

GLOBAL IMPACT ESG FACT SHEET 2023

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 ServiceNow Platform and solutions.

ESG material issues ¹	<p>Environmental</p> <p>Sustaining our planet</p> <p>Championing the transition to a net-zero world</p>	<p>Social</p> <p>Creating equitable opportunity</p> <p>Making work more equitable, accessible, and rewarding for all people</p>	<p>Governance</p> <p>Acting with integrity</p> <p>Building trust through ethical, transparent, and secure business practices</p>
	<ul style="list-style-type: none"> • Climate and energy • Responsible procurement • Waste • Water 	<ul style="list-style-type: none"> • Our people • Diversity, equity, and inclusion • Workplace health and safety • Community engagement 	<ul style="list-style-type: none"> • Security and data privacy • Corporate governance and business ethics • Emerging technology and ethics • Business continuity
<p>ServiceNow Platform and solutions</p> <p>Technology solutions for people and our planet</p>			

Digital transformation for purpose and profit

The world works with ServiceNow
Put YES to work

Drive purpose and deliver profit with the intelligent platform for end-to-end digital transformation

<p>Differentiate customer experiences</p>	<p>Unify employee experiences</p>	<p>Improve security and resiliency</p>	<p>Drive profitability</p>	<p>Action ESG intent into impact</p>
<p>One architecture One data model One ecosystem</p>				

<p>Deliver customer growth</p> <p>Reduce cost to serve with seamless customer experiences</p> <p>Solve customer issues faster with automation</p>	<p>Increase employee productivity</p> <p>Drive shared service efficiencies</p> <p>Unify experiences to retain top talent</p>	<p>Transform business-critical operations</p> <p>Scale mission critical operations</p> <p>Unify people, process, and technology into consumer grade experiences</p>	<p>Achieve operational excellence</p> <p>Reduce operating risk and increase compliance</p> <p>Activate ESG across your ecosystem</p>	<p>Drive technology excellence</p> <p>Digitize your business faster and more cost-effectively</p> <p>Improve cyber security and resilience across the landscape</p>	<p>Digitize unique business processes</p> <p>Build apps fast with low-code, built-in guardrails to avoid app sprawl</p> <p>Automate and connect every process with ServiceNow</p>
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Learn about our [ESG solutions](#)

¹ ESG material issues are environmental, social, and governance issues assessed and prioritized based on the double materiality framework of impact on enterprise value and impact on society and the environment.

ENVIRONMENTAL

Sustaining our planet

Championing the transition to a net-zero world



Maintained 100% renewable electricity



Achieved carbon neutrality² including carbon neutral cloud



Committed to net zero by 2030³

See our [Global Impact Report 2023](#) for more detail.

Greenhouse gas (GHG) emissions

GHG third-party verification

CDP Climate Change questionnaire

Task Force on Climate-related Financial Disclosure

Responsible procurement

19%

diverse supplier spend versus industry average of 3% to 5%⁴

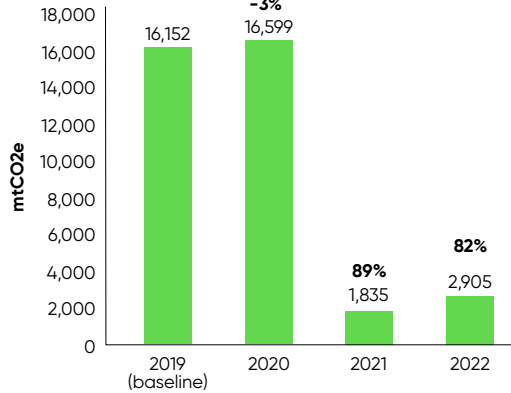
Learn more about our waste reduction efforts and water risk assessment.

