



Corporate Social Responsibility at Citrix | 2020 Year in Review

Message from our CEO David Henshall

I am pleased to share with you our 2020 Year in Review and Corporate Social Responsibility report. Facing the COVID-19 pandemic meant an unprecedented year for us all, but I'm exceptionally proud of and humbled by the fact that Citrix and our employees were able to support our communities and those most in need during such a difficult time. We recognized how fortunate we are as an organization and how privileged we are to be able to help others. As a result, our COVID-19 giving strategy saw an increase of an additional 5 million USD in corporate giving, with a focus on providing the basic needs of food, shelter, medical, and educational support to those in marginalized positions in the communities in which we live and work. Our teams' efforts were inspiring for me as a leader, and I invite you to browse through this e-book to see the impact of our work.

“

...I'm exceptionally proud of and humbled by the fact that Citrix and our employees were able to support our communities and those most in need during such a difficult time.”



2020



Integrity

We act with honesty and hold each other accountable



Respect

We are open, inclusive and empathetic



Curiosity

We are continuously innovating, learning, and improving



Unity

We collaborate to win together



Courage

We dream big and we are bold, passionate, and selfless in pursuit of those dreams

2020

“As challenging as 2020 was, it was also inspiring. Our employees demonstrated generosity, compassion, initiative, and leadership. Citrites around the globe broke company records for giving as they contributed to those most in need as part of our global COVID-19 Relief and Recovery program. They volunteered their time—often virtually. They challenged themselves and each other to become more educated and active about racial justice. Overall, it was a strong year for corporate social responsibility at Citrix, and I hope you will read on and learn more.”

— Donna Kimmel,
Executive Vice President
and Chief People Officer



Total community investment and impact

Total
donations
\$9,045,269

Citrix donations (USD)

Total donations **\$7,674,513**

Year end giving **\$1,400,000**

Social justice **\$640,000**

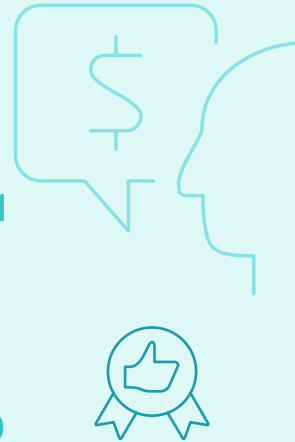
COVID **\$3,112,330**

Non-COVID donations **\$440,431**

Singapore Gov't job credit
to local NPOs **\$239,540**

India CSR donations **\$192,342**

Company matching **\$1,649,870**



Employee and partner donations

Total donations **\$1,370,756**

Employee donations **\$1,345,756**

Partner donation (Fujitsu) **\$25,000**



Total
employees engaged
2,681 (30%)



