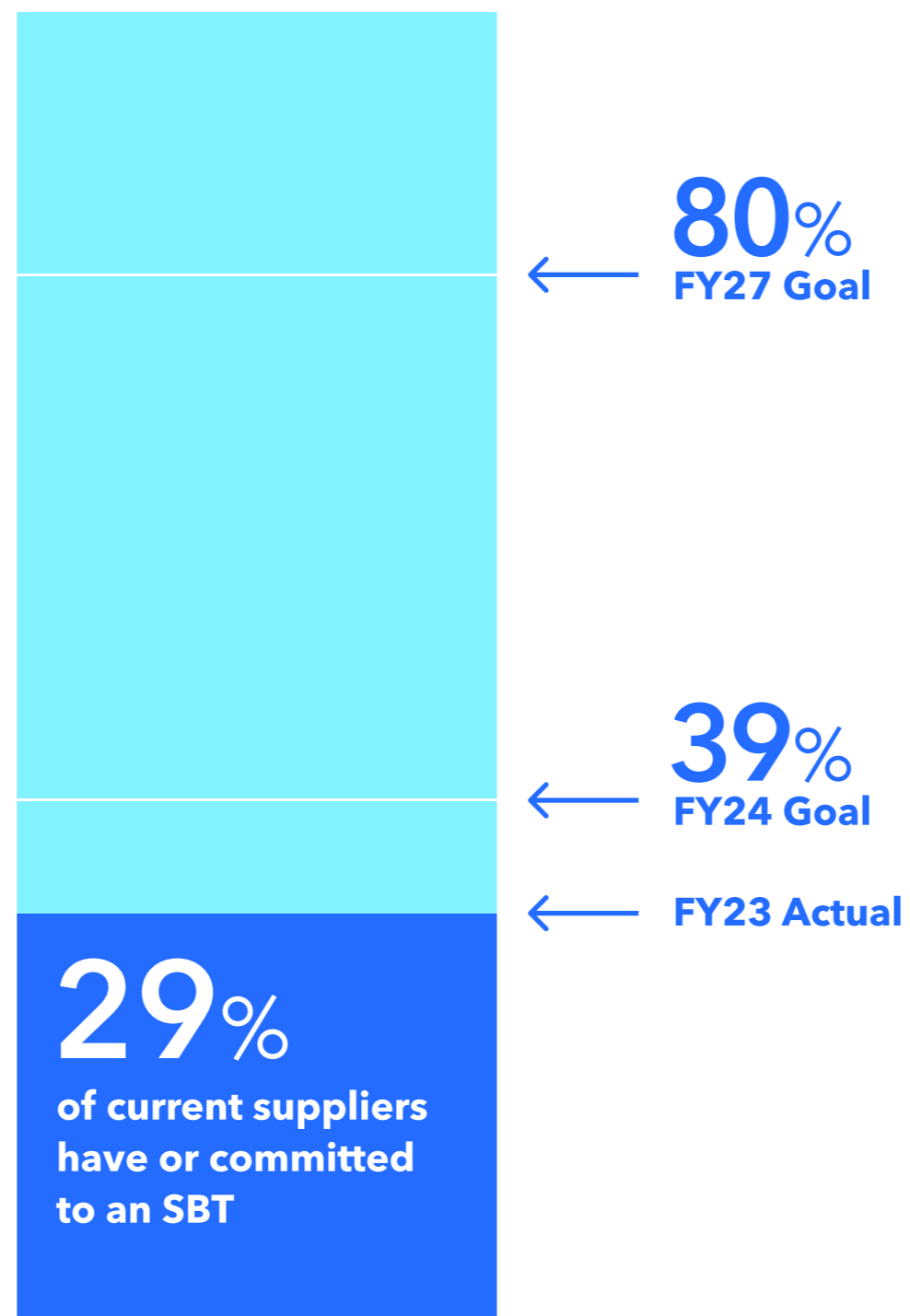
3

### Scope 3 emissions:

All other emissions from activities of the company, occurring from sources that are not owned or controlled. For a business, these emission sources can be extensive and must be accounted for across its entire supply chain, the materials in its buildings, the business travel of its employees, and the full lifecycle of its products.

## SUPPLIER SCIENCE-BASED TARGET (SBT) PROGRESS

(% of supply chain by emissions)



“Working to deliver on our mission of powering prosperity pushes our team to make meaningful contributions toward a net-zero future and do our part to care for the planet. We know our suppliers play an important role in service to this mission and we’re actively partnering with them.”

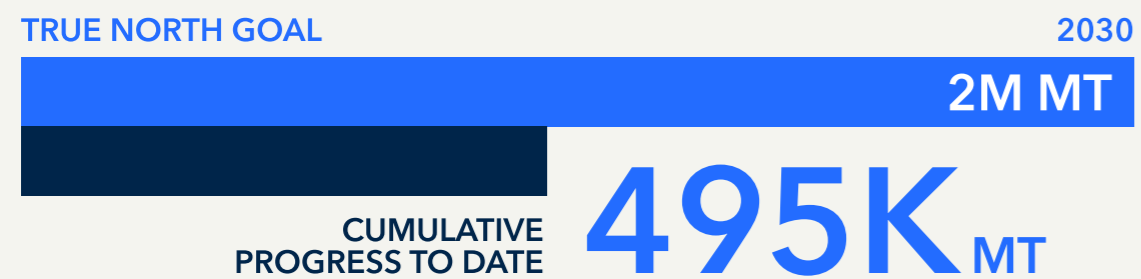
**EMMA CHONTOS**  
Chief Procurement Officer



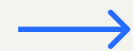
## Our Climate Positive program

For four years, we’ve been driving climate action beyond our value chain alongside community partners, Intuit employees, and other stakeholders. The aim of our Climate Positive program, which was announced in 2019, is to drive innovative and impactful carbon reduction projects that also provide socioeconomic benefits in underserved communities outside of Intuit’s internal operational sustainability efforts.

