

FY24

# Stakeholder Impact Report

**INTUIT**

 turbotax

 creditkarma

 quickbooks

 mailchimp





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# About Intuit

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# Letter from Intuit CEO, Sasan Goodarzi

The future of AI is here, and it's fundamentally changing every part of our work and personal lives. This change energizes us more than ever to make the world a better place for all. We believe everyone should have the opportunity to prosper, and our 18,000+ employees work every day to find new, innovative ways to make this possible.

At Intuit, we've transformed from a tax and accounting platform to an AI-driven expert platform, to deliver on our mission to power prosperity for consumers, small and mid-market businesses, and accountants worldwide. Our data, data services, AI capabilities, domain expertise, and a vast ecosystem of apps, along with AI-powered human experts, allow us to level the playing field for those we serve.

We hold ourselves accountable to our mission by setting measurable True North Goals for our stakeholders—employees, customers,

communities, and shareholders. This report is a key way for you to track our progress. And I'm pleased to share that we've made significant progress toward these goals.

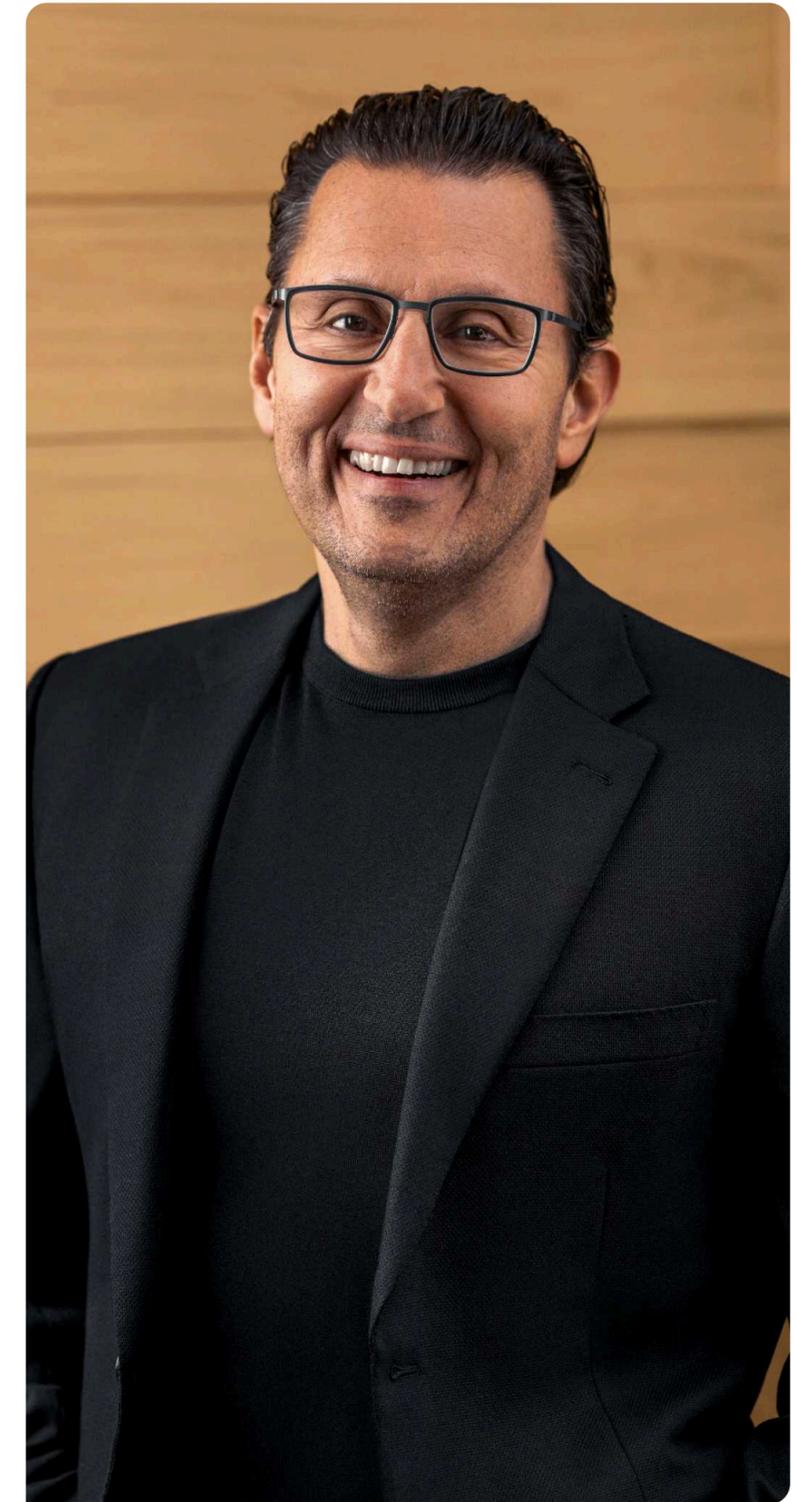
Our employees reflect the diversity of the ~100 million customers we serve. This inspires our innovation and enables us to do our best work. We've created an inclusive culture, with employees rating Intuit in the top 10% of our industry as a great place to work. Together, we strive to make a significant impact on the lives of our customers by setting Bold Goals to double the household savings rate and improve the success rate of businesses by 20 points versus the industry.

Our impact is growing. We've delivered AI-powered, done-for-you experiences and connected customers with 12,000 AI-powered human experts. Our suppliers face challenges

similar to our customers, and that's why we're proud that 62% of our suppliers are also customers. We've helped 4.7 million students prepare for jobs and better financial futures. And in FY24, our financial performance was strong, with total revenue growing by 13%.

We're always listening, growing, and evolving. In FY24, we engaged over 1,000 employees, customers, community members, and investors to understand their priorities. Based on their feedback, we've added more transparency to this report, detailing our impact on stakeholders.

With our unwavering commitment to our mission and our passion for innovation, we're excited about the opportunities ahead.



Sasan Goodarzi, CEO, Intuit

# Intuit's mission is to power prosperity around the world.

We help our approximately 100 million customers by putting more money in their pockets, saving them time by eliminating work, and ensuring they have confidence in every financial decision they make.

Our vision is to deliver an end-to-end platform with done-for-you experiences that fuel the success of consumers and small and mid-market businesses. Intuit's products and services work together to remove the complexity around managing finances. This helps consumers improve their financial health and businesses run and grow.



"Our unwavering commitment to our mission to power prosperity around the world is driven by delivering exceptional results for all our True North stakeholders. This focus guides our operating decisions, strategic resource allocation, and robust corporate governance. Intuit has a significant growth trajectory as we continue to drive economic empowerment."

**SANDEEP AUJLA**  
Executive Vice President, Chief Financial Officer

1983

Year founded

18,800

Global employees<sup>1</sup>

16.3B

Revenue<sup>1</sup>

Mountain View,  
California

Headquarters

8

Countries<sup>1</sup>

100M

Approximate worldwide customers<sup>1</sup>

<sup>1</sup> As of July 31, 2024

# Our game plan to win

From a clear mission to specific metrics, Intuit has a game plan to deliver exceptional results for our True North stakeholders. In the pages that follow, we summarize each element of our alignment triangle, which guide our actions and contribute to our shared successes.

## Intuit's mission: powering prosperity around the world

Every day, our 18,000+ global employees work to deliver on our mission of powering prosperity around the world. We believe everyone should have the opportunity to prosper, and we never stop working to find new, innovative ways to make that possible.



## It starts with our values

We're a purpose-driven company and our values define who we are. They guide us as we work to solve our customers' largest problems. The five values core to the company are:

### 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.

### 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.

### Customer Obsession

We fall in love with our customers' problems.  
We deliver unrivaled customer benefits 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.

## Our 2030 Bold Goals stretch us to strive for what's possible

We believe we're only successful when the customers and communities we serve are successful. To increase our impact, we've declared three Bold Goals to achieve by 2030.

### PROSPERITY

**Double the household savings rate and improve business success rate >20 points versus industry**

### REPUTATION

**Be a best-in-class, most trusted company<sup>2</sup>**

### GROWTH

**200M+ customers and accelerating revenue growth**

## Our True North Goals and metrics drive accountability

To accelerate our work and its impact, we set objectives and measurable goals so we can hold ourselves accountable to our mission and to deliver exceptional results for our stakeholders. We call these our True North Goals. These goals focus on our four key stakeholders: employees, customers, communities, and shareholders. The goals and approach for each stakeholder group are summarized below. Additional programs and metrics are included in subsequent sections of this report.

### Employees: empower the world's top talent to do the best work of their lives

Employees are our first True North stakeholder because they're critical to delivering for our customers, communities, and shareholders. Our Stronger Together value characterizes our belief that we fuel innovation and deliver results with our holistic approach to talent acquisition, talent development, total rewards, and employee listening and engagement. We work hard to cultivate an inclusive and respectful work environment where everyone can bring their authentic selves and do the best work of their lives. We have goals and metrics to monitor our efforts to engage our global workforce, grow highly capable people managers, and retain the world's top talent.

### Customers: delight customers by solving the problems that matter most

Our Customer Obsession value is a driving force for this True North stakeholder. We come to work every day with a maniacal focus on the customer—finding ways to help consumers and businesses prosper. Across our platform, we use the power of data and artificial intelligence (AI) to deliver three core benefits to our customers: helping put more money in their pockets, saving them time by eliminating work, and ensuring they have complete confidence in every financial decision they make. We declare specific metrics to measure active customer growth and retention, as well as our ability to delight customers. We also seek out creative ways to support small businesses through our corporate responsibility, sustainability, and supply chain efforts.

### Communities: make a difference in the communities we serve

We believe everyone deserves the opportunity to prosper. This belief is combined with our passion to make an impact on the world around us—especially for those who need it most. It's strengthened by our We Care and Give Back value. We focus our corporate responsibility initiatives on three core areas: job creation and economic impact, job readiness to better prepare individuals for their financial futures, and making a positive impact on climate.



### Shareholders: drive long-term growth, increase shareholder value

To deliver for our shareholders in both the short and long term, we've set measurable goals to grow revenue, increase revenue per customer, and generate operating income growth. We commit to executing our strategy and business operations with integrity—without compromise. We follow good corporate governance and responsible practices, including our approach to AI governance.

<sup>2</sup> Achieve a Trust Score of 50+ as measured by Morning Consult's annual Most Trusted Brands in the US.

# True North Goals

Deliver best-we-can-be results in the current period for each key stakeholder while building the foundation for an even stronger future

At Intuit, we take a holistic approach to our business—from how we inspire our employees to how we deliver for our shareholders. Our commitment extends to our customers around the world and the communities where we live and work, and it shapes our True North Goals.

## EMPLOYEES

**Empower the world’s top talent to do the best work of their lives**

**Inspire and empower highly engaged employees**

FY24:  
FY25:  
FY27:

**Grow highly capable people managers**

FY24:  
FY25:  
FY27:

**Retain the world’s top talent**

FY24:  
FY25:  
FY27:

## CUSTOMERS

**Delight customers by solving the problems that matter most**

**Grow active customers**

	TOTAL	ACTIVE	MONTHLY ACTIVE	SUM DAILY \$ (CK)
FY24:				
FY25:				
FY27:				

**Improve customer retention\***

	ANNUAL	3 MONTHS
FY24:		
FY25:		
FY27:		

**Delight customers more than alternatives**

FY24:  
FY25:  
FY27:

## COMMUNITIES

**Make a difference in the communities we serve**

**Create jobs through Prosperity Hubs**

FY24:  
FY25:  
FY27:

**Prepare communities for jobs**

FY24:  
FY25:  
FY27:

**Make a positive impact on climate**

FY24:  
FY25:  
FY27:

## SHAREHOLDERS

**Drive long-term growth, increasing shareholder value**

**Grow revenue double-digits**

FY24:  
FY25:  
FY27:

**Increase revenue per customer (ARPC)**

FY24:  
FY25:  
FY27:

**Generate operating income growth**

FY24:  
FY25:  
FY27:

\* Excludes Credit Karma

## Our strategy: to be the AI-driven expert platform

AI is fundamentally transforming every part of our work and personal lives. Since declaring our AI-driven expert platform strategy in early 2019, we've transformed from being a tax and accounting platform, where consumers and small businesses have to do the work themselves, to a global AI-driven expert platform, where the hard work is done for them. Our AI-driven expert platform creates done-for-you experiences with access to human experts, all powered by AI.

Intuit has a significant advantage with its scale of data, data services, AI capabilities, ecosystem of partners and applications, and its large network of AI-powered virtual experts. When these things come together, the Intuit platform puts technology and expertise to work for consumers and businesses. Intuit's AI-driven expert platform automates tasks, end-to-end workflows, and entire business functions, and connects customers to one of our more than 12,000 AI-powered human experts for the last mile or to complete all of the work. Our done-for-you experiences bring the power of AI and human expertise together to help consumers and businesses prosper in ways that haven't been possible until now.

## Our Big Bets drive focus and prioritize resources

As we execute our global AI-driven expert platform strategy, we're prioritizing our resources across the company to support our five Big Bets. These priorities focus on solving the problems that matter most to our customers.

### Revolutionize speed to benefit

When customers use our products and services, we apply the power of AI to deliver value instantly and make interactions with our offerings as frictionless as possible, without the need for customers to manually enter data. We're accelerating the application of AI to deliver done-for-you experiences to our customers. This is foundational, and execution against this priority positions us to succeed with our other four Big Bets.

### Connect people to experts

The largest problem our customers face is lack of confidence to file their own taxes or to manage their books. To build their confidence, we connect our customers to experts to help them make important decisions—and experts, such as accountants, gain access to new customers so they can grow their businesses. We're also expanding our virtual expert network and broadening the segments we serve beyond tax and accounting to play a more meaningful role in our customers' financial lives.

## Unlock smart money decisions

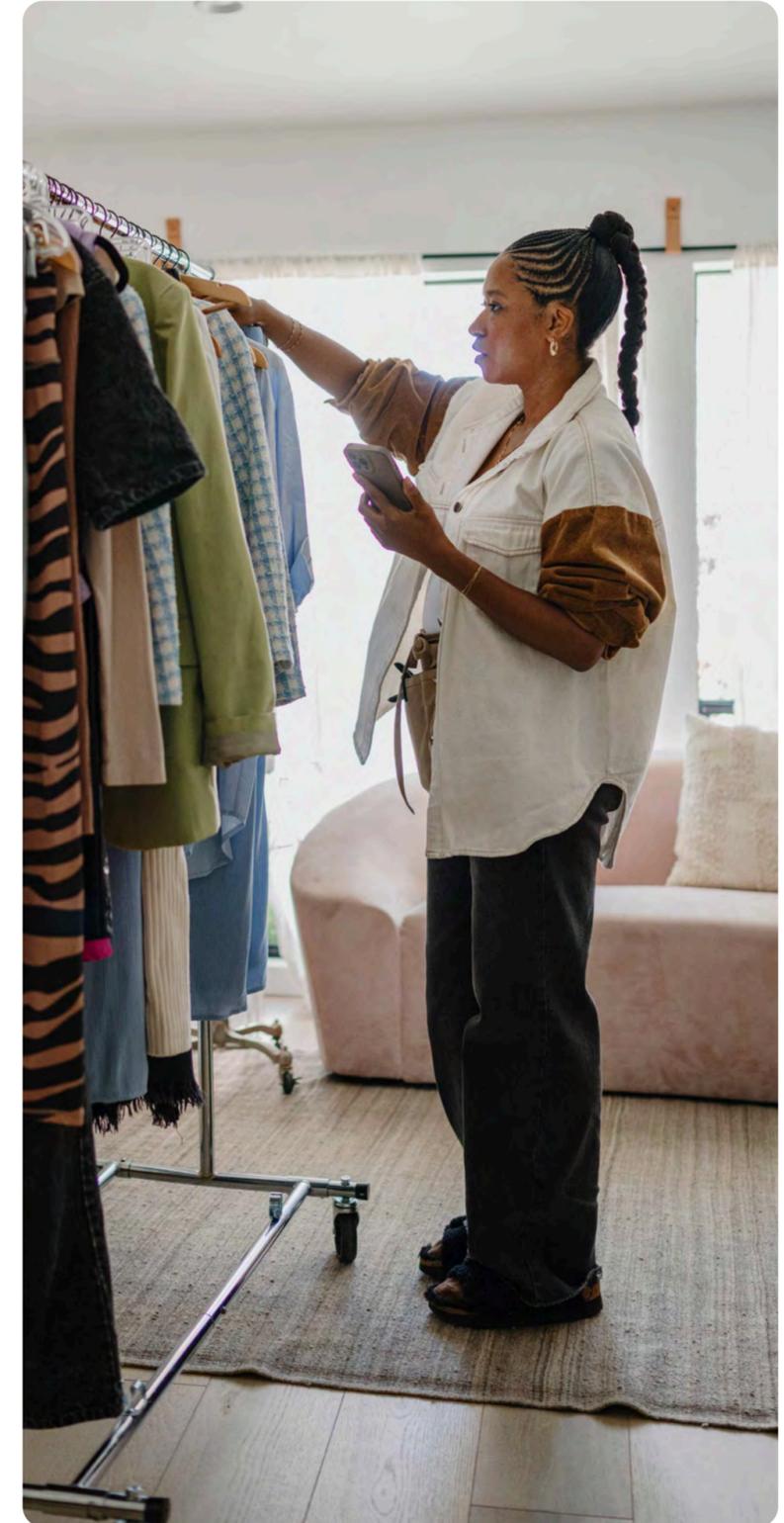
To address the challenges of high-cost debt and lack of savings, Credit Karma propels our members forward wherever they are on their financial journey. The goal is to help them understand their financial picture, make smart financial decisions, and stick to their financial plan in the near and long term.

## Be the center of small business growth

Globally, we're focused on helping customers grow their businesses by offering a broad, seamless set of tools designed to help them get and retain customers, get paid faster, manage and get access to capital, pay employees with confidence, and use third-party apps to help run their businesses. Our money solutions enable customers to manage their money and improve cash flow. This is an important driver to improving the success of our small and mid-market business customers.

## Disrupt the mid-market

We aim to disrupt the mid-market with a tailor-made platform designed to address the more complex needs of mid-market businesses. This includes our core financial management solutions, as well as our marketing and workforce solutions and money offerings. Together, these offerings enable us to increase retention of these larger customers and accelerate mid-market demand.



Intuit’s strategy is rooted in our mission, values, and short- and long-term goals across stakeholders. This aligns the company to what matters most as we execute our strategy.

<b>MISSION</b>	 <b>Powering Prosperity Around the World</b>				
<b>VALUES</b>	Integrity Without Compromise   Courage   Customer Obsession   Stronger Together   We Care and Give Back				
<b>2030 GOALS</b>	<b>Prosperity</b> Double household savings rate and improve business success rate >20 pts vs. industry		<b>Reputation</b> Best-in-Class Most Trusted Company		<b>Growth</b> 200M+ customers and accelerating revenue growth
<b>TRUE NORTH GOALS</b>	<b>Employees</b> Empower the world’s top talent to do the best work of their lives	<b>Customers</b> Delight customers by solving the problems that matter most	<b>Communities</b> Make a difference in the communities we serve	<b>Shareholders</b> Drive long-term growth increasing shareholder value	
<b>STRATEGY</b>	<b>AI-Driven Expert Platform</b> More Money. No Work. Complete Confidence.				
<b>BIG BETS</b>	Revolutionize speed to benefit	Connect people to experts	Unlock smart money decisions	Be the center of small business growth	Disrupt the mid-market

# Board, executive, and functional oversight

Holding ourselves accountable to our environmental, social, and governance commitments is not only fundamental to who we are—it's part of our standard operating mechanisms and how we make business decisions at all levels across the company.

## Our board and board committees oversee our strategy

To support these efforts, our board of directors is highly engaged with management on the evolution of our workforce development, community, sustainability, responsible business practices, and reporting—including oversight of risk assessment as we develop our long-term strategy. These oversight responsibilities are allocated across the board's committees, based on their area of expertise.

## Compensation and Organizational Development Committee

This committee oversees our workforce development efforts, including fair pay, and considers our True North Goals as a factor in making executive compensation decisions.

## Nominating and Governance Committee

This committee oversees our corporate responsibility risks and practices, and discusses with management periodic reports on the company's progress on sustainability, job creation, and job readiness matters, as well as related communication to shareholders and other stakeholders.

## Audit and Risk Committee

This committee oversees our cybersecurity, privacy, and anti-fraud risks and practices, as well as our sustainability, social, and governance disclosure practices. It also oversees our enterprise risk management program and our ethics and compliance programs, including our Code of Conduct & Ethics, the Board Code of Ethics, and Responsible AI.

## Executives and cross-functional teams are focused on outcomes

We set True North Goals for the company and established Big Bets to drive future growth so we can deliver on our mission to power prosperity around the world. Leaders across the company are focused on achieving these results with velocity, and they work with their teams to make sure that employees' goals and milestones are aligned to those same objectives. A cross-functional working group, core teams, and

mission-based teams work together to draw the throughline from our environmental, social, and governance strategies to our True North Goals. The working group, made up of leaders from our Accounting, Communications, Corporate Responsibility, Global Public Affairs and Public Policy, Investor Relations, Legal, People & Places, and Procurement teams, takes direction from the executive team and cascades strategic plans and objectives across multiple teams for ongoing implementation.

## Variable compensation is tied to achievement of True North Goals

As part of our annual financial planning process, management establishes goals to deliver results for each of our four key True North stakeholders: employees, customers, communities, and shareholders. These metrics are designed to advance our progress toward our Bold Goals, and they include measurable company-wide workforce development, job creation and readiness, and sustainability goals. Performance against these goals is a factor in determining the payouts under our company-wide annual cash bonus program. After determining the baseline funding amount based on our financial performance, our Compensation and Organizational Development Committee has discretion to make upward or downward adjustments of up to 30% based on our performance against our True North Goals.

