

# Global Impact ESG Fact Sheet

January 1, 2019–May 31, 2020

**We make the world of work, work better for people**

## Governance

The Nominating and Governance Committee, of the Board of Directors, oversees Environmental, Social and Governance (ESG) practices.

## Ethics

All employees are required to complete ethics and compliance training, including Ethical Business Conduct, Anti-Corruption, and Anti-Harassment modules.

The content of these modules is also covered in our ethics and compliance materials, including our Code of Conduct, Anti-Corruption Policy, Anti-Harassment Policy, and Whistleblower Policy.

## Human Capital Management

**82%** favorable employee engagement<sup>1</sup>

**91%** would recommend ServiceNow as a great place to work<sup>1</sup>

### 2020 Diversity Report

Global gender:



Global leaders (directors and above):



Global pay equity:

**\$0.99** | **\$1.00**  
Women | Men

**\$1.01** | **\$1.00**  
All racial and ethnic minorities in the US | White counterparts in the US

**Social Impact \$5M+** in strategic non-profit grants and donations by employees or through ServiceNow matching (see below)

## COVID-19 Response

Caring for our employees, customers and communities

**4** ServiceNow **Emergency Response** apps launched at no cost through September 30  
1100+ customers | 5000+ downloads  
(Data as of 5/31/2020)

**4** ServiceNow **Safe Workplace** apps & Dashboard launched  
200+ customers | 800+ downloads  
(Data as of 5/31/2020)

### \$1.5M Giving Commitment:

**\$1.25M** in corporate grants to global, regional and local non-profits (e.g. UN Foundation, American Red Cross, SVCF)

**\$250K** donated to non-profits by employees or ServiceNow matching

- **No Layoff Pledge** through 2020
- Founding partner of **People + Work Connect** to help solve the unemployment crisis
- Welcomed **360+ summer Interns**, globally, who will work remotely, with full benefits
- Continue to pay contractors and support staff while our offices are closed

## Giving at Now

Supporting our employees in giving their time, talent and resources

**\$2.44M** donated to charities by employees or through ServiceNow matching

**18%** of employees donated

**2.4K+** charitable causes supported

**20 hours** of time off per employee per year provided for volunteer activities

**Footnotes:** 1 | 2020 Employee Voice Survey: 8992 employees responded / 91% of participation

## Food Security

Feeding students and families so they can thrive

**\$1.5M** commitment (2019–2021) to support **Second Harvest of Silicon Valley** College Pantry Program. Every dollar donated provides 2 nutritious meals.

## Digital Literacy

Helping all people to participate in the opportunities generated by digital transformation

### MIT Solve Digital Workforce Challenge

Nurturing innovative solutions to scale the digital workforce

**150+** submissions | **44** countries

**9** finalists | **5** countries | **55%** female team leaders

**ChargerHelp!** (\$100K Grand Prize winner)

**AnnieCannons** (\$10K Employee Choice winner)

### Next Gen Professional

Building the next generation of ServiceNow certified professionals

**1500** Participants | **15** Countries

**35** Employment partners

**1,100+** Jobs obtained <sup>2</sup>

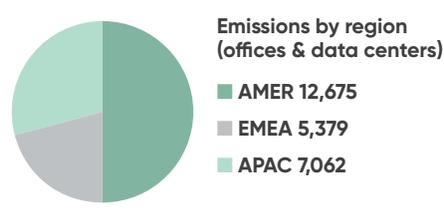
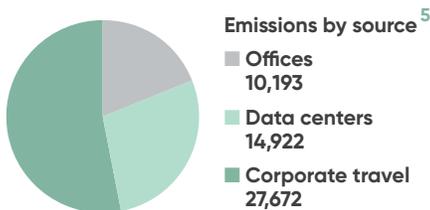
## Environmental Sustainability (2019)<sup>3</sup>

Managing our impact on the environment.

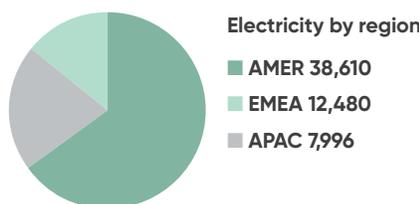
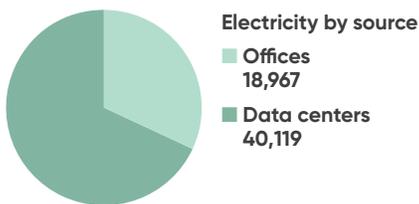
2019 represents our baseline year. We are investigating ways to prioritize clean energy and improve our carbon intensity and overall emissions in the coming years.

**Carbon intensity of electricity:** 374 (gCO<sub>2</sub>/kWh) | Global average: 475 (gCO<sub>2</sub>/kWh) <sup>4</sup>

**Greenhouse Gas Emissions (in metric tonnes CO<sub>2</sub>e)** Total GHG emissions: 52,788



**Energy Management (in MWh)** Total electricity consumed: 59,086



### Sustainable Supply Chain

- **2,833** pieces (16,749 lbs.) of corporate IT equipment (computers, phones, etc.) reused or recycled
- **88%** of retired corporate IT equipment reused / 12% recycled
- **~100%** of retired data center equipment re-sold or recycled (2,777 servers, 455 switches, 335 PDUs, etc.)

### Office certifications

- All of our office space is leased, and in retaining office space we prioritize buildings that are LEED certified or a local equivalent of such certification in other jurisdictions

ServiceNow is committed to making a positive global impact and will continue to assess and enhance our disclosures and performance across ESG to meet the needs of our stakeholders.

**Footnotes:** **2** Estimated based on employer feedback **3** Calculations consistent with Green House Gas (GHG) Protocol and The Climate Registry's General Reporting Protocol. Where actual energy bills were not available, emissions were estimated using the Commercial Buildings Energy Consumption Survey (CBECS) database. Data follows location-based methodology. **4** Source: IEA (2019), Global Energy & CO<sub>2</sub> Status Report 2019, IEA, Paris <https://www.iea.org/reports/global-energy-co2-status-report-2019> **5** Offices and data centers emissions include electricity and natural gas; corporate travel emissions data provided by third-party travel vendor and measured per flight, using DEFRA estimation methods