



# Electronic Arts

Impact Report 2023

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## A Letter From Andrew Wilson, Our CEO

Each day, our amazing teams, with unrivaled passion and creativity, deliver incredible interactive, blockbuster entertainment to hundreds of millions of people across the world. Through our experiences, characters, and stories, players compete, create, explore, build, watch, share and connect for billions of hours. Along the way, they find joy, personal development, inspiration and belonging; they forge and deepen lifelong friendships, ignite their creativity, and celebrate their fandom, culture and lived experiences.

This is who we are as creators, storytellers, and innovators. We also strive to do so much more, while holding ourselves to the highest standards of integrity.

More and more people around the world are choosing our games as their favorite form of entertainment. They are forming massive online communities to deeply engage with the sports, brands and legendary IP they love most. We are inspired to pay our passion and creativity forward in service of one another and the communities where we live, work, and play.

Through conversation, connection, and learning, we work to create an inclusive and healthy culture. Our people practices

prioritize engagement, listening and action, supporting the development of everyone at our company. These efforts help us thrive and do our best work. The diversity of our teams drives our artistry and invention, making it possible for us to deliver rich, inclusive, culturally relevant entertainment for our communities.

As we create experiences where all people are welcomed, safe and included, our teams also demonstrate leadership in the accessibility of video games. New options related to color blindness, single-button controls, narrative menus, and additions to our accessibility patent pledge are a few recent examples of our ongoing commitment to players. We hope that other creators will use our innovations in their own games, so that together, we can make it possible for all people to enjoy the thrill, imagination, and connection of great games.

Our people live and work across the globe, giving us a unique ability to drive even greater impact at a local level. We are passionate about creating access and opportunity in education for the next generation to help foster strong, inclusive communities. As a team, we have positively impacted more than 30,000

students through our work with STEAM-focused organizations. This year alone, we invested \$6.8M, while coming together for over 11,000 volunteer hours – all to support causes that matter to our people and the communities we serve around the world.

The commitment of our teams to build a healthy, safe, inclusive, and empowering future for our players, extends to a commitment to help protect the health and sustainability of our planet. This year, we have continued to integrate sustainability across our business. In doing so, we achieved carbon neutrality for our North America operational emissions and will decrease our footprint by delivering more clean energy to our headquarters next year. We are committed to being carbon neutral for operations by 2027 and, inspired by the historic Paris Agreement, to becoming a net zero enterprise.

The pages of the following report tell an ongoing story of how incredibly talented, values-driven teams, across EA, are continuously working for the good of our people, our players, and our world. I am grateful, proud and inspired by the impact we have helped create.

While we still have work to do, we are living up to our ongoing commitment to help build a more equitable and more sustainable world. At EA, our mission is to inspire the world to play, and we believe there's nothing that we cannot accomplish, together.

Sincerely,



**Andrew Wilson**



## Highlights and Commitments

**3 years of consistent growth**

in underrepresented talent in executive (VP+) roles

**Continued increase in company-wide representation**

among women and underrepresented talent

**\$6.8M and 11,700 volunteer hours**

investing in communities through social impact programs

Continued leadership in **Inclusive Design**



Set our ambition to be **carbon neutral by 2027**

**6 patents** added to our accessibility patent pledge



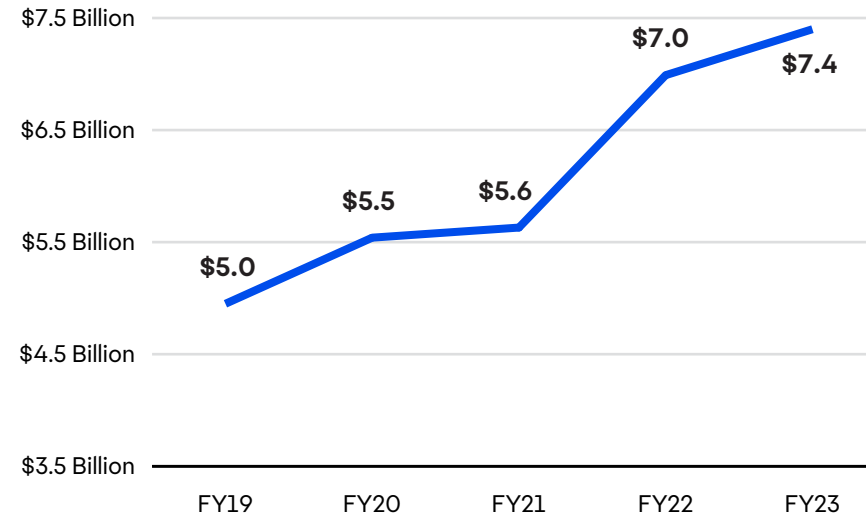


## Our Mission, Opportunity, and Strategy

Our mission is to inspire the world to play by creating and delivering amazing games and experiences to players all over the world. Cultural and generational trends are broadening the reach and impact of our dynamic industry. Billions of people of all ages play, watch, create and connect across every region of the world, across genders, race and ethnicity, sexual orientation, and other aspects of diverse identity. Looking ahead, the number of players is expected to grow in the coming years, with Gen Z and Gen Alpha, in particular, turning to games as a primary form of entertainment.

A foundation of our business strategy is to engage and grow massive online communities in our games and experiences. The efforts outlined in this Impact Report support our strategy. Diverse and inclusive teams create content that our players see themselves in and engage with. Our positive play initiatives create worlds and experiences where everyone can be welcomed, safe and included. Our social impact investments expand access to STEAM education, champion inclusivity and inspire creativity. And our environmental sustainability programs demonstrate our commitment to protecting and preserving a world where everyone can play. All of these efforts are underpinned by foundational corporate governance, privacy and security programs and practices. We remain guided by our creativity, purpose, values and stakeholder expectations.

Net Revenue FY19 - FY23



### Business Snapshot

**\$7.4B**

Total Net Revenue

**\$2.88**

Diluted Earnings Per Share

**\$5.4B**

Live Services & Other Net Revenue

**\$1.6B**

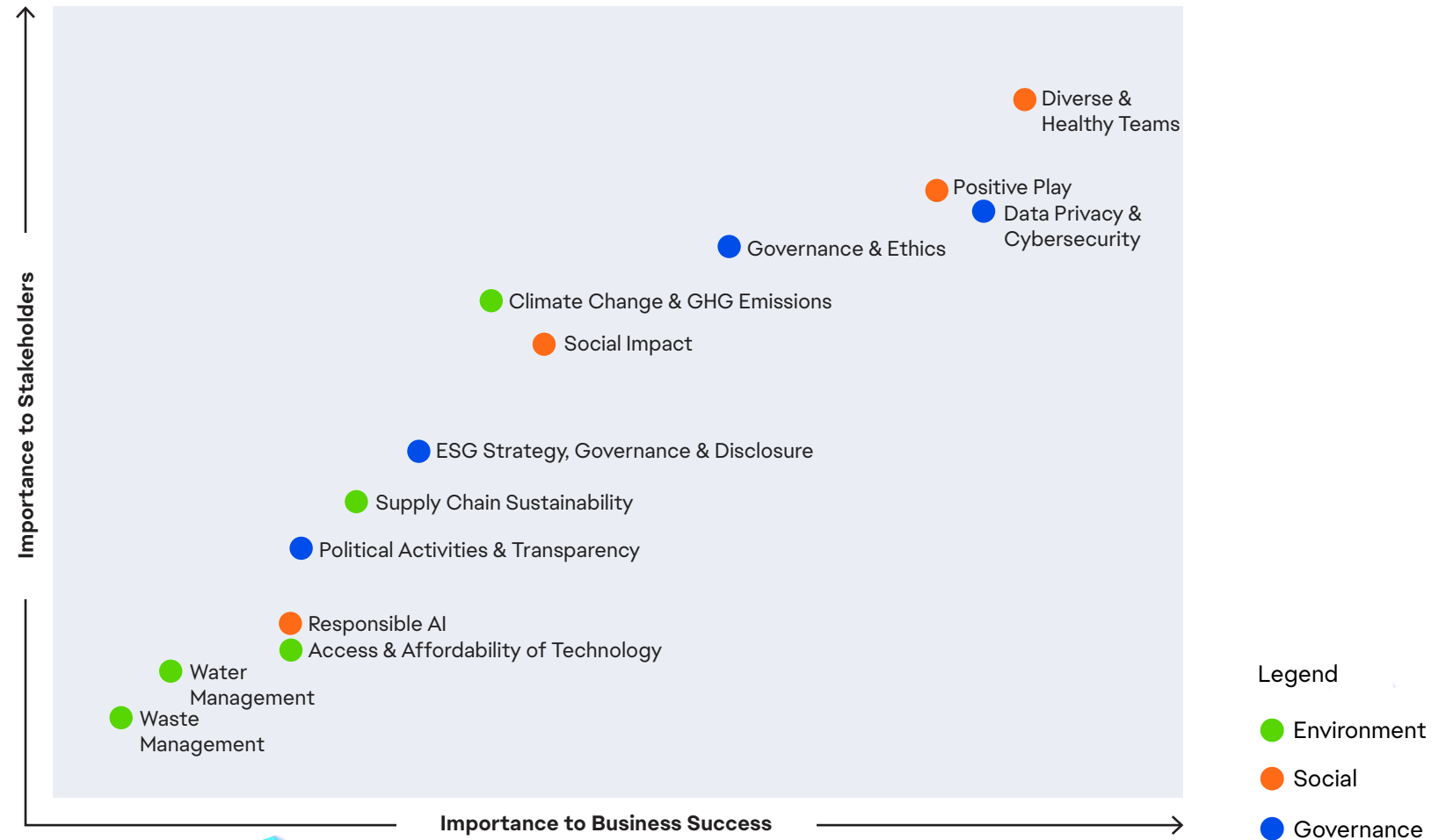
Operating Cash Flow





## ESG Materiality Map

In spring 2022, we conducted a materiality assessment which included peer and industry benchmarking, reporting frameworks review and stakeholder interviews. The results represented here informed our ESG approach, prioritization, and communication of progress through our Impact Report. We intend to update the materiality assessment biennially to refresh and enhance our understanding of the topics that affect both Electronic Arts and our stakeholders.







## Recognition

We're proud to be recognized for our efforts to create an innovative, energizing and inclusive workplace, where our people can do amazing things for our players, communities and one another. A few of our recognitions during FY23 include:

**World's Best Employers**

**America's Best Midsize Employers**

**Canada's Best Employers**

Forbes

**Glassdoor's Best Places to Work**

Glassdoor

**U.S. Best Places to Work Awards  
(Respawn and Maxis)**

GameIndustry.biz

**Most Admired Companies**

Fortune

**America's Most Trustworthy Companies**

**America's Greatest Workplaces  
for Diversity**

Newsweek

**UK Best Places to Work: Mid-Sized  
Company (Criterion Games)**

GameIndustry.biz

**Most Innovative Companies in Gaming**

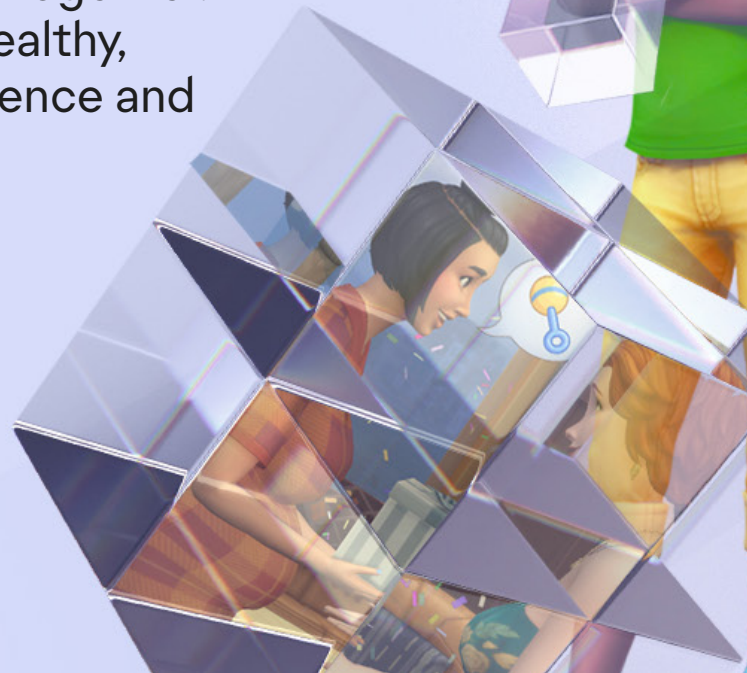
Fast Company

01

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# Valuing Diverse and Healthy Teams

We're at our best when we listen, learn and grow together. We value diverse teams and strive to create a healthy, inclusive culture that represents our global audience and helps our people do their best work.