Total
nonprofits served
2,121



Served
13,618,680 meals



Provided **225,801**
medical supplies, including masks
and protective equipment

Supported **596,499**
students and youth through
digital learning and training



Supported **26,584** individuals
from underrepresented communities

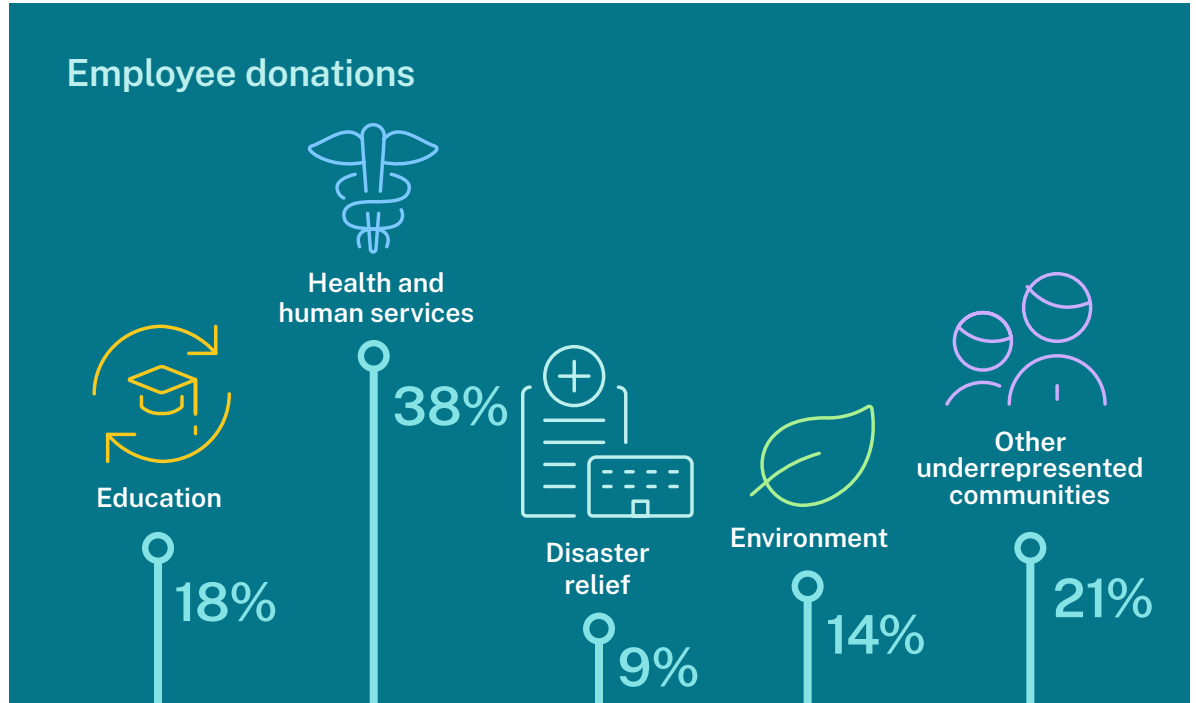


Simply Give

In 2020, Citrix matched employee donations up to 4,000 USD per employee to qualifying nonprofits. Through the Dollars for Doers program, employees who volunteered on their own time earned Cause Cards to donate to their favorite nonprofits.

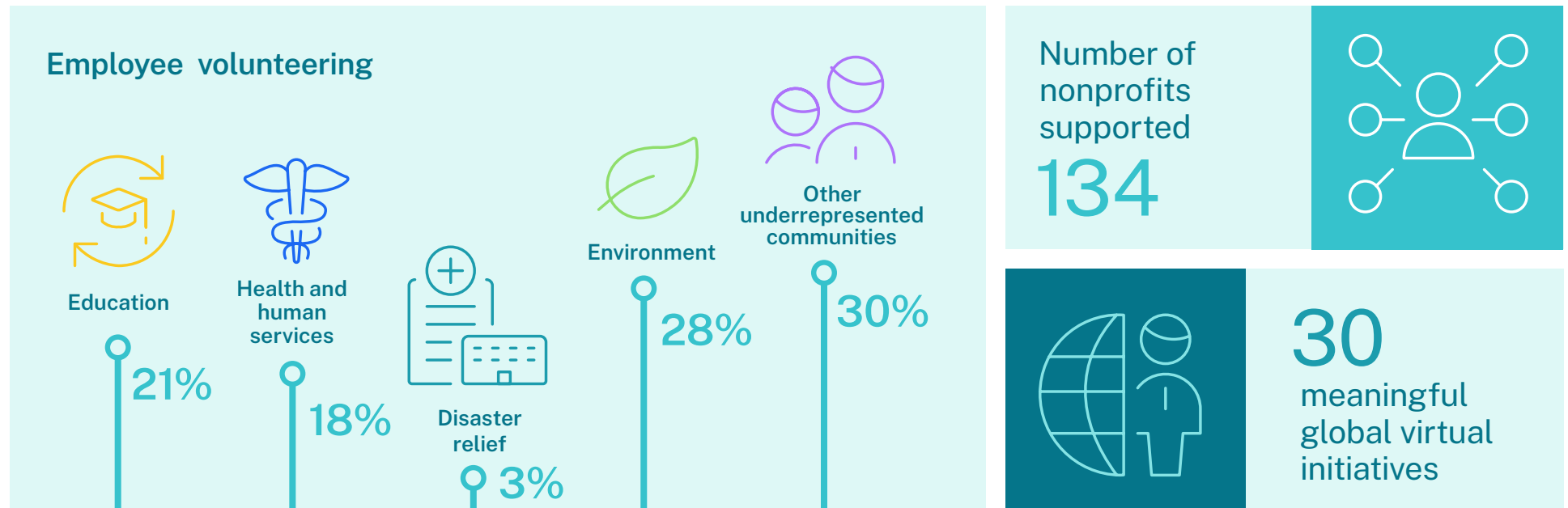
The COVID-19 pandemic offered us an opportunity to provide support to our global nonprofits in an unprecedented way. Over 4.5 million USD was allocated to 1,061 global nonprofits.

Most notably was our end-of-year donation of 1.4 million USD in lieu of hosting employee holiday parties. This donation provided 13 million meals to those around the world through our partnerships with Feeding America, the Global Foodbanking Network, and the World Food Programme.



Simply Serve

Employees receive 16 hours of paid volunteer time each year. With the COVID-19 pandemic, only virtual volunteering was offered to employees in 2020. In true Citrix fashion, employees participated in a variety of innovative and inspiring virtual volunteer activities. Citrites in Japan and Hong Kong built prosthetic hands for amputees in undeveloped countries through the Helping Hands program in partnership with Odyssey Teams. Check out additional volunteer videos in the COVID-19 Relief and Recovery section.



COVID-19 Relief and Recovery program

Our COVID-19 Relief and Recovery program focused on nourishing minds and bodies by assisting children and families with basic needs like food, shelter, medical and educational support.