## Intuit’s operating system—our competitive advantage

In 2019, we established the Intuit Operating System—our comprehensive approach to defining the processes, systems, and guidelines we use to align everyone in the company to be accountable for the same goals and objectives. It’s also how we lead Intuit into the future with velocity and impact.

Our Intuit Operating System is built on three pillars:

### Set expectations and strategy

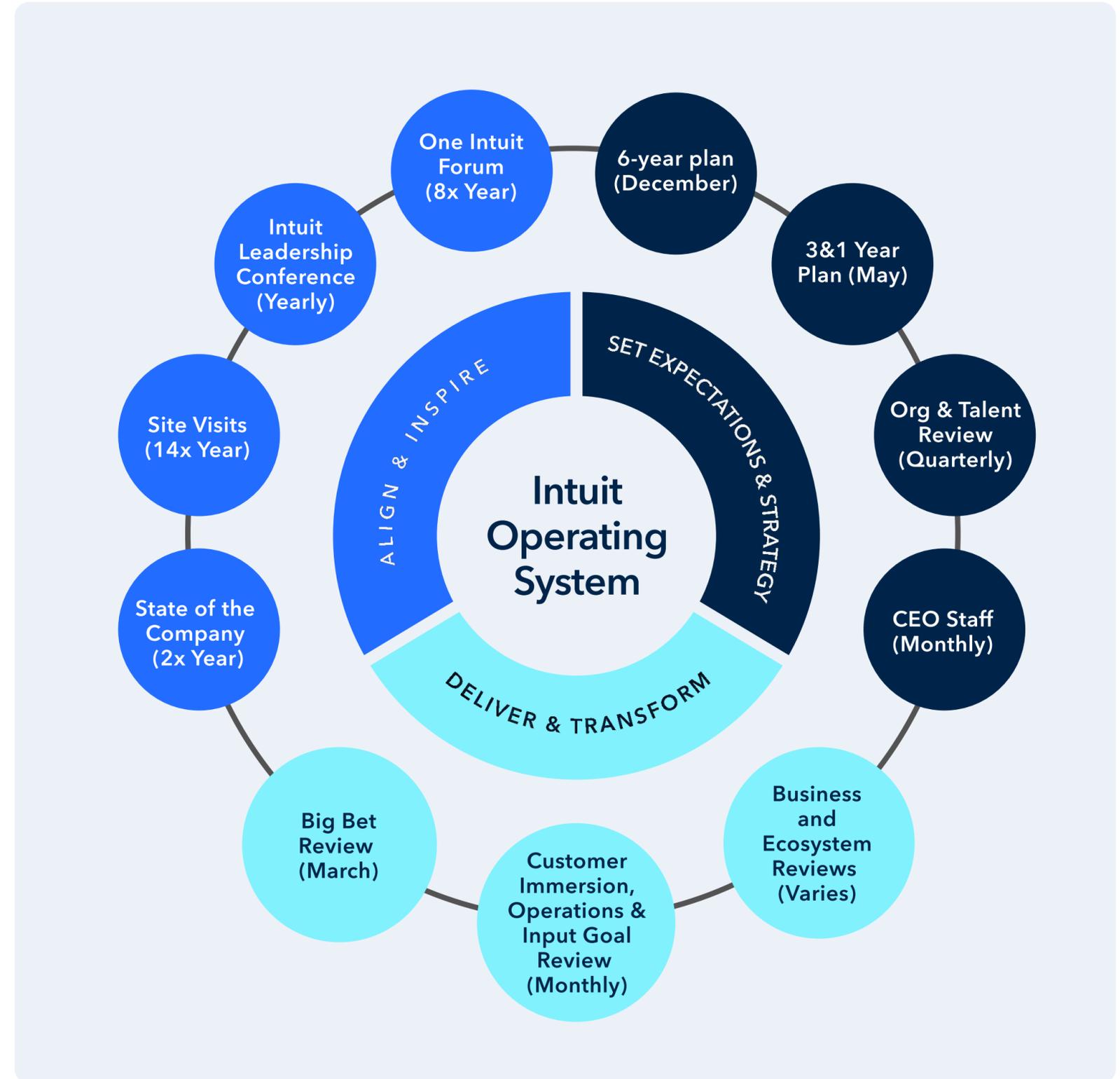
- Work together as a company to establish 6-year goals
- Senior leadership agrees on our 1- and 3-year strategy, company-level goals, resource allocation, and financial plan
- Perform quarterly organizational and talent reviews to foster our culture, develop our talent, and update leadership succession plans

### Deliver and transform to help customers succeed

- Review progress against our Big Bets
- Review monthly operations and goals, with quarterly customer immersion
- Review the business and ecosystem

### Align and inspire across the company

- Hold all-company meetings at least twice per year
- Hold an annual leadership conference to build durable leadership capabilities
- Hold CEO visits at major regional Intuit sites, including visits to local customers
- Hold multiple director-level and vice president-and-above meetings annually to share CEO insights



# Stakeholder engagement and prioritization exercise

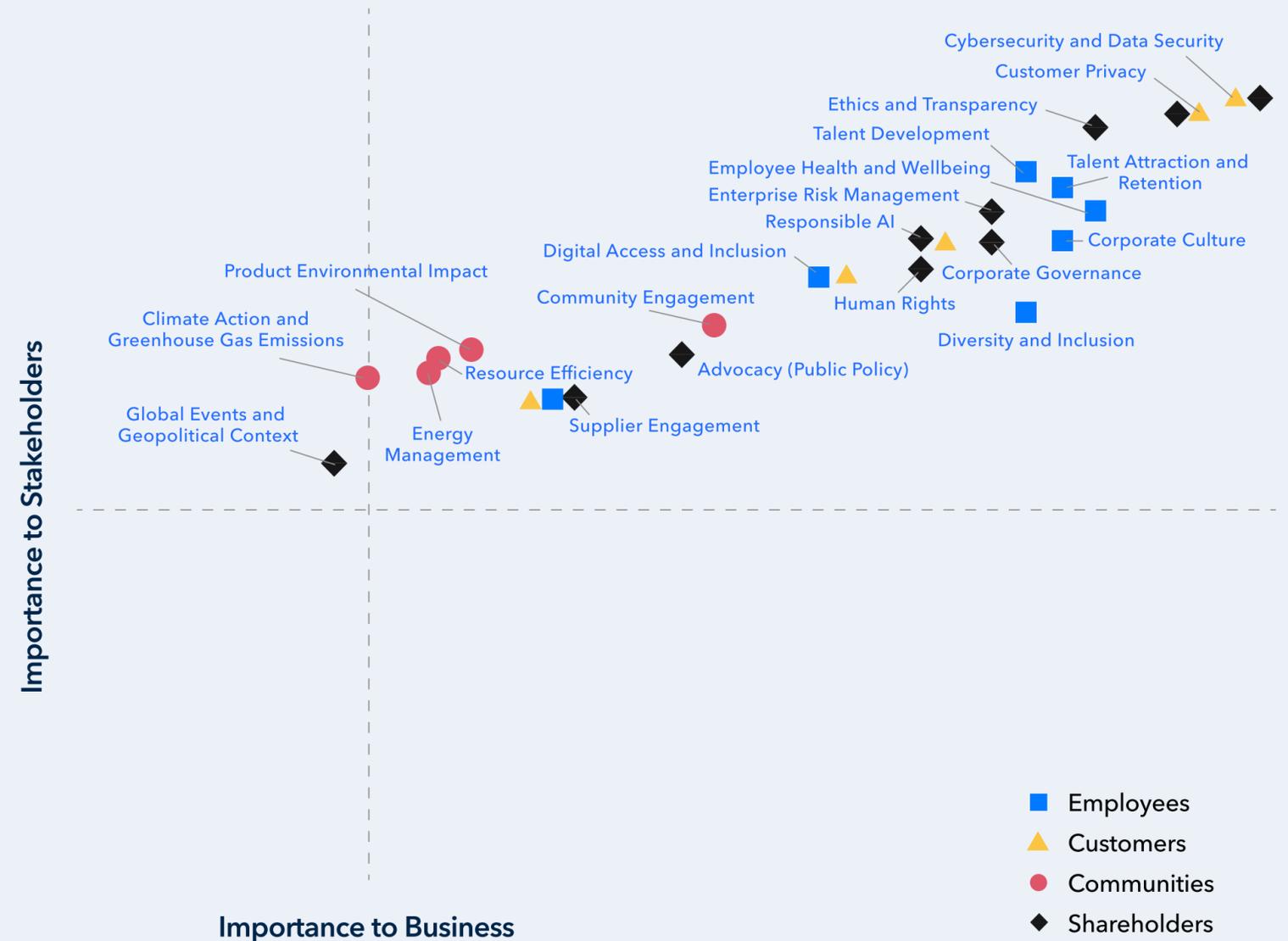
When preparing this report, we engaged stakeholders in a prioritization exercise to ensure we shared the content that mattered most to them. Our aim is to comprehensively describe the impacts we've delivered for our True North stakeholders: employees, customers, communities, and shareholders. This includes details about our plans, programs, and progress in FY24.

In FY24, we worked with a third-party partner to evaluate 21 commonly understood topics such as workforce development, supply chain, social impact, sustainability, and governance, to determine what mattered most to our key stakeholders. As part of this exercise, we surveyed more than 1,000 individuals across our investors, customers, partners, suppliers, community organizations, and Intuit employees and leaders.

To prepare this report, we also reviewed and integrated leading reporting frameworks, such as the Global Reporting Initiative (GRI), International Financial Reporting Standards (IFRS) Foundation, and Sustainability Accounting Standards Board (SASB). In addition, we considered industry best practices, benchmarking, and rating indicators such as Morgan Stanley Capital Investments (MSCI), Institutional Shareholder Services (ISS), and Sustainalytics.

## PRIORITIZATION MATRIX

Results of the FY24 prioritization exercise which identified topics most important to our stakeholders and our business



# Employees

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# 02

Our employees are one of our four True North stakeholders because they're critical to delivering for our customers, our shareholders, and the communities we serve. Our People & Places team is committed to maximizing their potential—grounded on the principle of enabling employees to be their authentic selves and do the best work of their lives.

To support this commitment, we have comprehensive strategies for talent acquisition, talent development, total rewards, engagement and listening, diversity and inclusion, and workplace experience and safety. As a purpose-driven company, our core values are deeply embedded in our people-first culture. Read more about our values [here](#).



"Our people are at the heart of our success. We believe in creating an inclusive, safe, and respectful workplace where everyone can do the best work of their lives and be empowered to make an impact, learn and grow, and feel connected."

**LAURA FENNELL**  
Executive Vice President, Chief People & Places Officer

28%

Approximate open roles filled by internal candidates

60+

University and organizational talent acquisition partners

27%

Full-time employees participating in at least one employee resource group (ERG)

# Talent acquisition

Our recruiting process begins with a cross-functional talent planning process to make sure we're clear on the skills and talent needed, and when, where, and how we hire.

As part of our hiring plan, we have a robust candidate assessment process, where we give candidates a task similar to what they'd do on the job. They present their work to a small group of assessors, who are potentially their future colleagues. Candidates are then assessed against "skills and values," a set of criteria defined by the hiring team. Assessors are encouraged to use behavioral interview questions, to avoid groupthink, and to ensure candidates have the necessary capabilities to be successful in the role. We understand this process is a big commitment and our goal is to provide candidates with feedback or next steps after interviewing.

Intuit is proud to be an equal opportunity employer. We make employment decisions without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, veteran status, disability status, pregnancy, or any other basis protected by federal, state, or local law. We don't set quotas or make employment decisions based on an individual's identity. We also consider qualified applicants regardless of criminal histories, consistent with legal requirements.

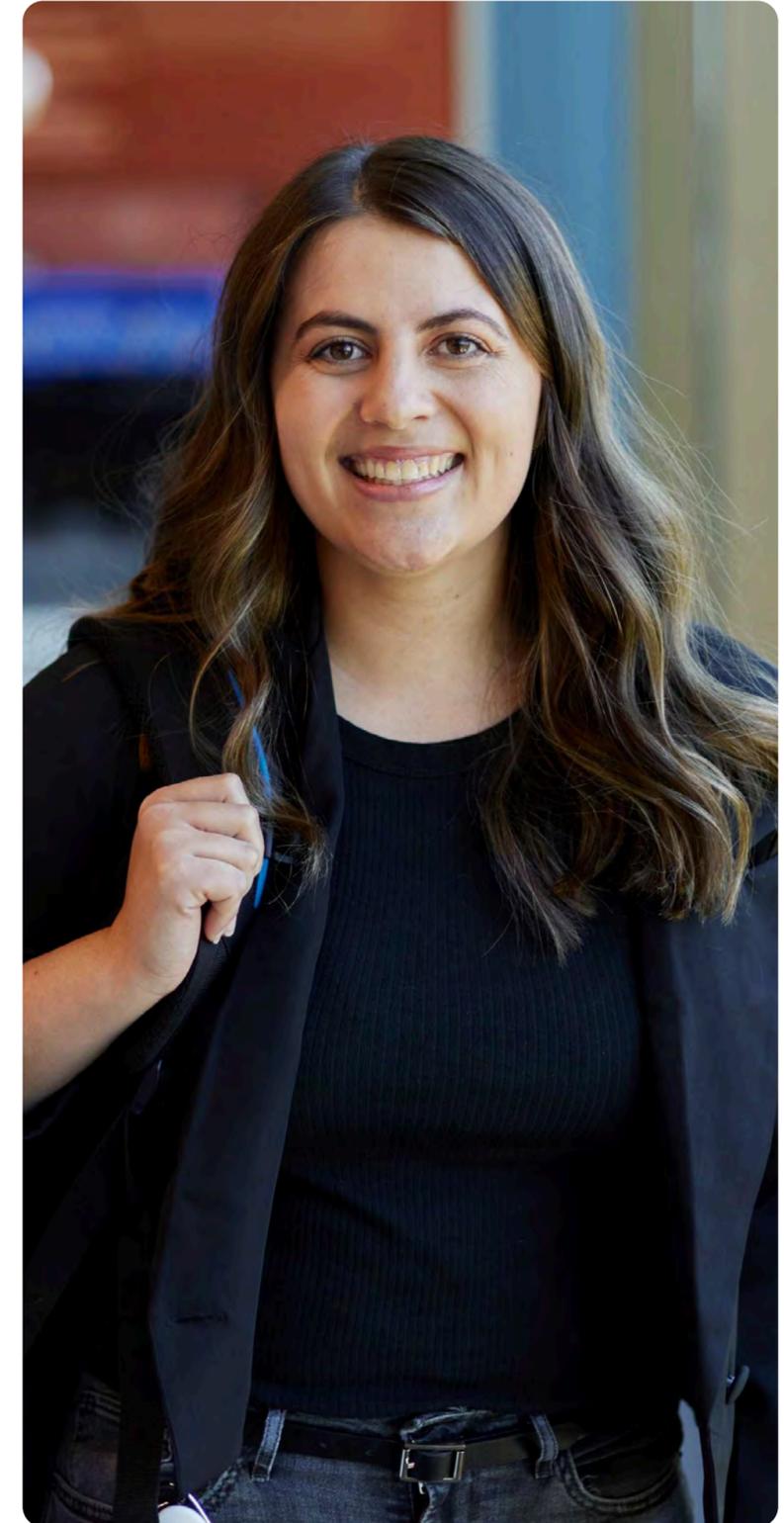
For more information, please read our [Equal Employment Opportunity \(EEO\) Policy](#). ↗

## Our inclusive approach to recruiting

We serve approximately 100 million diverse customers around the world. We believe we can only solve their toughest problems and deliver unrivaled benefits when our workforce understands and reflects our customers. To expand our reach for the best available talent, we've partnered with more than 60 organizations and universities. Through these partnerships and our ongoing investment in building our hiring capability and infrastructure, we're attracting and retaining the world's top talent from every corner of the talent pool.

### DISCLOSURE TABLE

We strive to have a workforce that reflects the customers we serve. We've highlighted some of our pipeline strategies below. View our comprehensive [Disclosure Table](#) ↗ for additional demographic information.



## Building partnerships for recruiting

To ensure we can access talent across the entire market, we prioritize building and maintaining extensive external relationships. This includes active participation and having a significant presence at prominent industry conferences and events known for attracting diverse, global audiences with varied skills and seniority. Through these engagements, we gain invaluable access to broad talent networks and candidate pools.

We also piloted new strategies to broaden executive recruiting pipelines to connect with talent near designated Intuit sites. This included hosting local executive networking events where we focused on developing relationships with local technology talent, identifying candidates for interviews and cultivating relationships to expand our executive pipeline.

**For more career information, please visit [our internships site](#) and [early-level careers site](#).**

## The future of the workforce

Intuit attracts top talent from global colleges and universities through our recruiting program. We also provide valuable work opportunities for our interns and co-ops through college-to-corporate learning and development offerings, and we drive retention by helping them make meaningful connections with others in their cohort.

- Our 10-12-week paid internships and 4+ month paid co-op experiences deliver opportunities to learn, grow, and make an impact. In addition to getting to work on meaningful projects, participants have access to senior leaders, social activities, and benefits such as relocation reimbursement and paid time off to volunteer.
- For newly graduated candidates, we offer roles that help them launch career paths in data, engineering, and many other exciting fields. During the first year of employment at Intuit, newly graduated employees have the opportunity to network and explore the beginning of their career by networking with leaders and peers within their field, receiving on-the-job learning through workshops and virtual courses, and more.

## Growing the next generation of engineers through apprenticeship

We're proud to offer the [Intuit Career Pathways Program](#), a paid 10-month software development apprenticeship designed for individuals without a four-year college degree (prior technical experience is also not



required). We support participants through carefully matched mentorship pairings with Intuit employees to help them integrate into Intuit's culture and upskill for the future. In FY24, 84% of the apprentices converted to full-time employees at the end of the program.

The program provides an alternative pathway into a career in tech and is open to anyone regardless of life experience, cultural background, or socio-economic status. For employees who converted to full-time positions at the end of the program, we launched a transition program in FY24 with mentoring and skill building to help them successfully join an engineering team.

## Helping workers return to the workforce

Our [Intuit Again returnship program](#) is a supportive pathway back into the technology workforce after a career pause. Launched in 2015, the 4-6 month program targets mid-career technologists who have taken time away from their careers for family caregiving or other personal responsibilities. It provides participants with opportunities for upskilling, career development, and mentoring designed to help them accelerate their onramp back into the technology industry. Since its inception, 68% of participants in the program have converted to full-time roles.

# Talent development and retention

We strive to create a safe and respectful environment that encourages our employees to do the best work of their lives. We do this by providing a comprehensive range of opportunities to enable them to make a positive impact, continue to learn, grow professionally, and feel connected to our culture.

We recognize that every individual's career journey is unique, and we encourage our employees to chart their own course with the guidance of their managers. We provide them with access to a wealth of resources and tools to help them expand their knowledge, build new skills, and excel in their roles. This approach contributes to our success in serving our customers while helping our employees achieve their individual professional development and other career goals.

## Investing in leaders and growing capable people managers

Success begins with investment in our leaders, so we've incorporated our Intuit Leadership Playbook into all talent processes. This playbook guides executives in three key pillars: leading with a clear vision, building a high-performance culture, and driving winning results. We invest in developing our executive leadership at every stage, including executive onboarding, to accelerate new leaders' impact and help ensure their success from day one.

Our leaders also have access to our High-Performing Organization Dashboard, which helps them quickly understand their organization's current talent strengths and opportunities in areas like attrition, performance, hybrid work, and internal mobility.

Our managers play a critical role in inspiring, growing, and engaging our employees. To help



them be effective managers, we clearly articulate foundational expectations of them, including setting goals, providing feedback, prioritizing work, and removing barriers for employees to move with velocity and deliver for our customers.

We offer training at key moments throughout the year to increase the capability of our managers, and also provide them "always-on" tools and resources in the Leadership Learning Home portal on our intranet. The content is updated regularly to address what's most relevant and important to our managers to effectively lead.

## Fueling career growth for all employees

We expect all managers to help employees meet their career goals through ongoing career conversations. We also encourage employees to take ownership of their career growth by exploring what interests them and improving skills that help them advance toward their career aspirations. Our career development programs

help employees develop their career plans and achieve their goals, including a program dedicated to employees considering moving into a people management role.

We understand that every employee's career journey is unique—there's no one-size-fits-all approach. To fuel career growth at Intuit, we focus on three key areas:

- **Internal mobility:** Our biggest opportunity for career growth is through internal mobility. Employees can expand their skill sets, take on new responsibilities, and gain new experiences by moving laterally into new roles or taking on stretch assignments or rotational opportunities. Nearly 28% of open roles at Intuit are filled by internal candidates.
- **Craft skills:** We also help employees build their craft skills, which are the unique capabilities they need to drive business outcomes, customer experiences, and career growth. We encourage employees to acquire and develop these skills through deep learning in their current role and exploring potential roles in other areas.
- **Promotions:** Our promotions process is designed to be fair, consistent, and objective, ensuring transparency in how decisions are made. Employees can achieve promotions by demonstrating the skills, capabilities, and readiness for greater responsibility and impact. Internal mobility and deep learning in craft skills set the foundation for career growth that prepares employees for promotion opportunities.

## Continuous learning

We're committed to promoting a culture of continuous learning for our employees. We use Degreed, a learning experience platform that's available to all our full-time employees and eligible contingent workers. This platform is part of our suite of modern learning technologies designed to provide a personalized and engaging learning experience.

By using the Degreed platform, employees can:

- Find and engage in learning content that's most relevant to them
- Receive learning recommendations based on what they're interested in
- Earn credit for the learning they do every day
- Track their progress as they grow

For education not covered in our online programs, we offer tuition assistance for career-related courses, including those required for relevant degree or certificate degree programs that support professional growth within the company. Full-time employees can be reimbursed up to the maximum allowed per country.