## Our People

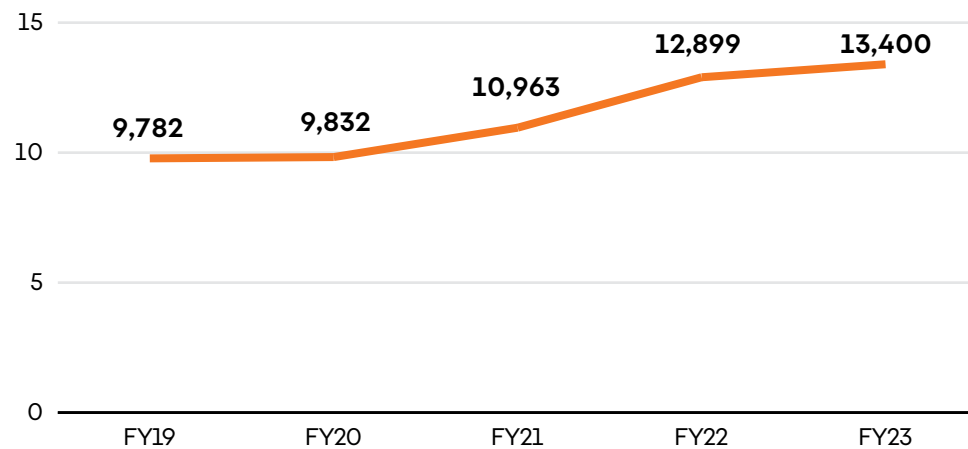
Our focus on our workforce and culture helps our teams create games and experiences that entertain our hundreds of millions of players around the world. We value diverse teams and strive to create a healthy, inclusive culture that helps our people do their best work. We're proud of our programs and practices that benefit our workforce, and we transparently report key performance metrics resulting from these programs.

To work towards the aspirations for our people programs, we:

- 1 Embed inclusion in our people practices to enable all to thrive and do their best work**
- 2 Foster a healthy, and supportive culture that prioritizes engagement, listening, and action**
- 3 Support the development of our people and the growth of our business**

## Our Workforce

Our workforce includes great talent from all over the globe. Together, we're building a culture where we can all do our best work.



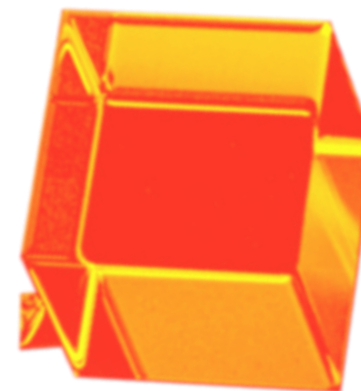
### Highlights:

**Hired underrepresented talent above current representation rates** for the fifth consecutive year.

**Continued increases in company-wide representation** among women and underrepresented talent.

**3 years of consistent growth** in underrepresented talent in executive roles (VP+).

**Continued to achieve base pay equity** on the basis of gender globally and race/ethnicity in the U.S.



## Workforce Representation<sup>1</sup>

Global	Overall		People Leaders		Technical Roles	
	FY22	FY23	FY22	FY23	FY22	FY23
Women	25.5%	26.5%	24.7%	25.8%	19.4%	20.6%
Men	74.5%	73.5%	75.3%	74.2%	80.6%	79.4%

U.S. <sup>2</sup>	Overall		People Leaders		Technical Roles	
	FY22	FY23	FY22	FY23	FY22	FY23
White	53.4%	53.2%	60.3%	58.8%	53.1%	52.3%
Asian	21.8%	22%	18.4%	19.6%	24.4%	24.6%
Hispanic or Latinx	8.7%	9.2%	5.5%	6.4%	7.7%	8.1%
Black or African American	3.8%	4.0%	3.3%	4.0%	3.1%	3.5%
Two or More Races	4.6%	4.4%	3.6%	3.7%	3.6%	3.6%
American Indian or Alaska Native	0.2%	0.2%	0.2%	0.1%	0.1%	0.1%
Native Hawaiian or Other Pacific Islander	0.2%	0.3%	0.1%	0.2%	0.1%	0.2%
Underrepresented Talent By Ethnicity <sup>3</sup>	17.5%	18.0%	12.7%	14.4%	14.8%	15.5%

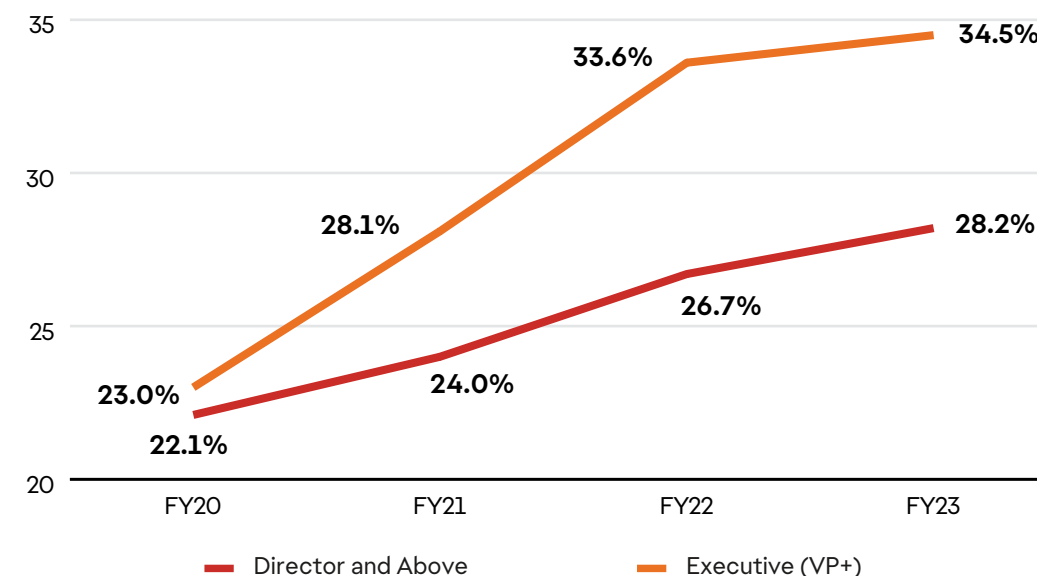
<sup>1</sup> Gender data included in this table represents global respondents who self-identified female and male gender. We recognize all gender identities and support inclusive and equitable treatment for all.

<sup>2</sup> Based on self-identification responses and may not sum to 100%.

<sup>3</sup> Includes Black or African American, Hispanic or Latino, Two or More Races, American Indian or Alaska Native and Native Hawaiian or Other Pacific Islander.

## Leadership Growth

Our efforts have led to the consistent growth of underrepresented talent in executive (VP+) and Director+ roles. Diversifying our leadership has yielded advocacy and mentorship which is demonstrated in our year-over-year results. **Our progress and inclusive culture demonstrate that all talent can thrive and achieve their long-term aspirations at Electronic Arts.**





# 1 Embed inclusion in our People Practices to Enable All to Thrive and Do Their Best Work

## Inclusive Hiring Practices

Our hiring process typically begins with a broad pool of candidates from which our talent acquisition team and hiring managers progress qualified candidates. Substantially all our hiring includes diverse candidates in the initial pool. We also focus on two additional stages of the hiring process - the Recruiter Review and the Hiring Manager Interview stages - that our research shows best drives hiring outcomes.

**Recruiter Review:** The stage at which our talent acquisition team reviews and assesses candidates and provides recommendations to the hiring manager.

**Hiring Manager Interview:** The slate of candidates that the hiring manager interviews.

Business unit leaders and our talent acquisition leadership have goals for the inclusion of candidates

from underrepresented groups at each of these two early stages of the hiring process. They are grounded in current representation levels and the hiring plans for each business unit. Business unit leaders also receive monthly and quarterly progress reports through which they can monitor the progress of their business unit. Electronic Arts expects all people managers to create high performing teams by leading inclusively and developing others.

In FY23, we expanded our signature talent acquisition training program to be more widely available to interviewers and managers. We also launched a new Hiring Manager Knowledge Center that increases hiring managers' understanding of how to create equitable opportunities for all candidates. This training program educates and trains all participants on Electronic Arts' fair and equitable hiring process.

## Next Generation Talent

We believe that investments in next generation talent provide the opportunity to build and maintain a diverse workforce over the longer term. We work with core schools and strategic partnerships to drive exposure to our career opportunities for candidates from underrepresented communities. Our engagement efforts include scholarships, mentorships and internships with students from Historically Black Colleges and Universities (HBCUs), Hispanic Serving Institutions (HSIs), and partnerships with organizations such as the [Hispanic Scholarship Fund](#), the [United Negro College Fund](#), [Donna Day](#), and [CAN-CWIC](#). In FY23, Electronic Arts hired 240 new graduates and 373 student interns. 36% of our eligible interns were hired as full-time employees.

For more on how we invest in the next generation in our communities, please read about our [social impact](#) efforts.

## Retaining Talent

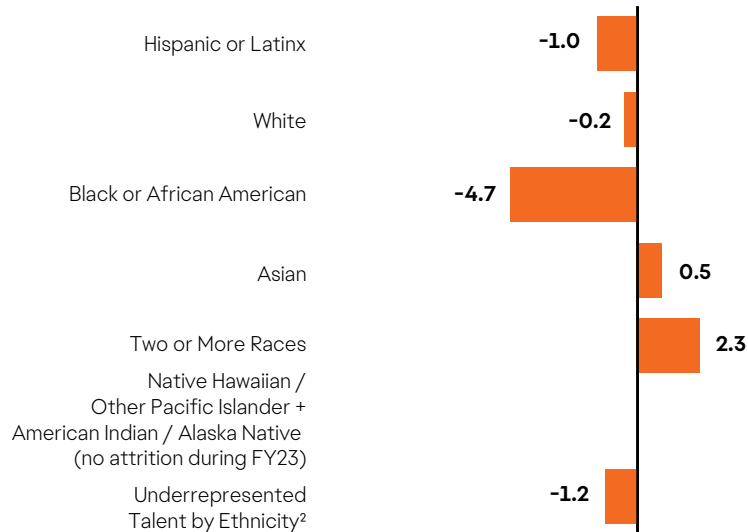
We focus on retaining our employees through tailored approaches and employ analysis, processes and tools to support career progression and retention of talent cyclically. These practices include analytics in our talent processes that help us diagnose opportunities for improvement. When we find areas that require our attention, we aim to identify root causes and solve them in service of our teams.

### FY23 Voluntary Attrition<sup>1</sup>

#### Global Attrition by Gender



#### US Attrition by Ethnicity



<sup>1</sup> The center line denotes average voluntary attrition at EA during FY23. Percentage points on either side of the line show the difference from the average rate.

<sup>2</sup> Includes Black or African American, Hispanic or Latino, Two or More Races, American Indian or Alaska Native and Native Hawaiian or Other Pacific Islander.