Impact metrics



Top 5 organizations for employee donations



Our nonprofit partners were quick to extend their thanks and gratitude for our support. Take a look at what a few of them had to say:

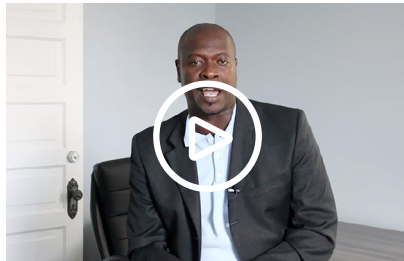


Major COVID-19 donations



Valley Medical Center | \$120,000

Santa Clara — Supplied protective equipment for a county hospital that actively supports vulnerable populations: children, the elderly, people with disabilities, those with chronic illnesses, and low-income earners.



Inter-Faith Food Shuttle | \$160,000

Raleigh — Purchased one month of critical food elements for marginalized communities. Mobile Markets (Meal production: frozen meals, food boxes, supplements bags) = 2,900 individuals per week for 4 weeks; Restaurant Partnership Program provided 800 family sized meals per week for 4 weeks.



United Way of Broward County | \$240,000

Fort Lauderdale — Provided meals for 2,000 adults for 2 weeks; enhanced the capacity of local food banks within the United Way's Project Lifeline network by doubling the pounds of fresh, nutritious food delivered weekly. Approximately 90,000-105,000 individuals are served per month with food boxes/bags.



Goonj | \$120,000

Bangalore — 91 percent of the funding will support immediate material needs of 2,740 families of migrant laborers across India, with no work, for the period of one month (the average family size to be 5 to 6 members). The remaining 9 percent of funding will help 100 families gain back their livelihoods by supporting them to sustain their family.



Boys and Girls Club of Broward County | \$25,000

Grab-and-Go Meals: Served meals to minority youth in underserved communities from Monday to Saturday and serving over 50k snacks and meals.

Virtual Programming: online programming that allows over 400 Boys and Girls Club members to view videos on various topics such as STEAM, the arts, literacy, fitness, character building, and more.



COVID-19 donating videos

The following videos highlight some of our global Citrites in action in support of both COVID-19 donating and volunteering

Flavio Ferrara



speaks about how the Dublin team supported the Irish Red Cross.



Jeannette Golden



talks about the multiple ways she supports Marbles Kids Museum in Raleigh, US.



Nancy Jimenez



and the team in Costa Rica helped provide food, shelter, COVID-19 test kits, and school scholarships during the pandemic.



Issa Paez



shares how Citrix Canada made a difference for Food Banks Canada and hEr VOLUTION.



COVID volunteering videos

[Rosie Hodgart](#)

London, UK

The Paddington Partnership

[Jessica Bain](#)

Cambridge, UK

East Anglia's Children's Hospices

[Camy Ooi](#)

Singapore

Rare Disorders Society
Singapore

[Izumi Kobayashi](#)

Japan

Helping Hands

[Sara Sanhuesa](#)

US

Cleveland Clinic Hospitals
and Broward Health

[Ki Kon Choi; Lae Jin Jung, Min Wook Park](#)

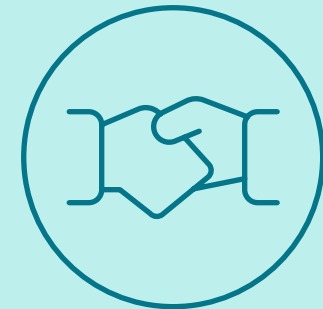
Korea

Global Day of Impact (GDI) Challenge,
'A Dollar for a Kilometer' in support for
Rare Disorders Society Singapore



COVID-19 and disaster relief

Citrites came together to support disaster relief efforts around the globe. They lived their values by giving back to support the relief efforts for the Australian Wildfires and the Beirut explosion. Check out the [response from our employees](#).