## Mentorship for everyone

We leverage our ERGs to ensure we are providing mentorship opportunities to everyone. Our approach is inclusive, holistic and flexible, allowing everyone to explore programs aligned to their goals, aspirations, and expertise. The program, which lasts for a minimum of six months (virtually or in person), supports shared understanding and career growth, and builds meaningful relationships. In FY24, more than 320 mentors and mentees within our ERG community participated in a mentorship program.

320

Mentors and mentees participated in our FY24 mentorship program



# Total rewards

To attract and retain top talent, we provide comprehensive benefits, compensation, and recognition programs.

## Benefits

Intuit employees and their families have access to industry-leading benefits, including resources that protect and enhance their health, tools that help secure their financial future, and programs that offer peace of mind when it matters most. Additional information is available on our benefits site [here](#).

**\$1,300**

Annual Well-Being for Life reimbursement

- Overall, our benefits programs and services holistically address the physical health, well-being, income protection, mental health, and family care needs of employees and their family members.
- From medical, dental, and vision insurance to mental health coaching and counseling, we care about maintaining the overall health of our employees.
- The financial benefits we offer help our employees save for retirement, buy Intuit stock at a reduced price through an employee stock purchase plan, receive tuition assistance, get free financial counseling, and access other personal finance benefits.
- We also offer support for family and life outside of Intuit, like back-up child and elder care, wellness and fitness programs, and family formation and fertility benefits.

One of our most popular benefits is our annual Well-Being for Life reimbursement: \$1,300 for US employees and the equivalent in other countries. Employees can be reimbursed for any expenses that support their physical, emotional, or financial well-being, as well as any expenses that support their family's needs. This includes gym

memberships, exercise equipment, fitness classes, sleep programs, massage, psychotherapy, meditation, nannies, tutors, financial planning services, and more.

## Compensation

At Intuit, we're committed to offering a competitive compensation package that not only rewards our employees, but also encourages a sense of ownership and accomplishment. Our package includes a market-competitive base salary with opportunities for annual increases based on performance. We also offer bonuses based on individual and company performance.

We encourage employees to nurture a shareholder mindset. Eligible employees can become shareholders through annual stock grants and can purchase Intuit stock at a discount.

## Transparency through fair pay

We have a strong culture of transparency, which includes our ongoing focus on fair pay. Our goal is to provide fair pay to all our employees by eliminating unexplainable differences, including among genders and race/ethnicities. FY24 marked our eighth year working with an independent, outside company to look for and address unexplained, statistically significant differences in employee pay globally. As of August 1, 2024, after making these adjustments, none of our identified roles had statistically significant differences in pay between employees

of different genders globally or race/ethnicities in the US. At the end of each fiscal year, we also share the results with employees to maintain the transparency our employees expect.

## Employee recognition programs

We recognize that our employees are the fuel that drives our success. That's why we have mechanisms to reward their contributions and achievements through our recognition programs. One popular recognition program, Spotlight, provides immediate feedback. Employees and managers acknowledge individual contributions to the company with a consistent and centralized process that offers both monetary and non-monetary rewards in alignment with Intuit's core values. Spotlight awards recognize employees for prioritizing and embodying our shared values. Its impact is significant, emphasizing that exceptional performance, innovation, and service dedication are at the heart of Intuit's culture.

# Mental health



Intuit is committed to providing mental health resources for our employees. Every employee and their family have access to free mental health and wellbeing benefits, including counseling, coaching, and enhanced mental health care for teens. We continue to enhance our free wellbeing benefits, and will soon offer expanded mental health treatment, evidence-based care, and support for overall wellbeing and chronic mental health conditions.

To ensure support for our employees, we provide all employees free access to a convenient, confidential, and personalized mental wellbeing third party platform. Every employee also has free access to a platform that supports their physical wellbeing, and free self-paced apps to support their day-to-day wellness. We've incorporated mental health coverage into our medical health plans, even in countries where this isn't standard practice. In addition to the rich benefits described above, Intuit employees also have access to training, internal mobility programs, supportive leave policies, and generous "recharge days" that apply to the entire company (in addition to holidays and PTO), all of which contribute to our employees' mental health.

To further support the wellbeing of our employees and their families, we have a role on our Intuit's Benefits team focused on mental health and wellbeing. To build awareness, we ran several large campaigns in FY24 that celebrated mental health, including a "get to know your benefits" campaign and incentive rewards to engage with our mental health and wellbeing benefits. We also recognized Mental Health Awareness Month in May and World Mental Health Day in October, and regularly communicate about wellbeing and mental health in our benefits communications.

# Engagement and listening

At Intuit, empowering the world's top talent to do the best work of their lives is one of our True North Goals for employees. To measure how we're doing, we get feedback from employees through Pulse, our employee engagement survey.

Our Pulse survey gives employees an opportunity to provide feedback on their level of engagement, work experiences, and observations about the company. In our November 2023 survey, we had an overall engagement score of 82<sup>3</sup>. Our primary benchmark item, "Recommend Intuit as a great place to work," scored 83<sup>3</sup>, which is in the top 10% of our industry.

With questions on company pride, equal opportunity, bold innovation, manager feedback, and more, the Pulse survey helps us understand strengths and areas of opportunity that require our ongoing focus. We conduct Pulse surveys 1-2 times per year. This cadence enables managers to receive consistent feedback, while providing sufficient time to implement meaningful action plans to address the feedback. Responses are voluntary and kept confidential through the use of a third-party service that manages our survey data.

## Grounding employees in our strategy

We believe the key to leading successful teams is making sure all employees fully understand Intuit's strategy. Equally important is understanding how their work plays a role in executing that strategy. We've instituted an operating rhythm to ensure leaders are deeply engaged with our strategy and that they have the tools necessary to cascade that vision to their teams.

The job of communicating our strategy begins with our CEO, Sasan Goodarzi. One of the most impactful mechanisms he uses to communicate with employees is the State of the Company (SOC). These events provide all employees with the latest information on the progress we're making against our strategy. Sasan also visits our largest sites annually to reinforce our strategy and culture.

Intuit has other operating mechanisms to ensure leaders are aligned with our strategy. For example, we host the Intuit Leadership Conference for those at the vice president level and above. The annual event is an opportunity for leaders to dive deeper into Intuit's strategy. They learn how it fits into the current business landscape, and they build the leadership capabilities needed to effectively execute the strategy.

Another key operating mechanism is the One Intuit Forum, a meeting held in months without an SOC, hosted by the CEO for employees at the director level and above. The goal of the meeting is to provide transparency for all Intuit leaders on how the company is performing against our strategy at a more granular level. We also ask them to cascade this information to their teams.



CEO Sasan Goodarzi speaking at our State of the Company event.

<sup>3</sup> Maximum score is 100.

# Stronger together

At Intuit, our Stronger Together value is foundational to our culture. It guides our behavior and interactions in everything we do and how we treat one another. Stronger Together means we champion an inclusive and respectful workplace, and we thrive on diverse voices to challenge and inform decisions.

## Employee networks: the heart of our inclusive culture

Intuit's 15 ERGs help lay the foundation for a culture of inclusion. ERGs build understanding for our employees around the world who have a broad range of life experiences, which positively impacts our culture. ERGs are employee-driven, volunteer-led groups and are open to all employees who choose to join. 27% of our global workforce are members of at least one ERG. In FY24, we added a new ERG, a faith-based council, and new chapters in Atlanta and New York.



**JAMES LODUCA**

Vice President,  
Global Diversity & Inclusion

"Diversity and inclusion fosters an environment where our employees can bring their authentic selves, do the best work of their lives, and fuel innovation. This leads to better solutions for our customers and ultimately helps us in powering prosperity for all. Our Stronger Together value isn't just something we live, it's who we are and is part of Intuit's DNA."

Our ERGs include:

- Intuit Abilities Network
- Intuit African Ancestry Network
- Intuit Arab Network (regional-Israel)
- Intuit Asia Pacific Network
- Intuit Christian Network
- Intuit Indian Network
- Intuit Indigenous Peoples Network
- Intuit Jewish Network
- Intuit Latinos Network
- Intuit Military Network
- Intuit Muslim Awareness Network
- Intuit Next Generation Network
- Intuit Pride Network
- Intuit Silver Network
- Intuit Women's Network

We're proud of our ERGs' commitment to providing supportive environments for their members and allies, and for all employees. We're also proud of our recent awards that were driven by the efforts of our ERGs (listed among other recognitions [here](#)).

## New: Interfaith Council in support of ERGs

In FY24, Intuit launched the Interfaith Council to provide more opportunities for connection across religions, including our Intuit Christian Network, Intuit Muslim Awareness Network, and our new Intuit Jewish Network. The council provides support for the leaders of these faith-based ERGs and offers a space for other worldview-based groups to work in support of Intuit's Stronger Together value. The council strengthens interfaith communication and collaboration within the organization. It also plays a role in driving interfaith awareness by offering faith-based ERG-led educational opportunities and resources.

## New employee resource group: Intuit Jewish Network

Our Jewish employees and their allies across the company wanted to connect more formally, so they recently established the Intuit Jewish Network. Because of our existing faith-based ERGs and our new Interfaith Council, volunteers were able to quickly launch this new group.

# ERGs spearhead flagship events and engagement activities

In our spirit of inclusion, we're proud to feature stories and employee voices about events that have fostered awareness and understanding, each of which are employee led, volunteer driven, and open to all.



## Employees rally to celebrate and drive innovation during Black History Month

Each year, a cross-functional team of employees across Intuit leads a dynamic, integrated campaign to honor Black History Month by celebrating Black-owned businesses and their creativity and innovation. Featuring initiatives like fireside chats, influencer activations, and in-depth data studies, it's a special month focused on bridging gaps in access to resources and mentorship that have historically hindered Black entrepreneurs. The campaign theme for 2024, "Black Creators and Innovators," highlighted success stories and provided actionable insights to help business owners cultivate prosperity. In a fireside chat, our guest speaker, Tyler Perry—actor, filmmaker, and playwright—gave his firsthand advice to QuickBooks and Mailchimp customers, inspiring them to grow their businesses in an evolving landscape.



**TAYLOR THOMPSON**  
Staff Program Manager,  
Global Business Services

"Being part of a company that takes deliberate steps to celebrate and support Black creators and innovators is incredibly inspiring. These initiatives aren't just about words—they're about action and lasting impact."

## Accessibility Team and Abilities Network partner to support employees

Intuit's Accessibility Team and Abilities Network continued their multi-year tradition of hosting regular "Lunch & Learns" to better understand disability inclusion in the workplace. The meetings have created an open dialogue about a range of disability topics that impact our employees and their families, including workshops on the basics of accessibility. The gatherings have become a place where colleagues can choose to bring their own topics, request expert points of view, and share personal journeys on issues ranging from sobriety to an autism diagnosis to a physical disability due to illness. They've also been a catalyst for additional community building and new groups.



**SONYA M. SESSOMS**  
Manager,  
QuickBooks Live

"The Accessibility Lunch and Learn meetings provide a wealth of information and resources on a wide range of topics, making me feel supported and informed as an employee. We hear from both Intuit employees and external experts who bring unique perspectives and insights, adding another layer of richness to the learning experience."

## Indigenous employees connect with their culture, STEM opportunity

The American Indian Science and Engineering Society (AISES) National Conference stands as a strong example of how inclusivity and professional development intersect to foster meaningful experiences for Indigenous professionals in STEM fields. Intuit proudly supports this premier event, open to anyone who shares AISES' passion for science, technology, engineering, and math. In 2024, employees and ERG leaders attended the conference alongside Indigenous high school and college students, educators, professionals, tribal nations and tribal enterprises, universities, corporations, and government agencies from across the US and Canada.



**ASHLEY MCINTOSH**  
Partner Development Sales  
Specialist and Intuit Indigenous  
Peoples Network local site leader

"It means so much to me to be part of a company that not only values my professional contributions but also celebrates my heritage by sponsoring opportunities like this. The support I felt throughout this experience reinforces my pride in being part of a team that embraces diversity and invests in Indigenous talent."

## Recognizing military members, veterans, service members, and families

During May, Intuit's Military Network (IMN) successfully engaged participants across Intuit sites in recognition of Military Appreciation Month. The IMN fostered connections among military members, veterans, service members, and their families within the company. Highlights included senior leaders sharing valuable insights from their military service, as well as "Camo Days," where Intuit employees with a connection to the military showed their support and shared their stories by wearing attire related to their military background. The IMN also proudly showcased veteran-led businesses. Additionally, the IMN hosted impactful sessions focused on mental health awareness in collaboration with the Asia Pacific Network and Abilities Network ERGs, and a leadership series in partnership with the African Ancestry ERG, designed to empower service members and the broader Intuit community.



**MEGAN KEIFER**  
QuickBooks Live Manager

"Intuit's support for the Military Network has allowed me to connect with colleagues who understand my unique experiences as a military family member, fostering a strong sense of community and shared purpose."

# Places—building a workplace for a hybrid world

At Intuit, we're reimagining work by accelerating our hybrid work model, which is increasingly core to our culture. We're investing in who we hire and where we grow. We're also creating workspaces that foster our culture of connectedness and belonging. Our hybrid work model empowers teams to balance flexibility with the benefits of in-person interactions across our sites.



**MICHAEL MEROLA**  
Vice President,  
People & Places

"We've taken a highly intentional approach to our hybrid way of working. By building co-located teams and focusing on team-based days in office, our hybrid expectation isn't simply a requirement, but rather a way of working that allows us to genuinely leverage the benefits of in-person collaboration with the flexibility of days at home."

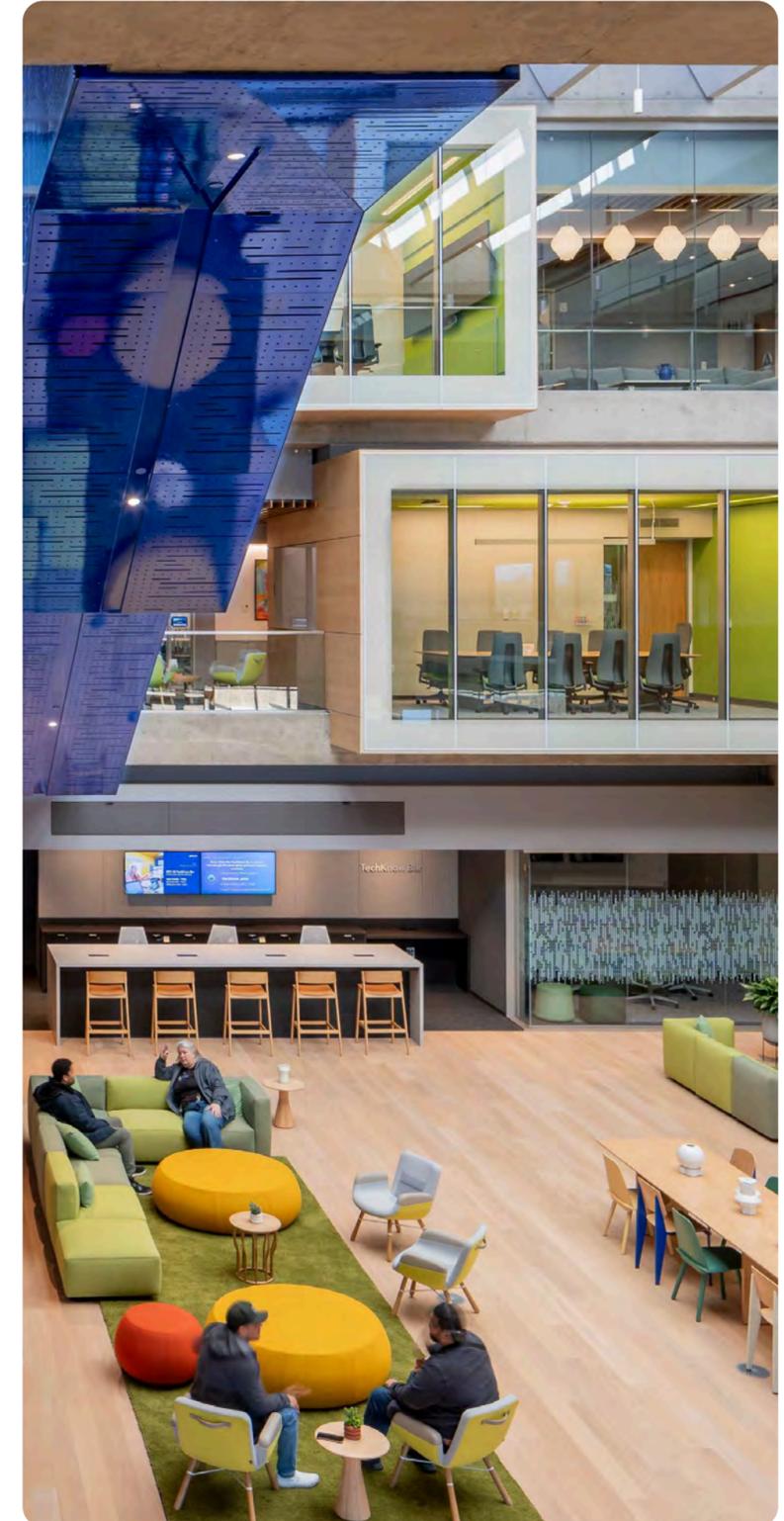
Our workspaces and technology have evolved to support this new way of working, allowing employees to seamlessly collaborate with both onsite and virtual team members. This includes

equipping our meeting rooms with the latest audio-visual collaboration technology to promote collaboration between remote and onsite employees, and designing flexible workplaces and working "neighborhoods" that encourage in-person collaboration and can flex to meet our busier days.

We've implemented the key ingredients that create an optimized team neighborhood, including:

- Reservable, ergonomic flex desks with enhanced technology for heads-down work and side-by-side collaboration
- Drop-in spaces for focused heads-down work and private, virtual calls
- Open social collaboration areas for casual connections
- Closed conference rooms for hybrid and in-person collaboration and meetings
- Storage lockers for overnight storage of personal belongings and peripherals
- Solutions for team personalization and identity

In FY24, we opened three new buildings in Mountain View, Atlanta, and New York City, all fully optimized for hybrid work. Information on campus sustainability is available [here](#).

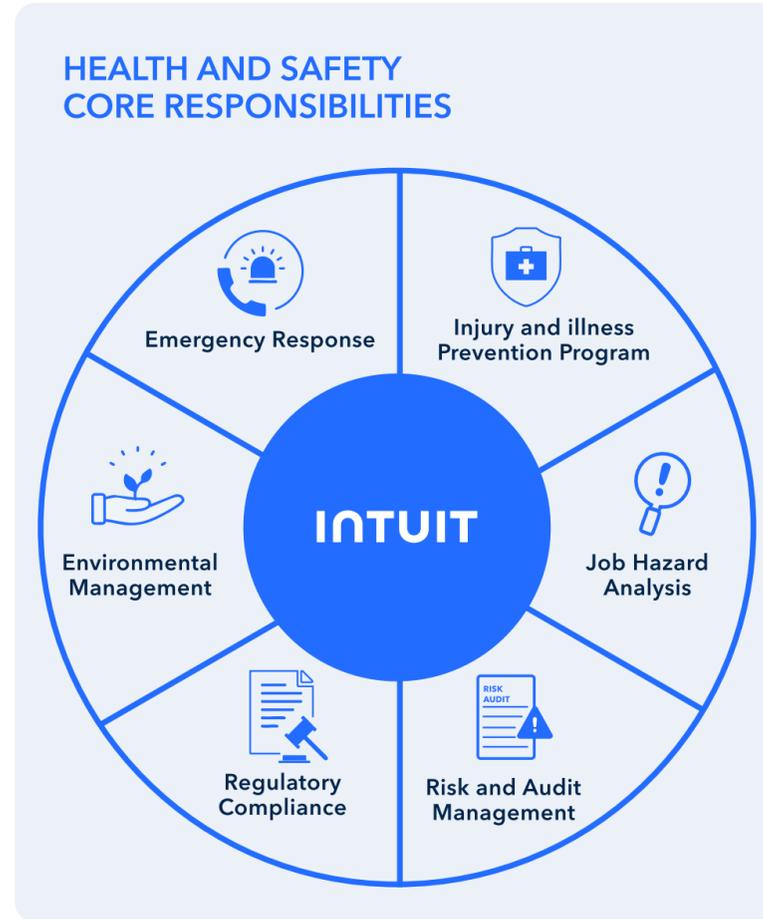


## Prioritizing environmental health and safety

Our Global Safety and Security team promotes and maintains a safe and healthy environment for all employees, visitors, and suppliers across all sites.

The team's strategic goals and objectives include the following:

- **Safety culture:** Foster a healthy and safe workplace culture by engaging workers at all levels.
- **Preventing injuries and illnesses:** Prevent, identify, and resolve unsafe conditions to prevent injuries and illnesses across all sites.
- **Regulatory compliance:** Provide a pathway for compliance with regulatory requirements globally.
- **Learning and continuous improvement:** Promote training, development, and continuous improvement for our Emergency Response Team members.
- **Environmental compliance:** Protect the environment by reducing and controlling the use of toxic and hazardous substances on our campuses.



### Core roles and responsibilities

To execute these goals and objectives, the team is organized around six core areas of responsibility. Clear roles and responsibilities enable each team member to focus on their core area, while being able to understand the big picture. It also helps employees understand how their workplace health and safety is being addressed.



# Customers

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03

The work we do starts with our mission of powering prosperity around the world. And we deliver on that mission by working to solve the most important financial challenges of the approximately 100 million global customers we serve. Our work begins with listening to our customers so we can understand both their dreams and the challenges they face. We then measure success by the most important metric: how much we've improved their financial lives.