Waste

Water

Progress against our Science-Based Targets initiative (SBTi) goals

SBTi Target 1: Reduce Scope 1 and 2 GHG emissions 70% by 2026 from 2019 (baseline)

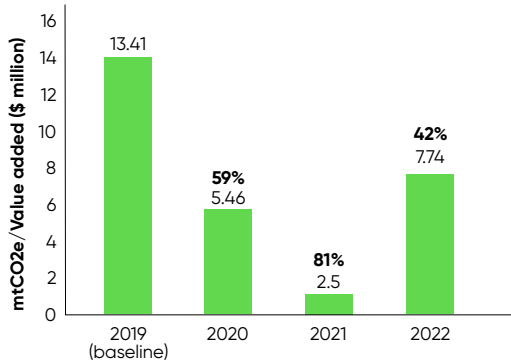


Target:
70% reduction by 2026

Progress:
82% reduction for 2022

■ Scope 1 and 2 (mtCO2e)
% Percentage reduction from 2019 (baseline)

SBTi Target 2: Reduce Scope 3 GHG emissions (business travel and employee commuting) 40% per unit value added⁵ by 2026 from 2019 (baseline)

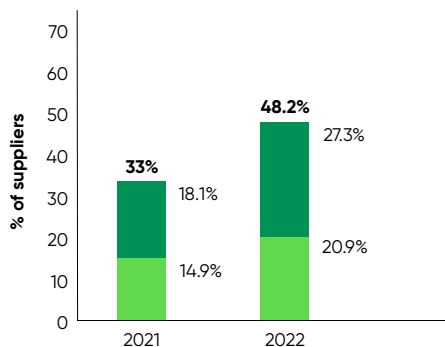


Target:
40% reduction by 2026

Progress:
42% reduction for 2022

■ Scope 3 (mtCO2e/Value added [\$ million])
% Percentage reduction from 2019 (baseline)

SBTi Target 3: Ensure 65% of our suppliers by spend, covering purchased goods and services and capital goods, have approval by the SBTi by 2026



Target:
65% by 2026

Progress:
48.2% have committed to or approval by the SBTi for 2022

■ Actual: % of suppliers that have approval by the SBTi
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% Percentage of suppliers that have committed to or approval by the SBTi

² Included in carbon-neutral boundary for 2022: Scope 1, Scope 2 (market-based), and Scope 3 (market-based) data center-related emissions (Category 1: purchased goods and services, Category 2: capital goods, Category 3: fuel and energy-related activities, Category 6: business travel, and Category 7: employee commuting) from existing.

³ Our commitment to net zero by 2030 includes Scope 1, 2, and 3.

⁴ Karina Swette and Timi Boyo, "Tracking the Supplier Diversity Dollar," Oliver Wyman.

⁵ Value added is gross profit which is total revenue less cost of revenue.

SOCIAL

Creating equitable opportunity

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

Our People Pact:

Codifying our commitment to our people



Diversity, Equity, and Inclusion Report 2023 highlights

32.5%

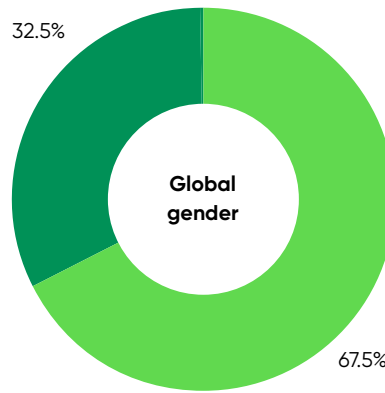
Global women with a goal of achieving 34% by 2025

32.3%

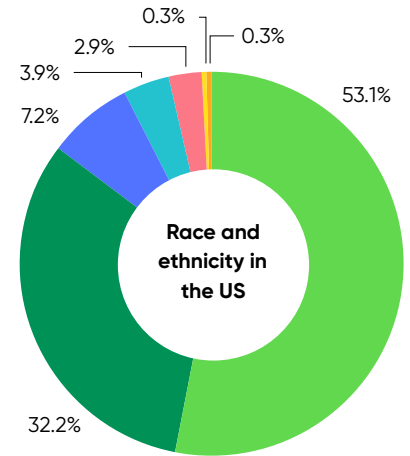
Global women in leadership

14.7%

Underrepresented group representation⁶ in the U.S. with an updated goal of 16% by 2025



Male
Female



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

RiseUp with ServiceNow Digital transformation requires talent transformation

Goals

- 2023:** Scale ServiceNow Partner Placement Program to 25 partners
- 2024:** Skill 1 million people on the ServiceNow Platform

Lower barriers to learning

600+ free courses, 18 job-related certification paths

Expand opportunities for developing high-demand technical skills

ServiceNow NextGen in-house academies and training partnerships with nonprofit and government agencies. Redesigned ServiceNow Community connecting over 450,000 members with peer-to-peer networking opportunities, learning forums, virtual events, and more.