### PROGRESS TOWARD OUR CLIMATE POSITIVE TRUE NORTH GOAL



**In 2019, we set a goal of reducing 2M MT of CO<sub>2</sub>e by 2030, outside of our operational footprint.**



**MT reduced by end of FY23. We’re tracking ahead of schedule, with 200,000 MT reduced in FY23 alone.**

### Renewably powering prosperity

One of the key ways we’re addressing our 2M MT goal is by accelerating the adoption of and access to renewable energy and the job opportunities that come with it. By investing in sustainable solutions like solar energy, we can help foster a decarbonization transition that centers around both economic and environmental resilience.

**Coalfield Solar Fund:** This year, we proudly launched the Coalfield Solar Fund, one of our most innovative programs to date. This effort builds on the initial success of our school-top solar project with Secure Solar Futures in Wise, Virginia—the location of one of Intuit’s Prosperity Hubs. The Coalfield Solar Fund is a multiyear incentive grant program, led as a collaboration between Intuit, Secure Solar Futures, and The NEED Project, which provides grant funds to make it easier for public K-12 schools and community colleges in the coalfield regions of Virginia and West Virginia to install solar panels on campus roofs with no upfront investment. The program also provides local job opportunities via solar apprenticeships, hands-on training, and direct experience in the fields of clean energy, solar, and STEM for high school students. The forward-looking “Throwing Solar Shade” curriculum not only prepares graduating students for potential careers in clean energy and gives them an understanding of climate science, it also trains them in Intuit’s Design for Delight methodology. In its first year, the Coalfield Solar Fund received applications from 26% of all eligible school districts. Awardees will be announced in the fall of 2023, at the same time the Year 2 application cycle opens.

**Clearloop solar projects:** Since 2021, Intuit has partnered with Clearloop, a Nashville-based carbon solutions provider, accelerating decarbonization and expanding access to clean energy in American communities, including areas near Intuit Prosperity Hub locations. Intuit’s support helped make possible the construction of a solar project in Jackson, Tennessee, that became operational in September 2022. To date, the project has already prevented 2M pounds of carbon from entering the atmosphere and is on track to reclaim 60M pounds of carbon dioxide over its lifetime of operation. We look forward to sharing ongoing progress about this project and other Clearloop carbon initiatives in the near future, including Intuit’s support of a new solar project near an Intuit Prosperity Hub in East Tennessee.

**Tribal Solar Accelerator Fund (TSAF):** This year, Intuit partnered with TSAF to help build Indigenous energy sovereignty through solar adoption, grants, and solar workforce development and training. Native American communities have historically lacked access to reliable energy sources, and by directly funding renewable energy projects, this program is able to support a transition to energy sovereignty. Intuit’s grant was awarded to the Big Pine Paiute Tribe near Bishop, California, which used it to install solar panels on a community building in summer 2023. Over its lifetime, the system will reduce 758 MT of carbon emissions.



## Community climate action in Los Angeles

In 2021, we announced a 23-year partnership with the LA Clippers to name their new state-of-the-art basketball and entertainment venue “Intuit Dome.” It’s expected to open for the 2024-2025 basketball season. With Intuit Dome construction well underway, many of our community-based climate action and sustainability projects took place in Los Angeles this year.

**TreePeople:** Intuit partnered with TreePeople and the LA Clippers on a project to plant trees in Inglewood, near Intuit Dome. Adequate green space and trees provide a myriad of positive health and environmental benefits, yet many urban and underserved areas lack them. The project’s goal is to bring cooling shade and additional green space to reduce emissions. Planting began in December 2022 and continued throughout spring 2023. In April 2023, there was also a tree planting event with the LA Clippers and other community organizations. This spring, more than 35 Los Angeles-based Intuit employees participated in We Care and Give Back volunteer tree planting and tree care events during Earth Week and Intuit’s Week of Service. So far, more than 500 trees have been planted.

**The Farmlink Project:** The Farmlink Project, which was founded by a group of college students during the COVID-19 pandemic, connects farmers with food banks to reduce food waste and combat food insecurity. Food that’s not properly composted emits methane, a harmful greenhouse gas that’s 81 times more potent than carbon dioxide. To help eliminate food waste and combat climate change, Intuit partnered with The Farmlink Project on a Los Angeles-focused pilot to fund the redirection of soon-to-be-wasted food from landfills to community partners, including schools in Los Angeles. The project prevented over 3M pounds of food from being wasted, and instead provided over 2.5M meals, moved by Farmlink’s partners like Food Forward. The project also prevented 4,805 MT of GHG emissions from being released into the atmosphere, the equivalent of taking over 1,000 gasoline-powered vehicles off the road for one year.



“Our partnership with Intuit enabled The Farmlink Project to feed thousands of people in the LA region this year. The impact of providing over 2.5 million meals to underserved communities is hard to measure, because it’s so incredibly needed in regions like South LA - which faces incredible challenges around food insecurity and health inequity. By diverting over 3 million pounds of food from landfill, Intuit’s partnership also prevented thousands of metric tons of powerful greenhouse gas emissions from being released into the atmosphere. It’s inspiring to see a company like Intuit taking climate action, and we’re excited to build on this momentum.”

**AIDAN REILLY**

Co-Founder and Head of Partnerships, The Farmlink Project



**GRID Alternatives:** Intuit partnered with GRID Alternatives to provide free solar systems, roof repairs, and hands-on job training in the Compton community. Intuit's partnership with GRID Alternatives not only curbs GHG emissions equivalent to 794 MT, it also provides 13 households with no-cost solar panels and roof upgrades that will amount to over \$350,000 in savings on electricity bills over the lifetime of the solar panels. Additionally, the partnership enabled 18 people to complete GRID's solar installation workforce development training program, which provided them with the unique opportunity to participate in the solar installation process from start to finish. GRID is committed to being inclusive of groups that are traditionally underrepresented in the solar industry, including women, people of color, and those impacted by the criminal justice system. These 18 participants now have the professional skills they need to succeed in a rapidly growing industry and to power their own prosperity.