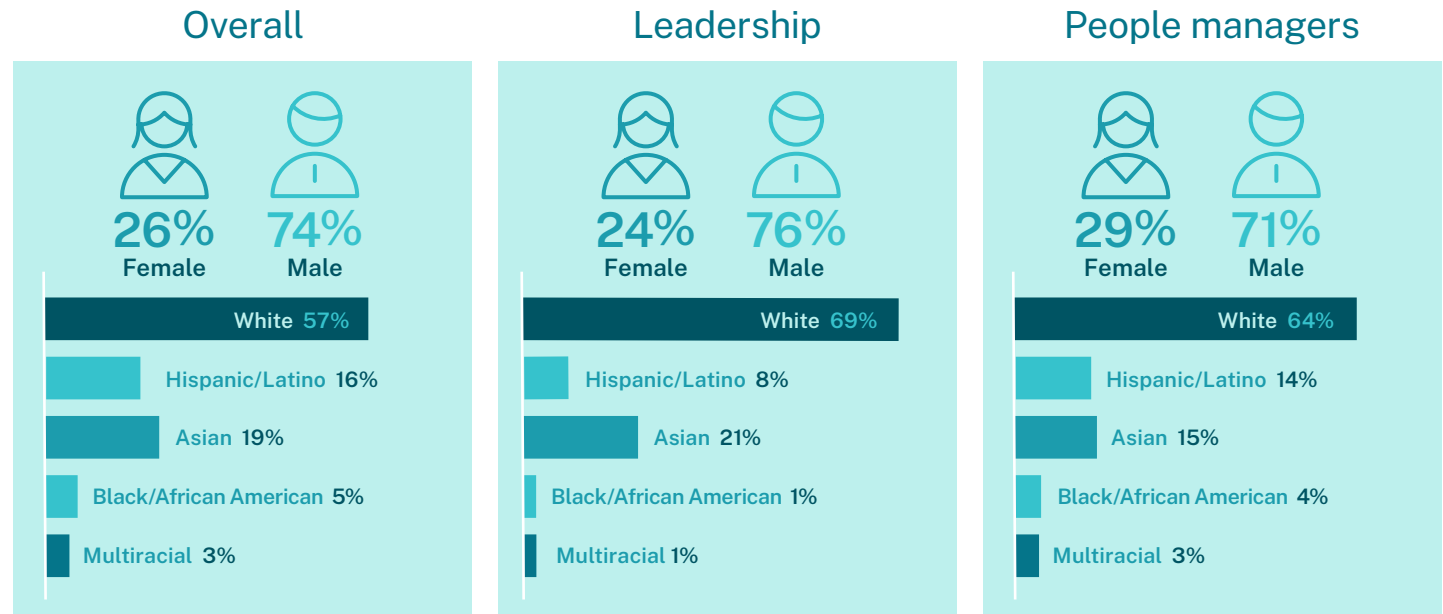


Diversity, inclusion and belonging



At Citrix, our culture is strong, vibrant, and essential to how we work and serve our customers. We continually advance our culture by creating an environment where people can feed their curiosity and be continuously learning; where we hold each other accountable for driving great results and outcomes; where we collaborate and take joy from working on solving tough problems.

We share a winning spirit where we are obsessed with helping our customers and partners innovate and succeed through the use of technology. We strive to be highly inclusive, embracing different views and cultures – and empathic, making the world a better place by giving back in ways that matter. Above all, we will be an innovative engine for our colleagues, our communities, our customers, and the digital marketplace.



Data from December 2020. Race and ethnicity data is U.S. only.

Diversity, inclusion and belonging journey: 2017 – 2020



2017

- Launched D&I site on Citrix.com
- Launched Supplier Diversity Program
- Public stance in support of U.S. immigration
- MLK Holiday first celebrated (U.S.)
- Launched formal Mentoring Program
- Established partnership with Girls Who Code
- Signed two LGBTQ Amicus Briefs
- Applicant current salary questions banned
- Raised Pride flag and added gender transition support
- Earned perfect score on HRC Best Places to Work for LGBTQ+ Equality

2018

- Established Employee Resource Group (ERG) charters and structure
- Hired Senior Director Diversity, Inclusion and Giving
- Diversity, Inclusion, and Belonging strategy and goals established
- Celebrated Black History Month
- Celebrated International Women's Day and responded to #MeToo movement
- Showed support for LGBTQ+ employees in India
- A senior leader talked openly of struggles with mental health
- Launched I Belong @ Citrix campaign
- Introduced Implicit Bias training and Bias Mitigation tools
- Launched Market Pricing to promote pay equity
- Celebrated Hispanic Heritage Month
- Veterans Day Holiday first observed at Citrix (U.S.)

2019

- Named to Best Places to Work for Disability Inclusion
- Launched 3-part Culture of Belonging training
- Activated diverse hiring strategy
- Celebrated Asian and Pacific Islander Heritage Month
- Participated in RISE, the first LGBTQ+ Job Fair in India
- Installed gender neutral bathroom signage
- Black Professionals Network hosts Customer Networking Event at Synergy
- Trans Awareness Week

2020

- Veterans Hiring Strategy and Landing Page
- Created Heritage Month videos for all ERGs
- Named to Working Mother Best Places to Work for Dads list
- Established Parents and Caregivers, Emerge and Enabled ERGs
- Named ELT champions and EVP sponsors for ERGs
- Hosted Daring Dialogues and developed Racial Equity Strategy
- Created Diversity, Inclusion, and Belonging content in Citrix Learning Center
- Disability Accessibility Consultant conducted organization-wide audit
- Enhanced Self-ID in Workday
- Submitted to India Pride Circle Stonewall Equality Index



Where we have made progress

We continue to concentrate on building relationships with organizations to access previously untapped talent pipelines. They include: relationships with organizations focused on women in sales and technology, employees with disabilities, Black and African American technologists, and veterans.

With the move to work from home during the COVID-19 pandemic, the DI&B team focused on creating learning opportunities for our employees through our partnerships with:

- Grace Hopper
- The National Society of Black Engineers (NSBE)
- Lesbians Who Tech
- Disability:IN, Out & Equal
- The National Diversity Council
- Diversity Best Practices
- The Conference Board
- RISE India
- Afro Tech

We also created special training opportunities for our ERG Leaders with JBC Consulting to create two custom training opportunities,

one for ERG Leaders and another for our ERG Executive Sponsors (ELT members and VP sponsors).