## Equitable Pay

Building diverse teams and creating a healthy and inclusive culture includes a focus on compensating our employees fairly based on the work that they do. To us, pay equity means that our employees are paid equitably for their work, regardless of their gender, race/ethnicity or other characteristics not relevant to their role or performance in it. We consistently analyze compensation and annually partner with an independent outside firm to review employees' pay. When we find compensation that deviates from what we would expect to see based on our practices, we take action, including adjusting base pay for a small group of employees. **During FY23, our programs and processes have enabled us to maintain base pay equity globally based on gender and race/ethnicity in the United States.**





## Employee Resource Groups

Employee Resource Groups (ERGs) are a core component of our commitment to elevating and engaging diverse voices across the organization. **All ERGs are supported with executive leadership sponsorship and advisors.**

In FY23, our ERGs focused on professional development and social impact efforts. Each ERG engaged its membership to support our DEI strategy through community-building, business partnerships, and learning and allyship opportunities:

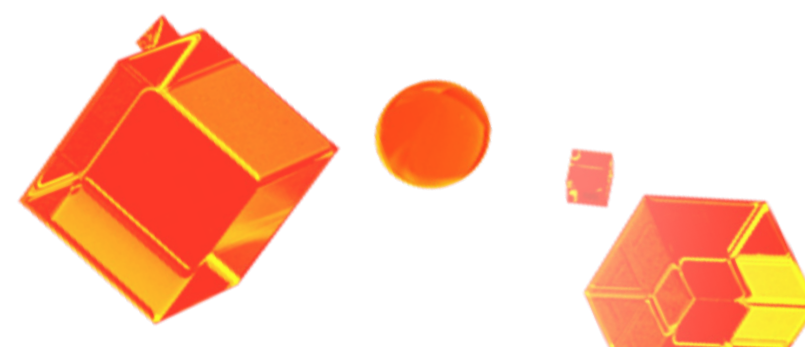
- ERGs hosted 29 professional development events focused on career advancement, psychological safety and cultural intelligence, resulting in over 3,200 hours of professional development impact.
- ERGs donated over \$49,000 through EA's employer match and volunteer rewards program.

## Creating Inspiring Experiences

To foster inclusion, belonging and allyship, we host global celebrations to recognize the heritage, contributions, and achievements of the global communities that reflect our workforce and our players. We also convene Equity Town Halls – open to all Electronic Arts employees and regularly attended by our leadership. Our Equity Town Halls have a rich tradition of providing a safe environment where employees and leaders can create awareness and engage in meaningful dialogue around important issues. This year, we focused on inclusive design in which key studio leaders shared best practices about how they incorporate inclusion in our games and services.

## Our ERGs

	<b>ABLE</b> Champions the inclusion of people with disabilities
	<b>ASPIRE</b> (Asian and Pacific Islanders Represent) Asian, Native Hawaiian, and Pacific Islander affinity group
	<b>BEAT!</b> (Black EA Team) African American and Black affinity group
	<b>MOSAIC</b> Enables smaller offices/studios to engage and contribute to the objectives of relevant affinity groups for their location
	<b>PRIDE</b> LGBTQ+ affinity group
	<b>SOMOS EA</b> ("We Are EA" in Spanish) Hispanic and Latinx affinity group
	<b>Women's Ultimate Team (WUT)</b> Women's affinity group



## 2 Creating a Healthy and Supportive Culture that Prioritizes Engagement, Listening and Action

We understand that supporting our employees throughout their journey with us is central to our success. We aim to build a reciprocal relationship in which we consistently engage, listen, respond and work together. Creating and nurturing this culture supports our people and helps us deliver our business goals.

### How We Work

Like many companies, we have evolved the way in which we work as we have re-opened our offices from the COVID-19 pandemic. Our approach strives to balance EA's business needs and our culture of collaborative creativity with the flexibility desired by many employees. Our model provides business unit leaders with autonomy to establish and maintain flexible work models that deliver business results while also considering team and individual needs. We're on a journey to navigate new ways of working and continue to learn and iterate as we empower our teams to do what's best for their work.

### Engaging Our Employees Through Listening

We believe that meaningful conversations are the foundation of an engaging, high-performance culture. To facilitate open communication, we expect managers to hold quarterly performance conversations with employees. We also conduct semi-annual engagement and annual manager surveys, and use internal data to measure employee engagement, organizational health and manager effectiveness. Our goal is to promote a culture of inclusivity, where everyone's voice can be heard and we can work together to achieve success. Seventy-seven percent of our employees responded to our December 2022 survey.

### Results from our Recent Surveys<sup>1</sup>

**89%**

felt recognized by their manager

**86%**

agree that Electronic Arts is committed to DEI as a priority

**87%**

agree their opinion matters to their team

**84%**

are happy working at Electronic Arts

<sup>1</sup> September 2022 Manager Survey and December 2022 Engagement Survey



## Raise a Concern

Our culture of listening and action also shows up in our “Raise a Concern” experience. This is the process by which employees can safely raise workplace concerns – including those related to discrimination, harassment and bullying. When looking into concerns, we reinforce with all involved that it is against EA policy for anyone to retaliate against someone who raised a legitimate concern or who participated in an investigation. We offer employees a variety of ways to report concerns in a way most comfortable for them:

- An easily accessible online tool
- Their manager
- Their People Experience partners
- An Electronic Arts executive
- The People Relations Team via a dedicated phone number and email address

We review all concerns raised in good faith and take enforcement very seriously. We have and will take appropriate action when we learn of behaviors that are inconsistent with our values, [Code of Conduct](#), or our [Respectful Workforce Policy](#). We have also expanded our Global People Relations organization and formalized the process by which our Board and its committees oversee these programs and practices. In addition, we continue to invest in policies, practices, tools and people to create a work environment where all our workers can thrive. We’re committed to continued vigilance in maintaining a healthy working environment where our people can do their best work.

## Caring for Our People

Electronic Arts provides comprehensive benefits and awards packages customized to local markets to support the physical, mental and financial well-being of our people. Benefits<sup>1</sup> offered may include:

### Physical Health

**Health Coverage:** Employees and their eligible dependents have access to medical plans and supplemental insurance options to support holistic health.

**Ergonomics Program:** Employees can have their workspace (at home or in the office) assessed to receive comfort solutions based on specific needs.

### Mental Well-being

**Mental Health Resources:** Provides employees and their eligible dependents with access to coaching, counseling, and other mental health resources. Our partners offer a global provider network of certified coaches and licensed therapists that supports over 30 languages.

**Bereavement Leave:** Employees may take up to 20 days of paid time off for the loss of a loved one.

**Bereavement Trust:** In the event of an employee's death, immediate family can receive a \$25,000 trust to care for surviving minor children under the age of 18.

**24/7 Counselor PhoneLine:** Employees have access to 24/7 phone crisis support.

<sup>1</sup> Benefits are representative of our global offering and may vary by location and eligibility.

### Family Health

**Vacation & Holidays:** We encourage employees to stay on the top of their game by planning holidays and taking much-deserved vacations.

**Caregiver and Parental Leave:** New parents and caregivers may receive up to 12 weeks paid Global Caregiver Leave and 4 weeks paid Global New Parent Leave.

### Financial Well-being

**Bonus and Stock-Based Incentives:** Eligible employees may receive annual bonus and stock-based compensation.

**Retirement Contribution Match:** Our company match is dependent in part on financial performance.

**Equity Ownership:** Ninety-three percent of EA employees participate in EA's equity programs, including our Employee Stock Purchase Plan, which allows eligible employees to purchase EA stock at a discount.

**Equity Vesting:** Upon death or qualifying disability, employee equity awards may vest to assist families in a time of need.

## Supporting Mental Health and Work Life Balance

Our mental health platform provides employees and their eligible dependents with access to a global network of certified coaches, licensed therapists and other mental health resources in over 30 languages.

We also offer access to specialists who can help with customized research related to child care, elder care, education, financial support, local convenience services and more depending on location.



### 3 Supporting the Development of our People and the Growth of our Business

Our people drive the future of Electronic Arts, and our development strategies are aligned with our strategic vision. We see talent development practices as an opportunity to shape the future of our company.

#### Learning and Development

We invest in developing and retaining employees through access to professional growth resources, skills learning and other job-specific and general training. Electronic Arts Learn – our learning management system – provides online resources with leading industry vendors and proprietary learning materials. Our investments and programs are focusing on how we can grow the skills of our workforce to align with the work of the future.

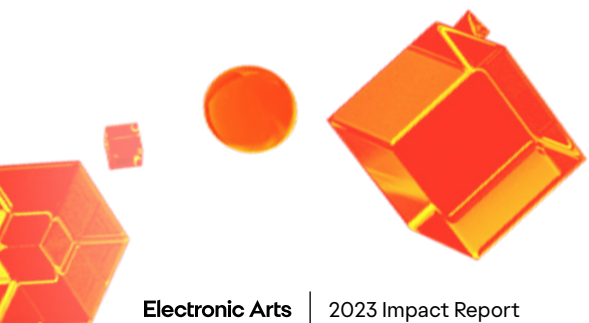
In FY23, employees logged over 395,000 hours on online learning platforms, a **126% increase from FY22.**

#### Technical Training

We build technical onboarding and job-specific programs to help our employees onboard to technical roles and grow in their specific domains. We provide access to online learning resources with leading industry vendors and support our game developers by creating bespoke learning materials on our Frostbite game engine. We also participate in workshops and conferences, such as Game Play of the Future, Modes of the Future, Technical Innovation Summit, and our Animation Conference on artificial intelligence and machine learning.

#### Udemy Partnership

In FY23, Electronic Arts entered a partnership with Udemy to expand our learning and development opportunities. Our employees utilized Udemy for over 39,000 hours through 23,000 course enrollments. Over 75% of employee engagement was in technical modules.





## Developing Leaders

Leading people is an honor, privilege and great responsibility. We expect our leaders to build high-performing teams and provide them with development tools to create a healthy, inclusive environment, where our people can do their best work. We support people leaders through our Leader League program, with multiple offerings on critical topics, including effective feedback, coaching, psychological safety and team advocacy.

**Aspiring Leaders:** We aim to support emerging leaders through targeted programs for their stage of development, such as our Next Level Leadership Experience program that explores the mindsets, capabilities and tools leaders need to execute, innovate and transform into the future.

**Mid-Level Leaders:** FY23 served as a pilot year for leadership offerings to directors and senior directors. We focused our efforts on the unique leadership challenges this cohort experiences as they expand their leadership capabilities.

**Executive Leaders:** We invest in our executive leaders through tailored development experiences, including world-class executive educational courses, coaches, assessments and more. In early FY23, we introduced a new set of formalized expectations for executive leaders which will help EA achieve its vision of the future.

## Inclusion Training

In FY23, we developed Belonging at EA, an enterprise-wide training program to share best practices for creating a culture of belonging. We also offer courses on DEI topics and access to platforms that foster understanding of the dimensions that impact inclusive collaboration.

We provide inclusion programs based on leadership level, with inclusive leadership and psychological safety programs for all people leaders. Directors and above have access to programs on leading and developing inclusive teams. For our senior leadership, we provide a robust multi-month program focused on leading inclusively and fostering accountability. More than 90% of global leaders have participated.



02

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# Positive Play

We authentically create worlds and experiences where everyone can be welcomed, safe and included.





## Five Player Needs for Positive Play

**Safety**  
Games that are safe, positive, fun experiences, free from intentional disruption.

**Fairness**  
We promote fair play in our games.

**Inclusion**  
Experiences that champion belonging, equity and accessibility.

**Connection**  
Creating positive connections in the global community of players.

**Balance**  
Players can enjoy games as part of a balanced lifestyle.

## Inspiring the World to Play Together

In FY23, we continued to build on our commitment to positive play through ongoing investment in teams, resources and technology to design inclusively and promote safe, fair play. We aim to create games, stories, worlds and characters that are as diverse as the communities we serve so that our players can see themselves represented in game. We then empower our players through clear policies and communications, such as the updated [Positive Play Charter](#), which set expectations for community behavior in EA spaces. To facilitate games and services that are enjoyable for our entire player community, we deploy technology focused on preventing disruptive content and conduct before it happens with tools for player reports that we action quickly and reliably. We believe that when players can make meaningful connections to each other and with our games, with choices for how they play, that's positive play.



## Inclusive Player Experiences

We focus on designing our games and experiences for players of all backgrounds, abilities and intersectional needs. We believe that authentic representation and inclusive game development practices opens our games and experiences to more people and grows our market. We empower our development teams to design inclusively through:

- Training programs and workshops
- Research and data
- Industry-wide collaborations
- Partnerships with non-profit experts
- Development of best practices



### Apex Legends

With the release of Season 15, Apex Legends introduced Catalyst, its first playable transgender woman character. Her trans identity serves as a source of power and wisdom.