"I'm so confident in my skill set after completing GRID Alternatives' 13-week training. Compared to my previous workplaces, I've learned the most in the shortest amount of time, and the program has even inspired me to consider pursuing additional education in electrical engineering. As a woman, I feel really empowered after developing these new skills, and I feel confident applying for a variety of positions across the solar industry."

**DOMINIQUE TURNER**

GRID Alternatives workplace trainee



GRID alternatives contractors installing solar panels in Compton, California.



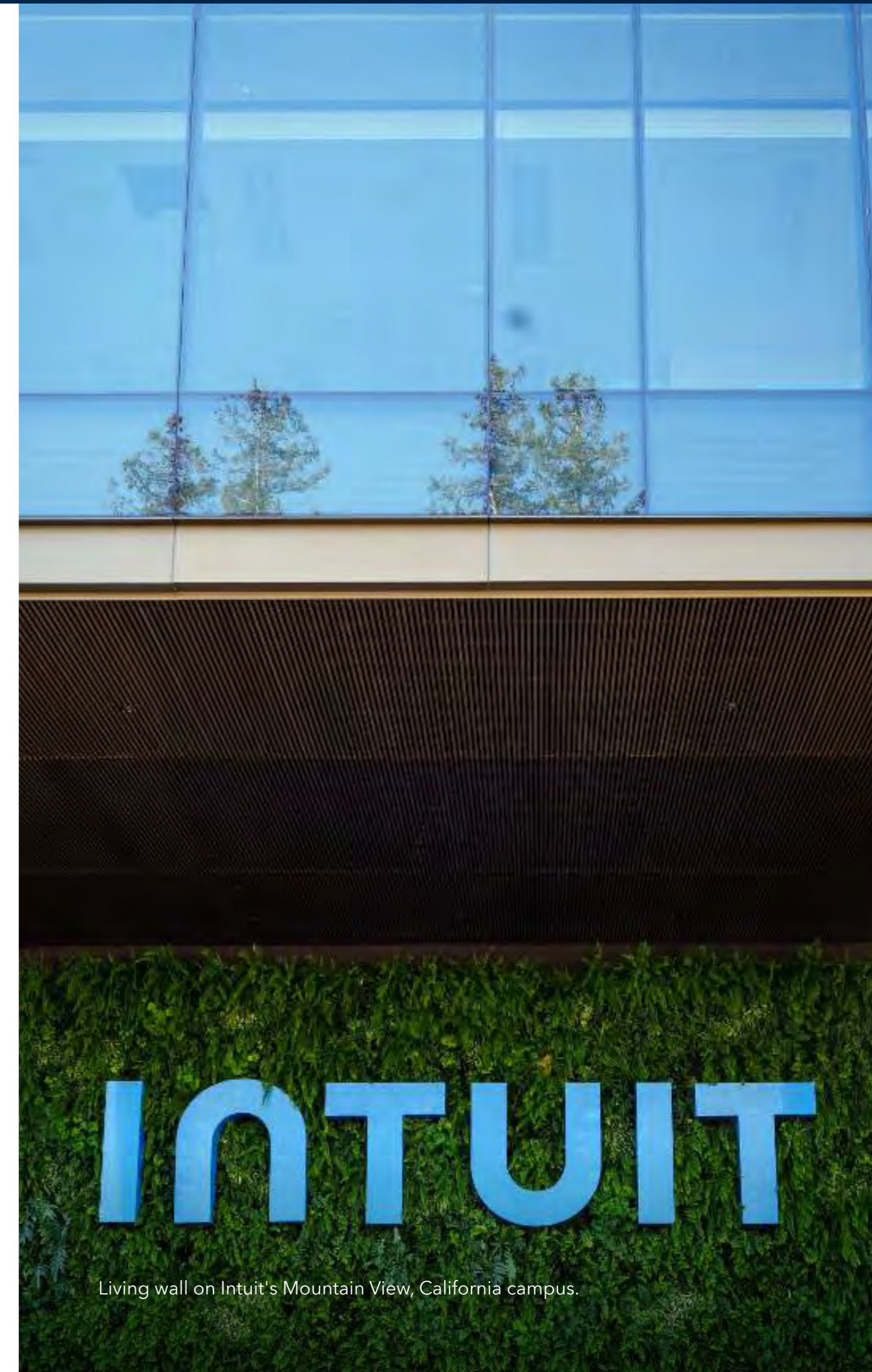
## Empowering employees

Intuit employees are key contributors to our climate efforts, and we're committed to building sustainability into our employee experience and workspaces.

**Earth Week:** We celebrated Earth Week 2023 at all Intuit global campuses and virtually, through webinars, guest speakers, in-person events, and volunteering opportunities. This year's programming provided employees with a chance to engage with new sustainability topics and support local environmental projects. A virtual sustainable small business pop-up connected employees with Intuit customers who are leading the way in sustainability. In honor of Intuit's 40th anniversary, Earth Week programming included the 40 Sustainable Actions Challenge: for every eco-conscious action employees completed and submitted during Earth Week, such as trying a plant-based recipe or taking public transit, the company made donations to Eden Reforestation's efforts to rebuild natural landscapes.