"Delivering for our customers means focusing on what matters most to them. That's why, from the very beginning, we've always put them at the center of everything we do. We fall in love with their problems, never our solutions. That's what drives us every day to find innovative ways to solve their most important financial problems."

**GREG JOHNSON**  
Executive Vice President, Chief Commercial Officer and  
Global Business Solutions Group Chief Revenue Officer

100M

Approximate customers worldwide

12,000

AI-powered human experts available  
for customer support

\$360M

Direct and indirect spend  
with small business suppliers

# AI-driven platform delights customers and enables prosperity

Across our platform, we use the power of data and AI to deliver three core benefits to our customers: helping put more money in their pockets, saving them time by eliminating work, and ensuring they have complete confidence in every financial decision they make.

Intuit harnesses an unparalleled data set, AI capabilities, and human intelligence to fuel experiences across TurboTax, Credit Karma, QuickBooks, and Mailchimp. When Intuit's data, AI, and human experts come together, the Intuit platform levels the playing field for consumers and businesses. Intuit automates tasks, end-to-end

workflows, and entire business functions, connecting customers to one of more than 12,000 AI-powered human experts for the last mile or to complete all the work. Our done-for-you experiences are unmatched and bring the power of AI and human expertise together to help consumers and businesses prosper in ways that haven't been possible until now.

## Fueling consumers' success

Intuit's consumer platform helps customers make smart money decisions and improve their financial health year-round with the power of TurboTax and Credit Karma. TurboTax, the #1 best-selling tax software, takes the complexity out of the tax code, helping people get their taxes done with confidence—whether they do it themselves or with the help of an AI-powered human expert. Credit Karma, a top-rated comprehensive financial platform, helps members find the right financial

products and make smarter money decisions at tax time and beyond to reach their financial goals.

With approximately 100M customers, Intuit is focused on delivering for a wide range of consumers and businesses. We offer free federal and state tax filing with TurboTax Free Edition, helping millions of Americans file simple taxes for free. Since 2014, Intuit has helped more than 130 million taxpayers file their taxes completely free of charge. This offer is for simple federal and state returns (Simple Form 1040 only, with limited schedules), covering approximately 37% of filers. We also offer free federal and state tax preparation to active duty and reservists of an enlisted rank (E-1 through E-9) with a W-2 from DFAS.

Additionally, Spanish-speaking tax filers using TurboTax have access to a comprehensive Spanish-language filing experience across all states. This includes the TurboTax Online and Live Assisted products, with Spanish help content and explanations, as well as the onboarding experience for our Full Service product. Using Intuit's AI and generative AI capabilities, multiple TurboTax products offer on-the-fly Spanish translations, including on mobile and desktop.

## Helping businesses thrive

Intuit's connected business platform helps customers run and grow their business with the power of QuickBooks and Mailchimp. QuickBooks is the world's leading financial technology platform for small and mid-market businesses.

From starting up to scaling up, our ecosystem of products and services are at the center of small and mid-market business growth: accounting, payroll, payments, bill pay, capital, and marketing through Mailchimp. Mailchimp is the #1 email marketing and automation platform<sup>4</sup> that provides an all-in-one marketing solution that empowers customers to start and grow their businesses. Intuit Enterprise Suite is an AI-powered mid-market business solution that brings together financial, payroll, HR, marketing, and cash flow tools in one place to enhance productivity and profitability for more complex and multi-entity businesses as they grow.

130M

Number of taxpayers Intuit has helped file free of charge since 2014

<sup>4</sup> Mailchimp is the #1 email marketing and automation platform based on December 2023 publicly available data on competitors' number of customers

## AI powers done-for-you customer experiences

Intuit uses AI to help solve our customers' most pressing problems and help them make insightful financial decisions. With AI, we create done-for-you experiences that automate and personalize to help put more money in their pocket with less work, while giving them confidence in their actions and decisions. We've been leveraging AI for more than a decade, and it's core to our financial technology platform as we help power prosperity around the world.

Our responsible AI principles guide how we operate and scale our AI-driven expert platform.

### Principle 1: powering prosperity

We develop and deploy AI to power prosperity around the world for consumers, small businesses, and self-employed individuals. We provide you access to credit and capital, help you get paid faster, and offer personalized insights for you to make better financial decisions.

### Principle 2: enhancing human talent

We build AI that works hand-in-hand with people to help them do their jobs better. Much of our AI functions as decision support systems, helping both our customers and financial experts make insightful financial decisions. We also use AI to remove drudgery by automating repetitive tasks so customers can focus on the work they love and be more productive.

### Principle 3: 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. As AI becomes increasingly intertwined with our daily lives, we recognize its potential to cause unintended or harmful impacts. Through our internal governance, we'll strive to address those impacts in the experiences we deliver using our AI. We'll also work with third-party organizations across industry, policy, and academia to help address these difficult issues.

### Principle 4: accountability

We follow a thoughtful approach to ensure the responsible use of our AI. We operationalize our AI principles through a governance model designed to identify risk and prevent potential identified harms. Our multidisciplinary approach to governance includes internal review, executive-level oversight through our AI Governance Committee, employee training, and channels for stakeholder feedback.

### Principle 5: transparency

We strive for the right level of transparency and explainability in our AI. When making this determination, we take into account the intended use of our AI and the impact to our customers. In some cases, we provide an explanation of factors that go into our AI decisions within the product experience.

### Principle 6: privacy and security

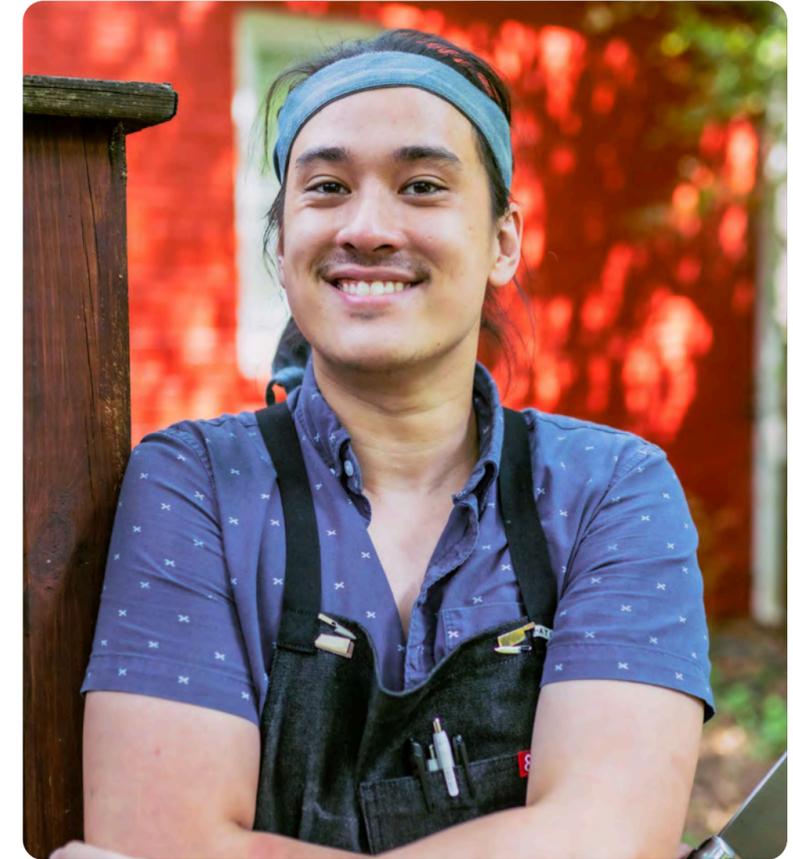
Our commitment to privacy and security extends to our AI systems. Our AI systems use data to create meaningful financial insights and predictions, while protecting the privacy and security of your data.

For more about our Responsible AI program and governance, [click here](#).

## We protect our customers' 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 don't 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.

We're transparent about our data practices, and we process personal data in alignment with our [Global Privacy Statement](#) and applicable law. Customers can learn more about our program and their privacy choices at [Intuit's Privacy and Security Center](#).

# Supporting small businesses

## “IDEAS” uplifting local small businesses

In June 2023, we announced the Intuit IDEAS program. IDEAS stands for Invest, Develop, Empower, Accelerate, and Scale. In partnership with the Los Angeles Urban League, the year-long program aimed to improve efficiency, earnings, and capital readiness for participating businesses. The initial pilot concluded in late August 2024 and provided 26 small businesses in Los Angeles a range of support, including:

- Access to Intuit’s AI-driven expert platform and human expertise
- Access to business coaching and counseling
- Individual \$10,000 grants at the end of the 12-month program to accelerate, scale, and grow their businesses
- Introductory sustainability education to help participants reduce their impact on the planet while saving money and resources

Participating businesses cited positive outcomes from the program, resulting in an average revenue increase of 23% and an average savings of more than 16.5 hours per month because of the efficiencies powered by Intuit. Because of the pilot’s success, we expanded the Intuit IDEAS program in FY25 to include 100 small businesses from Los Angeles, Atlanta, and Philadelphia.



**EMILIO VASQUEZ**  
Coffee Cart Boyz,  
pilot participant

“I don’t usually get the help I need, so to have the support of Intuit and the LA Urban League, Inglewood Mayor Butts, and the Governor’s Office –it’s overwhelming.”

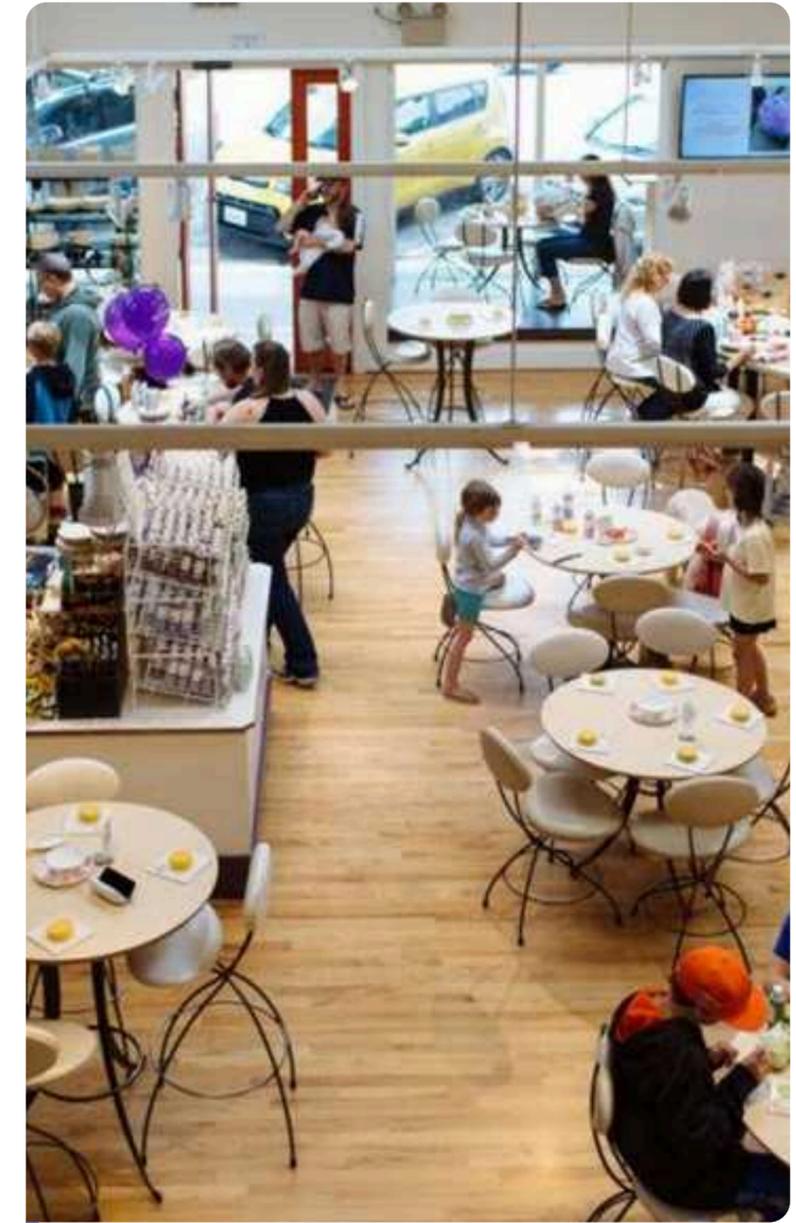
## ICIC partnership brings AI literacy to small businesses

In partnership with Initiative for a Competitive Inner City (ICIC), Intuit sponsored the Building for Growth program. The program supported about 200 small and mid-market business owners looking to accelerate their growth in the construction trade through an 18-week business accelerator program. In 2024, Intuit evolved its partnership with ICIC to focus on AI literacy and research on the barriers and opportunities for small businesses wanting to use AI in their businesses. In FY25, Intuit announced the “Intuit More with AI” roadshow and durable programming that will bring AI education and workshops to underserved small businesses across the US in 2025 and beyond.

## Partnering with sustainability network to provide grants

We strive to help small businesses run more efficiently, saving time and money. Part of this effort includes our partnership with the California Green Business Network, which provides mini-grants of \$1,000 to small businesses across California for efficiency upgrades. In FY24, 61 participating businesses used their grants for projects such as energy efficiency upgrades, waste reduction initiatives, and sustainable transportation solutions. The program aims to promote sustainability while also benefiting businesses through cost savings and increased efficiency. Participating small businesses saved an average of \$1,140 in

operating expenses annually following the upgrades. Because of the pilot’s success in FY24, the program is being scaled to Arizona, Illinois, Nevada, and Oregon for even greater impact in FY25.



Mini-grant recipient Petroglyph Inc.’s ceramic lounge, located in Santa Cruz, CA.

## Partnering to break barriers for woman-owned small businesses

On International Women’s Day in 2024, Intuit and Cherie Blair Foundation for Women released a report exploring the challenges and opportunities women entrepreneurs face. Based on a survey of more than 1,100 female business owners in 81 low- and middle-income countries, the report identified barriers some women entrepreneurs have historically faced in accessing and using technology to grow their businesses. Intuit will continue to support this important research, and we look forward to sharing more findings in FY25.

## Small Business Success Month

In May 2024, we recognized the vital role small businesses play through our fourth annual Small Business Success Month. Throughout the month, Intuit QuickBooks and Mailchimp offered educational resources to help the small business community succeed and celebrated their success around the country. Employees played a big part in these efforts. Here are some highlights:

- Our Small Business Success Month hub on the QuickBooks Blog offered resources and insights to help small businesses chart their path to success, including studies on measuring success and navigating mental health, business success stories, and tools to help businesses launch and thrive.

- On our Small Business Hero Day, we selected three businesses to each receive \$20,000 to help support their continued success. Employees participated in the process by nominating their favorite local business for consideration.
- We launched our new QuickBooks Grant Program, focused on supporting small business owners across the US with funding and mentorship. Through this program, 19 small business owners received \$10,000 each, along with business mentorship resources and coaching to power their success.
- Small Business Advocacy: Intuit Small Business Council members and Intuit executives traveled to Washington, D.C. to engage policymakers on the development of responsible AI policies to help small businesses grow and compete in today’s economy. Read more about the Small Business Council [here](#).

## ERG supports women-owned small businesses

In FY24, our Intuit Women’s Network (IWN) ERG helped women-owned businesses by inviting nominated organizations to local campuses and online events. Intuit purchased products from these businesses to give to employees at events held during Women’s History Month and International Women’s Day, which also exposed employees to their products. IWN also raised charitable donations to support a variety of financial literacy causes serving women.



Intuit QuickBooks and Mailchimp surprised Northern Virginia-based small business Elite Formation Studio of Dance with \$20,000 as part of the annual Small Business Hero Day.

# Supplier engagement

Intuit is committed to expanding its value chain to reflect the diverse landscape of our customer base. We're also dedicated to helping our suppliers deepen their commitment to fostering stronger, more collaborative partnerships. In FY24, 62% of our suppliers were also our valued customers, emphasizing the important responsibility we have to power the prosperity of all small businesses.

## Driving economic impact by investing in small business suppliers

Bringing small business suppliers into our value chain better reflects the customers we serve and helps to create a more inclusive corporate environment. Underscoring this belief, we spent \$360M with small business suppliers in FY24. This is having a ripple effect across the communities these businesses are in, resulting in an overall economic impact of \$530.7M for US small business suppliers, and \$1.5B in economic impact over the past three years.

62%

Percentage of suppliers who were also our valued customers in FY24

\$360M

Spent with small business suppliers



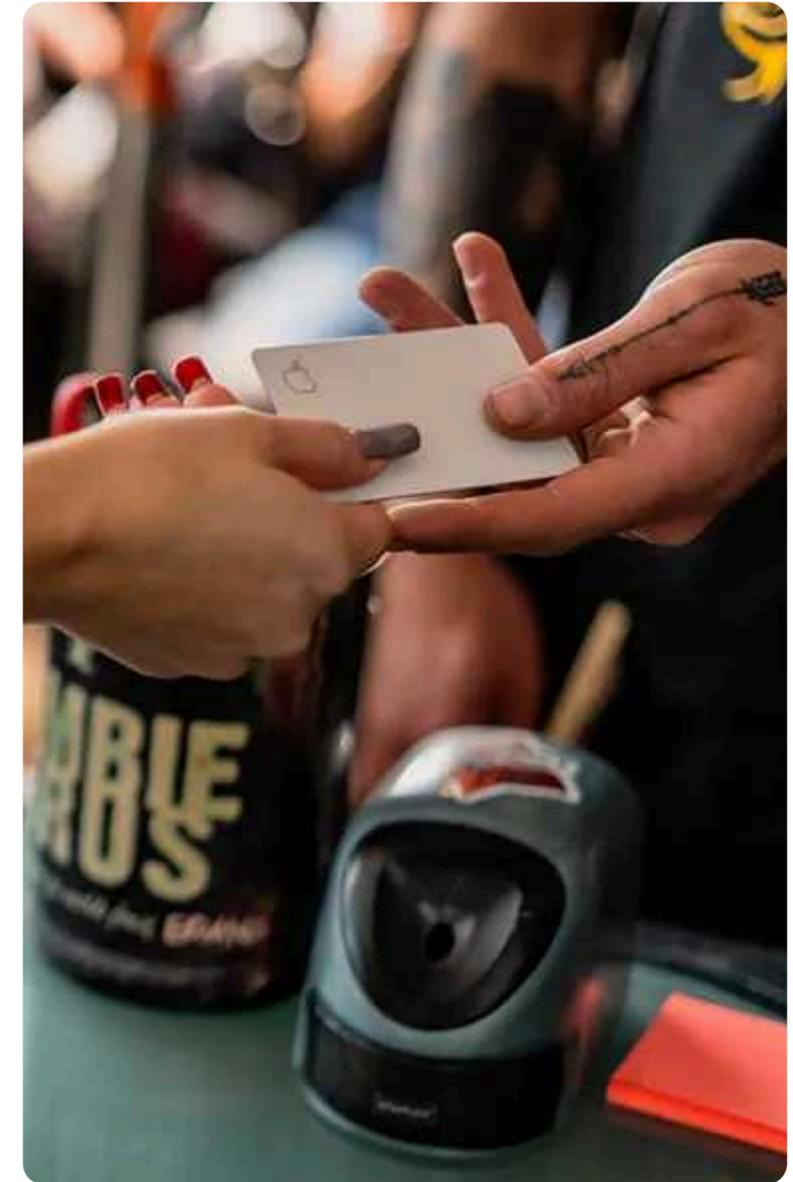
**EMMA CHONTOS**  
Chief Procurement Officer

"Our suppliers face similar financial challenges associated with access to capital as our customers, which is why we're dedicated to supporting and fostering their growth through our prompt payment terms. This isn't just a policy—it's our commitment to fuel the prosperity of our small businesses."

## Improving suppliers' access to capital

At Intuit, we remain focused on solving our suppliers' most significant pain point: access to capital. In FY24, we expanded accelerated payment terms, also known as prompt pay terms, beyond US small businesses to also include our UK and Canada markets. We've worked hard to maintain prompt pay and are proud that it continues to be among the fastest in the industry.

Because of our steadfast commitment to supporting small business sellers through Amazon's purchasing platform, Intuit was awarded the Amazon Business Customer Supplier Diversity Award and shortlisted for the World50 I&D Impact Award. To amplify this further, we developed a Small Business Prompt Pay Playbook to help like-minded organizations with the insights, practical tips, and actionable steps companies can take to implement prompt pay terms. We deployed this playbook in early



FY25 and worked with organizations such as Procurement50, the United States Chamber of Commerce, and others to champion prompt pay and increase its impact. This commitment isn't just a playbook—it's a promise to fuel prosperity, support small businesses, and honor their crucial role as the backbone of our economy.

# Communities

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04

Intuit helps solve our customers' most important financial problems. 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. Our commitment to corporate responsibility is part of our DNA and core to our business strategy.



"Corporate responsibility is an integral part of who we are as a company and how we deliver on our mission. We use our unique expertise, resources, and scale to have a positive impact on communities around the world, with a specific focus on helping individuals prepare for jobs of the future, supporting jobs in underserved communities, and positively impacting climate."

**DAVE ZASADA**  
Vice President, Corporate Responsibility

18,198

Seasonal and year-round jobs supported in underserved communities

4.7M

Students better prepared for jobs

610,658

MT CO<sub>2</sub>e avoided cumulatively through our Beyond the Value Chain Program

# Job readiness

To power prosperity, we believe people must be prepared to succeed in the job market of tomorrow. Youth need to develop skills and increase their financial literacy to thrive and prosper. Educators and institutions—particularly those in historically underserved communities—must have access to the latest tools, resources, and technologies to help students learn and grow.

## 4.7M

By the end of FY24, our innovative education programs helped prepare more than 4.7 million students (cumulative since FY20) for jobs and their financial futures, exceeding our goal of 3.6 million.