### The Sims

We introduced content into The Sims 4 dedicated to disability representation such as medical wearables and accessories like hearing aids and glucose monitors. The Sims 4 also added transgender-affirming content.



### EA SPORTS

Our global football franchise introduced women's club teams and a [collaboration](#) with league partners to launch in-game kits with messages about eradicating racism and discrimination in football. We also launched an Accelerator Fund to support the growth of women's football, in partnership with UEFA.

## Accessibility

Our [accessibility patent pledge](#) allows every developer and publisher royalty-free use of our accessibility-centered technology. Our goal is to encourage the industry to work together to make video games more inclusive by removing unintended barriers to access. In FY23, we added six new patents, including a color blindness diagnostic system which automatically determines, enables and adjusts color blind accessibility settings during gameplay.

### STAR WARS™ Jedi: Survivor

For Cal Kestis' return, we worked hard to ensure that as many players as possible could embrace the fantasy of being a Jedi Knight. From difficulty options to accessibility-related controls, we designed the game to provide choice in how the game is experienced. We included subtitles and closed captions, visual choices like HUD scaling, color blind options, and camera shake adjustment.

### Dead Space

The 2023 remake of Dead Space includes options such as colorblind mode, narrated menu, and single-button controls to improve the game experience for players of all abilities and backgrounds.

## Safety

Through a combination of policies, technology and human oversight systems, we aim to minimize disruptive behavior and encourage positive play. Where we find content or activity that conflicts with our User Agreement and [Positive Play Charter](#), we remove it and take appropriate disciplinary action.

### Moderation

We deploy proactive tools, including filters, that block offensive or inappropriate text in player chat or names, while also considering game-specific context and intensity. In FY23 we introduced improved text moderation in several games and experiences. These tools allow us to more easily detect and filter inappropriate language, customize policies, and see changes based on player reports. These improvements helped us remove over one hundred million items of potentially disruptive user-generated text content (UGC) before players were exposed to it.

### Player Reports

Player reporting remains a critical tool in how we promote safe gaming spaces, allowing players to flag disruptive behavior so that we can investigate it. Every Electronic Arts game in FY23 launched with in-game reporting for disruptive or inappropriate behavior.

We use a combination of technology and human moderation to review player reports. Of those that our team of content moderators determined to violate our policies, more than half were for minor disruptive behaviors and received a warning – our research and analytics show that a simple warning is effective in stopping the majority of disruptive behavior.

## Fairness

We want our games to be fair and we know our players expect that too. To meet these expectations, we invest in resources and technologies to maintain a level game environment and prevent or deter cheating, exploitation, and other unfair behavior. We take appropriate disciplinary action ranging from warnings to suspensions to full bans when we find unfair behavior. We also intentionally encourage fair play with in-game messages that remind players of our standards.

### EA Anticheat Launch – FIFA 23

[EA Anticheat](#) launched with FIFA 23 for PC. This service helps prevent, identify and address cheating incidents, facilitating a fair play environment for players. We're proud that EA Anticheat protected the gameplay of **over 4.1 million PC players**.



### Apex Legends

With the introduction of improved filtering and the use of our content moderation tools, we saw a 72% decrease in reports of disruptive club names.



## Connection

We believe games are increasingly becoming the most powerful way to bring people together. With hundreds of millions in our network, we are committed to developing resources that help players understand their role in playing positively and enabling meaningful connections.

### Good Game

We're proud to have improved features that make it easier for players to find friends within some of our largest games and services, including our global football franchise. And when players find connection, we see them respond. "GG" or "good game" was the number one phrase in Apex Legends Club Chat, used over nine million times in September alone, demonstrating that friendly competition remains a universal player language.

## Balance

We believe gameplay should be part of a balanced lifestyle and are committed to providing players and parents with information and tools that help them make informed choices. In FY23, we updated our [Player and Parental Tools](#) resources to empower players and parents to better understand and manage how they play and stay safe online.

Through our EA app, the Family Management feature provides players and parents with the information and tools they need to understand and manage their own and their teen's playtime and spending. Players can set monthly limits for themselves and any teen family member accounts they link to their own. This year, we began sending weekly Family Activity Reports, providing a snapshot summary of time spent within our games and experiences and the total cost of purchases made. Any adult that links a teen account will automatically receive this report by email.

### Get Smart About P.L.A.Y.

We work closely with industry partners to support campaigns that create awareness of our robust parental control tools with parents and caregivers. For instance, in the UK, we recently partnered with Ukie on an educational campaign with television presenter and football pundit, Jermaine Jenas, that highlighted parental controls.

03

# Social Impact

Through the power of play we expand access to STEAM education, champion inclusivity, and inspire creativity for all.





## Making an Impact in Our Communities

Our social impact efforts aim to drive change in our communities, especially for underrepresented youth. In FY23, we invested \$6.8 million in our local communities through philanthropy and matching gifts. We also supported our non-profit partners through in-kind donations and employee volunteer time. Our social impact commitments focus on three strategic areas:

<p>Creating opportunities through investments in STEAM education</p>	<p>Investing in the places where we live, work and play through giving and volunteering</p>	<p>Promoting equity in our society by fostering inclusive communities</p>
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## Electronic Arts' Impact in Our Communities

**\$6.8 million**

in total giving

**30,000+**

students reached through our STEAM programs and activities

**~\$1 million**

of investments in STEAM and equity through the Madden Legacy Fund

**\$1.3 million**

to social justice organizations

**~150%**

increase in employee engagement in volunteering and giving activities

**3,500**

non-profits supported through company and employee giving and volunteering

## Creating Opportunity Through STEAM

Electronic Arts is committed to developing opportunities for the next generation by investing in STEAM education through non-profit partnerships, programs and financial support. In FY23, we donated over \$1.5 million to organizations that bring STEAM education to underrepresented youth. We're proud to continue our co-designed digital learning program, [Play to Learn](#), with [EVERFI](#) which brings STEAM education to middle school and high school students.

### Play to Learn

Reached

# 15,500

students in the UK and Canada last year

Feedback from

# 77%

of participants that our program increased learning in STEAM.

## EA Madden Scholarship and Education Legacy Fund

In FY23, we honored the legacy of John Madden by committing \$5 million over five years to support STEAM education among underrepresented youth through two initiatives.

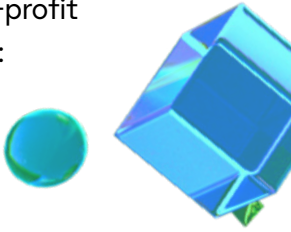
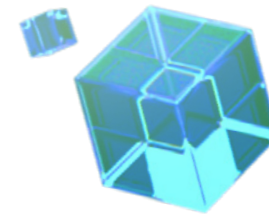
First, the EA Madden Scholarship commits \$2.5 million to annual, renewable scholarships with partner Historically Black Colleges and Universities and the United Negro College Fund (UNCF). Scholarship recipients also received career readiness counseling, mentoring, access to UNCF conferences, recruiting events, and consideration for internships and new graduate roles at Electronic Arts.

Our second commitment established the Madden Educational Legacy Fund. This initiative will provide \$2.5 million over 5 years to four non-profit organizations focused on STEAM education:

- [College Track](#)
- [Mission Bit](#)
- [StreetCode Academy](#)
- [Girls Who Code](#)

### Madden Day

The inaugural class of The EA Madden Scholarship Program was able to visit EA Orlando for a day of behind-the-scenes action. **Students** heard presentations from senior leaders, gained exposure to how EA games are designed and built, and joined an inspirational Q&A session with BEAT!, our Black EA Team ERG.







## Investing in the Places where we Live, Work and Play

As part of our commitment to corporate citizenship, we empower our local employees and player communities to take part in our social impact efforts. In FY23, we were proud to offer local employee-led grants, facilitate game-related giving driven by our studios and franchises, and create channels for our employees to support the causes and organizations most important to them.

We offer up to eight hours of paid volunteer time each year to eligible employees. In addition, our Dollars for Doers program provides additional support for employee volunteerism. This program allows employees who log over 40 volunteer hours during a fiscal year to donate \$1,000 to a non-profit of their choice<sup>1</sup>. We also provide a 100% matching contribution to eligible non-profit organizations to which our employees donate (up to \$5,000 per employee per year). At key points during the year, we provide a 200% match, like our Giving Tuesday initiative which provides a 2:1 match for employee giving over the course of one week.

We're proud that in FY23 our employees generated almost \$3.8 million in combined employee donations, matching gifts and dollars for doers to over 3,500 charitable organizations, and increased volunteer time by 82%, investing time on projects around the globe.

<sup>1</sup> Up to \$2,000 per fiscal year

## Celebrating a Season of Giving

In FY23, our annual global giving program, Season of Giving, recognized employee donations of money and time for one month (rather than one week) with a 2:1 match for all employee donations and a \$50 (USD) volunteering incentive.

This year's campaign generated \$2.1 million in donations and over 3,400 hours of volunteer time for non-profits.

## Supporting Schools in Romania

Our global presence allows us to provide impact to communities around the world. We're proud that our Romanian employees identified the technology needs of children in remote areas of Romania and partnered with non-profit organizations to donate more than 100 gently used computer monitors to schools to support access to education.

## Disaster Response

In response to natural and man-made disasters, we partner with organizations to offer assistance, mitigate harm and employ the positive power of play. We provide grants, matching gifts, volunteer time and in-game activations to organizations responding to disasters around the world.

## Giving Through Our Games

We amplify our impact on society through the positive power of play. In partnership with our game influencers, we engage our player communities to give back to important causes. In FY23, the Apex Legends team engaged Post Malone to host “Gaming For Love” a 4-day charity live stream. Over \$200K was raised to benefit Human Rights Watch, [Trevor Project](#), United Way and Project Hope.



## Fostering Inclusive Communities

Continuing our commitment to support organizations working to end systemic injustice, fight discrimination and protect human rights, during FY23, we contributed over \$1.3 million to organizations such as:

- [Lambda Legal](#)
- [Ability Path](#)
- [ACLU Foundation](#)
- [Human Rights Campaign](#)

In FY23, we committed to increasing support for the LGBTQ+ community through collaboration with organizations that focus on LGBTQ+ rights, supporting LGBTQ+ youth, and increasing education globally. Our PRIDE ERG also facilitated employees’ engagement with initiatives such as ACLU Trans Awareness Week and volunteering with the Trevor Project and [Outright International](#).

## EA Music Next Gen Program

To foster greater equity in the entertainment industry, in FY23 we created a scholarship and mentorship in partnership with the Berklee School of Music.

