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	Creating equitable opportunity	Acting with integrity
Championing the transition to a net-zero world	Making work more equitable, accessible, and rewarding for all people	Building trust through ethical, transparent, and secure business practices

ESG Priority Issues

• Climate and energy • Responsible procurement • Waste	• Our people • Diversity, equity, and inclusion • Community engagement	• Security and data privacy • Governance and ethics • Business continuity

Now Platform and solutions

Activate ESG across your enterprise

The power of ServiceNow solutions to address ESG

Strategy, management, governance, and reporting

Environmental	Social	Governance

ServiceNow products for ESG use cases

Creator Workflows for industry and customer-specific needs

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]

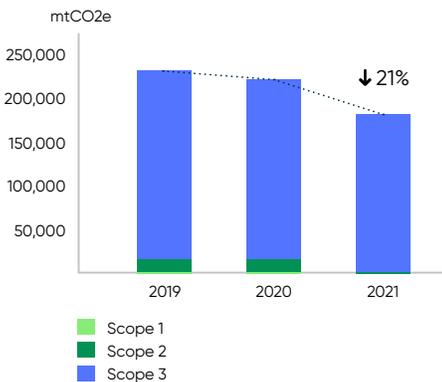**Committed** to providing our customers with a carbon neutral cloud in 2022

Committed to net zero by 2030[5]

Science-based targets (near-term) approved by the Science Based Targets initiative (**SBTi**) in December 2021
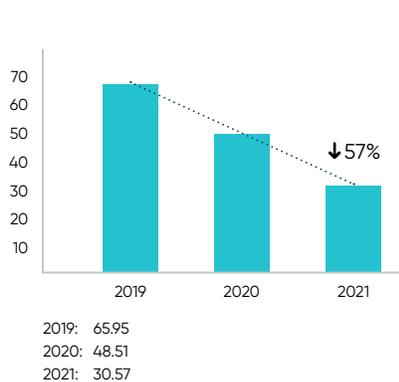
- **Reduce Scope 1 and 2** GHG emissions 70% by 2026 from a 2019 baseline year

- **Reduce Scope 3** GHG emissions from business travel and work from home 40% per unit of value added—in other words, total revenue less cost of revenues—within the same timeframe

- **Ensure 65% of suppliers** by spend have approved science-based targets by 2026

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%.
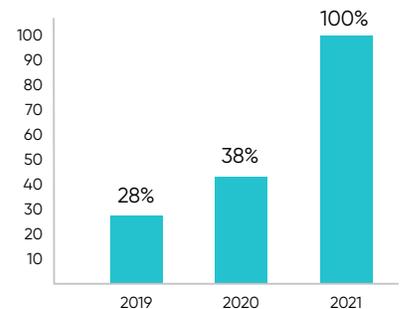
Achieving 100% renewable electricity let us mitigate 33,446 mtCO2e from our footprint in 2021.

GHG emissions (Scope 1, 2, 3) [6, 7]

mtCO2e

	2019	2020	2021
			↓21%

- Scope 1
- Scope 2
- Scope 3

Emissions intensity (mtCO2e/$ revenue)

	2019	2020	2021
			↓57%

2019: 65.95
2020: 48.51
2021: 30.57

Progress to 100% renewable electricity

	2019	2020	2021
	28%	38%	100%

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)
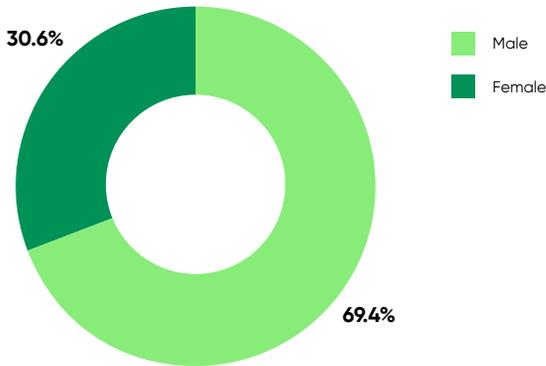
82%