At the same time, adults—whether they're early in their career, starting a new career, or starting a business—need to increase their financial acumen while nurturing skills like critical thinking and collaboration. Intuit's job readiness programs address these critical needs.

We design our programs to spark economic prosperity by preparing students for jobs of the future, increasing equitable access to educational resources, and teaching finance and entrepreneurial skills.

During FY24, Intuit continued to invest in its job readiness strategies, including our Prosperity Hub School Districts, expanding our Food Truck program, and officially launching our Intuit for Education program.



## Prosperity Hub School Districts

One way we deliver on our job readiness commitment is through our Prosperity Hub School District program, which offers Intuit's entrepreneurial and educational content and teacher professional development free of charge to underserved school districts. Each school district is selected based on economic need. Our financial literacy curriculum introduces

students to the critical concepts of finance. Then, through simulations driven by real-world tools—including TurboTax and QuickBooks—combined with Intuit's expertise, we help students apply the concepts they learn and build behaviors and confidence to increase financial acumen. Our work within these school districts provides students and teachers with access to career and financial readiness programs that develop durable skills employers seek.

## Intuit Food Truck program

In FY24, we launched the Intuit Food Truck program. This entrepreneurial program helps Career and Technical Education (CTE) students develop technical and financial skills using real-world tools. We selected five school districts to receive food trucks based on our commitment to helping underserved students in our broader Prosperity Hub Schools Districts program. The program provides fully operational food trucks and supplemental programming to the following school districts:

- **California:** Compton Unified School District, Los Angeles Unified School District, and San Diego Unified School District
- **Texas:** Dallas Unified School District
- **Nevada:** Washoe County School District

In partnership with district CTE pathway programs, we donated the state-of-the-art food trucks that helped high school students gain practical experience and build technical skills, while learning and applying the financial and entrepreneurial skills necessary to run a business. We also supported grants, curriculum, and access to Intuit products (QuickBooks Online, the GoPayment Point of Sale system, and Mailchimp).

The program continues in FY25, giving students a unique way to do everything a business owner does. It also changes how students learn in class by giving them hands-on experience to explore different career pathways while gaining valuable job-readiness skills. It offers real-world opportunities for a variety of students:

- Culinary arts students learn food safety and food preparation.
- Graphic design students design menus and the wrap of the truck.
- Accounting and finance students help the culinary students manage their business finances.
- Business and marketing students help attract customers and market the food truck.
- Automotive students conduct routine maintenance and repairs.

The Intuit Food Truck program also aligns with our commitment to climate action and sustainability. The program's curriculum equips teachers with modules that discuss sustainability and how to help students incorporate sustainability best practices and business operations into the running of their food truck businesses. These modules cover topics including the effects of food on the planet, local food sourcing, and food truck operations.

### CULINARY ARTS STUDENT FROM MIRA MESA HIGH SCHOOL

"One of the most interesting parts is just the fact that a food truck resembles a real life business. To be able to participate in something of that magnitude—I'm grateful for that."

**3,154**  
CTE students across pathways such as culinary and food services, design and digital arts, and marketing engaged in the program at six food truck sites across five school districts in FY24.



Ribbon cutting ceremony for Maywood Academy High School's brand new food truck, Nighthawk Cravings.

## Intuit for Education

While 85% of US high school students want to learn more about money in school, only 26% of all high schoolers have access to a guaranteed, semester-long personal finance course. This rate is significantly lower in low-income communities.

Intuit is working to close the gap. By teaching students how to save, budget, and manage credit, we're helping them become financially literate. This is critical as they transition to making serious financial decisions that will impact their futures. To further this vision, we evolved our financial literacy resources and launched Intuit for Education in FY24.

We've used our 40+ years of helping customers with their finances to create this free program, which helps learners of all ages become financially literate, capable, and confident. It features a flexible and interactive curriculum with over 150 hours of content across two courses in personal and entrepreneurial finance, including hundreds of videos, games, and real-world simulations powered by Intuit products. Intuit for Education includes live and on-demand training to help educators feel more confident when teaching finance and using Intuit for Education resources. Our goal is to have more than 50 million students engage with Intuit for Education content by 2030.

**WE INVITE YOU TO FIND OUT MORE ABOUT INTUIT FOR EDUCATION:**

**We're committed to keeping students' data safe. We help safeguard data and protect privacy by using industry-leading technology and practices. [Read more.](#)**

**Help us move our mission forward. Use Intuit for Education for [free](#), or connect with an account manager at [education@intuit.com](mailto:education@intuit.com)**

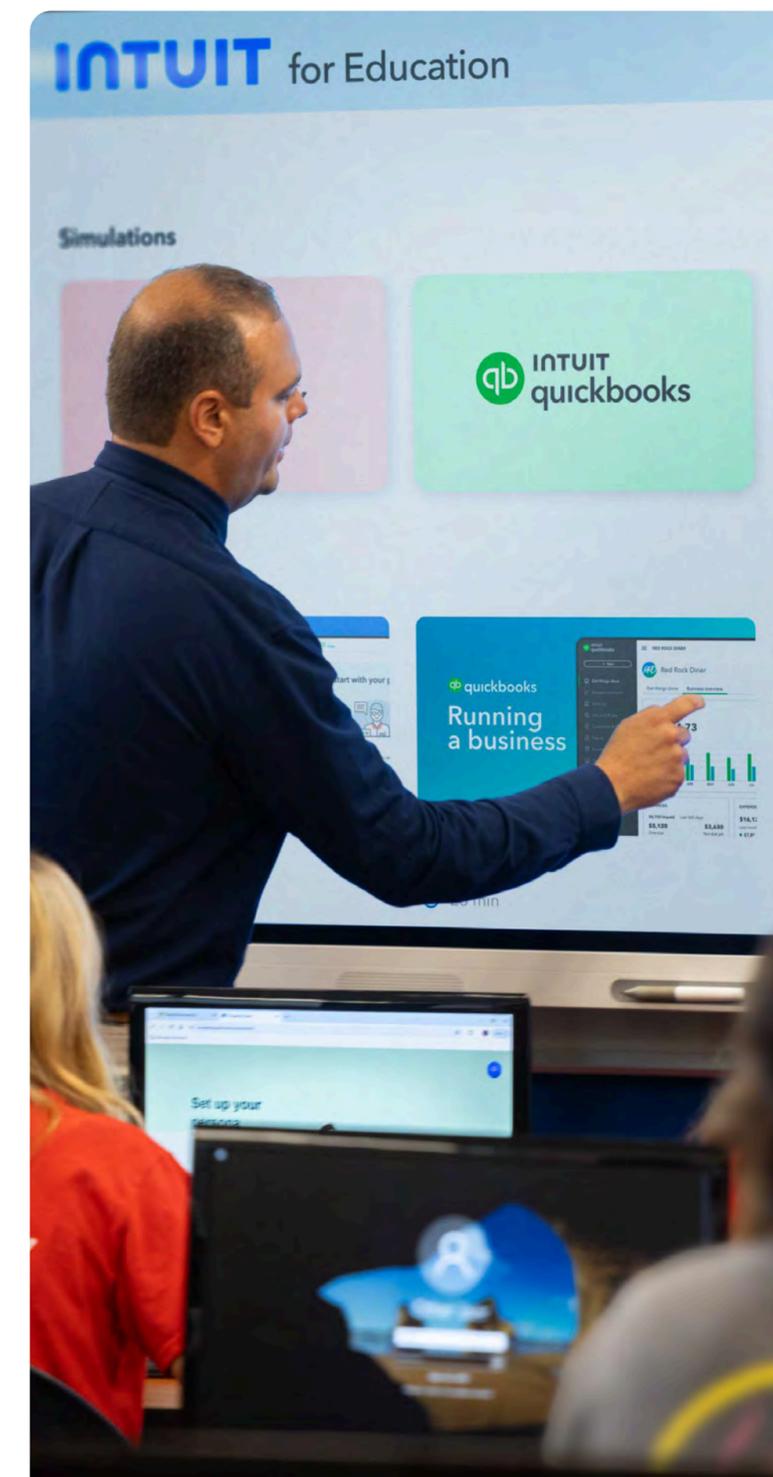
## Hour of Finance Challenge

As part of Intuit for Education, Intuit launched its first-ever Intuit Hour of Finance Challenge to encourage all schools to spend one hour on financial education during Financial Literacy Month in April 2024. The challenge included plug-and-play lesson plans based on Intuit for Education curriculum, and an online game designed to teach critical financial concepts such as taxes, credit, and investments. The interactive online game, Intuit Prosperity Quest, makes financial education fun and relevant for students. This nationwide challenge gave schools a chance to compete against each other to win a celebration of up to \$25,000, \$50,000, or \$100,000, depending on the school's size.

## Scale through partners

To support our goal of reaching 50 million students, we've established several partnerships in the US and around the world. These include collaborations with organizations like Khan Academy, Kahoot!, and EverFI. By integrating our Intuit for Education content with these platforms and networks, we've expanded access to hands-on learning, equipping students and educators with the practical skills needed to build financial confidence and ability.

- **Khan Academy:** We partnered to advance financial literacy through initiatives like a LinkedIn Live webinar with Sal Khan, founder and CEO of Khan Academy, and David Zasada, Intuit's Vice President of Corporate Responsibility. This event highlighted the importance of financial education and our partnership.
- **Kahoot!:** We collaborated to bring financial literacy to life with engaging, gamified experiences. Our TurboTax Kahoot! was featured on Intuit's and Kahoot!'s TikTok channel, reaching thousands of younger audiences.



Students in Uniontown, PA using the Intuit for Education platform to learn about personal and entrepreneurial finance.

# Job creation

Talent is dispersed equally, but opportunity isn't. Rapid technological, environmental, and societal shifts are driving rising inequality in communities across the globe. The focal point of our job creation work is our Prosperity Hub program, which works to address these challenges through job development in underserved communities nationwide, sparking economic prosperity through in-person customer success centers and virtual work-from-home opportunities.

We select our in-person contact center locations based on multiple factors: availability of talent in communities identified as distressed and underserved, with factors such as high unemployment rates, poverty levels, and housing vacancy rates. Working with third-party companies, we hire, train, and retain talent to provide domain and product expertise supporting QuickBooks and TurboTax. In FY24, we supported approximately 18,200 seasonal and year-round jobs in underserved communities. While this is just shy of our goal of 18,900 jobs, the jobs generated \$202 million of economic impact to underserved communities, exceeding our goal of \$192 million. For FY24, increases in job efficiency reduced the number of jobs required to support our customers.

**\$202M**

Of economic impact to underserved communities

**18,200**

Seasonal and year-round jobs



# We Care and Give Back

Since our founding, we've been committed to caring for and giving back to the communities in which we operate and beyond. As part of our We Care and Give Back company value, we strive to give everyone the opportunity to prosper as we strengthen the communities around us. We do this through our employee-led activities and strategic corporate philanthropy programs.

**3,661**  
Nonprofits and NGOs supported

## Empowering employees to give and volunteer for causes important to them

Through our We Care and Give Back program, we empower our employees to take up to 40 hours of paid time off each year to volunteer for causes they believe in. We match up to \$5,000 (or equivalent outside the US) in donations by employees to eligible charitable organizations. Employees who serve on nonprofit boards are also able to access up to \$5,000 (or an in-country equivalent) in grants to cover required board dues. Through a global network of We Care and Give Back volunteer leaders, we've incorporated supporting our local communities into the fabric of our company. This includes volunteer events that happen throughout the year.



Employees in Sydney celebrate their pink ribbon fundraiser.

In FY24, our global community experienced natural disasters and ongoing humanitarian conflicts and crises. When these events occur, Intuit and its employees respond and we see Intuit's culture in action. Through our ongoing We Care and Give Back program, employees use our matching gift to support disaster relief and humanitarian efforts dedicated to providing food, shelter, medical supplies and services, and various recovery efforts.

**44,000**

Hours spent supporting nonprofits and NGOs with over \$8 million donated, including Intuit's match.

## “40 in 40” Challenge

Entrepreneurs Scott Cook and Tom Proulx founded Intuit in 1983. What followed was over 40 years of amazing innovation, growth, and community impact. We celebrated this milestone with our 40 in 40 Challenge, encouraging every employee to maximize their We Care and Give Back paid time off to volunteer 40 hours or more in 2023. As part of this commemoration, we held a competition where those who performed 40 hours of service were eligible to win one of 40 \$1,000 (or currency equivalent) rewards to be donated to their chosen charities. Hours spent volunteering individually, in collaboration with a work team or as part of a site-organized We Care and Give Back opportunity, all counted toward the targeted 40-hour goal. As the year ended, we celebrated those who gave the most time. We shared their stories, encouraging employees across the company to continue to use all their available volunteer time in the future.

## Give where you live

In FY24, we continued to inspire our employees to give back to their communities. For example, we celebrated employees with the most volunteer hours at day-long events in Los Angeles, Atlanta, and Toronto. These celebrations started with visits to several impactful nonprofits in their communities. We then brought the employees and nonprofit organizations on court together during local NBA games in each city to recognize them and present grants totaling \$125,000.

## Donating products to eligible nonprofits and libraries

Intuit is proud to partner with [TechSoup](#) to make select Intuit products available to eligible nonprofits, charities, and public libraries throughout the US. Organizations use the products to manage their finances, freeing them up to focus on their mission and further support the communities they serve. This is another example of our commitment to powering prosperity around the world, starting with our communities.



## Employees in action around the world

Intuit employees give back to causes that are important to them and their local communities—all while developing strong bonds with their co-workers. From blood drives to building bicycles, our employees came together often throughout the year, showing how much they care.



Mountain View employees sorting gifts for underprivileged kids with the Family Giving Tree.



Intuit employees hosting a panel for Dallas Independent School District students at our Plano campus.



Our New York employees hosted a blood drive to give back to their community.



The Sydney office prepares food for those in need.



London employees build financial literacy kits for children.

# Sustainability

Intuit has long been focused on making a positive impact on climate, an issue that affects prosperity among communities, ecosystems, and businesses.

## Our operational climate commitments

Throughout FY24, we worked across the business to evolve our True North Goal related to sustainability. Starting in FY25, our True North Goal shifted from our Climate Positive program to our science-based net-zero goal. We're committing to reaching net-zero greenhouse gas (GHG) emissions across our value chain by FY40. As part of this shift, we're working to realign resources to prioritize our net-zero journey. To achieve the goals of the Paris Agreement, serious climate action is needed. Aligning our True North Goal to our net-zero goals will keep us focused on doing our part to reduce the emissions we control through our operations and value chain. The shift also holds us accountable to the rigor and ongoing measurement that applies to True North Goals and the Intuit Operating System.

Over the past several years, we've worked toward reaching our Climate Positive program's True North Goal to reduce 2M metric tons of carbon dioxide equivalent (CO<sub>2</sub>e) emissions outside our operations by 2030. We're proud of this initiative and the progress we've made, which you can read about [here](#). Our Beyond the Value Chain programs and partnerships that were core to our Climate Positive work will continue to be a pivotal component of our holistic strategy.



**DEBBIE LIZT**  
Head of Global Sustainability,  
Corporate Responsibility

"Climate change impacts us all and the time to act is now. At Intuit, we've set science-based net-zero targets to guide us as we decarbonize our operations and supply chain, and we work with partners to reduce emissions in communities beyond our value chain. It's an exciting time as we strive to make a positive impact on climate change and inspire others to do the same."

## Intuit's net-zero and science-based targets

In June 2023, Intuit made a net-zero commitment and validated our science-based targets, which include:

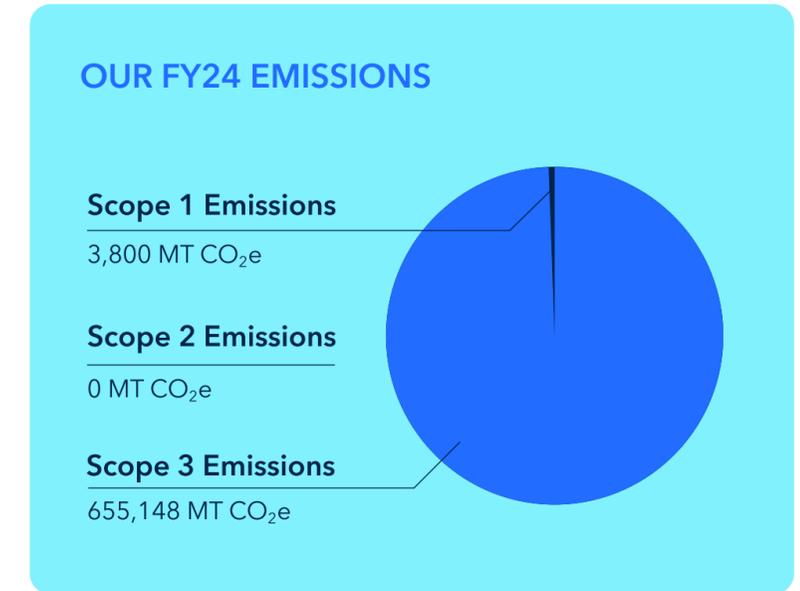
### NEAR-TERM TARGETS

- Reduce absolute scope 1<sup>5</sup> and scope 2<sup>6</sup> GHG emissions by 42% by FY30 (from an FY22 base year)
- 80% of our suppliers, measured by emissions covering purchased goods and services, will have science-based targets by FY27

### LONG-TERM TARGETS

- Reduce absolute scope 1 and scope 2 GHG emissions by 90% by FY40 (from an FY22 base year)
- Reduce scope 3<sup>7</sup> GHG emissions by 97% per million of USD value added (gross profit) by FY40 (from an FY22 base year)

To achieve these commitments, Intuit is prioritizing direct emissions reductions, or decarbonization, across our value chain. If there are any residual emissions, we plan to neutralize their impact by following guidance from the Science-Based Targets initiative (SBTi). While not part of our science-based targets, Intuit is also committed to continuing to procure renewable energy for 100% of our facilities. Our FY24 results are pictured in the chart below.



<sup>5</sup> 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).

<sup>6</sup> Scope 2 emissions: emissions from electricity, steam, heat, and cooling purchased and used by the company.

<sup>7</sup> 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 value chain, the materials in its buildings, the business travel of its employees, and the full lifecycle of its products.

## Science-based targets: scope 1 and 2 impact and progress

Our SBTi scope 1 and scope 2 emissions are derived from sources that are within our control, like the natural gas we use in our café appliances, and from the electricity we purchase for our offices. As of July 2024, we've reduced our scope 1 and scope 2 market-based emissions by approximately 19% from an FY22 baseline. In addition to sharing our progress here, we report to CDP (formerly the Carbon Disclosure Project) each year as requested by our stakeholders and in line with best practices. For additional metrics and historical data, visit our report [appendix](#).

## Supporting energy management and renewable energy

Intuit's Sustainability team works closely with our global Workplace teams, who manage our real estate portfolio. This cross-functional partnership is important because most of our scope 1 and scope 2 energy usage comes from our office buildings around the world. Our Workplace teams help us save energy and continue to procure renewable energy for our sites. In FY24, we made small but important updates to our buildings to reduce emissions. For example, in San Diego, California, we retrofitted lighting to include LEDs, and at our Plano, Texas site, we replaced a gas oven with an electric oven.

Each year, we strive to work toward our near-term emissions targets, which our renewable energy goal helps us to meet. Since 2020, we're proud to have achieved 100% of total global electricity procured from renewable resources. We do this through a virtual power purchase agreement (VPPA), on-site solar panels, green retail contracts, and renewable energy credits (RECs), in line with SBTi protocol. Our largest contributor is a 12-year VPPA with a Texas wind farm, which became operational in 2020. To cover the emissions generated by our global offices, we purchase RECs in certain markets not covered by our agreements or through utilities. Intuit purchases only registered or certified RECs that are then retired on behalf of and in the name of Intuit.

For more information about the sustainability features of our buildings, [click here](#).

**19% Reduction in Emissions**  
We've reduced our scope 1 and scope 2 market-based emissions by approximately 19% from an FY22 baseline.

**100% Renewable Energy**  
Since 2020, we're proud to have achieved 100% of total global electricity procured from renewable resources.



## Supplier sustainability

Reducing Intuit’s carbon footprint extends beyond our direct operations. Our goals also include reduction of our scope 3 emissions, which make up the largest part of our overall carbon footprint and encompass our value chain.

### Science-based targets: scope 3 goals and progress

Our primary focus is on encouraging our suppliers to join us in our net-zero journey by helping them understand how improvements in their own practices impact and align with Intuit’s sustainability commitments. We encourage, educate, and influence them to reduce their emissions through the adoption of standardized methods and tools.

In FY24, we expanded our Supplier Emissions Reduction Program (SERP) investment to help our suppliers set their own emissions reduction targets, and put together roadmaps for how they plan to reduce emissions in line with those targets. SERP has been successful by strengthening partnerships beyond business results and helping suppliers develop their own climate action efforts.

As we work toward our commitment to reach net-zero GHG emissions across our value chain by FY40, we recognize we’ll need to make significant progress in reducing scope 3 emissions. This includes monitoring potential future impacts to our emissions due to our increased use of AI and the cloud computing power it requires. We’re working closely with our cloud providers to better understand their climate strategies and future climate action plans, and how they may impact our own emissions reductions progress.

### Driving change through our Supplier Code of Conduct

In FY24, we added our sustainability commitment to our Supplier Code of Conduct. This update changed Intuit's language about climate action expectations, with the goal of helping us reach our ambitious long-term climate action goals. This includes environmental compliance, information sharing and reporting, and a GHG target and sustainability policy.