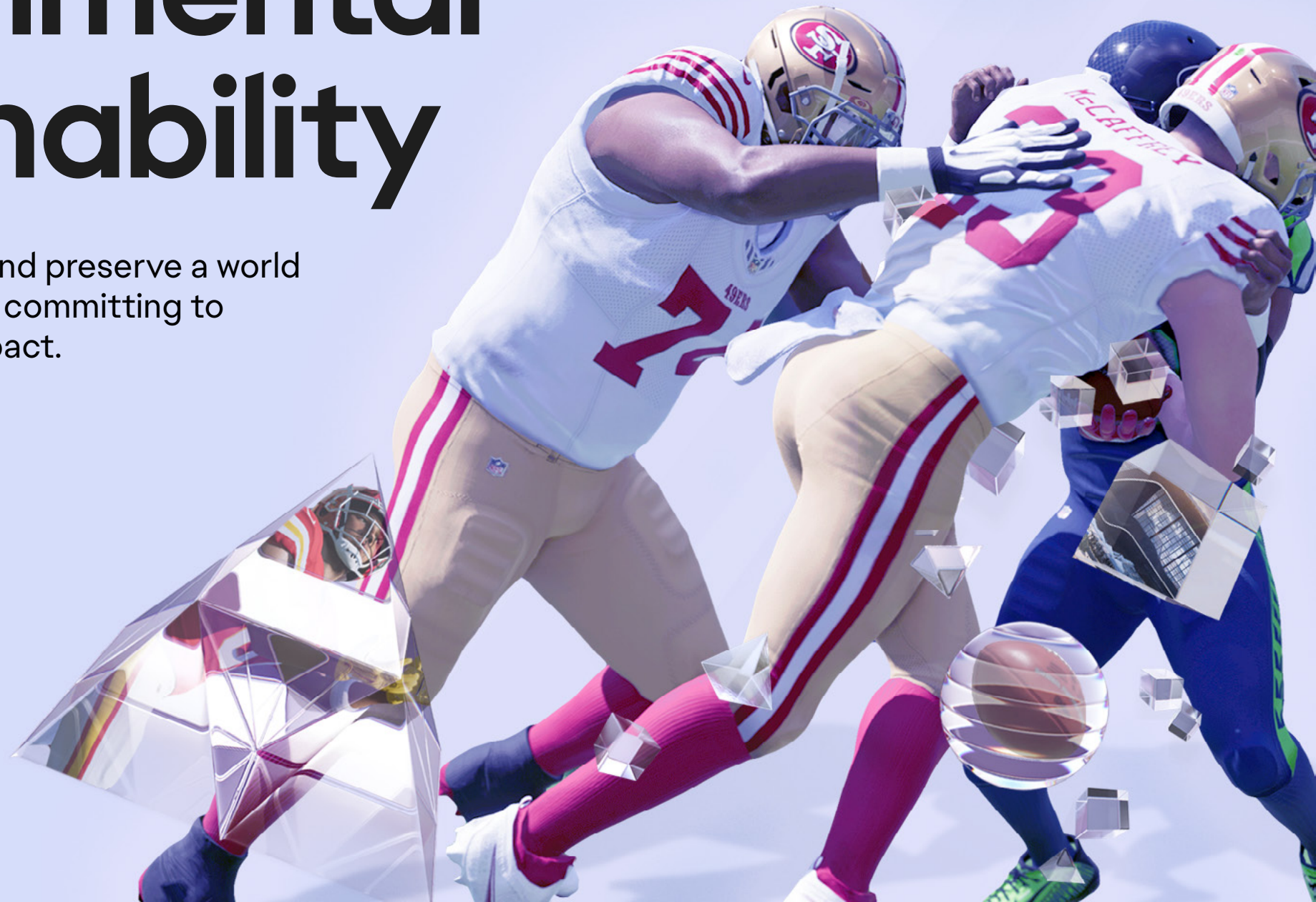
Annually, we will sponsor a scholarship to a qualified woman or non-cisgender composer and provide support through mentorship with our internal teams. The recipient will have an opportunity to compose, orchestrate and arrange an original score for inclusion in our games.



04

# Environmental Sustainability

We are working to protect and preserve a world where everyone can play by committing to address climate change impact.



## Operating Sustainably

We are integrating environmental sustainability across our operations to do our part to mitigate climate change and conserve natural resources. Across our global footprint, we strive to use energy and water efficiently, leverage renewable resources, mitigate what we cannot eliminate, and are working to scale our efforts across our supply chain.

Our sustainability strategy is informed by our internal risk assessment processes and our stakeholder expectations. Each of these considerations has led us to prioritize climate change with a focus on:

**1** **Managing climate change impact and setting emissions targets**

**2** **Measuring and transparently reporting our progress**

## Our Climate Commitment

In FY23, we advanced our sustainability programs, and we're proud to establish emissions goals. We will report progress against these goals annually, relative to our FY23 baseline inventory.

EA will be  
**Carbon Neutral** for  
operations by 2027

EA is committed to  
becoming a **Net Zero**  
enterprise, in alignment  
with the Paris Agreement

\* Inclusive of our facilities over which we have operational control.

## Highlights:

**Developed a baseline GHG emissions inventory** for our Scope 1 and 2 emissions

**Achieved carbon neutrality** for our North American operations (Scope 1 and 2)\*

Reduced our FY24 footprint by **delivering more renewable energy** to our corporate headquarters

**Increased the use of renewable energy** attributable to our operations from 13% in FY22 to 61% in FY23

**Increased transparency** by committing to complete the CDP climate questionnaire for 2023





# 1 Managing Climate Change Impact and Setting Emissions Targets

## Sustainability Governance

We maintain a robust governance structure to guide, strategize and execute our sustainability initiatives. Our EVP of Global Affairs and Chief Legal Officer (CLO) serves as the executive-level lead for environmental sustainability. Day-to-day management of our sustainability efforts is led by the Sustainability Team, who reports to the CLO at least twice quarterly.

In FY23, we built a cross-functional working group, led by our Sustainability Team, with representation from internal strategic partners and teams that control key sources of our climate change impact. Our Nominating and Governance Committee (NGC) ultimately oversees our programs, disclosures, and engagements related to sustainability. At least annually, our CLO and Sustainability Team review key market and regulatory developments, stakeholder feedback and our strategy with the NGC.

## Achieving Our Climate Commitment

Addressing the effects of climate change is a global challenge that will require response and collaboration from every part of society. Our commitment to carbon neutrality and work toward becoming a net zero enterprise are significant steps on our journey to address our contribution to climate change. We intend to continue investing in renewable energy and identify reduction opportunities while addressing residual emissions through credible carbon removal offsets in the interim.

As more and more organizations make similar commitments, the global energy infrastructure will require increased availability of renewable energy and greenhouse gas mitigation technologies. We believe this also requires continued governmental policy and support. We are implementing strategies

that will mitigate our emissions in alignment with the best available science and our business plans. For Electronic Arts, this places our immediate focus on the emissions under our direct operational control and those within our sphere of influence. We're mindful that progress in the longer term, particularly toward net zero, is reliant on our collaboration with, and progress by, business partners, regulators, and renewable energy and GHG removal technologies and providers.



## Climate Risk

In FY23, we completed a climate risks and opportunities assessment. The initiative was led by our Sustainability Team, included cross-functional representation from across Electronic Arts, and was guided by independent third-party experts.

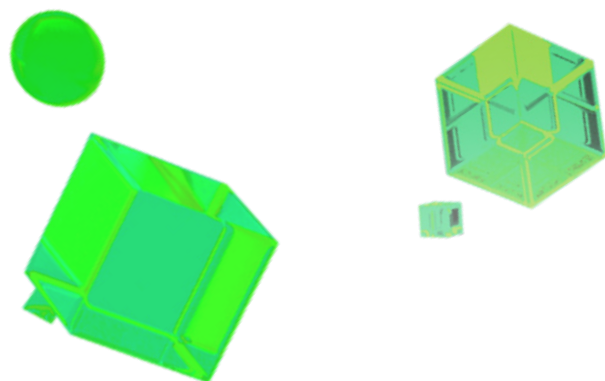
As a result of this effort, we published a [report](#) of climate-related business risks and opportunities in alignment with the Financial Stability Board's Task Force on Climate-Related Financial Disclosures (TCFD) framework.

In addition, potential risks from climate change are included in our annual Enterprise Risk Management process (ERM), which is managed by our Internal Audit team. Any material risks are reported to the Audit Committee of the Board of Directors. To date, no significant risks related to climate change have been identified through our ERM process.

## Investing in Renewable Energy

We continue to invest in the use of more renewable energy sources to power our operations with the goal of supporting new renewable energy projects. **Currently, five of our facilities have on-site solar, two have on-site geothermal and several others are sourcing renewable energy.** We purchased renewable energy for the remainder of our North American Scope 2 electricity from Green-e wind and solar projects in the US and I-RECs in Mexico. Where feasible, we partner with suppliers who use renewable energy and have climate commitments. In addition, we have begun to incorporate renewable energy requirements into contracts with certain business partners.

As we scale our programs, we intend to prioritize additive renewable energy projects that help increase the global supply of renewable energy that might not exist without Electronic Arts' support.



## Energy Efficiency

To progress towards our climate goals, we are continuing to identify cost-effective energy efficiency opportunities across our facilities, including our offices and data centers.

### In our Offices

We implement energy efficiency improvements in our offices to reduce our energy consumption and associated emissions. For example, we've installed variable frequency drives for air conditioning; transitioned many of our offices to LED lighting; automated light sweeps and sensors to turn off lights when workspaces are not in use; and installed voltage harmonizers to adjust energy usage to demand.

### Data Center Strategy

Our ongoing data center strategy supports our sustainability efforts. Over the last several years, we have decreased our reliance on individual data centers and transitioned to greater use of cloud-based data centers to drive greater energy efficiency. The distributed nature of cloud computing also reduces the physical and acute climate risk associated with extreme weather and facilitates greater use of renewable energy. We are prioritizing partners that have climate commitments and use no or low water for cooling. Key partners like Google Cloud and Microsoft Azure are currently carbon neutral. Others, like Amazon Web Services have committed to carbon neutrality by 2025. We have also begun to include renewable energy requirements in key data center contracts.



## Addressing Residual Carbon Emissions

While we make progress against our longer-term initiatives and scale our programs, we are supporting projects that generate high-quality carbon removal offsets that align with net zero carbon offsetting guidelines to make progress toward our goals. In FY23, we supported two high-quality, verified projects by purchasing 3,000 metric tons (mt) of removal offsets to address our North American Scope 1 emissions.

### Project 1: 2,750 mt of afforestation credits

Certification: VCS-verified

Vintage: 2020

### Project 2: 250 mt of biochar credits

Certification: puro.earth

Vintage: 2022

In FY24, we intend to continue identifying reduction opportunities and supporting high-quality projects that promote the development of GHG removal technologies and long-term carbon storage.



## 2 Measuring and Reporting Our Progress

We are committed to the measurement and management of carbon emissions associated with our business. In FY23, we invested in carbon accounting software to improve our emissions data and measurement processes and set our baseline year for our carbon neutral goal. Our methodology follows the World Resources Institute Greenhouse Gas Protocol accounting framework for calculating emissions.

We improved data collection processes for certain leased offices so that our Scope 1 and Scope 2 measurement relies less on estimates than in prior years. Our Scope 1 emissions are primarily generated from fuel use in our offices, predominantly natural gas, diesel for generators and refrigerant leakage. Our Scope 2 emissions are primarily generated by electricity consumption in our offices and the data centers over which we have operational control. After accounting for RECs, our Scope 2 market-based emissions are 6,735 mt CO<sub>2</sub>eq.

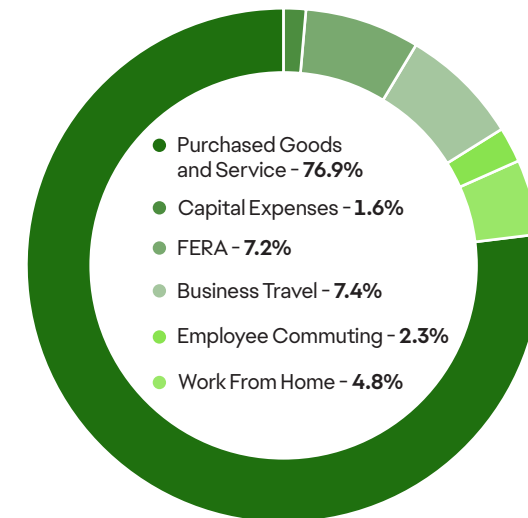
**We also improved our data collection processes and refined our methodologies so that we can provide transparency into our material upstream Scope 3 categories.** We believe that these categories represent approximately 95% of all our upstream Scope 3 emissions. Major sources of our Scope 3 emissions include cloud and data center electricity use, marketing, IT assets, and business travel.

