GLOBAL IMPACT
ESG FACT SHEET 2022

Our purpose: We make the world work better for everyone

Aligned to our corporate purpose, our ESG strategy centers on three main pillars, all supported by our Now Platform and solutions.

Sustaining our planet
Championing the transition to a net-zero world

- Climate and energy
- Responsible procurement
- Waste

Creating equitable opportunity
Making work more equitable, accessible, and rewarding for all people

- Our people
- Diversity, equity, and inclusion
- Community engagement

Acting with integrity
Building trust through ethical, transparent, and secure business practices

- Security and data privacy
- Governance and ethics
- Business continuity

Activate ESG across your enterprise

The power of ServiceNow solutions to address ESG
Strategy, management, governance, and reporting

Environmental
ServiceNow products for ESG use cases

Social
Creator Workflows for industry and customer-specific needs

Governance
ServiceNow Store integrations, content, and partner-built apps

Now Platform

External data sources
Sustaining our planet

Championing the transition to a net-zero world

**Achieved** 100% renewable electricity

**Achieved** carbon neutrality\(^1\) in operations,\(^2\) business travel,\(^3\) and work from home\(^4\)

**Committed** to providing our customers with a carbon neutral cloud in 2022

**Committed** to net zero by 2030\(^5\)

We’ve decoupled our revenue growth from our carbon emissions growth. While our revenue increased 70% from 2019 to 2021, our carbon footprint reduced by 21% in the same period. In terms of intensity, the reduction is 57%.

**Responsible procurement**

33% of our suppliers by spend have set or committed to science-based targets

16% diverse supplier spend versus industry average of 3% to 5\(^8\)

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\(^1\) Our carbon neutral boundary includes Scope 1 + Scope 2 (Market-based) + Scope 3 (Category 6: business travel, and work from home from Category 7: employee commuting)

\(^2\) We define operations in line with the GHG protocol. This includes all required operational GHG emissions from within our inventory boundary at our offices and data centers.

\(^3\) Business travel includes all flights, accommodations, ground transportation, and all travel related business

\(^4\) The work from home footprint is part of Category 7: employee commuting under the GHG protocol

\(^5\) Our commitment to net zero by 2030 includes Scope 1, 2, and 3

\(^6\) Total Emissions (Market-based) = Scope 1 + Scope 2 (Market-based) + Scope 3 (Market-based)

\(^7\) All Scope 3 emissions are Market-based

\(^8\) Karina Swette and Timi Boyo, "Tracking the Supplier Diversity Dollar," Oliver Wyman
Creating equitable opportunity

Making work more equitable, accessible, and rewarding for all people

- **90%** of our employees would recommend ServiceNow as a great place to work (2021 Employee Voice Survey)
- **82%** favorable employee engagement (2021 Employee Voice Survey)
- **13.8%** underrepresented minorities representation with a goal of achieving 15% by 2025

Diversity, Equity, and Inclusion Report metric highlights

**Global gender**

- Male: 30.6%
- Female: 69.4%

**Race and ethnicity in the US**

- White: 54.4%
- Asian: 6.8%
- Hispanic or Latinx: 3.5%
- Black or African American: 2.8%
- Two or more races: 0.6%
- Native Hawaiian or Pacific Islander: 0.4%
- American Indian or Alaska Native: 0.2%

Community engagement

**Our focus areas**

- Decarbonization
- Racial equity
- Digital readiness
- Disaster response

**Our resources to drive impact**

- Cash donations
- In-kind donations
- Impact funds
- Volunteering and giving

**$100M US Racial Equity Fund fully distributed**

- 93% homeownership: 361 mortgages
- 4% small business: 15 loans
- 3% affordable housing: 1,126 rental units

*Underrepresented minorities (URM) includes Black or African American, Hispanic or Latinx, two or more races, Native American or Alaska Native, and Native Hawaiian or Pacific Islander*
NextGen Professional
Building the next generation of ServiceNow certified professionals

2,700+ beneficiaries
15 countries
1,900+ eligible for employment
1,300+ jobs obtained

Acting with integrity
Building trust through ethical, transparent, and secure business practices

Governance
• Established ESG steering committee
• Launched data governance steering committee
• ESG related targets were considered as part of our Named Executive Officer’s 2021 Cash Incentive program
• Environmental data verified in accordance with ISO 14064-3
• Global Impact Report 2022 aligns to the Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB), Task Force on Climate-related Financial Disclosure (TCFD), and UN Sustainable Development Goals (UN SDGs)

Ethics
• Published new Human Rights Statement
• 100% of employees completed annual Code of Ethics training
• Updated our compliance training to provide more awareness around the ethical use of AI and data
• New employees are required to complete ethics and compliance training within 45 days of joining the company
• Our Speak Up program makes it easy for employees to raise concerns

Security and data privacy
• Invested $100M in cybersecurity
• Continued focus on security, compliance, and privacy with 225+ dedicated security professionals
• Developed an EU-based solution for customers who would prefer to have their EU-hosted data handled within EU borders
• Worked with like-minded firms to establish the critical SaaS special interest group that operates under the framework of the Information Technology–Information Sharing and Analysis Center (IT-ISAC)
• 99.995% average uptime

Social investments and charitable donations

- Digital readiness: $600K+
- Corporate match and rewards: $450K+
- Racial equity: $1.6M+
- Disaster response: $1.6M+
- Decarbonization: $1.9M+
- Other: $4M+

Community engagement

$10M+ Total community cash donations (grants, corporate match, and rewards)
$2M Employee donations
19K+ Employee volunteer hours
4,100 Charitable organizations supported (donations and volunteering)

Read the Global Impact Report 2022
Explore our Code of Ethics
Visit our Trust and Compliance Center

Global Impact ESG Fact Sheet 2022