Our People Pact is our commitment to each other at ServiceNow – to live our best lives, do our best work and fulfill our purpose together.
OUR PEOPLE PACT

Our technology makes the world work for everyone, and our people make it possible. We move fast because the world can’t wait, and we innovate in ways no one else can for our customers and communities. You are part of an ambitious team of change makers who have a restless curiosity and a drive for ingenuity. We know that your best work happens when you live your best life and share your unique talents, so we do everything we can to make that possible. We dream big together, supporting each other to make our individual and collective dreams come true. The future is ours, and it starts with you.
Fulfill our purpose together

At ServiceNow, dreaming big is what we do best.

Who we are

When Fred Luddy—our chairman and founder—started ServiceNow in 2003, his vision was to build a technology platform that would enable regular people to work more effectively. The notion of building technology in service of people gave Fred a new sense of purpose. Our customers have been our priority, since the beginning.

19 years later...

We remain inspired to help our customers workflow any challenge.

With a big purpose: We make the world work better for everyone.

And a core set of values: Wow Our Customers, Win As a Team, Create Belonging, and Stay Hungry and Humble.

We start with a clear direction and a strong commitment from everyone at ServiceNow. And we achieve brilliant results by inspiring our customers, being a truly global platform company and embodying our purpose every day.

Our impact

At ServiceNow we are embedding environmental, social and governance (ESG) into our business – and it starts at home. In 2021 we made significant progress on our goals for carbon neutrality and 100% renewable energy, but we won’t stop there (see our Global Impact report). Our goal is to be Net Zero for carbon emissions by 2030.

Our ESG work focuses on four community engagement pillars: Decarbonization, Racial Equity, Digital Readiness and Disaster Response. Whether we’re providing opportunities through our NextGen program, helping businesses and non-profits through incubators/accelerators or supporting initiatives like our $100 million Racial Equity Fund, ServiceNow is committed to our communities. And we’re so proud to help our customers and partners do the same through the Now Platform.

As a purpose-driven company, our impact is because of our employees. We encourage every employee to live their passion and use their time, talent and resources to support causes most important to them – including up to 20 hours of time off for volunteer activities and a 1-to-1 match of their charitable donations up to $1,000 per year. In 2021 our employees logged more than 19,000 volunteer hours and donated more than $1.5 million! Our people – inside and outside the company – make us proud.

Our innovation

Customers are at the center of our world, and we work tirelessly to innovate on their behalf. Our innovation is integral to their success, so their biggest challenges are our greatest opportunities. And at ServiceNow, our more than 17,000 colleagues have the privilege of making work flow alongside more than 7,400 customers and growing – across 29 countries globally. With our hungry and humble mentality, no one at ServiceNow takes success for granted – we’re always ready to learn and evolve. And as we grow, you grow, bringing fresh ideas and new perspectives, every day.
We’re on the journey of a lifetime together to be the defining enterprise software company of the 21st century. It will take all of us to get there. We need to be customer centric. We need to be a truly global platform company. This enduring culture is all about our people—YOU.

Bill McDermott
Chief Executive Officer
Do your best work
At ServiceNow, we’re dedicated to helping you learn and grow.

**Learning and development**
Our learning and development programs are designed to help all our people “grow themselves, grow their teams and grow their business.” In addition to the extensive functional learning programs run by our business units that focus on technical skills and capabilities, our global Learning and Development program is focused on enabling all our people – from our early-in-career colleagues to our most senior executives – to grow and be the best individual contributors, managers and leaders they can be.

Some examples include our Future Readiness program, led by Harvard Business Professor Frances Frei, that focuses on the importance of inclusive leadership, strategy and trust in the new world of work, as well as our experiential Manager learning journey, which focuses on preparing our leaders for the future of work and includes a dedicated professional coach for those who are leading others for the first time. Our Lead at Now program is also designed to equip our leaders and future leaders with the skillsets and mindsets they need to continually learn, innovate, and be agile.

**Pathways for growth**
Dreams aren’t always linear – your pathways for success and growth shouldn’t have to be either. At ServiceNow, we highlight opportunities across the organization to help you achieve your personal career ambitions. We can help you advance your experience in a specific field, or develop your leadership skills, or you may want to broaden your capabilities more broadly across a range of disciplines – the choice is yours. We constantly create opportunities for you to learn and grow, and we strive to create new opportunities based on your unique career journey. In fact, in 2021 alone we saw 1,100 internal transfer opportunities realized and more than 55% of our Director+ new leaders came from promotions within the company.

