

ENVIRONMENTAL SUSTAINABILITY

Policy

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1 Our Approach

1.1 Our Approach

At ServiceNow we are committed to operating our business in an environmentally sustainable way. Sustainability and environmental protection are more than just priorities; they are core to our vision and strategy. As a global organization we understand that environmental responsibility starts within our operations and extends through our supply chain.

Our environmental efforts and reporting are grounded in science. We monitor, collect, and calculate all relevant energy and carbon dioxide emission data related to scope 1, 2 and 3 emissions. Our calculations are evaluated and validated by a third party using the GHG Protocol Corporate Standard and Scope 2 guidance as references, and otherwise assessed alignment with industry best practices.

We report on progress toward our environmental targets annually in our [Global Impact Report](#) where we consider recommended disclosures from the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB) Software and IT Services Standard.

2 Our Commitments

2.1 Our Commitments

We are developing short and long-term strategies and implementation plans for our priority environmental issues driving programs focused on carbon and energy reduction and sustainable procurement. We seek to be a leader in our sector and to reflect this, we have set the following ambitious goals:

- 100% Renewable Energy by end of 2021¹
- Achieve Carbon Neutrality by end of 2021²
- Achieve Net Zero before 2050 for emissions across our full supply chain.

Along with these targets, in line with international good practice standards, our principal objectives are to:

- Monitor and report progress against our targets annually in our Global Impact Report, through our annual CDP submission and directly to customers, when requested.
- Comply with all relevant environmental legislation, regulations and other obligations applied to our operations. We require our suppliers and contractors to do the same.
- Continually improve our environmental programs across our operations and supply chain through:
- Improving our data collection and reporting methodologies.
 - Transitioning to purchasing clean and renewable energy where available.
 - Encouraging efficient use of energy and resources in our operations and across our supply chain.
- Educate and train applicable stakeholders to influence and improve the impact ServiceNow has on the environment. We will do this by:
 - Encouraging energy, resource, and environmental awareness among our employees through appropriate communication and training programs.

These commitments are upheld by the Chief Financial Officer, as the executive sponsor for ESG, and our Chief Compliance Officer with the support of the ServiceNow environmental sustainability team.

¹ 100% renewable energy means procuring electricity equivalent to the electricity use in all our offices, data centres, in line with RE100 criteria to ensure our claims are credible.

² For all our offices, data centres and corporate travel

3 Roles & Responsibilities

The following table identifies the roles for enforcing, distributing, and adhering to this policy.

Role	Responsibility
Chief Financial Officer	Executive sponsor for ESG programs

Table 1. Roles and Responsibilities

4 Document Control Information

4.1 References

Document ID	Title
https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/other-document/servicenow-global-impact-report-2021.pdf	Global Impact Report
https://ghgprotocol.org/scope_2_guidance	GHG Protocol Corporate Standard Scope 2

Table 2. Document References

4.2 Definitions and Terms

Term	Definition
CDP	Carbon Disclosure Project
ESG	Environmental, Social and Governance
GRI	Global Reporting Initiative (GRI)
SASB	Sustainability Accounting Standards Board Software

Table 3. Definitions and Terms

4.3 Document Control

Role	Name	Title
Author	Daaf Serne	Director, Real Estate & Workplace Services
Owner	Daaf Serne	Director, Real Estate & Workplace Services
Publisher	Mai Nguyen	Senior Manager, Policy Management and Customer Trust
Sponsor	Gina Mastantuono	Chief Financial Officer

Table 4. Document Control

4.4 Revision History

Revision	Date	Written/Updated by	Section(s)	Summary
1.0	July 12, 2021	Daaf Serne, Emer Clarke, Emily Ly, Kathy Mulvany	All	Initial version of document

Table 5. Revision History

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