ServiceNow ESG Management and Reporting

Today, the term Environmental, Social and Governance (ESG) is top of mind for companies and their Boards, investors, customers, employees, regulators, and other stakeholders. While different aspects of ESG have been tackled in an ad hoc fashion, companies are increasingly being asked for holistic management and reporting of ESG impacts – from carbon emissions, to talent attraction and retention, to data security and privacy. Keeping up with these demands is usually a manual, time-consuming and error-prone exercise comprising spreadsheets, emails, and data pulls from multiple siloed software tools that address only discrete ESG topics.

ServiceNow ESG Management and Reporting (ESGMR) transforms the way you manage, visualize, and report on issues across the ESG spectrum. It streamlines data collection, organization, and storage of information in one easy-to-use system and automates dashboards and reports for internal audiences, as well as external disclosures aligned with ESG standards and frameworks.

Set up your ESG program

After you define the material topics for your business, ESGMR allows you to document the topics and visualize them in an interactive materiality matrix for better resource prioritization, decision-making and storytelling. For each material topic, you can create goals of varying complexity – with optional subgoals and targets. The goals can be formal and external – like “Achieve net zero carbon across corporate operations” or informal and internal, such as “Increase corporate MSCI rating.” You can also assign in-scope corporate entities (e.g. sites and subsidiaries) and owners to the goals and targets.

Collect data and track progress against goals

Data collection comprises a significant portion of enterprise ESG management and reporting, and is often very time-intensive due to the lack of proper technology to support it. With ESGMR, you can define metrics and KPIs for the goals and targets and specify how they will be collected – through manual data entry or automatically through integrations with other ServiceNow and third-party software.

ESG Challenges

- Siloed processes and data across E, S and G area
- Difficulty collecting accurate data
- Increasing number of disclosure and reporting requests – manual data collection and reporting processes do not scale

View your current and complete ESG story at once

Create a source of truth for all your ESG and sustainability topics, goals, metrics, and disclosures.

Streamline data collection

Aggregate and validate quantitative and qualitative data through efficient data entry and automatic data ingest to enhance disclosure reliability and audit readiness.

Monitor performance

Facilitate regular monitoring and visualization of progress towards ESG goals across the enterprise.

Report efficiently, on demand, anytime

Organize ESG data for quick selection and export for more timely, accurate, and frequent reporting.

Homepage view – visualize goals, status and quickly enter new information
For example, ESGMR can integrate with Human Resources software for demographic data, procurement data systems (applicable to supply chain sustainability and responsibility topics), as well as energy- and carbon-tracking applications.

The software also allows users to upload backup documents, create notes and comments, and validate data pulled in through integrations.

ESGMR’s streamlined data collection allows the software to become a single comprehensive repository of enterprise-wide ESG data that can be kept current and enable quick status checks. In addition, users can enter updates on progress towards all ESG goals in one place, which allows for better communication and necessary course corrections. The system allows for multi-level progress visualization – from an executive-view dashboard to a snapshot of each goal.

**Track and assemble disclosures**

With the continually increasing attention to ESG issues, internal and external reporting is becoming more complicated and burdensome. Creating disclosures and reports complements data collection as one of the most time-intensive responsibilities of ESG and sustainability teams. With ESGMR, sustainability managers can quickly create three types of disclosures:

- Disclosures aligned with GRI and SASB standards
- Goal-based disclosures, which show the metrics associated with each goal
- A custom list of metrics for customer questionnaires, rating agency responses or other stakeholder requests.

The disclosures and dashboards can be used as a base for more extensive published reports and presentations.

**Integration capabilities**

ESGMR seamlessly integrates with two other ServiceNow products – Project and Portfolio Management and Integrated Risk Management. Integration with one or both of these products can help you establish an operational “control tower” to holistically govern your ESG program and to create and execute roadmaps for achieving your goals.

In addition, the product is part of ServiceNow’s broad set of offerings to help companies activate ESG impact across the enterprise.

**The difference is in the platform**

Our platform started in IT, but now supports customers, employees, and developers. We call it a “platform of platforms,” since it works with your existing systems – like ERP, manufacturing, cloud infrastructure, and HR – to create a system of action. A common data model and architecture connect these systems and external data via workflows to optimize processes and extract more value from your investments.

Contact your ServiceNow sales team or platform champion to get started – servicenow.com/ESGmanagement