We launched a quarterly series called “Daring Dialogues” with discussions on Racial Equality, Privilege, and Allyship. Our Executive Leadership Team, our Black Professionals Network, and members of the Citrix Diversity and Inclusion team had open and honest discussions on racism and bias. We’ve had strong participation greater than or equal to our global employee meetings. Our Black Professionals Network has increased the number of allies participating by more than 100 people.

We have continued our 2019 work to embed bias mitigation practices into our people processes. We have expanded the adoption of our bias mitigation tools in talent acquisition and we have implemented new tools in our performance management processes.

In 2021, we are implementing Textio to remove biased language from all of our job postings and communications with candidates.



Employee Resource Groups (ERGs)

Our goal is to create a Culture of Belonging where we each feel as though we fit in, can take risks, and are empowered to contribute as ourselves to drive the future of work. ERGs cultivate a sense of belonging and inclusion at Citrix, through workforce development, workplace improvement, and marketplace access. Each ERG supports an underrepresented group of employees to build “safe spaces” for members, educate allies, and attract and retain diverse talent.

These groups include Parents and Caregivers, Women, LGBTQ+, Black, Latino, Asians, Veterans, Foster Family and Adoption, and Emerge, for the next generation of Citrites developing their careers. Our ERGs are not location specific but have local chapters rolling up to an ELT Champion and an Executive Sponsor. We have 10 ERGS with 29 Chapters across 9 offices in 7 Countries. We now have 2,000+ employees who are members of the Citrix ERGs, about 30 percent of Citrites.

Leadership committee

Our Diversity, Inclusion, and Belonging (DI&B) Executive Committee provides executive level support for sourcing and recruiting underrepresented minorities by mitigating bias in the hiring process, fostering inclusion, and supporting the Employee Resource Groups (ERGs). Members are vice presidents with cross-functional and cross-geography representation and a commitment to DI&B, including the executive sponsors from the Citrix ERG program. The council is chartered to guide strategy, sponsor change, and drive accountability.





Commitment to being a best place to work



Awards

For 2020, we are proud to share that we were awarded a Great Place to Work Designation, we scored 100 percent on the Human Rights Campaign's Corporate Equality Index making us a Best Place to Work for LGBTQ+ Equality for the 4th year in a row. Additionally, we were rated a Best Place to Work for Disability Equality for the second time with a 90 percent score on the Disability:IN Disability Equality Index. And we were just named to Working Mother magazine's third annual list of the Best Companies for Dads. Citrix was granted this honor for leading in the areas of paternity leave, childcare, flexible schedules, and more.



Social justice and racial equity

On May 25, 2020, the U.S. was rocked by the murder of George Floyd. At Citrix, and around the world, companies called for action against discrimination and racial injustice, not only for George Floyd, but for the many others who had been unjustly treated.

Overall strategy

Our strategy is based on 3 pillars of work:

- ✔ **Systemic** — using our influence to support Black communities and impact changes in the tech industry.
- ✔ **Internal** — modifying our processes and programs to prevent bias, attract, develop, retain, and reward people to promote racial equity and sharing aggregate data and progress freely.
- ✔ **Personal** — committing to our own learning journey to become an organization where we all belong.

As Citrix continues our journey toward developing a comprehensive racial equity strategy, we are striving to: (1) open a dialogue among all our stakeholders; (2) stimulate engagement among our employees, so that we become curious to learn more and passionate about contributing to solutions; (3) drive meaningful and permanent change toward social justice for the betterment of all in our society. We are committed to tackling systemic racism and unconscious bias that exists in our society.

Racial equity, social justice, and giving campaign

Three major focus areas of our racial equity and social justice initiative and their impact created in 2020.


\$250K
in scholarships
and internships

United Negro College Fund

\$100K donation for 50 scholarships to minority youth in underserved communities



INROADS

\$150K donation for up to 10 Citrix interns including scholarships and leadership development training




\$300K
to narrow the
digital divide

Grants to **15 nonprofits**

who will provide K-12 STEM education and technology access to underserved Black and African American students



950

devices provided like laptops, Chromebooks



2,900

students served with mentoring, training and coaching



In partnership with Corporate Citizenship, the Black Professionals Network (BPN) and our strategic partner, Google, we provided a solution that enabled the Baltimore Collegiate School for Boys (BCSB) with access to technology for more than 150 boys in the form of Chromebooks and software licenses. Despite the challenges brought on by the pandemic, we wanted the school to be able to continue pushing forward with its vision and unlock new dreams and potential for its students.