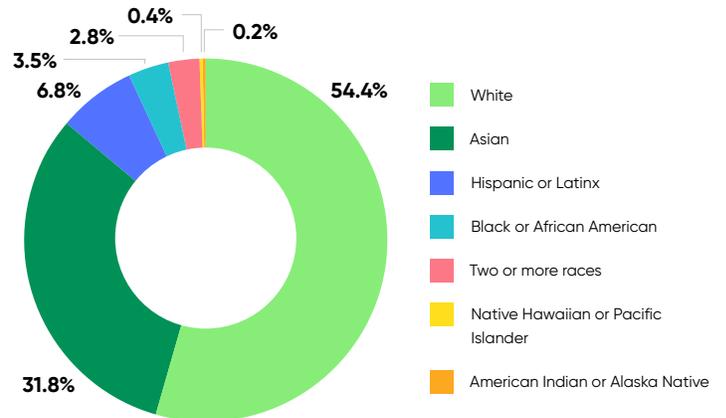favorable employee engagement (2021 Employee Voice Survey)

13.8%

underrepresented minorities[9] representation with a goal of achieving 15% by 2025

Diversity, Equity, and Inclusion Report metric highlights

Global gender

30.6%

69.4%

- Male
- Female

Race and ethnicity in the US

0.4%
0.2%
2.8%
3.5%
6.8%
54.4%
31.8%

- White
- Asian
- Hispanic or Latinx
- Black or African American
- Two or more races
- Native Hawaiian or Pacific Islander
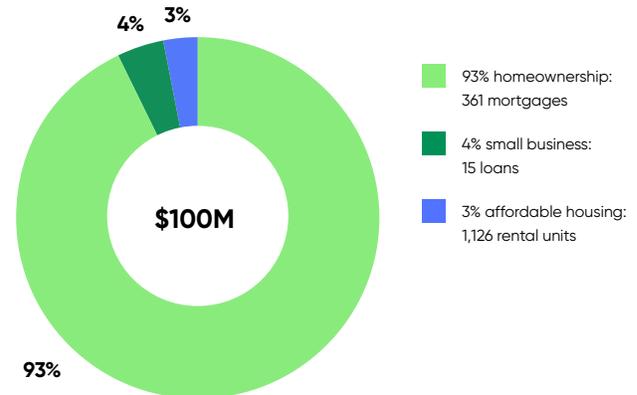- American Indian or Alaska Native

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

4%   3%

$100M

93%

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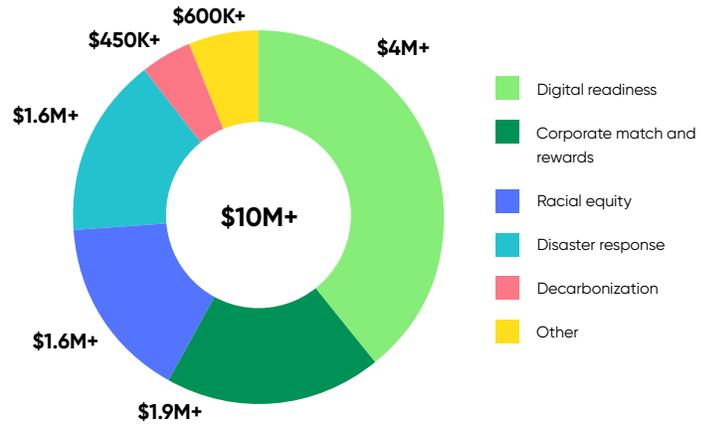
Community engagement

$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)

Social investments and charitable donations

- $600K+
- $450K+
- $1.6M+
- $4M+
- $1.9M+
- $1.6M+
- $10M+ (center)

Legend:
- Digital readiness
- Corporate match and rewards
- Racial equity
- Disaster response
- Decarbonization
- Other

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)

Read the Global Impact Report 2022

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

Explore our Code of Ethics

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

Visit our Trust and Compliance Center