[Learn more about our Supplier Climate Action Accelerator program on our Small Business Sustainability website.](#) ↗



### Expanding supplier sustainability engagement

We worked to expand our supplier sustainability engagement in FY24 by developing the Intuit Supplier Climate Action Accelerator program, which launched in early FY25. The program focuses on small businesses because we recognize that many of them are disproportionately impacted by climate change—and many may not know how to begin their climate action journey. Our strategy is to help these suppliers accelerate their climate action journey, from whatever stage they may be in. We do this by providing recipients with funding, software, and advice from third-party experts to help them measure their GHG emissions and set science-based targets. Accelerator participants can then leverage this information beyond Intuit to benefit their organization internally and with

other clients. To expand our reach to even more of our suppliers, we also host sustainability deep-dives and roundtables to better support their climate action.

### Honored to be recognized for our efforts

We engage in this work because it’s important to our overall business strategy. We don’t do it for recognition, but it’s humbling that our efforts are being noticed. In 2024, Intuit was awarded the 2023 Amazon Business Customer Sustainability Award. This esteemed recognition is bestowed upon Amazon Business customers that demonstrate a strong commitment and dedication to fostering a responsible value chain, and have the highest percentage of purchases from products with sustainability certifications on Amazon Business. We’re also proud to have been among the companies shortlisted for two categories of awards presented by Sustainability Leaders’ World Sustainability Awards. These included the Sustainable Supply Chain Award for our collaborative approach with partners and the Sustainability Team Award for our cross-functional partnership efforts.

## Beyond the value chain

Climate change impacts everyone, including our employees, our customers, and the communities they're part of. However, climate change doesn't impact everyone equally. It poses the greatest threats to underserved groups that already face socioeconomic and environmental challenges and disparities. Understanding this reality, Intuit remains committed to supporting climate action initiatives that both reduce greenhouse gas emissions and provide meaningful additional benefits for communities beyond our value chain.

As part of our strategic decision to evolve our True North Goal to focus on our net-zero targets, we evaluated our climate programs and determined that the best path forward was to transition our community-focused climate efforts to our net-zero strategy. Reducing emissions beyond our operational footprint through intersectional initiatives with multiple community benefits will continue to be a priority. Despite the shift in our True North Goal focus, we'll continue this vital work in FY25, addressing climate change and bolstering resilience among communities, including small businesses.

In FY24, our Beyond the Value Chain climate initiatives drove positive social and environmental impact in several geographies. Working in close partnership with several organizations, this body of work drove meaningful outcomes in renewable energy access, clean technology career pathways, and food waste.

212,678

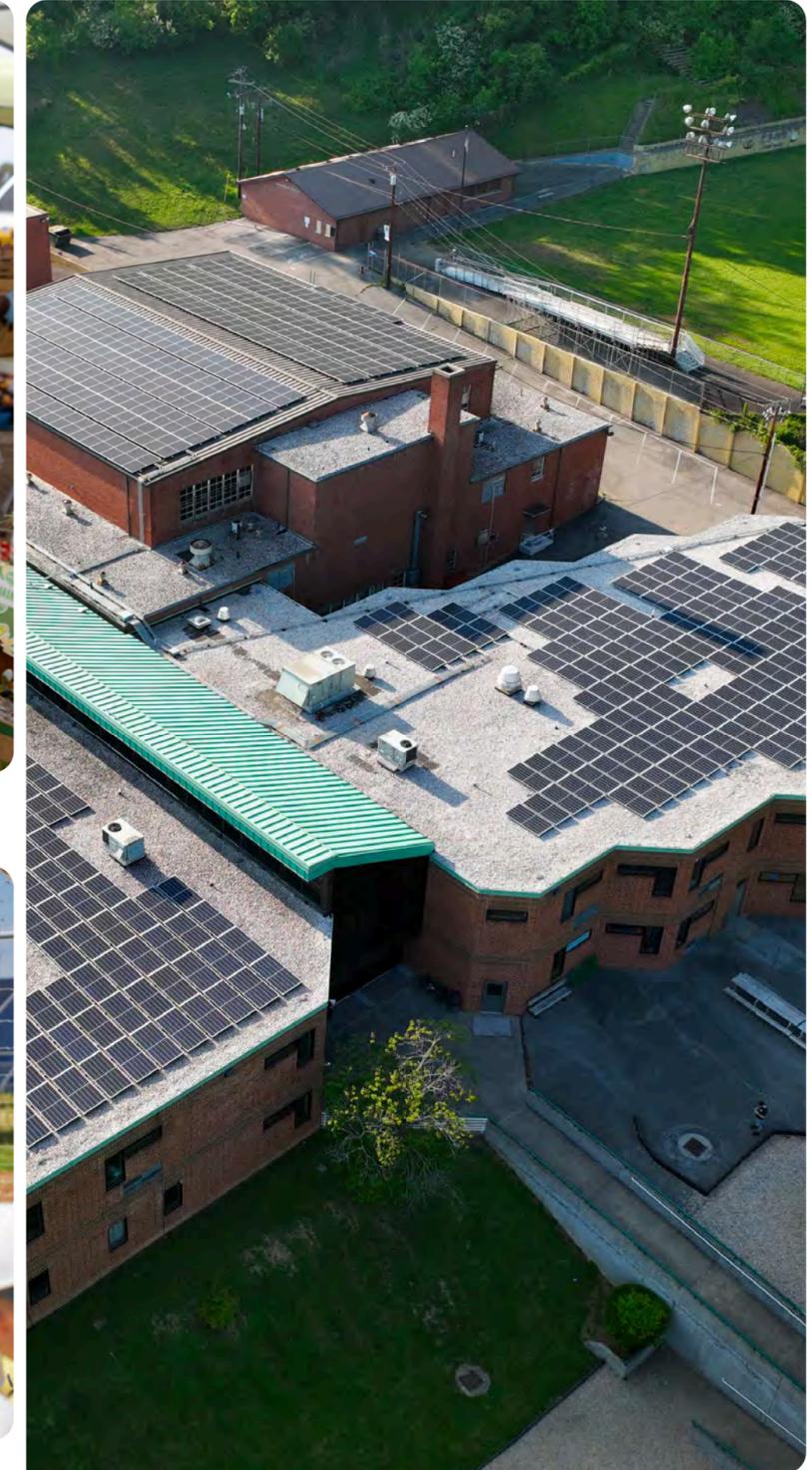
Metric tons of CO<sub>2</sub>e reduced through community-based partnerships in FY24.



Farmlink volunteers and staff prepare fresh produce for distribution to those in need.



Representatives from Intuit, REI Co-op, and Clearloop and students from local schools gather to flip the switch on the White Pine, Tennessee solar farm.



Solar panels installed on a coalfield community school in Wise County, VA, enabled by Intuit's donation.



## Accelerating renewable energy with Coalfield Solar Fund

In March 2023, Intuit created the Coalfield Solar Fund (CSF) in partnership with Secure Solar Futures, a solar developer, and The National Energy Education Development (NEED) Project, a nonprofit organization. The Fund is a multi-year initiative designed to advance renewable energy access and provide meaningful career pathways for youth in the coalfield communities of Southwest Virginia and West Virginia.

This ambitious program has reduced more than 200,000 metric tons of CO<sub>2</sub>e so far. Educational institutions have been awarded incentive grants, funded by Intuit, to install solar systems on their campuses. Grant recipients obtain solar by entering into a Power Purchase Agreement (PPA) with Secure Solar Futures. Workforce development and STEM learning opportunities are also included for CSF grant winners, including Intuit’s Design for Delight methodology.

Since the launch of the Coalfield Solar Fund, two public school districts and one community college have received incentive grants, amounting to a total of \$250,000 for their campuses:

- **Calhoun County Schools:** Received \$75,000 to incentivize 750 kilowatts of solar power generating capacity combined at three campuses in West Virginia.
- **Lee County Schools:** Received \$75,000 to incentivize 750 kilowatts of solar power generating capacity combined at three campuses in Virginia.
- **Mountain Empire Community College:** Received \$100,000 to incentivize 750 kilowatts of solar power generating capacity at their main campus in Virginia.

**\$250K**

Amount of incentive grants received by two public school districts and one community college



## Increasing our solar projects with Clearloop

Since 2021, Intuit has worked with Clearloop to decarbonize energy grids while expanding access to renewable energy across underserved communities in Tennessee. We celebrated “flipping the switch” on our most recent Clearloop project in May 2024 in White Pine, Tennessee, near Intuit’s Prosperity Hub location in Morristown, Tennessee. Intuit and REI Co-op provided key funding support for the large-scale 2.8 megawatt direct-current project. It’s estimated to prevent more than 162 million pounds of carbon from entering the atmosphere over the project’s lifetime. The system will also generate enough low-cost electricity to power nearly 400 nearby homes, reducing both climate-warming emissions and energy bills for residents.

To further support communities near the White Pine project, Intuit is donating 1,600 annual RECs generated by the system for the next 40 years. These credits will be shared between Jefferson County and Hamblen County schools, making them some of the first schools in the state of Tennessee and the broader Southeast region powered by renewable energy. Intuit also provided a \$100,000 scholarship (\$50,000 per school system) for high school seniors within the Jefferson and Hamblen County school systems to pursue higher education.



## Reducing food waste with The Farmlink Project

Since FY23, Intuit has partnered with The Farmlink Project to support their mission of eradicating food waste and hunger at the same time. For the past two years, our organizations have collaborated to reroute high-quality surplus food from farms to communities in need through Farmlink’s extensive network of food banks and recovery organizations. By redirecting food from landfills to dinner tables, this partnership also reduces methane emissions—potent greenhouse gases that are released when food isn’t properly composted or consumed. In FY24, Intuit and Farmlink avoided over 11,000 metric tons of CO<sub>2</sub>e and delivered more than 8 million meals to the Los Angeles community.

**8M+**

Meals delivered to the Los Angeles community

## Engaging employees in support of a sustainable culture

We strive to create an environment that encourages our employees to do the best work of their lives. We do this by providing a comprehensive range of opportunities to support them, which includes embedding sustainability across the employee experience through education, benefits, and opportunities to contribute and give back.

### Earth Week

Each year, Intuit celebrates Earth Day at all our global sites during a weeklong event. The FY24 festivities included in-person and virtual opportunities to learn about sustainability topics and Intuit's sustainability work, as well as to support the missions of several sustainability-focused organizations around the world.

Highlights included a fireside chat with Intuit's Global Head of Sustainability and Chief Procurement Officer that illuminated how employee buying practices affect our sustainability strategy and goals. Intuit's global engagement teams hosted unique Earth Day activities such as electronic waste collection drives, workshops on bird feeder upcycling, zero-waste cooking demonstrations, campus tours highlighting sustainability features, and sustainable product giveaways.

We also celebrated Earth Week, which included our annual virtual pop-up showcasing three entrepreneurs who use Intuit products to power their sustainable small businesses. We held internal and external events, like a LinkedIn Live educational event, a virtual We Care and Give Back volunteering session for all Intuit employees with our climate partner The Farmlink Project, and a San Francisco Climate Week happy hour. We look forward to continuing to come together as a company to celebrate our precious planet on-site and virtually through future Earth Day celebrations.

### Sustainable living for our employees

To help employees incorporate sustainability into their personal lives, Intuit provides ongoing support and educational offerings. For example, our Well-Being for Life benefit offers reimbursements to eligible employees for up to \$1,300 annually that can be used for sustainable goods ranging from e-bikes to heat pumps for their homes. We continue to partner with EnergySage to help employees explore and implement local renewable energy and energy efficiency options as renters or homeowners. We also encourage purchasing sustainable office supplies and electronics by highlighting less carbon-intensive options, like those that have earned the Amazon Climate Pledge Friendly badge.

During FY24, employees spent \$714K with suppliers that have earned the Climate Friendly Pledge designation. To further educate employees on their purchasing practices, we developed a training pathway in our online learning platform, with a goal of significantly increasing employee awareness on topics surrounding buying decisions with small businesses, the impact our value chain has on the environment, and ways employees can help support the initiative.



## Campus sustainability

Increasingly, employees are returning to the office and resuming “business as usual” activities in a post-pandemic atmosphere. Because of this, we’ve seen an increase in emissions from employee commutes and business travel compared to recent years. To address and reduce those emissions, we’ve worked to provide updated sustainable transportation options. For example, we’ve enhanced commuter shuttle options in San Diego, Tel Aviv, and Bangalore, and we’re promoting business travel best practices such as lower-emissions rental car options and opting for rail travel where feasible. For those who choose to drive to work, Intuit supports climate-friendly commuting by outfitting our offices with over 600 electric vehicle charging stations.

Our Intuit campuses incorporate sustainability wherever possible. Our cafés and eateries, for example, are continuously innovating to serve sustainability-driven menus, prioritizing vegetarian dishes, and sourcing food locally. Ongoing waste diversion and reduction efforts are present throughout campus, including reusable cutlery and readily available composting and recycling.

Our physical infrastructure and real estate portfolio are critical components of our sustainability strategy and our business. Each Intuit office features unique environmental elements, from thriving beehives at our San Diego campus to 500 plants in our Toronto office. We work to conserve energy and water and

reduce emissions and waste wherever possible. Several of our buildings also meet Leadership in Energy and Environmental Design (LEED) and WELL Building certifications to ensure our buildings are in line with the latest sustainability standards. We want our spaces to help both our employees and the planet thrive.

## Sustainable workplace of the future

Our commitment to protecting the planet extends to the spaces where we work. In January 2024, we transformed a former 1980s Intuit building into a modern, highly functional building that serves as the gateway to our Mountain View campus. It features native grasses, perennials, and shrubs that contribute to the local ecosystem, save water, and make for a better human experience through increased green space. It’s the center of gravity for our technology employees and is equipped with the latest sustainability features, including:

- Custom murals painted with low-volatile organic compound paints
- Rooftop solar panels to produce onsite power
- Green rooftops to improve air quality
- Reclaimed water use for landscaping and other water conservation features

By incorporating sustainability into the design process (including a reduction in emissions and energy usage), we’re proud to have earned LEED Platinum, LEED’s highest certification.



Solar panels on the roof of an updated building on our Mountain View campus.

# Shareholders

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05

At Intuit, our values of Courage and Customer Obsession have always been core to the company. They guide the way we show up and make decisions as a company as we execute on our mission to power prosperity around the world.



“With the rise of AI and the changing technology landscape, it’s critical to deploy responsible business practices. We’re guided by our values as we work to innovate for our customers, while keeping in mind that we’re solving for all our stakeholders—including policymakers, regulators and investors—as we solve our customers’ most pressing financial challenges.”

**KERRY MCLEAN**  
Executive Vice President, General Counsel and Corporate Secretary

13%

Overall revenue growth

19%

Revenue growth in the Global Business Solutions Group

7%

Revenue growth in the Consumer Group

7%

Revenue growth in the ProTax Group

5%

Revenue growth in Credit Karma

16%

Growth in GAAP operating income and non-GAAP operating income

# Delivering value to shareholders

Intuit's financial performance for FY24 was strong, demonstrating the strength of our platform. We made meaningful progress with our AI-driven expert platform strategy and Big Bets that position the company for durable growth in the future.

We generated:

- Total shareholder return of 27.3% in FY24
- Annualized three-year total shareholder return of 7.6%
- Annualized five-year total shareholder return of 19.3% (top quartile of S&P 500 constituents)

For comparison, the S&P 500 index had annualized returns of 9.6% over the three-year period and 15.0% over the five-year period.



Intuit CEO Sasan Goodarzi at Investor Day in Mountain View, CA.

## Total revenue

**\$16.3B**

up 13% from FY23

### Global Business Solutions

Group up 19% from FY23

with **Online Ecosystem up 20%**  
from FY 23

**Consumer Group up 7%**  
from FY23

**Credit Karma up 5%**  
from FY23

## Combined platform revenue

**\$12.5B**

up 14% from FY23

includes Global Business Solutions Group Online Ecosystem, TurboTax Online and Credit Karma

## Repurchased

**\$2.0B**

of shares and increased dividend  
**15% to \$3.60** per share

## GAAP operating income

**\$3.6B**

up 16% from FY23

## Non-GAAP operating income

**\$6.4B**

up 16% from FY23

## GAAP diluted EPS

**\$10.43**

up 24% from \$8.42 in FY23

## Non-GAAP diluted EPS

**\$16.94**

up 18% from \$14.40 in FY23

# Corporate governance

Intuit is committed to excellence in corporate governance. We demonstrate this commitment with our publicly available policies and practices that cover important areas like:

- Board independence
- Accountability
- Board practices
- Shareholder engagement
- Alignment with shareholder interests
- Ethical practices
- Transparency and responsibility

## Board oversight of environmental, social, and governance risks

Our board of directors is highly engaged with management on the evolution of Intuit’s workforce development, community, sustainability, and responsible business practices strategies. They also focus on evolving our True North goals and reporting practices. They oversee the assessment of related risks as part of the development of our overall long-term strategy. Given our cross-functional approach, we allocate our oversight responsibility across the board’s committees based on their areas of expertise.

### Compensation and Organizational Development Committee

This committee oversees our workforce development efforts, including fair pay, and considers our True North Goals as a factor in making executive compensation decisions.

### Nominating and Governance Committee

This committee oversees our corporate responsibility risks and practices, and discusses with management periodic reports on the company’s progress on sustainability, job creation, and job readiness matters. They also oversee related communications with shareholders and other stakeholders.

### Audit and Risk Committee

This committee oversees our cybersecurity, privacy, and anti-fraud risks and practices, as well as our sustainability, social, and governance disclosure practices. They also oversee our enterprise risk management program and our ethics and compliance programs, including our Code of Conduct and Ethics, the Board Code of Ethics, and Responsible AI.

# Responsible AI

At Intuit, we understand the tremendous potential AI has to help solve our customers' most pressing needs. Our AI-powered platform can help consumers make smart money decisions and help businesses run and grow.

We're deeply committed to our customers, our employees, and the communities we serve. That's why we're dedicated to using AI in a thoughtful and responsible way that helps power prosperity around the world. We've been on an AI journey for over a decade, and [our values](#) and commitment to [Integrity Without Compromise](#) has guided our every step. We're invested in being transparent about our approach in this rapidly evolving area. That's why we published our [responsible AI principles](#), which guide how we operate and scale our AI-driven expert platform with velocity and in a responsible manner. These principles are operationalized through our multilayered governance framework, which helps us proactively identify and mitigate potential negative or unintended impacts that could result from our use of AI.

## Our Responsible AI team

Our multidisciplinary and cross-functional Responsible AI team includes people with expertise in data privacy, AI, data science, engineering, product management, legal, compliance, security, ethics, and public policy. Together, this group operationalizes our responsible AI governance framework and risk management program. This group also engages with external stakeholders, such as those from government, standards-setting organizations, and nonprofits, to share learnings and promote responsible AI practices.

## Our AI Governance program

We designed our AI Governance program to help identify risk and prevent potential harm to our customers, workers, and communities we serve from our use of AI. We comply with the law and are aligning our program with the voluntary [NIST AI Risk Management Framework](#). We stay up to date with advancements in this space and are continuously adapting our program to assess emerging industry standards, best practices, and evolving legal requirements. Our Responsible AI team coordinates with other risk management teams (for example, incident management, security, privacy, regulatory compliance,

enterprise risk management, third-party risk management, etc.) to align and complement our AI Governance program with other risk management frameworks, helping ensure we have harmonized controls across our risk functions.

Our holistic approach to responsible AI governance includes:

- **Training and awareness:** All Intuit employees are responsible for working in accordance with our values and responsible AI principles. We raise employee awareness of responsible AI practices and our internal review process through activities such as training, internal forums, internal communications resources, and more.
- **Executive-level oversight:** Our AI Governance Committee includes senior executives with multidisciplinary backgrounds. Governance Committee participants also include leaders, subject matter experts, and working teams across different disciplines, including data science, engineering, ethics, information security, legal, privacy, procurement, product management, and public policy. The Audit and Risk Committee of our board of directors oversees our Responsible AI program as part of its oversight of our overall compliance program.

- **Risk-based review and testing:** Prior to releasing AI-powered experiences to our customers, our review process is designed to identify AI use cases that require heightened review based on the level of risk. Use cases with the potential for risk of harm to individuals' fundamental rights would undergo a higher level of review by cross-functional stakeholders.
- **Transparency:** We prioritize transparency and tailor our approach based on the specific use case of our AI and its potential effects on our customers. We describe how AI is supporting and benefiting our customers throughout our [product pages](#).
- **Monitoring and feedback:** We monitor our AI to help ensure our experiences operate as intended. We also offer mechanisms for users to provide feedback about our AI features to help our teams assess and address potential issues.

All Intuit products, including our AI-powered platform innovations, are built with our strong commitment to data privacy, security, and responsible AI governance. We implement technical and organizational safeguards to help protect customer data and protect privacy using industry-leading technology and practices.

[Read our responsible AI principles and learn more about our AI governance practices here.](#) ↗

# Responsible business practices

In the era of AI and other emerging technologies, it's more important than ever to ensure we adhere to responsible business practices which are fundamental to pursuing our mission of powering prosperity around the world. These include:

- our Code of Conduct and Ethics,
- our responsible AI principles and governance,
- anti-bribery and anti-corruption, antitrust and global trade compliance,
- our global human rights policy,
- our commitment to building world-class cybersecurity and data protection capabilities,
- and our commitment to delivering responsible, transparent, and customer-backed products.

Visit our website to read more about our responsible business practices, including our [Code of Conduct and Ethics](#) and our [Global Human Rights Policy](#).

## Enterprise risk management

Our Enterprise Risk Management (ERM) program is intended to review and address Intuit's critical enterprise risks, including strategic, technology, financial, compliance, and operational risks. Intuit's Chief Compliance Officer, who reports to our General Counsel, facilitates the ERM program. As part of our ERM process, management annually identifies, assesses, prioritizes, and develops mitigation plans for Intuit's top risks over short- and longer-term time horizons. These plans are reviewed annually with the full board and the Audit and Risk Committee. Throughout the year, the standing committees of the board review the risk management activities under their purview

and report to the full board as appropriate. From time to time, the board, its committees, or management consult with third-party advisors on particular risks.