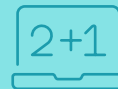


Watch
video


\$75K for
Adopt-a-School
program

Grants to **4 under-resourced schools**

to provide K-12 students with access and opportunities in STEM and pathways to post-high school education



325

devices provided like laptops, Chromebooks



1,000

students served with mentoring, training and coaching



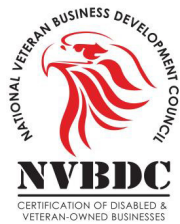
Supplier Diversity

What is Supplier Diversity at Citrix?

Supplier Diversity (SD) is an established business program that actively encourages diversity within the supply base, promoting social inclusion through the use of diverse suppliers (defined as a business owned by an underrepresented group/person).

At Citrix, the Supplier Diversity team actively works to identify diverse organizations to be included in sourcing activities, as well as tracking and reporting diverse supplier activity to Citrix customers.





Why we value Supplier Diversity?

Diverse businesses frequently provide creativity, flexibility, and new ideas. The inclusion of diverse suppliers in our supply chain helps Citrix to better understand the needs of our customers and the communities we serve, while continuing to innovate and provide long-term benefits for our customers.

Our Corporate Diversity Council memberships/partnerships

- Disability: IN
- National Gay Lesbian Chamber of Commerce (NGLCC)
- National Minority Supplier Development Council (NMSDC)
- Women's Business Enterprise National Council (WBENC)

- National Veteran Business Development Council (NVBDC) *New in 2021
- Tech:SCALE is a nonprofit organization with a mission to help diverse suppliers become strategic supply chain partners to the technology industry *New in 2021

Our diversity council corporate partnerships afford us the opportunity to identify companies within each of these diversity categories. Our partnership additionally provides us with access to their vetted databases of certified diverse suppliers to engage for potential business opportunities at Citrix.

2nd annual Virtual Interactive Supplier Diversity Fair (ISDF)

In support of our Supplier Diversity initiative, we hosted the 2nd annual Interactive Supplier Diversity Fair (ISDF) 2020. 24 diverse suppliers, 5 Supplier Diversity Advocacy organizations and Citrix employees from various departments convened virtually to discuss how diverse suppliers may potentially gain business opportunities with Citrix and/or to extend their existing business relationship(s).

The diverse supplier attendees included 7 woman-owned businesses, 9 minority-owned businesses, and 8 LGBTQ businesses.

This experience is an ongoing attempt to provide opportunities to diverse suppliers.

What made it interactive?

The fair featured informative general sessions and 1:1 matchmaker sessions between diverse suppliers and Citrix business partner decision-makers.

Outcomes and successes

- Business Stakeholders who attended the fair have begun engaging the Supplier Diversity team about how to consider diverse suppliers for their upcoming purchasing needs. We encourage everyone to include diverse suppliers in their purchasing decisions. Reach out to Supplier Value Optimization, svo@citrix.com, to find out how you may engage further.
- We conducted a survey with our external attendees, internal attendees, and Procurement team. The survey results were highly favorable. We also received insightful feedback that will help us continuously evolve the overall experience.



Interactive
Supplier
Diversity Fair

citrix™

Supplier Diversity tools

ConnXus was implemented in early 2020 and is Citrix's Supplier Diversity Vendor Management tool. With ConnXus in place, it affords the Procurement team the ability to effectively track diverse suppliers. ConnXus is integrated within Citrix's spend analytics tool, Sievo, to put Supplier Diversity front and center when the Procurement team is making purchasing decisions. The data captured includes the supplier's diversity status, their certification type, and the commodities they provide to Citrix. Suppliers are able to go into the ConnXus portal and update their profiles to ensure the most up-to-date information is reflected.



Tier 2 Pilot Program

As a part of our Supplier Diversity program, we encourage our suppliers to increase their use of diverse organizations in their own supply chains. We request key suppliers to report regularly on this and measure it as “Tier 2 diversity spend”

for Citrix. The initial Tier 2 Pilot Program results were published in our November 2020 Supplier Diversity Briefing.

