## 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

<table>
<thead>
<tr>
<th>2020 Diversity Report</th>
<th>Global pay equity:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global gender:</td>
<td>$0.99</td>
</tr>
<tr>
<td>Female 29%</td>
<td>Male 71%</td>
</tr>
<tr>
<td>Global leaders (directors and above):</td>
<td>$1.01</td>
</tr>
<tr>
<td>Female 28.2%</td>
<td>Male 71.8%</td>
</tr>
</tbody>
</table>

### 82% favorable employee engagement 

### 91% would recommend ServiceNow as a great place to work

## 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

- 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

Environmental Sustainability (2019)
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 (gCO2/kWh) | Global average: 475 (gCO2/kWh)

Greenhouse Gas Emissions (in metric tonnes CO2e)
Total GHG emissions: 52,788

- Emissions by source:
  - Offices: 10,193
  - Data centers: 14,922
  - Corporate travel: 27,672

- Emissions by region (offices & data centers):
  - AMER: 12,675
  - EMEA: 5,379
  - APAC: 7,062

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

- Electricity by source:
  - Offices: 18,967
  - Data centers: 40,119

- Electricity by region:
  - AMER: 38,610
  - EMEA: 12,680
  - APAC: 7,996

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:

1) Estimated based on employer feedback
2) 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) Officess 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
5) 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.

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