**A sustainable workplace:** We're committed to creating a sustainable workplace that encourages our employees to thrive and brings us closer to a net-zero future. Intuit campuses offer sustainability-driven menus, ongoing waste diversion efforts, and an increasing amount of sustainable commuter programs that encourage low-carbon options like public transit. This year, we piloted International WELL Building Institute certification to validate that our design standards, operational protocols, and policies prioritize occupant health and well-being. Intuit will also be opening a new LEED Platinum building on our Mountain View, California campus later this year that will showcase energy efficiency, on-site renewable energy, and waste conservation features.

**Sustainable living:** We aim to provide ongoing support and educational offerings for employees seeking sustainable solutions in their personal lives. Our Well-Being for Life benefit offers reimbursements to eligible employees for up to \$1,300 annually and can be used for sustainability-related purchases, ranging from e-bikes to heat pumps for their homes. We've partnered with EnergySage to make it easier for our employees to explore solar energy options, as homeowners or renters. Intuit is also working to make it easy to purchase more sustainable office supplies and electronics by highlighting less carbon-intense options, like those with the Amazon Climate Pledge Friendly badge. During FY23, employees spent \$784K with suppliers that have earned the Climate Pledge Friendly designation.



Living wall on Intuit's Mountain View, California campus.



# Responsible business practices

## Powering prosperity with integrity

At Intuit, practicing integrity without compromise has always been a core company value. Now, as we enter a new era of AI and other emerging technologies, it's more important than ever to ensure responsible business practices. Fundamental to our mission of powering prosperity around the world are our Code of Conduct and Ethics; our principles for responsible AI, anti-bribery, and anti-corruption; our commitment to building world-class cybersecurity and data protection capabilities; and our commitment to delivering responsible, transparent, and customer-backed products.

### Responsible AI

Our responsible AI principles guide how we develop, operate, and scale our AI-driven expert platform. Our principles are: powering prosperity, enhancing human talent, fairness, accountability, transparency, and privacy and security. We operationalize our principles through a governance model designed to identify risk and prevent potential identified harms. Our multidisciplinary approach includes internal review, executive level oversight through our AI Governance Committee, employee training, and channels for stakeholder feedback. More information can be found on our [Responsible AI Page](#).

### INTUIT'S RESPONSIBLE AI PRINCIPLES

#### Powering prosperity

We develop and deploy AI to power prosperity around the world for consumers, small businesses, and self-employed individuals.

#### Enhancing human talent

We build AI that works hand-in-hand with people to help them do their jobs better.

#### Fairness

We strive to use AI to improve the financial lives of everyone, including those who have historically been excluded from access to financial services.

#### Accountability

We follow a thoughtful approach to ensure the responsible use of our AI.

#### Transparency

We strive for the right level of transparency and explainability in our AI.

#### Privacy and security

Our commitment to privacy and security extends to our AI systems.



## Privacy and security

Responsible use of the data entrusted to us is at the core of everything we do. All employees are accountable for upholding our data stewardship principles, which are consistent with our company values, especially Integrity Without Compromise.

The privacy of our customers, their customers, and of our employees is one of our highest priorities. These individuals place a deep trust in Intuit because we hold some of their most sensitive data, and use it to create products and services that power their prosperity. We drive all our innovative data uses with privacy and data protection in mind. Without explicit permission, we do not sell, publish, or share data entrusted to us by a customer that identifies the customer or any person. We give customers choices about our use of data that identifies them, and we provide open and clear explanations about how we use that data. We also require our employees to complete training annually about how to keep data safe and secure, and we offer resources to our customers to help them learn how to better protect their own and their customers' data. Our data protection commitments are reflected in our [Privacy & Security Center](#).

## Anti-corruption

Intuit's core value of Integrity Without Compromise is also reflected in our [Code of Conduct and Ethics](#). Intuit is committed to fostering a safe, ethical, and inclusive environment for employees to do their best work and do the right thing even when no one is looking. Intuit's Global Anti-Bribery and Anti-Corruption Policy, along with our [Supplier Code of Conduct](#), also help us to comply with applicable laws in all jurisdictions, which prohibit commercial and public bribery and corruption, hold third parties accountable, and require accurate recordkeeping. Additionally, Intuit has implemented guidelines and controls to monitor its third parties, as well as corporate charitable giving. All Intuit employees are required to complete online enterprise compliance training courses at onboarding and annually, including training on our Code of Conduct and Ethics and our Global Anti-Bribery and Anti-Corruption Policy. Intuit also provides live risk-based anti-bribery and anti-corruption role-targeted training.

## Advocacy

At Intuit, we advocate for our customers with policymakers and help customers share their voices to inform decisions that impact their prosperity. For example, last year we brought 14 customers from the Intuit Small Business Council to the US Capitol to comment on policies impacting small businesses. This year, we launched the Intuit QuickBooks Small Business Index, a new monthly indicator of small business employment and hiring in the US, Canada, and the UK, to help small businesses and policymakers better understand employment trends. By shining a brighter light on small businesses with more timely insights than currently available, Intuit hopes to increase small business growth and success rates.

Intuit is committed to being a responsible and respected corporate citizen and a public policy thought leader in the countries where we have employees, products, and services. We work across the political spectrum with policymakers, and we partner with trade associations and non-governmental organizations to foster constructive conversations, share our learnings, and advance public policy.

Intuit's Political Accountability Policy, practices, governance, and transparency continue to be rated as "Trendsetter" by the Center for Political Accountability in their annual CPA-Zicklin Index report<sup>7</sup>, and we meet annually with the Nominating and Governance Committee of Intuit's Board of Directors to review our activities. Our [Political Accountability](#) site has our full policy and information on policy issues we care about. In the interest of transparency, the site shares aggregated dues related to lobbying and our political contributions.