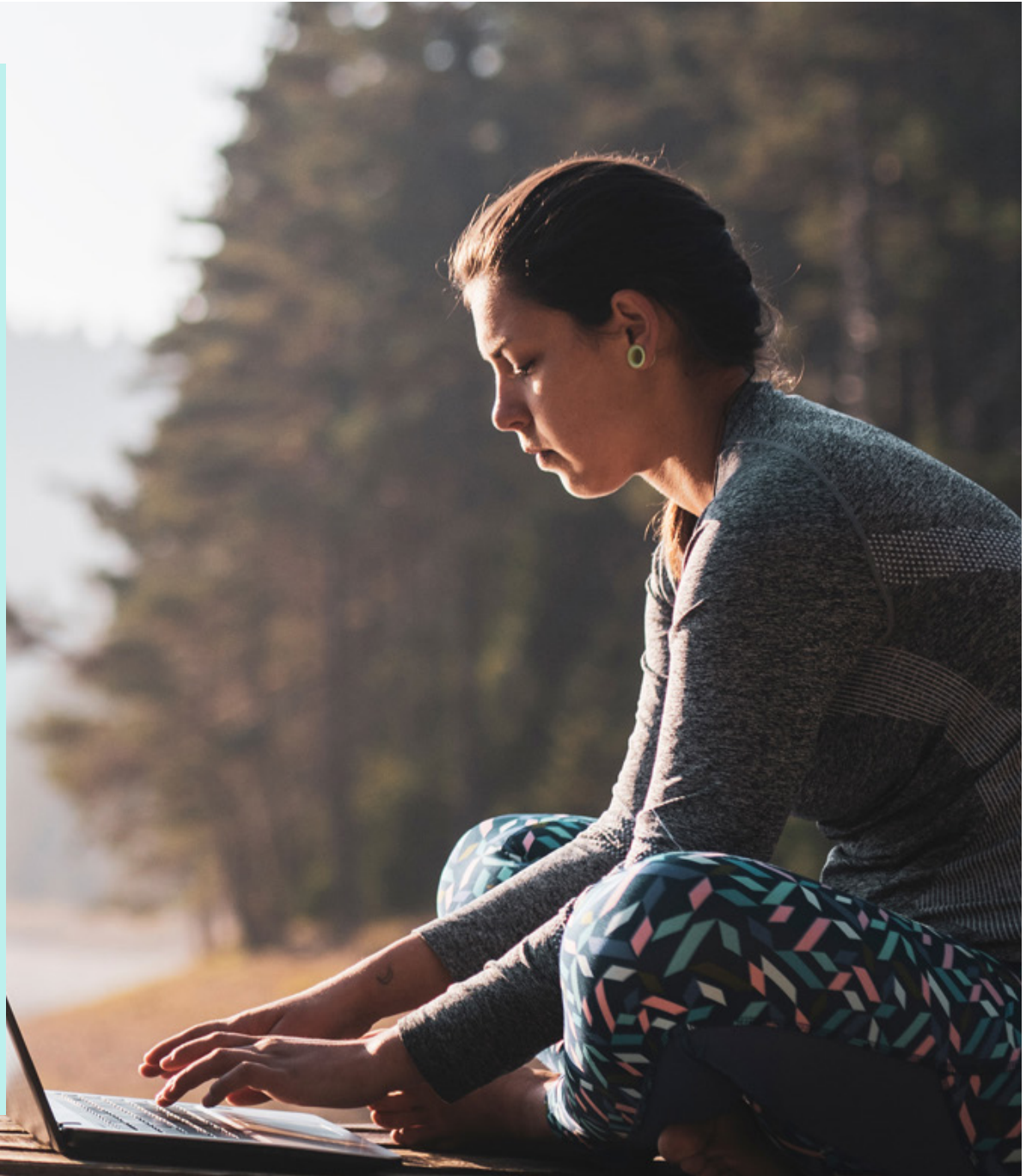
Our current Tier 2 pilot includes 5 suppliers. The results will help us build out a robust and effective Tier 2 Program in 2021.

We have exceeded our \$30M diverse spend goal for 2020



Sustainability

Citrix released its Sustainability Report with a theme of “Flex with Purpose.” The report underscores how Citrix’s solutions enable its customers to provide flexibility to their employees that can reduce carbon emissions, expand their ability to recruit and retain diverse talent, and ultimately benefit their longer-term performance. The report also highlights some of the company’s key accomplishments in the areas of governance, environmental impact, talent and social equality.



Governance

Citrix completed a full materiality assessment in early 2020 to help identify, assess and prioritize the relevant Environmental, Social and Governance (ESG) risks, and opportunities that are most important to its stakeholders.

In June 2020, Citrix joined The United Nations Global Compact, a pact to encourage businesses worldwide to adopt sustainable and socially responsible policies, and to report on their implementation.

And in July, more than 3,000 Citrix employees (approximately 35 percent of our workforce) responded to a company-wide sustainability survey, and 90 percent of respondents agreed that working for an environmentally responsible company is important to them.

Through the COVID-19 crisis, Citrix has helped customers deploy its technology to enable workers in some of the most critical areas.