FY23 Baseline Emissions



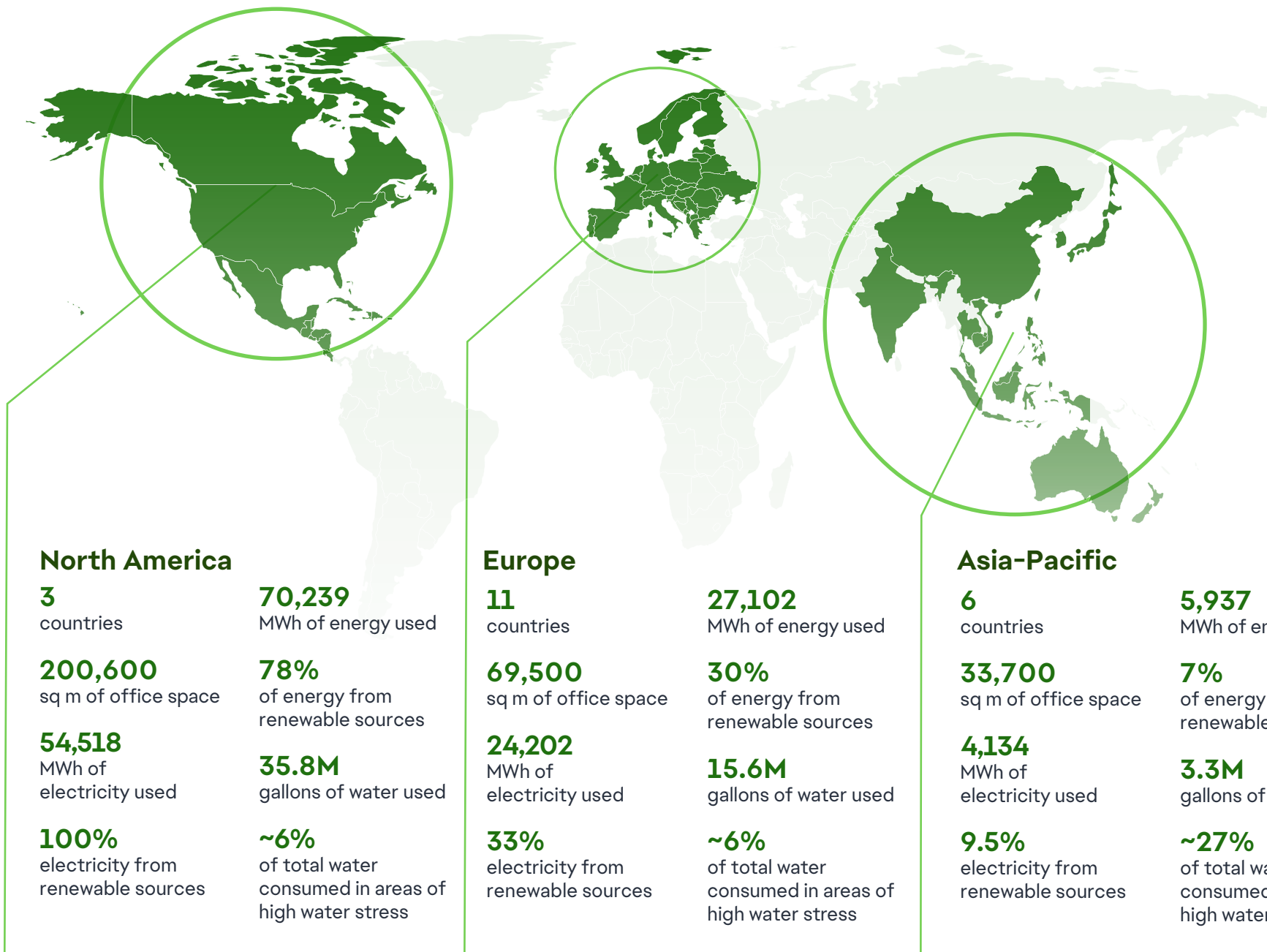
Baseline emissions do not include RECs or offsets. Scope 1 represents <2.5% of our total footprint, with 886 mt of residual emissions in EMEA and APAC after offsets

Upstream Scope 3 Emissions



Measurement includes material upstream Scope 3 categories. An additional ~5% has not yet been measured.

# FY23 Operational Footprint



## Globally

- 20** countries
- ~13,400** employees
- 303,800** sq m of office space
- 82,854** MWh of electricity used
- 103,278** MWh of energy used
- 76%** of electricity from renewable sources
- 61%** of energy from renewable sources
- 54.7M** gallons of water used
- ~7%** of total water consumed in areas of high water stress

Data integrity and internal methodologies have improved. Data presented may not be directly comparable to prior reported data for FY22. See Appendix for additional disclosures.



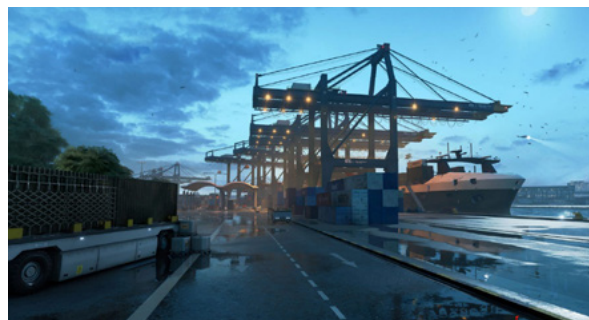
## Sustainability in Our Facilities

We actively manage the environmental impact of our owned spaces and work with landlords and other partners to reduce the impact of our leased facilities. Our teams include environmental performance in the selection criteria for new offices and data centers, including an emphasis on buildings that maintain green building certifications, such as LEED and BREEAM. We're also exploring energy efficiency, water conservation, and waste reduction strategies across our facilities.

### EA Lakeview Office

Our new office in Kirkland, Washington was constructed with renewable and sustainable methods, including the use of mass timber as opposed to concrete and steel to reduce embodied carbon. The living roof, rain gardens and terraces were designed to mitigate water run-off, and the building includes on-site water treatment.

**39% of our facilities are LEED-certified or other green building certified workspaces and data centers.**



## Supply Chain

**Over a quarter of our suppliers by spend have climate commitments or have committed to set them.** Through engagement efforts we hope to grow that percentage. We also have begun to engage with certain partners within our supply chain to better understand their climate programs.

## Water

We've reduced water use through xeriscaping, use of recycled water for irrigation, turf installations, rain gardens and low flow toilets.

## Waste

We've reduced waste through the use of eco-friendly supplies and compostable products as well as recycling and composting at our facilities. We also strive for responsible end-of-life management of our hardware. We prioritize donation and recycling when possible. Decommissioned hardware is mined for minerals, hazardous materials and reusable components before disposal in an environmentally responsible manner. For example, we're proud of our EA Romania employees who led a drive to re-purpose IT equipment for local schools (see page 28 for more details) and many of our offices regularly host e-waste recycling events for our employees.



## Engaging Our Employees in Sustainability

Our Global Green Team has grown to over 900 employees with participation across functions of our organization around the world. This internal group helps drive a broad range of internal and community-based environmental actions targeted at educating and driving a sustainable future for employees, players and the communities in which we live.

- During Earth Month, Green Team members in Redwood Shores and San Francisco held e-cycle events, diverting more than 2,300 lbs. of e-waste from landfill
- The Austin Green Team hosted a tree planting event with partner [TreeFolks](#) in the Balcones Canyonlands Preserve and learned about actions that protect forests

## Environmental Compliance

We comply with all environmental laws and regulations in the regions in which we operate, including all water quality and quantity permits, standards and regulations that apply to our facilities. We haven't had any significant environmental controversies resulting from our operations and haven't incurred any environmental fines, penalties or levies.





05

# Privacy and Security

We recognize the importance of privacy and security when it comes to fostering strong relationships with our players and employees and build strong privacy and security practices into our products, services and our culture.



## Privacy

Electronic Arts embeds Privacy-by-Design in our policies, processes and operations. Following globally recognized privacy tenets and best practices, we contemplate privacy throughout the lifecycle of our games, services, events and initiatives. The Global Privacy Program is under the oversight of our Chief Privacy Officer, who leads a cross-functional team in the review of all games or initiatives that process player or employee personal information.


Our players are increasingly conscious of how they want their data used and global regulations are becoming more prescriptive. In this environment, we work to create player-first privacy practices that identify potential risks and address potential concerns over the processing of personal information. Our Privacy Policy seeks to provide transparency regarding our data practices, and we look for ways to provide our players with controls over how their data is used. As always, we stand committed to our [Global Privacy Principles](#), which follow internationally accepted best practices for processing personal information.

We know that privacy and security are interconnected. We don't design functionalities or "back doors" into products or services that would allow entities, including governments, to circumvent security features or otherwise compromise the security of our products and services in ways that could infringe on individual

privacy rights. We also seek to protect against unauthorized access, use, destruction, modification or disclosure of personal information through the constant vigilance and safeguards enabled by our Security teams. In FY23, we continued to invest in tools to detect suspicious activity in accounts, increased usage of two-factor authentication by players, and worked to prevent mass account creation by disruptive players. Our efforts led to a significant decrease in account takeovers reported by players.

We go beyond internal security efforts and work with external researchers to identify and fix potential issues in our products. We validate the information received through the [Coordinated Vulnerability Disclosure \(CVD\)](#) program to share relevant information among internal Electronic Arts stakeholders.

Our Chief Privacy Officer and Chief Information Security Officer coordinate our efforts and provide quarterly updates to our Audit Committee. The full Board has ultimate oversight of risks associated with privacy and security and receives updates at least annually on these risks and mitigation strategies.



Privacy-by-Design is a practice that's embedded in our policies, processes, and operations.



## Global Privacy Principles

### Transparency

- We strive to disclose how we collect, use, or share personal information

### Notice, Consent, and Choice

- We notify players and employees of our data practices, offer choices, and gain consent on personal data use

### Data Privacy Rights

- We provide players and employees the right to access, update, correct, and request deletion of personal information

### Security and Integrity

- We implement reasonable safeguards to protect personal information and information integrity

### Accountability and Enforcement

- We provide reasonable ways to resolve complaints

### Data Minimization and Purpose Limitation

- We strive to limit use of personal information to what's relevant or necessary

Read more on our [Privacy Policy](#) on [ea.com](#).