**Action-oriented feedback aligned to clear expectations**
The ServiceNow Performance Lifecycle is an experience that equitably enables all employees to reach their full potential. Clearly set leadership expectations for people at all levels – from our early-in-career colleagues to our most senior executives – and an annual goal setting cadence that provides a foundation to lift all our people up. Managers at every level hold quarterly growth conversations: two-way dialogues that help each employee and their manager clarify expectations, reflect on goal progress, share feedback, and check on career progress. These conversations ensure each employee receives regular, actionable feedback.

It’s also a time for managers to work with their teams to ensure the principles of flexibility and trust are woven into the new ways of working we have embraced as a company. Checking in on an employee’s personal priorities and talking openly about how, when and where each employee thrives at work and at home is a priority for all managers – and as of 2021, a dedicated part of our growth conversations if employees feel comfortable sharing. Our managers have their own growth conversations too so that they can constantly strengthen their own leadership capabilities as they continually grow themselves, grow their teams, and grow their business.
Belonging

We currently rank on four different “Best Companies for Women” lists, and we received a score of 100 on Human Rights Campaign’s “Best Places to Work for LGBTQ Equality.” We believe diversity, equity and inclusion are table stakes. Belonging is the breakthrough. When employees can bring their authentic selves to work and know that their voices will be respected and opinions encouraged, they unlock magic. One of the most special ways we unlock our magic is through our Belonging Groups. Belonging Groups are critical to building our inclusive culture at ServiceNow. They help unify us, foster a deeper sense of belonging, educate allies, and continue to push us to be a better company. A big thank you to our teams in our Asian and Pacific Islander at ServiceNow, Black at ServiceNow, Interfaith at ServiceNow, People with Disabilities at ServiceNow, Pride at ServiceNow, Unidos at ServiceNow, Veterans at ServiceNow and Women at ServiceNow Belonging Groups! We do this globally – and locally. For example, in EMEA, our Culture Champions and leaders regularly participate in forums to discuss valuable insights and create tools that help us strengthen our inclusive culture on the ground every day.

Flexibility and trust

Welcoming and celebrating you means supporting your priorities, too. We know life (and work!) happens outside of the workplace, and we want you to be present – with your family and friends, or with your colleagues – for the moments that matter to you. That’s why we lead with flexibility and trust in our distributed world of work. For those who come into a ServiceNow workplace more frequently, you are empowered to make team-guided and individual-led decisions on how and when you use the workplace to collaborate.

Wellbeing

Your wellbeing is holistic, and one size does not fit all when it comes to your health – physically, emotionally, financially. When you join ServiceNow, you have access to global and local resources. From our benefits plans & programs to mental health resources that offer coaching and 24/7 support, to family support resources and parental leave programs – we want to help you take care of you and the ones you love. Later this year, we’re launching an enhanced wellbeing strategy, including Virgin Pulse, Cleo, Grayce and Fertility IQ resources, as well as a unified platform that will make it easy for employees to access all available tools. And this is just the start. We’re continuing to evolve our offerings as we hear the needs of our employees. Listening and learning is core to who we are.
To be a team member at ServiceNow means we want to help you grow yourself, your team, and ultimately, our business. If you’re part of the ServiceNow family, you add something unique and different that makes us stronger, and you share our relentless focus on the customer and our sense of purpose in our communities. Because our people bring all of this and more to ServiceNow, it is our privilege and commitment to ensure they can innovate and grow, all while living our best lives, doing our best work, and fulfilling our company purpose, together.

Jacqui Canney
Chief People Officer
We’re humbled

- Fairygodboss’ Best Companies Where CEOs Support Gender Diversity
- Fairygodboss’ Best Technology Companies for Women
- Fairygodboss’ Best Companies for Women
- Fortune Future 50
- Fortune 100 Best Companies to Work For
- Fortune World’s Most Admired Companies
- Fortune Best Workplaces in the Bay Area
- Forbes World’s Best Employers
- Glassdoor’s Best Places to Work, US
- Glassdoor’s Best Places to Work, UK
- Glassdoor’s Top CEOs Employees’ Choice, US
- Glassdoor’s Top CEOs Employees’ Choice, UK
- Great Place to Work’s UK’s Best Workplaces in Tech (Large)
- Great Place to Work’s Best Workplaces for Parents
- Human Rights Campaign Best Places to Work for LGBTQ Equality