Doing things differently

At ServiceNow, our purpose is to make the world of work, work better for people.

We’re living in a difficult time. The coronavirus pandemic has disrupted how we live and work. But during challenge and controversy, staying true to what we stand for makes us all stronger.

Since mid-March, our 10,000-plus employees have kept our business running and supported our customers and partners—using video conferencing and cell phones, our platform and apps, from home offices and kitchen tables—while also caring for family, children, pets, and neighbors.

During this time, technology has acted in service of people. It has connected us more closely with customers and partners as they work to protect their employees and continue to serve their customers. It has given us a welcome glimpse into our colleagues’ lives. Cats on keyboards. Kids connecting to virtual classrooms. Perfectly imperfect households in the background.

This crisis could have pulled us apart. Instead, we have come together. And, we believe our commitment to diversity, inclusion, and belonging has made that possible.

We encourage employees to be their real selves and to share the stories that make them who they are. Because as we’ve learned the past few months, life doesn’t pause. Even when the toilet paper runs out. Instead, we’ve found that people are relieved—and even comforted—when they see life interrupting work.

Now, in our third diversity report, we’ll share what we’re doing differently to create a culture of belonging, and to treat all voices with the respect and compassion they deserve:

• **Equity of opportunity**
  We are building a fair system of opportunity and treatment for everyone in our company. In the US, where we have pay data by gender, race, and ethnicity, we have achieved pay parity for women and under-represented groups. Globally, where we have pay data by gender, we are within one penny of pay equity for women around the world.

• **Women in leadership**
  In just three years we have increased women in leadership, who we define as directors and above, nearly 8%. Our percentage of women in VP–plus positions is now almost at par with our overall female representation, meaning we have a healthy pipeline. And, as of June 2020, we will have 10 people on our board of directors, 4 of them women.

• **Continual learning**
  We lead by learning. From our individual mini moments to our experiences as communities, we meet people where they are to educate, engage, and challenge ourselves to be allies for voices that may be missing.

We embrace diversity, inclusion, and belonging as a business imperative. It’s a cultural value and a shared commitment across our global leadership team, who have signed their names to this report.

We are creating energy, optimism, and space to belong. For everyone.