<sup>7</sup> <https://www.politicalaccountability.net/wp-content/uploads/2022/10/2022-CPA-Zicklin-Index.pdf> (p.27)



Intuit's mission to power prosperity around the world starts with our deeply held belief that everyone should have the opportunity to prosper. This belief drives our commitment to address challenges that impact our employees, customers, and communities around the world. Rooted in our enduring commitment to diversity, equity, and inclusion, our values guide our collective actions to help solve some of the pressing socioeconomic and climate issues affecting communities.

Our work isn't done, but by investing in people—both inside Intuit and beyond our walls—and working together, we believe we can all prosper for the next 40 years and beyond.

<https://www.intuit.com/company/corporate-responsibility/>



# Forward-looking statement

All statements made in this document, other than statements of historical or current facts, are forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. Forward-looking and other statements in this document address our progress, plans, and goals (including matters relating to climate, workforce diversity and sustainability). While certain matters discussed in this report may be important, any significance should not be read as necessarily rising to the level of materiality used for the purposes of complying with the U.S. federal securities laws and regulations. The inclusion of such statements is not an indication that these contents are necessarily material to investors or required to be disclosed in our filings with the Securities and Exchange Commission. We use words such as anticipates, believes, expects, future, intends, and similar expressions to identify forward-looking statements. Forward-looking statements reflect management's current expectations and are inherently uncertain. Actual results could differ materially for a variety of reasons. Risks and uncertainties that could cause our actual results to differ significantly from management's expectations are described in our Annual Report on Form 10-K for fiscal year 2023. Except as may be required by law, we undertake no obligation to update any forward-looking or other statements.



# GRI/SASB/TCFD Indices

## ABOUT THIS REPORT

This report has been produced with reference to the Global Reporting Initiative (GRI) Universal Standards 2021. Intuit chose to report against the GRI Standards because it focuses on ESG (environmental, social, and governance) topics that are material to our business and our impact upon key stakeholders. This report also references the International Financial Reporting Standards (IFRS) Foundation's Sustainability Accounting Standards Board (SASB) Standards for the Software & IT Services industry. We chose the SASB Standards, a framework designed by the investment community, to provide investors, analysts and other stakeholders with access to additional information about our ESG risks, impacts and opportunities. Both GRI and SASB Standards are dedicated to improving the effectiveness and comparability of corporate disclosure on ESG factors. Intuit has adopted the Taskforce for Climate-Related Financial Disclosures (TCFD) recommendations and have included our inaugural TCFD index in this year's report.



# GRI Index

Intuit, Inc. has reported the information cited in this GRI content index for the period August 1, 2022 - July 31, 2023 with reference to the GRI Standards.

## GRI 2: General Disclosures

## FY23

2-1 Organizational details

[About Intuit page in CR Report](#)[Intuit 10-K](#)

Intuit Inc.  
2700 Coast Avenue  
Mountain View, California 94043

2-2 Entities included in the organization's sustainability reporting

[10-K](#), Item 1, pg.4

2-3 Reporting period, frequency and contact point

August 1, 2022 - July 31, 2023, Annual,  
[CR@intuit.com](mailto:CR@intuit.com)

2-4 Restatements of information

No significant restatements.

2-5 External assurance

Intuit employs a rigorous internal review process for all subject matter and data presented in the Corporate Responsibility report. Additionally, we work with a third party to assure [our emissions data](#).



# GRI Index

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## GRI 2: General Disclosures

## FY23

2-6 Activities, value chain and other business relationships

[FY23 Corporate Responsibility report, pg. 43](#)  
[10-K, Business, pg. 4](#)

2-7 Employees

As of July 31, 2023, we had approximately 18,200 employees in 10 countries.

During fiscal 2023, we employed on average approximately 9,400 seasonal employees from January to April primarily to support our Consumer segment customers during the peak of tax season.

2-9 Governance structure and composition

[2023 Proxy Statement, pg. 11-13](#)  
[Corporate Governance](#)

2-10 Nomination and selection of the highest governance body

[2023 Proxy Statement, pg. 11-17](#)

2-11 Chair of the highest governance body

Suzanne Nora Johnson, Independent Board Chair  
[2023 Proxy Statement, pg. 13](#)



# GRI Index

Intuit, Inc. has reported the information cited in this GRI content index for the period August 1, 2022 - July 31, 2023 with reference to the GRI Standards.

## GRI 2: General Disclosures

## FY23

2-12 Role of the highest governance body in overseeing the management of impacts

[2023 Proxy Statement](#), pg. 11-17

2-13 Delegation of responsibility for managing impacts

[2023 Proxy Statement](#), pg. 13

2-14 Role of the highest governance body in sustainability reporting

[2023 Proxy Statement](#), pg. 13

2-15 Conflicts of interest

[2023 Proxy Statement](#), pg. 13-14  
[Board Code of Ethics](#)

2-16 Communication of critical concerns

[Intuit Integrity Line](#)

2-17 Collective knowledge of the highest governance body

[2023 Proxy Statement](#), pg. 11-17, 25-29

2-18 Evaluation of the performance of the highest governance body

[2023 Proxy Statement](#), pg. 17



# GRI Index

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## GRI 2: General Disclosures

## FY23

2-19 Remuneration policies

[2023 Proxy Statement](#), pg. 31

2-20 Process to determine remuneration

[2023 Proxy Statement](#), pg. 31-32

2-21 Annual total compensation ratio

[2023 Proxy Statement](#), pg. 72

2-22 Statement on sustainable development strategy

FY23 Corporate Responsibility Report, [Letter from our CEO](#), pg. 3

2-23 Policy commitments

[Board Code of Ethics](#), [Code of Conduct & Ethics](#), [Global Human Rights Policy](#) [Corporate Governance Principles](#)

2-24 Embedding policy commitments

[Code of Conduct & Ethics](#)

2-25 Processes to remediate negative impacts

[Code of Conduct & Ethics](#)

2-26 Mechanisms for seeking advice and raising concerns

[Code of Conduct & Ethics](#)



# GRI Index

Intuit, Inc. has reported the information cited in this GRI content index for the period August 1, 2022 - July 31, 2023 with reference to the GRI Standards.

