

2018 Diversity Report

Diversity, Inclusion
and Belonging



“

Diverse, inclusive teams—where everyone belongs and contributes wholeheartedly—are essential to innovation and high performance. They are key to building a great, enduring company.

– John Donahoe, President & CEO



Diversity, inclusion and belonging are essential to success. They are how we'll innovate and grow.

Our technology exists to serve people by making work more fulfilling and meaningful. We want to understand how people see the world and how we can improve their everyday work experiences.

As Forbes Magazine's "Most Innovative Company" in the world, we have much to celebrate. But we're continuing to look forward and striving to be better.

With 4,400+ enterprise customers around the world, we serve a dynamic set of people. To better support them, we commit to creating a culture of diversity, inclusion, and belonging across our own teams. We'll access larger pools of talent to bring in people with new experiences and different ways of thinking about how we can make the world of work, work better for people.

Our perspective

Diversity, inclusion, and belonging mean different things to different people. Here's what they mean to us:



Diversity

Everything that makes us unique – the seen and unseen.



Inclusion

Being invited to contribute. Being accepted for who we are, treated fairly, equitably, and with respect.



Belonging

Creating a culture of trust, where all voices are heard, and we feel safe bringing our authentic selves to work.

“

Women's representation in tech is a major, unsolved issue. I want to work for a company with initiatives to help anyone who hasn't been treated fairly in the workplace.

– Paty, Senior Data & Business Analyst, Product



Looking at our data

This 2017 data reflects who we are and serves as a guide, pointing us in the areas we need to grow and invest.

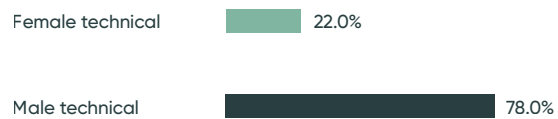
Global gender



Global leaders*



Global technical positions**



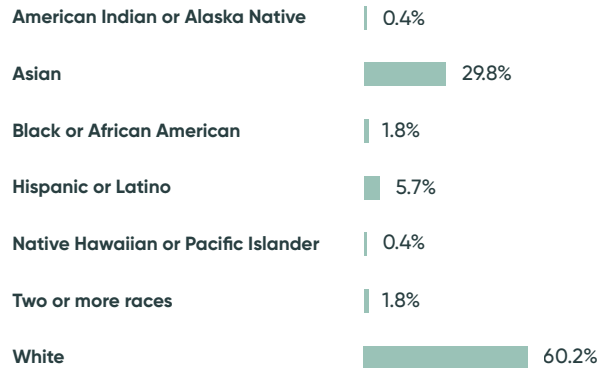
Global non-technical positions



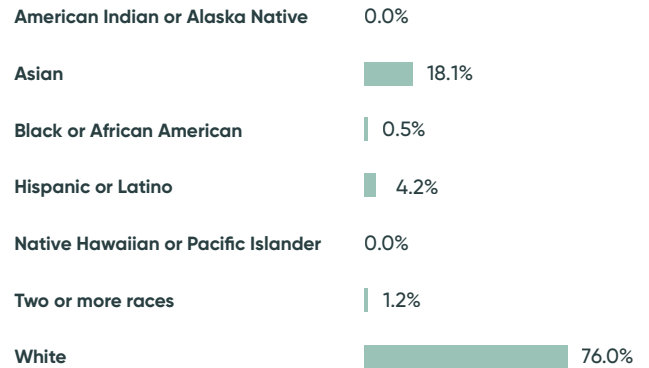
* Leadership roles are defined here as director level and above.

** Technical roles are defined here by job codes designating positions with technology responsibilities.

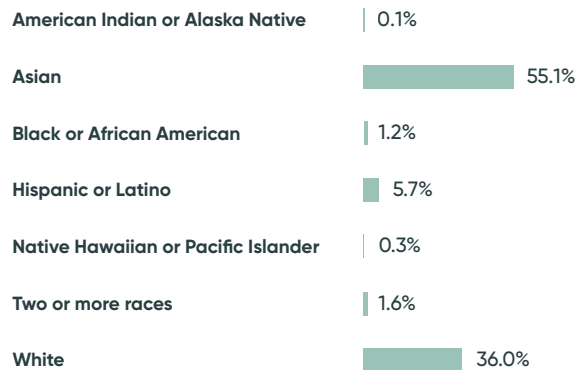
Race & Ethnicity in the U.S.*



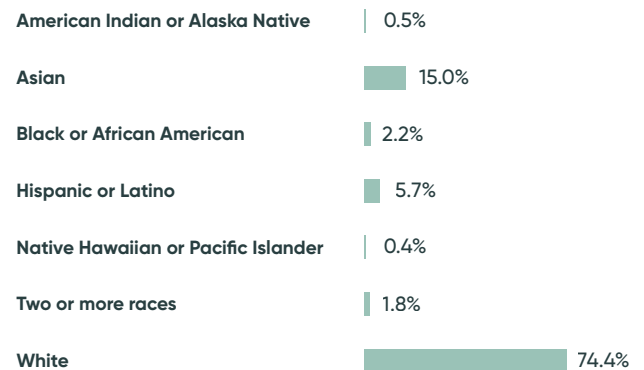
Leaders in the U.S.**



Technical positions in the U.S.***



Non-technical positions in the U.S.



* Racial and ethnic categories reflect our EEO-1 reporting. May not combine to 100% due to rounding.

** Leadership roles are defined here as director level and above.

*** Technical roles are defined here by job codes designating positions with technology responsibilities.

Creating a culture of belonging

By helping people feel safe, respected, valued, and heard, we hope to empower them in the workplace to be who they truly are and contribute their best work to ServiceNow without reservations.

To create and maintain this vision requires a journey of more than just training programs. Our work must engage our communities in new conversations, hear all voices, and empower them to grow.

“
**When we belong, we
feel respected and
appreciated. Every
employee deserves
to feel they belong.**

– Pat Wadors,
Chief Talent Officer



“

I wear my hair the way I love to. For the first time, I can be myself at work. I'm valued for my contribution, not judged for the package it comes in.

– Adrienne, Director, PMO



How we're creating change

Here are a few ways we're working to increase diversity, inclusion and belonging at ServiceNow.



Practicing a growth mindset

We're encouraging each other to embrace a learning mindset during leadership summits and other employee events. With access to LinkedIn Learning, all employees around the world, across levels, and with varying abilities, can engage in personal improvement.



Inviting dialogue

Employees are coming together as one group—in a community for action—to help educate each other through our internal social media platform and in learning sessions. Our Employee Voice Surveys also encourage employees to share what shapes their experiences.

Additional information

[2017 EEO-1 report](#)

[2017 U.K. Gender Pay Gap Statement](#)



Building a different employee experience

At our first-ever Women's Leadership Summit, female and male senior leaders came together to listen, learn, and take ownership towards driving inclusion. We're also working with the Clayman Institute for Gender Research, AnitaB.org, and the Center for Talent Innovation to evolve our thinking.



Evolving inclusive practices and programs

We're fostering an inclusive and equitable culture by improving our talent practices and evolving the recruiting model to access more diverse talent. We're creating balance through our fair pay and global benefits programs.

Looking ahead

We are excited to engage in more conversations and test ways to overcome barriers to diversity, inclusion and belonging. We commit to sharing our story and our journey with you.



© Copyright 2018 ServiceNow, Inc. All rights reserved. ServiceNow, the ServiceNow logo, and other ServiceNow marks are trademarks and /or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company and product names may be trademarks of the respective companies with which they are associated.