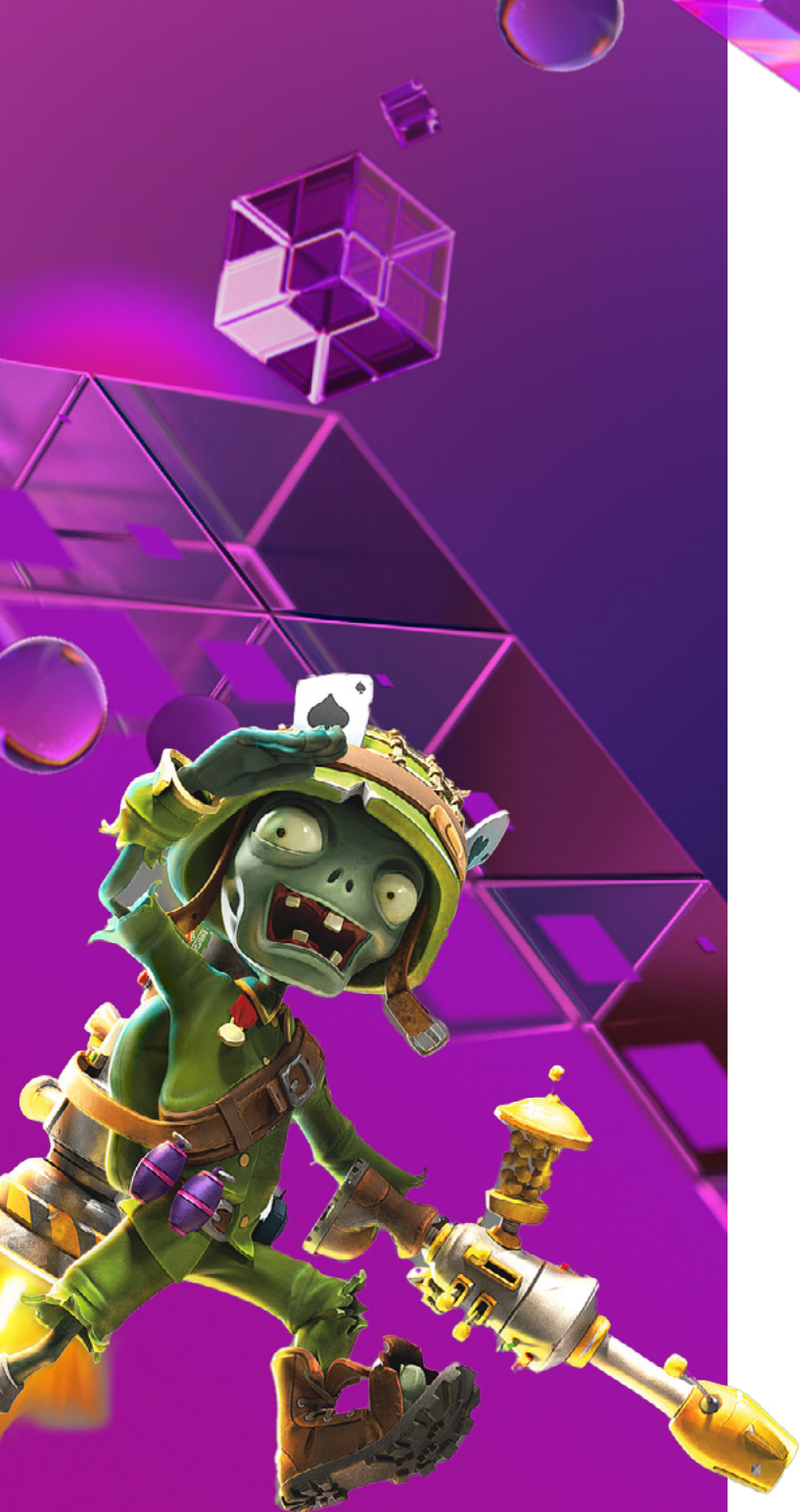
## IT Security Management

Our in-depth security management system (SMS) is designed to protect, detect and respond to security threats to Electronic Arts, our players and employees. We take a risk-based approach to addressing security threats that includes control layers across all aspects of our games, services and infrastructure. Our SMS is based on standardized security frameworks from recognized organizations such as the International Standards Organization, the National Institute of Standards and Technology, and the Center for Internet Security. We partner annually with an independent third party to assess the maturity of our practices and we create a heat map to help us prioritize our efforts and focus on our most significant risks. These maturity assessments and heat maps are reviewed with our Audit Committee.

Our Chief Information Security Officer oversees our security practices and procedures.

Our efforts include:

- Internal and external security risk assessments
- Adherence to a structured development lifecycle that incorporates security concerns
- Expert teams that continually test our defenses
- Technical controls designed to monitor and enforce compliance with security protocols



We also maintain controls and procedures designed to mitigate risk with partners that are able to access sensitive or personal information, resources or data. For example, our Security Team performs a Security Risk Assessment on the processes and procedures of third parties that have access to player or employee personal information. Security risks are remediated, formally documented, and in some cases the business relationship may be ended or not pursued. We also maintain contractual arrangements with third-party data processors that address measures designed to protect our assets and data.

## Embedding Data Security

We have an extensive network of guidelines and playbooks to facilitate adherence to relevant security protocols throughout our operations. Examples of these include:

- Our **Global Information Security Policy**, which defines information security practices and procedures aimed at protecting critical information and assets.
- Our **Personal Information Guide**, which provides employees with guidelines on knowledge about when they are handling personal information of players, employees or partners and guidelines on what processes they need to follow with that information.

- Our **Confidential Information Guidelines**, which define categories of confidential information and provide guidelines on how to handle it.

All Electronic Arts employees as well as third-party contractors with access to sensitive information are required to complete mandatory annual security training. These trainings raise awareness of security practices and empower employees to protect information assets and infrastructure.

## Physical Security and Business Resilience

Our physical security and business resilience practices support the safety, security and business continuity initiatives by identifying, mitigating and responding to non-IT incidents. We maintain a 24x7 security operations center that monitors global events and responds in support of critical business functions. Several of our processes are maintained with reference to international standards. For example, our business continuity program refers to practices included in International Standards Organization (ISO) standards; our incident management process is based on the ICS (Incident Command System) standard; and our asset and personnel protection programs are managed with reference to the ASIS International physical security framework.





06

# Governance

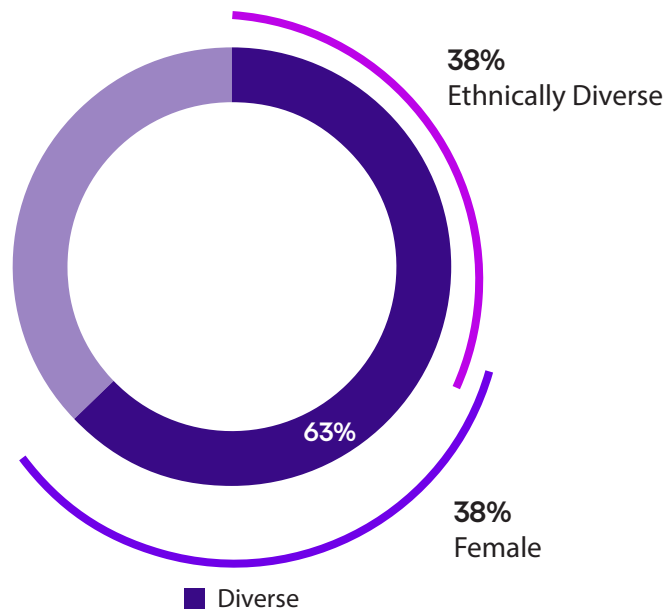
Strong governance practices are central to the way we do business. They're foundational to our ability to execute our business strategy and advance key impact initiatives.



## Board Diversity

We value the diverse perspectives created through business experience, gender, race, ethnicity and culture – all of which contribute to the Board’s effectiveness. The Board routinely assesses and refreshes its composition and is committed to actively seeking highly qualified women and individuals from underrepresented communities to include in the pool of potential new directors.

Our directors bring unique perspectives and skills to support our business strategies, including financial expertise and experience in risk management, digital commerce, corporate governance and ESG.



## Board Oversight of ESG

The Board of Directors oversees ESG matters directly and through its committees, informed by reports from our management team that are designed to provide visibility into our programs and practices.

### Overall ESG Performance

- The Nominating and Governance Committee reviews and surfaces our progress to the full Board. The review includes market developments, frameworks and stakeholder views

### ESG-Related Risks

- The Audit Committee oversees our annual enterprise risk management process which identifies significant risks to our business, including ESG risks

### Diversity & Healthy Teams

- The Board reviews material human capital management programs, practices and strategies at least twice annually – including organizational health
- The Nominating and Governance Committee reviews our initiatives related to diversity, equity and inclusion at least twice annually
- The Nominating and Governance Committee reviews efforts to maintain a safe and healthy culture – including key cultural indicators – at least twice annually
- At least annually, the Compensation Committee reviews our commitments to pay equity

### Privacy and Cybersecurity

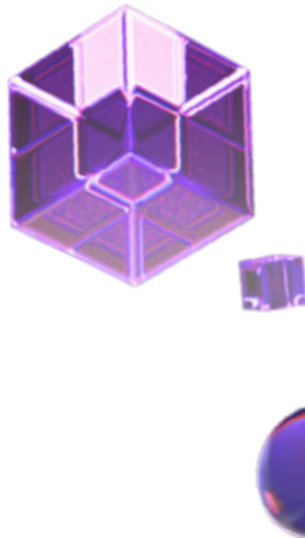
- The Board of Directors has ultimate risk management oversight of privacy and cybersecurity
- The Audit Committee receives quarterly updates and reviews steps taken to mitigate risks

### Environmental Sustainability

- The Nominating and Governance Committee oversees our environmental sustainability efforts and progress at least annually

### Political Activities

- The Nominating and Governance Committee oversees how we interact with the political process





## Stakeholder Engagement

We engage our diverse stakeholders to inform our ESG priorities. In addition to completing our materiality assessment in 2022, we engage our key stakeholders year-round through feedback mechanisms designed to help us understand the issues that matter most to them.

### Key Stakeholders

<p><b>Investors</b> We act with transparency and listen to our shareholders</p>	<p><b>Employees</b> Our employees' voices actively help shape our culture</p>	<p><b>Players</b> We seek to create worlds and experiences where everyone can be welcomed, safe and included</p>	<p><b>Government</b> We engage in policy discussions and political processes that matter to our business and customers</p>	<p><b>Communities</b> We partner with nonprofits and other organizations to make a difference</p>
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### Examples of Engagement Methods

<p>One-on-one calls and meetings, conferences, and event participation</p>	<p>Twice-annual engagement surveys, quarterly town halls with the executive team, ERG participation and regular manager 1:1s</p>	<p>Consumer research and surveys, social media interactions, events, our worldwide customer experience team</p>	<p>Trade association memberships, advocacy efforts</p>	<p>Social impact initiatives, campaigns, giving and volunteerism</p>
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## Ethics and Compliance

We are committed to following applicable laws and regulations in the countries in which we do business. Our Chief Legal Officer oversees our compliance programs. Employees and third parties are encouraged to raise concerns about ethics or policy violations through our Raise a Concern program.

### Code of Conduct

Our Global Code of Conduct guides us in our daily interactions with each other, our players, our business partners and other third parties. The [Global Code of Conduct](#) (the Code) applies to everyone who works at Electronic Arts, at every level, in every location around the world. Our Board of Directors must also follow the Code. Those who work on our behalf, including contractors, are expected to uphold our high standards and follow the Code when conducting business with, or on behalf of Electronic Arts.

New hires are expected to review the Code prior to beginning employment, and all employees must acknowledge that they've followed and will continue to follow the Code annually. Employees complete training on the Code every two years.

## Selected Key Policies

Building from our Global Code of Conduct, we maintain a set of policies that guide employees to act ethically and with integrity. This policy structure facilitates our foundational governance efforts.

### Respectful Workplace

We seek to provide a workplace culture that promotes dignity and respect and an environment free of bullying, harassment and discrimination. All employees must complete regular training with respect to our principles for maintaining a respectful workplace.

### Conflict of Interest

We strive to avoid actual conflicts of interest and the appearance of a conflict so that personal interests do not interfere with obligations to be loyal to Electronic Arts and act in its best interests. This policy offers guidance in managing actual and potential conflicts of interest, such as outside work projects, meals, entertainment, and gifts. Employees are required to disclose potential or actual conflicts of interest in our Global Conflict of Interest Online Tool, which is monitored by our Legal team.



## Antitrust and Competition

Playing fairly includes competing fairly. We compete vigorously with fairness and integrity. We follow antitrust and competition laws in all our business dealings around the world which preserve the free-market system.

## Anti-Corruption and Anti-Bribery

We conduct business with integrity, and we set standards for our employees to follow the anti-bribery and anti-corruption laws everywhere we do business. Our policy is to never give or accept anything of value to obtain preferential treatment or to influence an official action. We have practices and procedures designed to promote compliance with all applicable anti-corruption laws and regulations where we operate, including the US Foreign Corrupt Practices Act and the UK Bribery Act.

We may require a written questionnaire or due diligence review prior to starting or renewing a business relationship above certain monetary thresholds with individuals or businesses in countries that pose a heightened risk of corruption, as determined by the Corruption Perceptions Index. On a case-by-case basis, we also perform due diligence and/or require written questionnaires before starting or renewing a business relationship below our internal thresholds or in lower-risk jurisdictions.

All Vice Presidents and above are required to complete online anti-corruption training. Other select employees must complete this training based on the nature of their interactions with third parties, their roles, or the seniority of their positions. In jurisdictions with a heightened risk of corruption, we provide enhanced training for employees. Violations of our [Anti-Corruption Policy](#) can be reported through the Electronic Arts Reporting Line or our Raise a Concern program or through other internal employee reporting mechanisms. Subject matter experts also engage as needed with employees on potential corruption-related matters.