## GRI 2: General Disclosures

## FY23

2-27 Compliance with laws and regulations

[10-K, Legal Contingencies, pg. 36](#)

2-28 Membership associations

[Trade Association Dues Payments](#)

2-29 Approach to stakeholder engagement

[2023 Proxy Statement, pg. 18-20](#)

## GRI 3: Material Topics

3-1 Process to determine material topics

In 2023, Intuit is engaging with an independent third-party to update the materiality assessment that was conducted in FY2021. In FY2023, we conducted an informal materiality assessment by thoroughly analyzing peer practices and investor perspectives alongside our own Values and strategic priorities.



# GRI Index

Intuit, Inc. has reported the information cited in this GRI content index for the period August 1, 2022 - July 31, 2023 with reference to the GRI Standards.

## GRI 201: Economic Performance

## FY23

201-1 Direct economic value generated and distributed

[10-K Financial Statement and Supplementary Data](#)

201-2 Financial implications and other risks and opportunities due to climate change

[2023 CDP Submission, TCFD Index](#)

## GRI 203: Indirect Economic Impacts

203-1 Infrastructure investments and services supported

FY23 Corporate Responsibility Report

203-2 Significant indirect economic impacts

FY23 Corporate Responsibility Report

## GRI 205: Anti-corruption

205-1 Operations assessed for risks related to corruption

[Code of Conduct & Ethics,](#)  
FY23 Corporate Responsibility Report, Responsible business practices, pg.42

205-2 Communication and training about anti-corruption policies and procedures

[Code of Conduct & Ethics,](#)  
FY23 Corporate Responsibility Report, Responsible business practices, pg.42



# GRI Index

Intuit, Inc. has reported the information cited in this GRI content index for the period August 1, 2022 - July 31, 2023 with reference to the GRI Standards.

## GRI 302: Energy

	FY22	FY21	FY20
Total energy consumption (kWh)	63,894,000*	37,589,640	37,032,450
<b>RENEWABLES</b>			
Percentage of total global electricity procured from renewable energy resources	100%	100%	100%
Progress towards 100% renewable electricity goal	100%	100%	100%
<b>ENERGY INTENSITY</b>			
Revenue (\$)	12.7B	9.6B	7.7B
Energy use (kWh)	63,894,000	37,589,640	37,032,450
Energy intensity (kWh/Revenue)	0.005031024	0.0039	0.0048
CDP Climate report submission	<a href="#">2023 CDP Submission</a>		



# GRI Index

Intuit, Inc. has reported the information cited in this GRI content index for the period August 1, 2022 - July 31, 2023 with reference to the GRI Standards.

## GRI 303: Water and Effluents

**FY23**

**FY22**

**FY21**

303-1 Interactions with water as a shared resource

Water use at Intuit occurs at its office buildings. Intuit’s water stewardship strategy includes implementing and scaling the following efforts: xeriscaping, reclaimed water usage, smart irrigation, low-flow fixtures, domestic metering, water leak detection and water evaporation credits on cooling towers.

303-5 Water consumption (kGal)

40,926

46,079

39,947

## GRI 305: Emissions

**FY22**

**FY21**

**FY20**

305-1 Direct (Scope 1) GHG emissions

4,680

1,304

1,770

305-2 Energy indirect (Scope 2) GHG emissions

0

0

2,460

Total (Scopes 1 + 2)

4,680

1,304

4,230



# GRI Index

Intuit, Inc. has reported the information cited in this GRI content index for the period August 1, 2022 - July 31, 2023 with reference to the GRI Standards.

## GRI 305: Emissions

	FY22	FY21	FY20
305-3 Other indirect (Scope 3) GHG emissions	492,483**	6,279	19,251

### CATEGORIES

Category 1: Purchased goods and services	421,243	Intuit reported an aggregate number for Scope 3 prior to FY22	
Category 2: Capital goods	42,404		
Category 3: Fuel and energy-related activities	936		
Category 4: Upstream transportation and distribution	8,928		
Category 5: Waste generated in operations	605		
Category 6: Business travel	7,736		
Category 7: Employee commuting	10,539		
Category 8: Upstream leased assets	38		

305-4 GHG emissions intensity (Scope 1+2 CO2e/ \$ Revenue)	0.000000368503937
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305-5 Reduction of GHG emissions	Intuit's energy and emissions increased from FY22 to FY21 due to the acquisitions of Credit Karma and Mailchimp. Climate goals are now included in our net-zero targets (approved by SBTi). Please see the <a href="#">Sustainability section starting on pg. 34 of the FY23 Corporate Responsibility Report</a> and our <a href="#">2023 CDP submission</a> for more information.
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# GRI Index

Intuit, Inc. has reported the information cited in this GRI content index for the period August 1, 2022 - July 31, 2023 with reference to the GRI Standards.

## GRI 306: Waste

### FY23

### FY22

### FY21

306-1 Waste generation and significant waste-related impacts

Intuit is not a major producer of solid waste. Still, diverting and reducing waste is an important part of Intuit's sustainability journey.

306-2 Management of significant waste-related impacts

Intuit is committed to driving toward a future goal of zero waste throughout its operations. Intuit routinely performs waste audits to seek solutions to reducing waste at the source, including packaging and food waste. Year round employee engagement activities reinforce these practices throughout its global offices.

306-3 Waste generated (metric tons)

843

306-4 Waste diverted from disposal (%)

81%

76%

83%

Waste recycled (metric tons)

539

Waste composted (metric tons)

143

306-5 Waste directed to disposal (metric tons)

161



# GRI Index

Intuit, Inc. has reported the information cited in this GRI content index for the period August 1, 2022 - July 31, 2023 with reference to the GRI Standards.

