Our perspective

At ServiceNow, we believe that diverse, inclusive teams – where everyone belongs and contributes wholeheartedly – are essential to innovation and high performance. In fact, embracing diversity, inclusion and the creation of belonging environments is central to our core values and company culture.

With 6,200+ enterprise customers around the world, we serve a dynamic set of people. It’s important that we understand how our customers and employees see the world, so that we can live our purpose: ‘to make the world of work, work better for people’. To better support them, we are committed to continually increasing diversity, inclusion and belonging (DiBs) across our teams. To be clear, this is what we mean:

What ServiceNow believes DiBs is:

- **Diversity**: Everything that makes us unique – the seen and unseen.
- **Inclusion**: Being invited to contribute. Being valued for who we are, treated fairly, equitably and with respect.
- **Belonging**: Creating a culture of trust, where all voices are heard, and we feel safe bringing our authentic selves to work.

“Diversity, inclusion and belonging are central to our corporate culture. Together, they promote creativity, innovation and enable us to attract and retain the best talent everywhere we do business. We have purposefully created a culture of belonging that treats all voices with the respect and compassion they deserve.

“We’ve worked to enable equity of opportunity. Globally, where we have pay data by gender, we are within one penny of pay equity for women around the world. We have also increased the number of women in leadership positions in the past three years. As of June 2020, we have 10 people on our board of directors, four of them women.

“We are proud to continually learn, improve and expand our programmes that promote stronger leadership development, mobility, and inclusion of women at all levels of our organisation. We are working hard to uncover new and diverse talent pools, through partnerships with organisations such as Learning to Work, a charity-led campaign, to improve gender balance in STEM. This kind of initiative highlights that diversity, inclusion, and belonging is a business imperative and a big part of our culture, now and in the future.”

*Sally Sourbron, Senior HR Director, EMEA, ServiceNow*

On August 20, 2020, ServiceNow published its 2020 UK Gender Pay Gap data, based on the criteria set by the U.K. government. The UK Government made the announcement in March 2020 that employers do not have to submit gender pay gap reports, however we made the decision to go ahead and publish ours for transparency. We confirm that the figures provided are accurate and have been calculated in accordance with U.K. gender pay gap reporting legislation. Our submission can be found [here](#).
2020 UK Gender Pay Gap Data

Figures based on date range of April 6, 2019 – April 5, 2020 and reflect actual pay received, not target pay

How we continue to create positive change
Creating a diverse, inclusive culture, where all employees feel they can belong, is a continual journey. Creating and maintaining this vision requires more than just training programs. Here are a few of the ways we’re working to increase diversity, inclusion and belonging at ServiceNow:

- **Practising a growth mindset**: We’re encouraging each other to embrace a learning mindset during leadership meetings and employee events. With access to LinkedIn Learning, all employees around the world, across all levels, and with varying abilities, can engage in personal improvement. In October 2019 we launched EMEA Development Week, with a week of virtual learning and inspiring moments focused on personal development. The event was a major success, with 91% of our EMEA employees recommending EMEA Development Week to others.

- **Building a different employee experience**: Our Global Women’s Leadership Summit now forms part of our yearly plans. We held our first Global Women’s Leadership Summit in 2018 (now renamed as our DIBS summit for even wider inclusion). However, these events have, and continue to, provide female and male senior leaders from around the world an opportunity to come together to listen, learn and take ownership toward driving inclusion. This was built on last year as we rolled it out regionally so that even more employees could benefit.

- **Inviting dialogue**: Employees are coming together as one group – in community for action – to help educate each other through our internal social media platform and in learning sessions. Our Employee Voice Surveys encourage employees to share what shapes their experiences at ServiceNow, and local culture teams activate programs and activities that further develop the way we want to work. We continually seek ways to celebrate and uphold our unique culture, partnering with our employee Culture Champions to help maintain and drive this at a local level. We share our experiences externally with customers, partners and industry experts, including at our Now at Work and Knowledge events.

- **Evolving inclusive practices and programs**: We’re fostering an inclusive and equitable culture by improving our talent practices and evolving the recruiting model to access more diverse talent. We’re also looking at new ways to highlight why more people, from all backgrounds, should work in technology. Our ServiceNow Next Gen Programme helps reskill diverse groups of people, such as mothers returning to work after a career break. We also plan to expand engagement with women who may want to consider a career in technology by working with Code First Girls, a charity that teaches women coding skills. 2020 has also seen the launch of our DIBs community, a set of employee-led Belonging Groups that are focused on making a meaningful and lasting impact in the diverse communities we serve.

To understand more on how we’re working to increase diversity, inclusion and belonging at ServiceNow, please visit our global diversity, inclusion and belonging experience.