## Human Rights

We're committed to promoting and protecting human rights throughout our value chain. Our Global Human Rights Statement aligns with many of the common principles reflected in the United Nations Global Compact and the Universal Declaration of Human Rights and applies wherever we do business. More detail can be found in our [Global Human Rights Statement](#), which covers key topics including our commitment to:

- Non-Discrimination & Harassment
- Environment, Health and Safety
- Prevention of Human Trafficking and Forced Labor
- Occupational Health and Safety
- Fair Wage and Working Hours



## Ethical Marketing

We're committed to marketing that's truthful, accurate and doesn't mislead consumers. Our advertising is clearly labeled, and we require that third-party partners, such as social media influencers and influential game streamers, label their content with markings to identify partnerships with Electronic Arts. We are responsible stewards of player data and adhere to our [Global Privacy Principles](#).

## Political Advocacy

Electronic Arts strives to help policymakers understand our products and business. We engage in policy discussions and political processes when they matter to our business and customers. We don't make direct political contributions to individual candidates, parties, committees, or IRS Section 527 entities or engage in activities intended to influence the outcome of campaigns or ballot measures. [Our Political Activities Statement](#) details more about our engagement in the political process.

## Supplier Diversity

Our commitment to diversity, equity and inclusion extends to our supply chain. We maintain a global database of diverse suppliers certified by third-party organizations and a Supplier Diversity Portal. These efforts are designed to surface underrepresented suppliers to decision-makers, facilitating a diverse supplier base and offering greater equity of opportunity for them to do business with us. Spending with minority-owned businesses increased by 4.5% from FY22 to FY23.



07

# SASB Index & SDG Appendix



## Software and IT Services: Sustainability Accounting Standard

Topic	Accounting Metric	Category	Unit Of Measure	Code	EA Data Response	Reference
Environmental Footprint of Hardware Infrastructure	1. Total energy consumed 2. Percentage grid electricity 3. Percentage renewable	Quantitative	Gigajoules (GJ), Percentage (%)	TC-SI-130a.1	1. 371,799 GJ, which represents 100% of our offices and Scope 2 data centers. 2. 80% of the energy used in our offices and Scope 2 data centers is grid purchased. 3. 61% of the energy used in our offices and Scope 2 data centers is renewable. Many of our Scope 3 data center partners currently include renewables in their energy use portfolio and have achieved or set a carbon neutral goal.	“Operational Footprint” on page 35
	1. Total water withdrawn 2. Total water consumed, percentage of each in regions with high or extremely high baseline water stress	Quantitative	Thousand Cubic Meters (m <sup>3</sup> ), Percentage (%)	C-SI-130a.2	1. 207,400 m <sup>3</sup> 2. EA consumes 14,800 m <sup>3</sup> of water in high or extremely high water stress areas., which is less than 7% of our total global water consumption. Regionally, this consists of less than 6% of North American consumption (8,100 m <sup>3</sup> ), less than 6% of Europe’s consumption (3,300 m <sup>3</sup> ), and less than 27% of consumption in the Asia-Pacific region (3,400 m <sup>3</sup> ).	“Operational Footprint” on page 35
	Discussion of the integration of environmental considerations into strategic planning for data center needs	Discussion and Analysis	N/A	TC-SI-130a.3	Please see the Environmental Sustainability section of our Impact Report.	“Data Center Strategy” on page 33 <a href="#">TCFD Report</a>



Topic	Accounting Metric	Category	Unit Of Measure	Code	EA Data Response	Reference
<b>Data Privacy and Freedom of Expression</b>	Description of policies and practices relating to behavioral advertising and user privacy	Discussion and Analysis	N/A	TC-SI-220a.1	Please see the Governance section of our Impact Report.	“Ethical Marketing” on page 47
	Number of users whose information is used for secondary purposes	Quantitative	Number	TC-SI-220a.2	Our Privacy and Cookie Policy details our specific standards and actions.	<a href="#">Privacy and Cookie Policy</a>
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Quantitative	Reporting Currency	TC-SI-220a.3	Please see our SEC filings for any material legal proceedings.	<a href="#">Annual Report 10-K</a>
	1. Number of law enforcement requests for user information 2. Number of users whose information was requested 3. Percentage resulting in disclosure	Quantitative	Number, Percentage (%)	TC-SI-220a.4	In the ordinary course of our business, we receive an immaterial number of law enforcement requests which we process, and respond to, with reference to pre-established guidelines, and in compliance with law. In fiscal 2023, we received requests with respect to fewer than 100 accounts. Our guidelines led us to respond to fewer than one-quarter of these requests.	<a href="#">Privacy and Cookie Policy</a>
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Discussion and Analysis	N/A	TC-SI-220a.5	Core products and services that we offer directly to players are not subject to government-required monitoring, blocking, content-filtering or censoring in any country.	<a href="#">Annual Report 10-K</a>
<b>Data Security</b>	1. Number of data breaches 2. Percentage involving personally identifiable information (PII) 3. Number of users affected	Quantitative	Number, Percentage (%)	TC-SI-230a.1	Please see the Investing in Privacy and Security section of our Impact Report. Any material data security events are required to be disclosed in our SEC filings.	<a href="#">Annual Report 10-K</a>
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion and Analysis	N/A	TC-SI-230a.2	Please see the Investing in Privacy and Security section of our Impact Report.	“Privacy and Security” on pages 38-41

Topic	Accounting Metric	Category	Unit Of Measure	Code	EA Data Response	Reference
<b>Recruiting and Managing a Global, Diverse, and Skilled Workforce</b>	Percentage of employees that are: 1. Foreign nationals 2. Located offshore	Quantitative	Percentage (%)	TC-SI-330a.1	Approximately 65% of employees are located outside the US.	<a href="#">Annual Report 10-K</a>
	Employee engagement as a percentage	Quantitative	Percentage (%)	TC-SI-330a.2	Please see the Building Diverse and Healthy Teams section of our Impact Report.	“Engaging Our Employees through Listening” on page 15
	Percentage of gender and racial/ethnic group representation for: 1. Management 2. Technical staff 3. All other employees	Quantitative	Percentage (%)	TC-SI-330a.3	Please see the Building Diverse and Healthy Teams section of our Impact Report.	“Workforce Representation” on page 11
<b>Intellectual Property Protection and Competitive Behavior</b>	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Quantitative	Reporting Currency	TC-SI-520a.1	Zero. Material legal proceedings are disclosed in our SEC filings.	<a href="#">Annual Report 10-K</a>
<b>Managing Systemic Risks from Technology Disruptions</b>	Number of: 1. Performance issues 2. Service disruptions 3. Total customer downtime	Quantitative	Number, Days	TC-SI-550a.1	During fiscal 2023, we experienced no material service disruptions to our games and services.	<a href="#">Annual Proxy Statement</a>
	Description of business continuity risks related to disruptions of operations	Discussion and Analysis	N/A	TC-SI-550a.2	Please see our SEC filings for a discussion of material risks related to this subject matter.	<a href="#">Annual Report 10-K</a> <a href="#">TCFD Report</a>

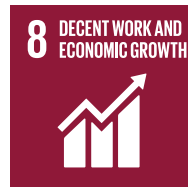


## United Nations Sustainable Development Goals (SDG)

The SDGs are a collection of objectives designed to serve as a “shared blueprint for peace and prosperity for people and the planet, now and into the future.” Through the efforts detailed in this Impact Report, Electronic Arts is committed to contributing to a more sustainable future. The following include actions and initiatives that contribute to SDGs where we can have the most impact.

### Decent Work and Economic Growth

- Benefits and awards packages that support physical, mental and financial well-being
- Valuing diverse teams and creating a healthy and inclusive culture where our people can do their best work
- Human Rights and Respectful Workplace policies
- An inclusive culture in which employees can safely raise workplace concerns
- Professional growth resources, skills learning, and other job-specific and general training, including our learning management system



### Quality Education

- Programs to drive exposure to career opportunities within communities of underrepresented talent
- Our internship program which in FY23 engaged 373 student interns and 240 new graduates. 36% of interns became full-time employees
- Investing in STEAM education through non-profit partnerships, programs, and financial support, including over \$1.5 million to organizations that bring STEAM to underrepresented youth
- \$5 million John Madden Legacy Commitment to Education
- ERG-hosted professional development events; over 3,200 hours of training and development



### Reduced Inequalities

- Hiring underrepresented talent above current representation rates for five consecutive years
- Maintaining our Global Diversity Council which guides our commitment to inclusivity. The Council includes members of our executive team, each of whom maintains a plan designed to cultivate a more inclusive employee experience.
- Enterprise-wide training program that shares best practices for creating a culture of belonging
- ERGs that support our strategy through community-building, business partnership, and learning and opportunities
- Achievement of base pay equity on the basis of gender globally and race/ ethnicity in the U.S. for three consecutive years
- Transparency on human capital metrics including workforce representation aligned with SASB and EEO-1 reporting standards
- \$1.3 million to support organizations that are working to end systemic injustice, fight discrimination and protect human rights
- Surfacing underrepresented suppliers to decision-makers, facilitating a diverse supplier base



### Gender Equality

- 38% female representation on our Board of Directors
- Our Women's Ultimate Team ERG
- Steady increases in female representation over the last three years, including in our people leaders and technical roles
- Promoting inclusion in our games and experiences
- An inclusive culture in which employees can safely raise workplace concerns without fear of retaliation
- Maintaining our Global Diversity Council guides our commitment to inclusivity. The Council includes members of our executive team, each of whom maintains a plan designed to cultivate a more inclusive employee experience.



### Climate Action

- Our commitments to become carbon neutral by 2027 and a net zero enterprise in alignment with the Paris Agreement
- Five of our facilities have on-site solar, two have on-site geothermal and several are sourcing renewable energy. In FY24, our programs will deliver more renewable energy to our corporate headquarters in Redwood City, California
- Achieving carbon neutrality for our North America operations (Scope 1 and Scope 2)
- Transparent reporting through our TCFD Report and, beginning in FY24, the CDP climate questionnaire
- Our Global Green Team employee group, which has over 900 employees





## About This Report

Electronic Arts Inc. (the “Company”) published this report to provide an overview of our environmental, social and governmental (“ESG”) efforts and commitments. This report is for the reporting year of April 1, 2022 through March 31, 2023 unless otherwise stated. This report was created with reference to the Sustainability Accounting Standards Board (SASB) Standard for the Software and IT Services industry within the Technology and Communications sector.

This document and the materials or websites cross-referenced contain statements that are aspirational or reflective of our views about our future performance that constitute “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995. Forward-looking statements are generally identified through the inclusion of words such as “anticipate”, “believe”, “expect”, “intend”, “estimate”, “plan”, “predict”, “seek”, “goal”, “will”, “may”, “likely”, “should”, “could” (and the negative of any of these terms), “future”, and similar expressions to identify forward-looking statements. In addition, any statements that refer to projections about our future performance, goals and targets, trends, initiatives, uncertain events and assumptions, and other characterizations of future events or circumstances are forward-looking statements. These forward-looking statements, and the materials or websites cross-referenced are aspirational, are not guarantees of future performance, and reflect management’s current expectations. Forward-looking statements inherently involve risks and uncertainties that could cause actual results to differ

materially from those predicted in such statements. Forward-looking statements are not guarantees or promises that goals, targets or aspirations will be met. The Company undertakes no obligation to update any forward-looking or other statements, except as required by law.

Historical, current, and forward-looking ESG-related statements and data in this document may be based on standards, practices and methodologies that are still developing, controls and processes that are evolving, and assumptions that are subject to change in the future. None of the programs, practices or policies referenced in this report requires or allows any Company employee to consider any individual’s protected status in making any employment-related decision.

In the context of this report, the term “material” is distinct from, and should not be confused with, such term as defined for SEC reporting purposes. The information included in this document and any issues identified as material for purposes of this document may not be considered material for Securities and Exchange Commission reporting purposes.

Website references and hyperlinks throughout this document are provided for convenience only, and the content on the referenced third-party websites is not incorporated by reference into this report, nor does it constitute a part of this report. The Company assumes no liability for the content contained on any referenced third-party websites.



The background features a light blue gradient with various geometric shapes and reflections. On the left, there are several reflective spheres and faceted polygons. On the right, there are larger, more complex faceted structures, some containing character portraits from EA games, such as a character in a blue hood and another in a white headband. The overall aesthetic is futuristic and digital.

# Electronic Arts

[ea.com](http://ea.com)

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