Place newly skilled talent in jobs with our customers and partners

New ServiceNow Partner Placement Program will help customers and partners source, train, and assess talent from diverse backgrounds

Learn about our [Workplace health and safety](#)

⁶ Underrepresented group (URG) includes American Indian or Alaska Native, Black or African American, Hispanic or Latinx, Native Hawaiian or Pacific Islander, two or more races.

Community engagement

Our focus areas

- Decarbonization
- Digital readiness
- Disaster response
- Racial and gender equity

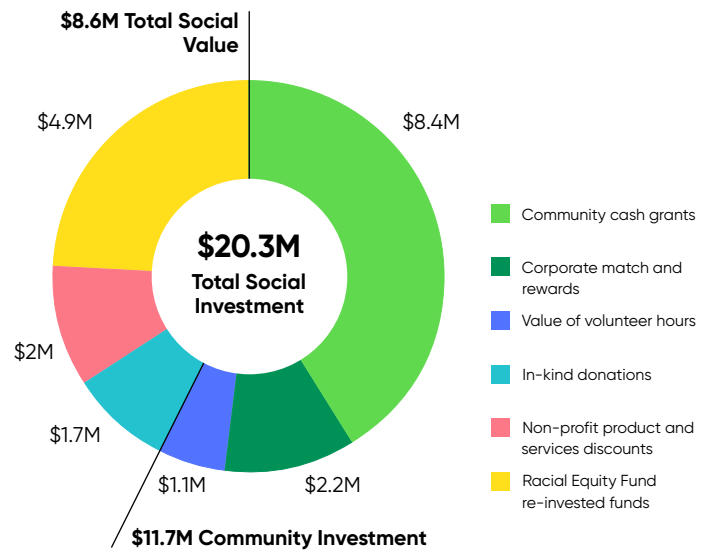
\$10M+ total community cash donations (grants, corporate match, and rewards)

\$2M Employee donations

36K+ Employee volunteer hours

5,100 Charitable organizations supported (donations and volunteering)

Social investments and charitable donations



GOVERNANCE

Acting with integrity

Building trust through ethical, transparent, and secure business practices

Corporate governance and business ethics

- Worked to ensure the accuracy and auditability of our ESG data by conducting an internal audit of our key ESG metrics, which was reviewed by the Audit Committee.
- Increased ESG ratings on CDP, EcoVadis, and S&P Global CSA and maintained on MSCI. Named as a member of the Dow Jones Sustainability Index North America and JUST Capital's JUST 100.
- Developed policy on corporate political contributions and industry associations.
- Localized our training and Code of Ethics.
- Rolled out new employee Human Rights training.
- Aligned Global Impact Report 2023 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).

Emerging technology and ethics

- Developed the Responsible AI Working Group, made up of stakeholders across our Artificial Intelligence (AI) and Machine Learning (ML) teams.
- Continued to engage with industry peers to discuss and stay aware of developments in AI/ML and technology-related legislation.

Business continuity

- Continued seasonal tabletop exercises including hurricane and wildfire scenarios, to ensure our business continuity processes are updated and teams are prepared to respond.
- Updated our Business Continuity Management Policy to include integration with our Privacy team.
- Updated our process to accommodate employees who work from the office and/or remotely.

Security and data privacy

- Ensured continuous improvements with a Board-sponsored, independent cyber audit from a Big Four firm to assess controls against the National Institute of Standards and Technology (NIST) Cyber Security Framework.
- Continued to make strategic investments focused on maturing our data security and privacy practices.
- Hired 90+ additional security professionals, expanding the team to more than 300 –all focused on effectively managing and mitigating cybersecurity-related risks.
- Launched the ServiceNow Protected Platform for the European Union (SPP EU) and earned EU Cloud Code of Conduct Certification.
- Launched a new Customer Data Processing Agreement and Data Security Agreement to further clarify ServiceNow's privacy commitment to customers and their data.

[Read the Global Impact Report 2023](#)