## 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 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 we 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 don't sell, publish, or share data entrusted to us by a customer that identifies them 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

We're transparent about our data practices, and we process personal data in alignment with our [Global Privacy Statement](#) and applicable law. Customers can learn about our program and their privacy choices at [Intuit's Privacy and Security Center](#).

data. We also require our employees to complete training annually on 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.

## Ethics and compliance

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 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 partners and corporate charitable giving.

All Intuit employees are required to complete online enterprise compliance training courses upon onboarding and annually, including our [Code of Conduct and Ethics](#) training that incorporates topics on confidential information and compliance with our Global Anti-Bribery and Anti-Corruption Policy and our Antitrust Policy. Intuit also provides live and virtual risk-based, anti-bribery, anti-corruption, sanctions, and antitrust training. All training is targeted to an individual's role.

# Global corporate affairs and public policy

At Intuit, we advocate for our customers with policymakers and help customers share their voices to inform decisions that impact their prosperity. We're 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. Our engagement is covered by our Code of Conduct and Ethics, and at all times reflects the principles of Intuit's corporate values, beginning with Integrity Without Compromise.

We work across the political spectrum with policymakers, and we partner with trade associations and nongovernmental organizations to foster constructive conversations, share our learnings, and advance public policy.

Some of the major policy areas where we help shape public policy include:

- responsible AI
- powering prosperity via technology
- financial services innovation
- small business empowerment
- taxpayer empowerment
- immigration and our workforce

Learn more about political accountability and public policy advocacy [here](#). ↗ In the interest of transparency, the site shares aggregated dues related to lobbying and our political contributions.

Intuit regularly evaluates its priorities and the public policies most important to our ability to serve our customers, as well as to ensure business continuity. We believe AI can help level the playing field for consumers and businesses by giving them the tools to help make insightful financial decisions and increase efficiency. That's why we educate global policymakers on the benefits of AI and how Intuit is operationalizing our [responsible AI principles](#). We're known for bringing the voice of our small business customers to discussions about AI regulation through the Intuit Small Business Council, making us unique among many of our peers.



**ALLISON DEVANE**  
Founder, Teaspressa,  
Arizona

"All too often small businesses are not considered in the halls of Washington when looking at new laws or regulatory policies. We're often the ones that are most sensitive to the impacts and need to have a seat at the table especially when it impacts our bottom line."

## Intuit Small Business Council

Small businesses are foundational to the global economy. They represent 98% of all employer firms, and their creativity spurs innovation in all sectors of the economy. As Intuit serves over 10 million businesses globally, we understand the important role they play in communities. To that end, we created the Intuit Small Business Council to help our customers raise their voices in policy.

The Intuit Small Business Council consists of US-based small business owners from a variety of industries and backgrounds who represent Intuit's small business customers and give a voice to the challenges facing more than 33 million small businesses nationwide.

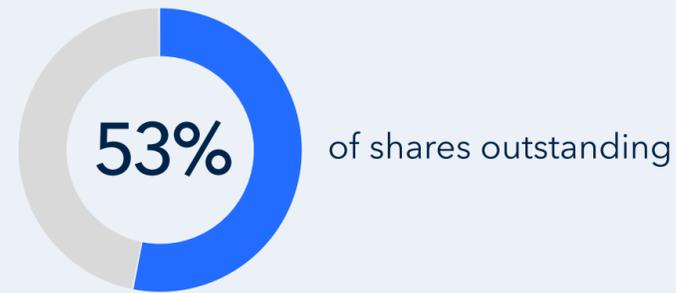
The 2024 council is composed of 25 members who draw on their experiences starting and scaling companies to influence the policies that impact their businesses most. Intuit and the council are committed to ensuring small businesses have a seat at the table as part of the policymaking process, especially as policymakers discuss AI regulation. Congress has an opportunity to ensure that small businesses have the resources they need to take full advantage of AI tools by modernizing government resources and technology literacy programs, making American small businesses more competitive. Intuit will be expanding the program in 2025 to engage in more policy discussions globally.

# Shareholder engagement

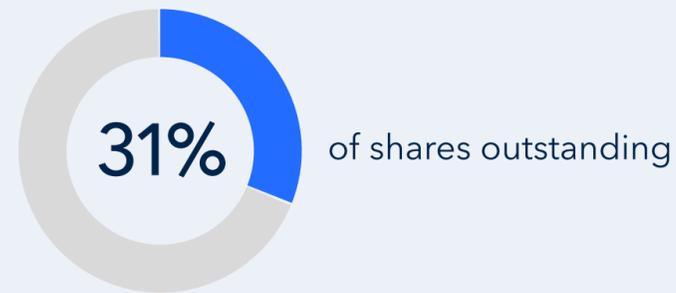
We regularly assess our corporate governance and compensation practices. As part of this assessment, we proactively engage with our shareholders to ensure their perspectives are considered by the board.

We hold discussions with many of our largest shareholders during scheduled events, including our 2024 Annual Meeting of Shareholders and our annual Investor Day, as well as in regularly held private meetings throughout the year. Many shareholders were also invited to participate in the prioritization exercise we conducted during FY24, which was used to inform the scope and content of this Stakeholder Impact Report (described in more detail [here](#)).

WE INVITED SHAREHOLDERS REPRESENTING APPROXIMATELY



WE MET WITH SHAREHOLDERS REPRESENTING APPROXIMATELY



## Investor Day

We hosted our annual Investor Day at our offices in Mountain View, California in September 2024. This event gave shareholders the opportunity to hear directly from our management team about Intuit’s performance in FY24, as well as our short- and long-term growth strategies and financial principles. Shareholders who attended were able to ask questions of management. Intuit’s leadership team also presented product demonstrations aligned to several of our Big Bet strategic initiatives. The Investor Day materials can be viewed on our Investor Relations [website](#).

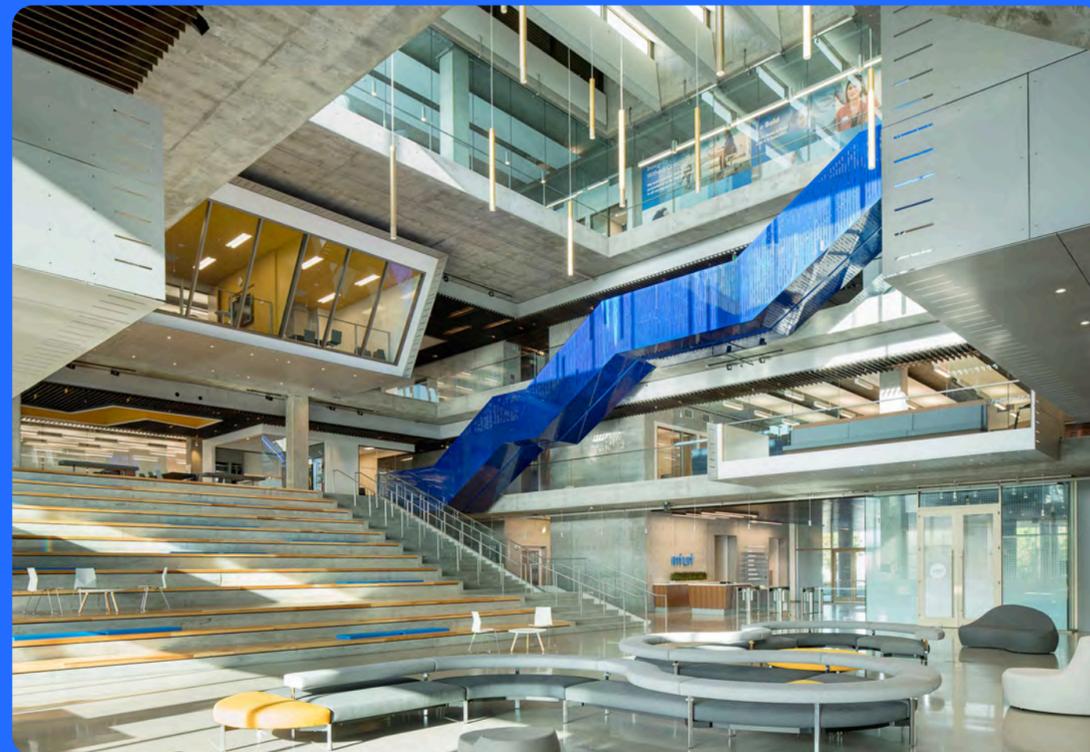
## Shareholder feedback informs meaningful action

In general, feedback from our shareholders regarding our executive compensation, corporate responsibility, sustainability, employee practices, and corporate governance practices is positive. The board carefully considers feedback from shareholders and has incorporated it where appropriate. Some examples over the last several years include:

- Publicly disclosing responsible AI principles that guide how we operate and scale our AI-driven expert platform.
- Beginning to report climate data against the International Sustainability Standards Board framework.
- Providing more robust disclosures about the key skills and expertise of our board members.
- Expanding our disclosures to include our sustainability strategies and goals, and our progress on them.
- Making our EEO-1 reports publicly available on our Investor Relations [website](#).
- Setting and disclosing science-based net-zero emissions targets.

# Appendix

- 59 About this report
- 60 Ratings, rankings, and recognition
- 61 Disclosure table and indexes
- 90 Forward-looking statements



# About this report

Non-financial disclosures have gained importance and evolved over the years—so must Intuit’s approach to annual reporting.

## Evolving our reporting practices

Intuit’s reporting journey began in 2018 with the publication of the company’s first Corporate Social Responsibility (CSR) report. Since then, not only has the CSR field evolved along with the relevant frameworks and standards, so has Intuit’s business. With that in mind, in FY24, we set out to intentionally disrupt our approach so that our transparency and reporting practices could evolve with changing practices.

With the engagement of a cross-functional team of subject matter experts, leaders, and C-suite executives, in September 2024 we made a decision to transform our Corporate Responsibility and Diversity, Equity, and Inclusion reports into this comprehensive Stakeholder Impact Report.

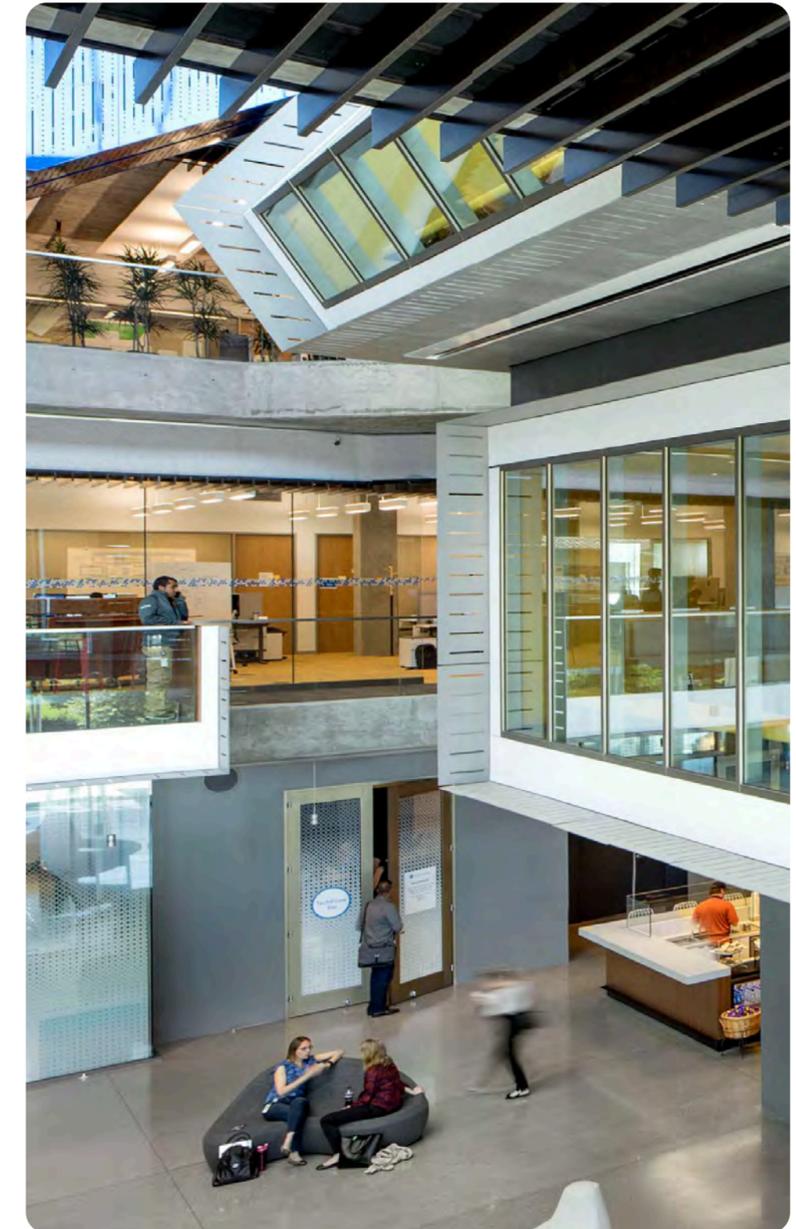
- The structure of the report aligns with our True North stakeholders and focuses on the impacts we deliver for our employees, customers, communities, and shareholders.
- The topics and content included in the report are the result of a prioritization exercise that engaged over 1,000 individuals representing all our stakeholder groups.
- The publication of the report shifted from fall to spring to allow for the inclusion of relevant climate data and governance information covering the same fiscal year.
- We evolved our data collection and validation process through the use of a reputable third-party platform, enhancing the rigor and controls in our disclosure process.
- The project is driven by incremental, dedicated staff within our finance organization through the contributions of countless subject matter experts and program drivers from across the business, as well as external consultants with expertise in emissions calculations, sustainability, and reporting.

## Scope of this report

The activities, performance, and data detailed in the report relate to the worldwide operations of Intuit Inc. unless otherwise stated. The report covers the company’s activities for FY24 ending July 31, 2024. We’ve also included relevant examples of impact that occurred in the calendar year 2024. In addition to our annual participation in CDP (formerly the Carbon Disclosure Project) reporting and our Stakeholder Impact Report, environmental, social, and governance disclosures are included in our annual reports on our Form 10-K and proxy statement. More information about the company’s strategies can be found on the corporate [website](#). Questions about topics included in the report can be addressed to [investor\\_relations@intuit.com](mailto:investor_relations@intuit.com).

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 they focus on topics that are material to our business and our impact on 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 risks, impacts, and opportunities. Both GRI and SASB Standards

are dedicated to improving the effectiveness and comparability of corporate disclosure. Intuit has adopted the Taskforce for Climate-Related Financial Disclosures (TCFD) recommendations and has included our TCFD index in this year’s report.



# Ratings, rankings, and recognition

Intuit strives to develop and execute best-in-class human capital, supply chain, social impact, sustainability, and governance strategies. As a result, we aim to achieve rating performance in the top quartile as measured by key entities.

We're proud of the rankings, ratings, and recognitions we've earned:

- CDP (formerly Carbon Disclosure Project) - Climate Score B
- Institutional Shareholder Services (ISS) - Corporate Rating C
- Morgan Stanley Capital Investments (MCSI) - Corporate Rating AAA
- S&P Global Corporate Sustainability Assessment - CSA Score 45
- Sustainalytics - Low Risk Rating, 17.9 of 100
- America's Best Large Employers (Forbes)
- America's Climate Leaders (USA Today)
- America's Most Responsible Companies (Newsweek)
- America's Greatest Workplaces for Diversity (Newsweek)
- America's Best Employers for Women (Forbes)
- Best Managed Companies (Wall Street Journal)
- Best Places to Work for Disability Inclusion (Disability:IN)
- Best Workplaces in Technology (Fortune)
- Companies that Care (People)
- Equality 100 Award for LGBTQ+ Workplace Inclusion (Human Rights Campaign Foundation)
- Top faith-and-belief-friendly company (Religious Freedom and Business Foundation)
- World's Best Companies (Time)
- 100 Best Companies to Work For (Fortune)



## Disclosure table

The table below includes Intuit’s key metrics used to track progress toward our True North Goals, promote transparency with our stakeholders, and disclose information deemed important by major reporting frameworks and rating and ranking entities. In most cases, data is disclosed for the previous three years, except when the data was a new disclosure in FY23 or FY24.

**QUICK LINKS:**

- [Environment](#) ↗
- [Social - Community](#) ↗
- [Social - Employee](#) ↗
- [Social - Suppliers](#) ↗
- [Governance](#) ↗

### Environment

**Environment True North Goal Progress (MT CO<sub>2</sub>e)**

	FY24	FY23	FY22
Beyond the Value Chain Cumulative Program Impact	610,658	397,980*	295,537
Beyond the Value Chain Annual Program Impact	212,678	102,408*	190,379

**Science-Based Targets initiative (SBTi) Progress**

Scope 1+2 market-based GHG reduction achieved**	18.8%	–	–
Scope 3 GHG reduction achieved (per M USD value added (gross profit)**)	10.03%	–	–
Scope 3 suppliers with SBTi Targets***	41.4%	29%	–

\* Our FY23 Beyond the Value Chain Program impact has been corrected in this year’s report to account for an unforeseen circumstance with a winner of a Coalfield Solar Fund grant.

\*\* From a 2022 baseline

\*\*\* Measured by emissions

## Environment

<b>Emissions</b>	<b>FY24</b>	<b>FY23</b>	<b>FY22</b>
Scope 1 (MT CO <sub>2</sub> e)	3,800	4,340	4,680
Scope 2 Market-Based (MT CO <sub>2</sub> e)	0	0	0
Total Scope 1+2 (MT CO <sub>2</sub> e)	3,800	4,340	4,680
Scope 1+2, GHG emissions intensity (MTCO <sub>2</sub> e/\$ Revenue)	0.00000023	0.0000003	0.0000003685
<b>Scope 3 (MT CO<sub>2</sub>e)</b>			
Scope 3 Total*	655,148	496,618	492,483
Category 1: Purchased Goods and Services	535,254	386,175	421,243
Category 2: Capital Goods	35,603	27,510	42,404
Category 3: Fuel and Energy-Related Activities	9,162	8,270	936
Category 4: Upstream Transportation and Distribution	6,966	8,928	8,928
Category 5: Waste Generated in Operations	1,083	1,057	605

\* Location-based emissions

## Environment

Scope 3 (MT CO <sub>2</sub> e) - continued	FY24	FY23	FY22
Category 6: Business Travel	47,445	46,351	7,736
Category 7: Employee Commuting	19,541	18,023	10,539
Category 8: Upstream Leased Assets	94	304	38
<b>Energy</b>			
Renewable Energy Used for Operations	100%	100%	100%
Total energy used (MWh) for operations	68,730	65,841	63,894
<b>Waste</b>			
Total waste generated (MT)	1,045	843	–
Total waste composted (MT)	242	143	–
Total waste recycled (MT)	592	539	–
Total waste diverted from disposal	79.75%	81%	–

## Environment

<b>Water</b>	<b>FY24</b>	<b>FY23</b>	<b>FY22</b>
Total water consumption (kGal)	39,879.68	40,926	46,079
<b>Ratings</b>			
CDP Rating	B	B	C

## Social - Community

### Communities True North Goal

Seasonal and year-round jobs created in underserved communities	18,198	18,217	19,638
Students better prepared for jobs	4,743,574	2,549,752*	1,268,967

### Education Outreach

Users engaging with Intuit for Education Content	551,515	–	–
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\* This number has been corrected since previous disclosures.

## Social - Community

<b>We Care and Give Back (WCGB)</b>	<b>FY24</b>	<b>FY23</b>	<b>FY22</b>
Nonprofits/NGOs supported through our We Care and Give Back Program	3,661	4,466	3,202
Employee volunteer hours (annual)	44,169	42,340	19,000
Employee donation, plus Intuit match (\$)	8,109,343	6,800,000	6,700,000
<b>Charitable Giving (\$)</b>			
Total cash giving	7,587,646	10,000,000	3,400,000
Total value of product/in-kind giving	96,796,065	116,500,000	134,600,000

## Social - Employees

Headcount	FY24	FY23	FY22
Employee headcount	18,800	18,200	17,300
Seasonal Employee Headcount*	10,800	9,400	9,100
<b>Employee Ethnicity (US)**</b>			
<b>Overall</b>			
White	39.7%	40.9%	42%
Asian	34.7%	34.2%	31%
Hispanic	9.4%	9.3%	9%
Black	6.5%	6.3%	6%
Native American, Alaska Native, or Hawaiian Native	0.7%	0.7%	1%
Two or more races	3.0%	3.0%	3%
Undisclosed	6.1%	5.6%	9%

\* These are defined as "seasonal employees from January to April primarily to support our Consumer segment customers during the peak of tax season."