## GRI 401: Employment

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### FY23

401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees

[Intuit Benefits](#)

401-3 Parental leave

[Intuit Benefits](#)

Employee engagement score

[FY23 Corporate Responsibility Report p. 18](#)

## GRI 403: Occupational Health and Safety

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403-1 Occupational health and safety management system

[Intuit Benefits](#)

403-6 Promotion of worker health

[Intuit Benefits](#)



# GRI Index

Intuit, Inc. has reported the information cited in this GRI content index for the period August 1, 2022 - July 31, 2023 with reference to the GRI Standards.

## GRI 404: Training and Education

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404-2 Programs for upgrading employee skills and transition assistance programs

404-3 Percentage of employees receiving regular performance and career development reviews

## FY23

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[Tech Women @ Intuit, Intuit Again, Intuit Career Pathways](#)

FY23 Corporate Responsibility Report, [Setting goals and career progression, pg. 18](#)



# GRI Index

Intuit, Inc. has reported the information cited in this GRI content index for the period August 1, 2022 - July 31, 2023 with reference to the GRI Standards.

## GRI 405: Diversity and Equal Opportunity

FY23

FY22

FY21

405-1 Diversity of governance bodies and employees

[EEO-1 Report](#)

Employee gender diversity (global)

### OVERALL

Male	56.3%	57%	59%
Female	42.9%	42%	40%
Undisclosed	0.8%	1%	0%

### TECH

Male	65.1%	67%	69%
Female	34.1%	33%	30%
Undisclosed	0.8%	1%	0%

### NON-TECH

Male	41.8%	43%	44%
Female	57.5%	57%	56%
Undisclosed	0.7%	1%	0%



# GRI Index

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## GRI 405: Diversity and Equal Opportunity

FY23

FY22

FY21

Employee gender diversity (global)

### EXECUTIVES (DIRECTORS AND ABOVE)

Male	59.5%	61%	64%
Female	39.7%	39%	35%
Undisclosed	0.8%	0%	0%

Employee ethnicity (U.S.)

### OVERALL

White	40.9%	42%	43%
Asian	34.2%	31%	34%
Hispanic or Latinx	9.3%	9%	8%
Black or African American	6.3%	6%	4%
Native American, Alaska Native or Hawaiian Native	0.7%	1%	1%
Two or more races	3.0%	3%	3%
Undisclosed	5.6%	9%	8%



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## GRI 405: Diversity and Equal Opportunity

FY23

FY22

FY21

Employee ethnicity (U.S.)

### TECH

White	30.1%	31%	32%
Asian	49.4%	46%	50%
Hispanic or Latinx	6.7%	6%	5%
Black or African American	4.2%	4%	2%
Native American, Alaska Native or Hawaiian Native	0.4%	0%	0%
Two or more races	2.8%	3%	2%
Undisclosed	6.5%	10%	10%

### NON-TECH

White	55.6%	56%	59%
Asian	13.5%	12%	12%
Hispanic or Latinx	13.0%	12%	12%
Black or African American	9.0%	9%	6%
Native American, Alaska Native or Hawaiian Native	1.1%	1%	1%
Two or more races	3.4%	3%	3%
Undisclosed	4.4%	7%	6%



# GRI Index

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## GRI 405: Diversity and Equal Opportunity

FY23

FY22

FY21

Employee ethnicity (U.S.)

### EXECUTIVES (DIRECTORS AND ABOVE)

White	56.8%	57%	55%
Asian	26.3%	22%	24%
Hispanic or Latinx	3.9%	4%	5%
Black or African American	4.1%	4%	2%
Native American, Alaska Native or Hawaiian Native	0.2%	0%	0%
Two or more races	2.1%	2%	1%
Undisclosed	6.6%	10%	11%

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

As a result of our recent FY23 year-end global analysis, we made adjustments for 231 employees across 10 job codes in the US and India. As of August 1, 2023, after giving effect to the adjustments, none of our identified roles had statistically significant differences in pay between employees of different gender or between race/ethnicity in the US.

As of August 1, 2023, for Intuit’s overall pay ratio across all countries, women earn on average \$1.00 for every \$1.00 men earn. In the US, women earn on average \$1.00 for every \$1.00 men earn. In the US, underrepresented racial groups (consisting of Asian, Black or African American, Latino/Hispanic, and US Indigenous) earn on average \$1.00 for every \$1.00 White employees earn. In India, women earn on average \$0.98 for every \$1.00 men earn, and although this is a relatively small difference, we will continue to review and diagnose the reason for any differentiation we see. In all other countries, women earn on average \$1.00 for every \$1.00 men earn.



# GRI Index

Intuit, Inc. has reported the information cited in this GRI content index for the period August 1, 2022 - July 31, 2023 with reference to the GRI Standards.

## GRI 413: Local Communities

### FY23

### FY22

### FY21

413-1 Operations with local community engagement, impact assessments, and development programs

FY23 Corporate Responsibility Report, *Job creation and readiness, pg. 25*

### PHILANTHROPY

Cash giving & grants	\$10M	\$3.4M	\$3.4M
Total product value (\$)	\$116.5M	\$134.6M	\$120M
Employee volunteer hours (annual)	42,340	19,000	20,064
Employee donation, plus Intuit match	\$6.8M	\$6.7M	\$6.3M
Number of organizations served	24,761	–	–



# GRI Index

Intuit, Inc. has reported the information cited in this GRI content index for the period August 1, 2022 - July 31, 2023 with reference to the GRI Standards.