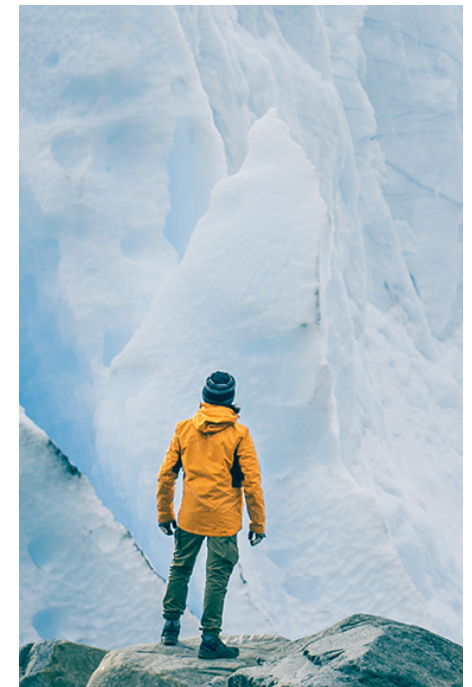
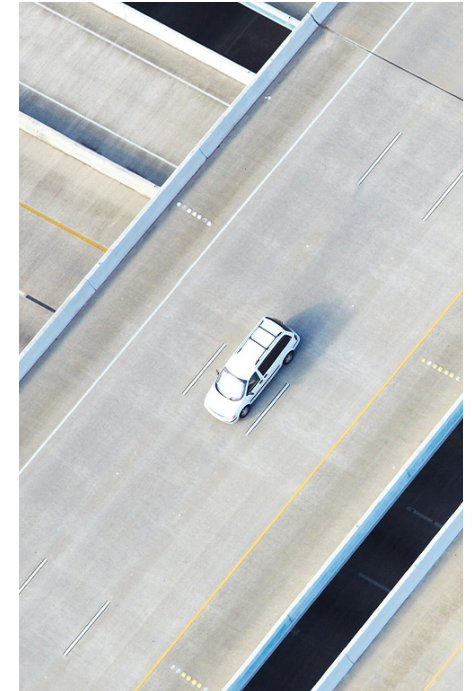
Environmental impact

In August 2020, Citrix submitted corporate climate data and strategy information to CDP, the global environmental disclosure platform.

The company calculated its Scope 1, Scope 2 and Scope 3 (business travel and employee commuting) greenhouse gas emissions footprint and will be setting reduction targets over the near-term now that a baseline has been formulated.

Citrix designs its offices and facilities to minimize energy consumption and waste and encourages its employees to reduce their ecological footprint.

Renewable energy is now the source of more than 75 percent of electricity consumption at Citrix's main data center location, and 90 percent of energy consumed at its India operations is from renewable sources, avoiding 7,050 tons of carbon emissions.





The impact of COVID-19

Citrix’s sustainability report also addresses the COVID-19 pandemic. In 2020, our core value proposition of secure, remote work was pressure-tested by the pandemic. Our sustainability report captures some of the ways the global crisis brought to the forefront some of our solutions’ mission-critical capabilities—enabling flexible work and business continuity.





It takes a village

Close to 90 Community Ambassadors from around the world lead Corporate Citizenship programs in their local offices. They plan projects, recruit volunteers and provide employees with rewarding volunteer experiences. All of the great work featured in this brochure would not have been possible without their unwavering dedication to supporting their communities and engaging their fellow employees in making change happen.

- | | | | | |
|---------------------|-------------------|-------------------|-------------------|---------------------|
| Aaron Robinson | Eva Chau | Josivaldo Pereira | Michele Corello | Sally Kelleghan |
| Aayush Agarwal | Flavio Ferrara | Joy Chambers | Mitsuko Narikiyo | Bierney |
| Alex Lindstrom | Geri Mooren | Julia Arne | Monica Aswani | Serge Niango |
| Ana Alfaro | Gina Leidelmeijer | Karo Esmaili | Nancy Jimenez | Simon Muskett |
| Ana Uchoa | Gloria Ge | Kathy Chan | Natalie Seo | Simona Kosty |
| Angelica Rodriguez | Guillaume Gesse | Kim Haniger | Nesho kaurin | Soo Lin Peh |
| Anudeep Athlur | Helen Jin | Laura de Caso | Nico Bruno | Tarika Tanushree |
| Arvind Kandula | Isabel Veytia | y Basalo | Nina Thorbjornsen | Tawny Barnett |
| Ashutosh Srivastava | Issa Paez | Lee Rubin | Norman Morales | Tina Fu |
| Benjamin Jolivet | Izumi Kobayashi | Lei Cao | Oliver Kirchner | Torben Schmock |
| Britney McCall | Jane Black | Lizette Arias | Prashanth Mallya | Trine Salgaard Voss |
| Brittany Tatum | Jeanette Golden | Lynette Tang | Rania Bayeh | Valeri Bonchev |
| Cecilia Valente | Jeri Shore | Malou Ekblom | Reka Meier- | Vanessa Velazquez |
| Charles Johnson | Jessica Bain | Mar Lopez | Esztergaly | Viktoria Sill |
| Cindy Tieu | Joela Membreno | Maram Bader | Rosa Resendez | Vipul Singhanian |
| Cristina Pardo | Johana Calderon | Maria Chang | Rosie Hodgart | Wendy Robinson |
| David Spall | John Kotsopoulos | Maria Urban | Roxanne Newcastle | |
| Effie Kirkou | Jorge Segnini | Melissa Boudreau | Rudy Chow | |



Citrix (NASDAQ:CTXS) builds the secure, unified digital workspace technology that helps organizations unlock human potential and deliver a consistent workspace experience wherever work needs to get done. With Citrix, users get a seamless work experience and IT has a unified platform to secure, manage, and monitor diverse technologies in complex cloud environments. In 2020, revenue was \$3.2 billion.

Learn more at www.citrix.com.