\*\* Data excludes Credit Karma, which maintains separate record-keeping systems

## Social - Employees

Employee Ethnicity (US)*	FY24	FY23	FY22
<b>Director &amp; Above</b>			
White	53.6%	56.8%	57%
Asian	27.0%	26.3%	22%
Hispanic	4.2%	3.9%	4%
Black	4.8%	4.1%	4%
Native American, Alaska Native, or Hawaiian Native	0.4%	0.2%	0%
Two or more races	2.5%	2.1%	2%
Undisclosed	7.6%	6.6%	10%
<b>Nontechnical</b>			
White	54.4%	55.6%	56%
Asian	14.2%	13.5%	12%
Hispanic	12.9%	13%	12%
Black	9.2%	9.0%	9%

\* Data excludes Credit Karma, which maintains separate record-keeping systems

## Social - Employees

Employee Ethnicity (US)*	FY24	FY23	FY22
<b>Nontechnical</b>			
Native American, Alaska Native, or Hawaiian Native	0.9%	1.1%	1%
Two or more races	3.6%	3.4%	3%
Undisclosed	4.9%	4.4%	7%
<b>Technical</b>			
White	28.7%	30.1%	31%
Asian	50.1%	49.4%	46%
Hispanic	6.7%	6.7%	6%
Black	4.4%	4.2%	4%
Native American, Alaska Native, or Hawaiian Native	0.5%	0.4%	0%
Two or more races	2.6%	2.8%	3%
Undisclosed	7.0%	6.5%	10%

\* Data excludes Credit Karma, which maintains separate record-keeping systems

## Social - Employees

Employee Gender (Global)*	FY24	FY23	FY22
<b>Overall</b>			
Male	56.5%	56.3%	57%
Female	42.6%	42.9%	42%
Undisclosed	0.8%	0.8%	1%
<b>Nontechnical</b>			
Male	42.3%	41.8%	43%
Female	57.0%	57.5%	57%
Undisclosed	0.8%	0.7%	1%
<b>Technical</b>			
Male	65.0%	65.1%	67%
Female	34.1%	34.1%	33%
Undisclosed	0.9%	0.8%	1%

\* Data excludes Credit Karma, which maintains separate record-keeping systems

## Social - Employees

Employee Gender (Global)*	FY24	FY23	FY22
<b>CEO Staff</b>			
Female	50%	50%	56%
Male	50%	50%	44%
Undisclosed	0%	0%	0%
<b>Director &amp; Above</b>			
Female	37.5%	39.7%	39%
Male	61.4%	59.5%	61%
Undisclosed	1.1%	0.8%	0%
<b>Employee Engagement</b>			
Pulse survey overall score	82	83	83
Visits per day to Intranet	16,445	14,000	—

\* Data excludes Credit Karma, which maintains separate record-keeping systems

## Social - Employees

<b>Employee Engagement - continued</b>	<b>FY24</b>	<b>FY23</b>	<b>FY22</b>
Employee Resource Groups	15	14	14
Full-Time Employees Participating in at Least One ERG	27%	23%	–
<b>Fair Pay</b>			
Pay adjustments made*	487	231	–
Job codes that involved adjustments*	35	10	–
Total value of adjustments (\$)	1,970,000	929,000	–
<b>Employee Health and Safety (EHS)</b>			
High-consequence work-related injuries (excluding fatalities)	0	–	–
Fatalities as a result of work-related injury	0	–	–
Recordable work-related injuries	2	–	–

\* In FY23, we disclosed our end of year evaluation values. For FY24, we are disclosing values for both the mid-year process and end of year process.

## Social - Employees

Apprenticeship Program	FY24	FY23	FY22
Pathway program participants	19	40	11
Pathway program participants who converted to FTE	84%	73%	82%

## Social - Suppliers

US Suppliers who are also customers	–	25%	29%
All suppliers who are also customers	62%	–	–
Spend with suppliers that earned the Amazon Climate Friendly Pledge badge (\$)	714,000	784,000	–
Spend with Small Businesses (Direct and Indirect) (\$)	360,000,000	304,000,000	–
Spend with Small Businesses (Direct) (\$)	296,291,176	280,623,487	–
Value of Economic Impact Through Partnerships with Small Businesses (\$)*	530,681,314	480,435,183	484,484,227

\* US only

## Governance

<b>Business Profile</b>	<b>FY24</b>	<b>FY23</b>	<b>FY22</b>
Annual revenue (\$)	16,285,000,000	14,368,000,000	12,726,000,000
Countries of Operation	8	10	10
Customers across all Intuit products	approximately 100 million	approximately 100 million	approximately 100 million
Value of investment in R&D (reinvestment into company products and services) (\$)	2,754,000,000	2,539,000,000	2,347,000,000
Years in operation	41	40	39
<b>Board Gender Demographics</b>			
Male	69.23%	63.64%	66.67%
Female	30.77%	36.36%	33.33%
Undisclosed	0%	0%	0%

## Governance

<b>Ratings</b>	<b>FY24</b>	<b>FY23</b>	<b>FY22</b>
ISS ESG Corporate Rating	C	C+	C
MSCI ESG Rating	AAA	AAA	AA
S&P Global CSA Score	45	42	45
Sustainalytics ESG Risk Rating	17.9	16.2	16.5

## Sustainability Accounting Standards Board and Global Reporting Initiative Index

Disclosures in reference to SASB and GRI are included below indicating where to find additional information throughout this report and in our other public disclosures.

### General Disclosures

Metric	FY24 Disclosure	GRI Disclosure	SASB Disclosure
Organizational details	<p><a href="#">Intuit Fiscal 2024 Form 10-K, Item 1: Business</a> FY24 Stakeholder Impact Report - About Intuit</p> <p>Intuit Inc. 2700 Coast Avenue Mountain View, California 94043</p>	2-1	–
Entities included in the organization’s sustainability reporting	<a href="#">Intuit Fiscal 2024 Form 10-K, Item 1: Business</a>	2-2	–
Reporting period, frequency and contact point	August 1, 2023 - July 31, 2024, Annual reporting cycle <a href="mailto:investor_relations@intuit.com">investor_relations@intuit.com</a>	2-3	–
Restatements of information	No significant restatements.	2-4	–
External assurance	Intuit employs a rigorous internal review process for all subject matter and data presented in this Stakeholder Impact Report. Additionally, we work with a third party to <a href="#">assure our emissions data</a> , included in this report’s <a href="#">Disclosure Table</a> .	2-5	–

## General Disclosures

Metric	FY24 Disclosure	GRI Disclosure	SASB Disclosure
Activities, value chain and other business relationships	<a href="#">Intuit Fiscal 2024 Form 10-K, Item 1: Business</a>	2-6	–
Employees	<p>As of July 31, 2024, we had approximately 18,800 employees in 8 countries. During FY24, we employed on average approximately 10,800 seasonal employees from January to April primarily to support our Consumer segment customers during the peak of tax season.</p> <p>Achieving our objectives sometimes requires us to make difficult decisions. In July 2024, we faced the need to strategically realign our resources and announced that 1,800 of our employees would be leaving Intuit. This decision was not to cut costs, but rather to redirect resources toward critical areas pivotal to our future success. Additional information is available <a href="#">in this blog article</a>.</p>	2-7	–
Governance structure and composition	<a href="#">Intuit 2024 Proxy Statement</a> , pgs. 11-18 <a href="#">Corporate Governance</a>	2-9	–
Nomination and selection of the highest governance body	<a href="#">Intuit 2024 Proxy Statement</a> , pgs. 14-19	2-10	–
Chair of the highest governance body	<a href="#">Intuit 2024 Proxy Statement</a> , pg. 14	2-11	–
Role of the highest governance body in overseeing the management of impacts	<a href="#">Intuit 2024 Proxy Statement</a> , pgs. 12-13 FY24 Stakeholder Impact Report - About Intuit: Board, executive, and functional oversight	2-12	–
Delegation of responsibility for managing impacts	<a href="#">Intuit 2024 Proxy Statement</a> , pgs. 12-13 FY24 Stakeholder Impact Report - About Intuit: Board, executive, and functional oversight	2-13	–

## General Disclosures

Metric	FY24 Disclosure	GRI Disclosure	SASB Disclosure
Role of the highest governance body in sustainability reporting	<a href="#">Intuit 2024 Proxy Statement</a> , pgs. 12-14 FY24 Stakeholder Impact Report - About Intuit: Board, executive, and functional oversight	2-14	–
Conflicts of interest	<a href="#">Board of Directors Code of Ethics</a> <a href="#">Intuit 2024 Proxy Statement</a> , pgs. 14-15	2-15	–
Communication of critical concerns	<a href="#">Intuit Integrity Line</a>	2-16	–
Collective knowledge of the highest governance body	<a href="#">Intuit 2024 Proxy Statement</a> , pgs. 25-32	2-17	–
Evaluation of the performance of the highest governance body	<a href="#">Intuit 2024 Proxy Statement</a> , pg. 19	2-18	–
Remuneration policies	<a href="#">Intuit 2024 Proxy Statement</a> , pgs. 34-78	2-19	–
Process to determine remuneration	<a href="#">Intuit 2024 Proxy Statement</a> , pgs. 34-78	2-20	–
Annual total compensation ratio	<a href="#">Intuit 2024 Proxy Statement</a> , pg. 75	2-21	–
Statement on sustainable development strategy	<a href="#">Intuit 2024 Proxy Statement</a> , pgs. 23-24	2-22	–
Policy commitments	<a href="#">Board of Directors Code of Ethics</a> <a href="#">Code of Conduct &amp; Ethics</a> <a href="#">Global Human Rights Policy</a> <a href="#">Corporate Governance Principles</a>	2-23	–

## General Disclosures

Metric	FY24 Disclosure	GRI Disclosure	SASB Disclosure
Embedding policy commitments	<a href="#">Code of Conduct &amp; Ethics</a>	2-24	–
Processes to remediate negative impacts	<a href="#">Code of Conduct &amp; Ethics</a>	2-25	–
Mechanisms for seeking advice and raising concerns	<a href="#">Code of Conduct &amp; Ethics</a>	2-26	–
Compliance with laws and regulations	<a href="#">Intuit Fiscal 2024 Form 10-K, Item 7: Management’s Discussion and Analysis of Financial Condition and Results of Operations, Legal Contingencies</a>	2-27	–
Membership associations	<a href="#">Intuit Political Accountability</a>	2-28	–
Approach to stakeholder engagement	<a href="#">FY24 Stakeholder Impact Report - About Intuit: Stakeholder engagement and prioritization exercise</a> <a href="#">Intuit 2024 Proxy Statement</a> , pgs. 21-22	2-29	–

## Priority Topics

Prioritization Exercise	<a href="#">FY24 Stakeholder Impact Report - About Intuit: Stakeholder engagement and prioritization exercise</a>	3-1	–
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## Economic Performance

Direct economic value generated and distributed	<a href="#">10-K Financial Statement and Supplementary Data</a>	201-1	–
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## Economic Performance

Metric	FY24 Disclosure	GRI Disclosure	SASB Disclosure
Financial implications and other risks and opportunities due to climate change	FY24 Stakeholder Impact Report - Taskforce on Climate-Related Disclosures Index 2024 CDP Submission	201-2	–
Monetary losses	All material monetary losses are disclosed in our <a href="#">SEC Filings</a> .	–	TC-SI-520a.1 TC-SI-220a.3

## Indirect Economic Impacts

Infrastructure investments and services supported	FY24 Stakeholder Impact Report - Communities	203-1	–
Significant indirect economic impacts	FY24 Stakeholder Impact Report - Customers: Supporting small businesses FY24 Stakeholder Impact Report - Communities	203-2	–

## Anti-corruption

Operations assessed for risks related to corruption	<a href="#">Code of Conduct &amp; Ethics</a> , pg. 13 FY24 Stakeholder Impact Report - Shareholders: Ethics and compliance	205-1	–
Communication and training about anti-corruption policies and procedures	<a href="#">Code of Conduct &amp; Ethics</a> , pg. 13 FY24 Stakeholder Impact Report - Shareholders: Ethics and compliance	205-2	–

## Energy

Metric	FY24 Disclosure	GRI Disclosure	SASB Disclosure
Energy and renewable energy management and data	<a href="#">FY24 Disclosure Table</a> <a href="#">2024 CDP Submission</a> FY24 Stakeholder Impact Report - Communities: Sustainability	302	TC-SI-130a.1
Environmental impact of data centers	This factor is not applicable to Intuit as we do not own any data centers.	–	TC-SI-130a.3

## Water

Water management and data	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. <a href="#">FY24 Disclosure Table</a>	303	TC-SI-130a.2
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## Emissions

Emissions management and data	<a href="#">FY24 Stakeholder Impact Report - Communities: Sustainability</a> <a href="#">FY24 Disclosure Table</a>	305	TC-SI-130a.2
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## Waste

Metric	FY24 Disclosure	GRI Disclosure	SASB Disclosure
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.	306-1	–
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.	306-2	–
Waste metrics	FY24 Disclosure Table	306-3, 4, 5	–

## Employees

Benefits	<a href="#">Intuit Benefits</a> FY24 Stakeholder Impact Report - Employees: Total rewards	401-2	–
Parental leave	<a href="#">Intuit Benefits</a>	401-3	–
Employee engagement	FY24 Stakeholder Impact Report - Employees: Engagement and listening FY24 Disclosure Table	–	TC-SI-330a.2
Talent development and retention	FY24 Stakeholder Impact Report - Employees: Talent development and retention	404	–
Diversity of governance bodies and employees	FY24 Disclosure Table	405-1	TC-SI-330a.3

## Employees

Metric	FY24 Disclosure	GRI Disclosure	SASB Disclosure
Ratio of basic salary and remuneration of women to men	As a result of our recent FY24 global analysis, we made adjustments for 487 employees across 35 job codes in the US. As of August 1, 2024, 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, 2024, for Intuit’s overall pay ratio across all countries, women earn on average \$1.00 for every \$1.00 men earn. Intuit employees from underrepresented racial groups in the US (consisting of Black or African American, Latino/Hispanic, and US Indigenous) earn on average \$1.00 for every \$1.00 White employees earn.	405-2	–

## Occupational Health and Safety

Occupational health and safety management system	<a href="#">Intuit Benefits</a> FY24 Stakeholder Impact Report - Employees: Prioritizing environmental health and safety	403-1	–
Hazard identification, risk assessment, and incident investigation	FY24 Stakeholder Impact Report - Employees: Prioritizing environmental health and safety	403-2	–
Occupational health services	FY24 Stakeholder Impact Report - Employees: Prioritizing environmental health and safety	403-3	–
Promotion of worker health	<a href="#">Intuit Benefits</a>	403-6	–
Work-related injuries	FY24 Disclosure Table	403-9	–

## Local Communities

Metric	FY24 Disclosure	GRI Disclosure	SASB Disclosure
Local community engagement	FY24 Stakeholder Impact Report - Communities	413-1	–

## Supplier Social Assessment

Social supplier screening	<a href="#">Intuit Supplier Code of Conduct</a> FY24 Stakeholder Impact Report - Customers: Supplier engagement	414-1	–
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## Public Policy

Political contributions	<a href="#">Political Accountability</a> FY24 Stakeholder Impact Report - Shareholders: Global corporate affairs and public policy	415-1	–
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## Customer Privacy

Commitment to customer privacy	Customers and past customers of Intuit products can download or delete personal data and manage marketing communication preferences as outlined in our <a href="#">Intuit Privacy Policy</a> . FY24 Stakeholder Impact Report - Shareholders: Privacy and security	418	TC-SI-220a.1
Number of users whose information is used for secondary purposes	Customer data is used only for the stated purposes in our <a href="#">privacy policies</a> that are provided to all customers.	–	TC-SI-220a.2

## Customer Privacy

Metric	FY24 Disclosure	GRI Disclosure	SASB Disclosure
Law enforcement request management	Intuit provides government agencies and authorities (including law enforcement) with access to or information about user accounts in response to valid, legal process (including, but not limited to, subpoenas). 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 more information <a href="#">here</a> .	–	TC-SI-220a.4
Data breaches	All material data breaches are disclosed in our <a href="#">SEC Filings</a> .	–	TC-SI-230a.1
Data security risks identification	FY24 Stakeholder Impact Report - Shareholders: Privacy and security <a href="#">Intuit Fiscal 2024 Form 10-K, Item 1C: Cybersecurity</a>	–	TC-SI-230a.2

## Managing Systemic Risks from Technology Disruptions

Performance issues	All material performance issues are disclosed in our <a href="#">SEC Filings</a> .	–	TC-SI-550a.1
Business continuity risks related to disruptions of operations	<a href="#">Intuit Fiscal 2024 Form 10-K, Item 1A: Risk Factors</a>	–	TC-SI-550a.2

## United Nations Sustainable Development Goals Index

We support the United Nations Sustainable Development Goals (SDGs). We're committed to taking global action and working collaboratively with nonprofits, 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 listed below.

**1** NO POVERTY



**4** QUALITY EDUCATION



**5** GENDER EQUALITY



**7** AFFORDABLE AND CLEAN ENERGY



**8** DECENT WORK AND ECONOMIC GROWTH



**13** CLIMATE ACTION



**17** PARTNERSHIPS FOR THE GOALS



## Taskforce on Climate-Related Disclosures Index

The TCFD framework guides our voluntary disclosure of practices related to the management of climate-related risks, opportunities, and their strategic implications for our business. While the TCFD disbanded to make way for emerging climate-related standards and regulations that will follow to advance its objectives, we continue to align to this framework as evidence of our continued commitment and transparency for the benefit of our stakeholders. For further information, please refer to our [2024 submission to CDP](#).

### Governance

#### TCFD Recommendations

#### Intuit Response

a) Describe the board’s oversight of climate related risks and opportunities.

The Nominating and Governance Committee of our Board of Directors oversees and reviews Intuit’s enterprise-wide risks and practices relating to environmental matters, including climate change. The Committee also discusses progress on those matters with management throughout the year. As part of its company-wide strategy, Intuit has set and declared measurable True North Goals to help achieve outcomes in various areas including progress on climate. Intuit operationalizes its True North Goals as a mechanism for assessing its performance as a company and incorporates progress against those goals as a factor in making compensation decisions.

b) Describe management’s role in assessing and managing climate related risks and opportunities.

Intuit’s Head of Global Sustainability oversees dedicated and cross-functional teams that support the assessment and management of climate-related risks, opportunities, and impacts. Intuit’s Sustainability and Corporate Responsibility functions are overseen at the executive level by Intuit’s Executive Vice President, Chief Commercial Officer and Chief Revenue Officer, Global Business Solutions Group. Our Executive Leadership Team is ultimately accountable for the achievement of Intuit’s True North Goals, which include climate-related performance objectives that are tied to executive compensation.

## Strategy

### TCFD Recommendations

a) Describe the climate related risks and opportunities the organization has identified over the short, medium, and long term.

### Intuit Response

Intuit defines time horizons for the consideration of climate-related risks and opportunities as follows:

- Short-term: 0-3 years, in alignment to our short-term financial and strategic planning cycle.
- Medium-term: 3-10 years, in alignment to our medium-term strategic planning cycle and validated science-based targets.
- Long-term: 10-30 years, in alignment to our long-term strategic planning cycle and validated science-based net-zero targets.

Climate-related risks and opportunities exist, but none with the potential to have a substantive effect on our organization. We assessed categories of climate risk including acute physical, chronic physical, policy, market, reputation, and liability.

b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning

Intuit completed a climate risk assessment in FY23 and there were no risks identified to have a substantive effect in the reporting year or anticipated to have an effect in the future. We will continue to conduct assessments every two years to evaluate any changes to the business.

c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.

We set science-based net-zero targets validated by SBTi in FY23 and are in the process of putting together a robust climate transition plan. Intuit has not used scenario analysis to identify environmental outcomes as it has not been an immediate strategic priority. We plan on evaluating and utilizing scenario analysis within the next two years.

## Risk Management

### TCFD Recommendations

### Intuit Response

a) Describe the organization's processes for identifying and assessing climate related risks.

Intuit has a specific environmental risk management process for identifying, assessing, and managing environmental risks, focused on our direct operations and upstream value chain. Occurring at least every two years, the process involves desk-based research and partnership with an external consulting firm to conduct a qualitative climate risk assessment and quantitative analysis of the financial impacts of the physical risks identified for Intuit assets.

b) Describe the organization's processes for managing climate-related risks

Intuit's public commitment to achieving science-based net-zero emissions covers the entire organization's operations and supply chain and is in line with the Paris Agreement. Please refer to the [Sustainability section](#) of this report on pages for a record of our actions in the reporting year to manage climate-related risks, opportunities, and impacts in line with our commitment.

c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.

Intuit's application of the definition of substantive risk or opportunity for climate-related matters follows the company's enterprise risk management (ERM) matrix scoring that assigns scores to likelihood and severity while taking into consideration the time horizon. These metrics and their thresholds are reviewed annually during the ERM process by our Enterprise Risk Team, who informs the Nominating and Governance Committee and Audit Committee of our Board of key findings of the exercise.

## Metrics and Targets

### TCFD Recommendations

a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.

### Intuit Response

Intuit discloses environmental metrics used to assess the impacts, risks, and opportunities associated with our business in the [Disclosure Table](#) of this report.

b) Disclose scope 1, scope 2, and, if appropriate, scope 3 greenhouse gas (GHG) emissions, and the related risks

Intuit discloses our greenhouse gas (GHG) emissions inventory in the [Disclosure Table](#) of this report, which includes scope 1, scope 2, and relevant categories of scope 3 GHG emissions. Our greenhouse gas (GHG) emissions data is assured by an external provider.

c) Describe the targets used by the organization to manage climate related risks and opportunities and performance against targets.

Intuit commits to reach net-zero greenhouse gas emissions across the value chain by FY2040, with science-based targets validated by the Science Based Targets Initiative (SBTi).

#### Near-Term Targets:

- Reduce absolute scope 1 and 2 GHG emissions 42% by FY2030 from a FY2022 base year.
- Achieve 80% of Intuit suppliers by emissions covering purchased goods and services will have science-based targets by FY2027.

#### Long-Term Targets:

- Reduce absolute scope 1 and 2 GHG emissions 90% by FY2040 from a FY2022 base year.
- Reduce scope 3 GHG emissions 97% per million USD value added within the same timeframe.

# Forward-looking statements

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 sustainability, job creation, and job readiness. The fact that we included such information does not indicate 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, potential, intends, design, will, may, can, should, 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 the fiscal year ended July 31, 2024. Except as may be required by law, the company undertakes no obligation to update any forward-looking or other statements. In addition, historical, current, and forward-looking sustainability-related statements may be based on standards for measuring progress that are still developing, internal controls and processes that continue to evolve, and assumptions that are subject to change in the future.

Website references throughout this document are provided for convenience only, and the content on the referenced websites is not incorporated by reference into this document.



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