## GRI 414: Supplier Social Assessment

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**FY23**

414-1 New suppliers that were screened using social criteria

FY23 Corporate Responsibility Report, [Supplier diversity, pg. 22](#)

## GRI 415: Public Policy

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**FY23**

415-1 Political contributions

[Political Accountability](#)

## GRI 418: Customer Privacy

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**FY23**

Commitment to customer privacy

[Intuit Privacy](#)

[Privacy and security](#)



# SASB Index

Software & IT Services

Category	Metric	SASB Code	Disclosure
<b>Environmental Footprint of Hardware Infrastructure</b>	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	TC-SI-130a.1	<a href="#">See GRI 302, page 53</a>
	(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	<a href="#">See GRI 303, page 54</a>
	Discussion of the integration of environmental considerations into strategic planning for data centre needs	TC-SI-130a.3	This factor is not applicable to Intuit as we do not own any data centers.



# SASB Index

Software & IT Services

Category	Metric	SASB Code	Disclosure
<b>Data Privacy &amp; Freedom of Expression</b>	Description of policies and practices relating to behavioural advertising and user privacy	TC-SI-220a.1	Customers and past customers of Intuit products can download or delete personal data and manage marketing communication preferences on our <a href="#">Protect Your Privacy</a> webpage.
	Number of users whose information is used for secondary purposes	TC-SI-220a.2	Customer data is used only for the stated purposes in our <a href="#">privacy policies</a> that are provided to all customers.
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	All material monetary losses are disclosed in our <a href="#">SEC Filings</a>
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	TC-SI-220a.4	Neither Intuit nor Mailchimp voluntarily provides government agencies or authorities (including law enforcement) with access to or information about user accounts. However, on occasion, we may receive compulsory requests from government authorities for access to or disclosure of information from user accounts. In order to demonstrate our commitment to privacy and our efforts to be as transparent as possible, Mailchimp publishes annual transparency reports (available <a href="#">here</a> ) to document the number and type of legal requests we receive. Mailchimp uses certain guidelines when responding to requests for information, whether from a government or non-government entity, and you may find <a href="#">more information here</a> .



# SASB Index

Software & IT Services

Category	Metric	SASB Code	Disclosure
<b>Data Security</b>	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	TC-SI-230a.1	All material data breaches are disclosed in our <a href="#">SEC Filings</a>
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	<a href="#">See Intuit 10-K, pg. 16-29</a>
<b>Recruiting &amp; Managing a Global, Diverse &amp; Skilled Workforce</b>	Employee engagement as a percentage	TC-SI-330a.2	See DEI strong: our employee feedback helps guide our progress
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	See GRI 405
<b>Intellectual Property Protection &amp; Competitive Behavior</b>	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behaviour regulations	TC-SI-520a.1	All material monetary losses are disclosed in our <a href="#">SEC Filings</a>
<b>Managing Systemic Risks from Technology Disruptions</b>	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	TC-SI-550a.1	All material performance issues are disclosed in our <a href="#">SEC Filings</a>
	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	<a href="#">See Intuit 10-K, pg. 16-29</a>



# TCFD Index

Intuit publicly discloses climate-related information in line with the framework developed by the Taskforce on Climate-Related Financial Disclosures (TCFD). We have provided a table mapping TCFD’s disclosure recommendations to our public reports and CDP responses.

TCFD Core Element	TCFD Recommendation	Disclosure
<b>Governance</b>	a) Describe the board’s oversight of climate related risks and opportunities.	<a href="#">2023 CDP C1.1a</a> , <a href="#">2023 CDP C1.1b</a> , <a href="#">2022 Proxy (page 13)</a>
	b) Describe management’s role in assessing and managing climate related risks and opportunities.	<a href="#">2023 CDP C1.2</a>
<b>Strategy</b>	a) Describe the climate related risks and opportunities the organization has identified over the short, medium, and long term.	<a href="#">2023 CDP C2.1a</a> , <a href="#">2023 CDP C2.3</a> , <a href="#">2023 CDP C2.3a</a> , <a href="#">2023 CDP C2.4</a> , <a href="#">2023 CDP C2.4a</a>
	b) Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning	<a href="#">2023 CDP C2.3a</a> , <a href="#">2023 CDP C2.4a</a> , <a href="#">2023 CDP C3.1</a> , <a href="#">2023 CDP C3.3</a> , <a href="#">2023 CDP C3.4</a> , <a href="#">2022 10-K (page 24)</a>
	c) Describe the resilience of the organization’s strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	We plan to use climate-related scenario analysis to inform our future strategy. ( <a href="#">2023 CDP C3.2</a> )
<b>Risk Management</b>	a) Describe the organization’s processes for identifying and assessing climate related risks.	<a href="#">2023 CDP C2.1</a> , <a href="#">2023 CDP C2.2</a>
	b) Describe the organization’s processes for managing climate-related risks	<a href="#">2023 CDP C2.1</a> , <a href="#">2023 CDP C2.2</a>
	c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization’s overall risk management.	<a href="#">2023 CDP C2.1</a> , <a href="#">2023 CDP C2.2</a>
<b>Metrics and Targets</b>	a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	<a href="#">2023 CDP C4.2</a> , <a href="#">2023 CDP C4.2a</a> , <a href="#">2023 CDP C4.2b</a> , <a href="#">2023 CDP C4.2c</a> , FY23 Corporate Responsibility Report, pg. 36
	b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks	<a href="#">2023 CDP C6.1</a> , <a href="#">2023 CDP C6.3</a> , <a href="#">2023 CDP C6.5</a> , FY23 Corporate Responsibility Report, pg. 37
	c) Describe the targets used by the organization to manage climate related risks and opportunities and performance against targets.	<a href="#">2023 CDP C4.1</a> , <a href="#">2023 CDP C4.1a</a> , <a href="#">2023 CDP C4.2</a> , <a href="#">2023 CDP C4.2a</a> , <a href="#">2023 CDP C4.2b</a> , <a href="#">2023 CDP C4.2c</a>



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