

Global Impact ESG Fact Sheet

Our vision: Workflow a better world

Changing the world one workflow at a time on the Now Platform

We have a bold, overarching vision to workflow a better world. We will harness the reach of our business and power of our Now Platform® to help our customers and stakeholders workflow positive environmental, social, and governance (ESG) outcomes. We are on a mission to help everyone succeed by sustaining our planet, creating equitable opportunity, and acting with integrity. Below is one recent example of how the Now Platform has helped address a global challenge.

COVID-Response—Caring for our employees, customers, and communities

5 ServiceNow **Emergency Response** apps launched at no cost through September 30, 2020
1,859 organizations | **11,246** installations

9 ServiceNow **Safe Workplace** apps launched
937 organizations | **9,570** installations

Sustaining our planet

Championing a resource-efficient and net-zero carbon environment

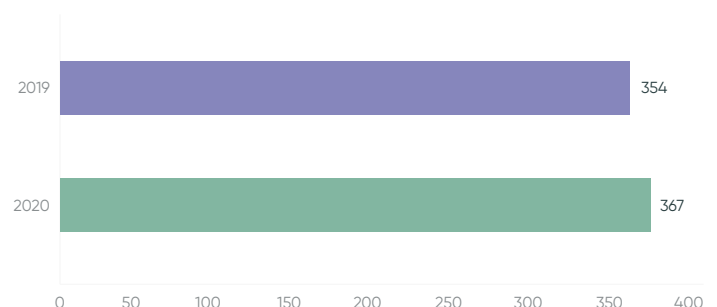
2019 represents our baseline year. We're setting ambitious goals and investigating ways to prioritize clean energy and improve our carbon intensity and overall emissions in the coming years.

Our bold environmental goals

- **Use 100% renewable energy** for office and datacenter operations by the end of 2021.
- **Be carbon-neutral** for office and datacenter operations, and corporate travel by the end of 2021.
- **Achieve net-zero emissions** across our entire value chain in accordance with SBTi criteria.

Carbon intensity of electricity¹ (gCO₂/kWh)

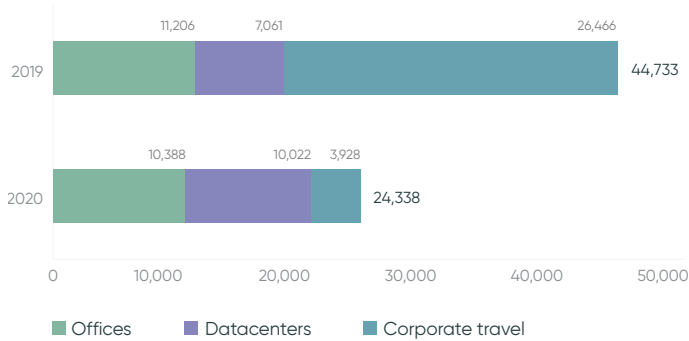
Global average: 479



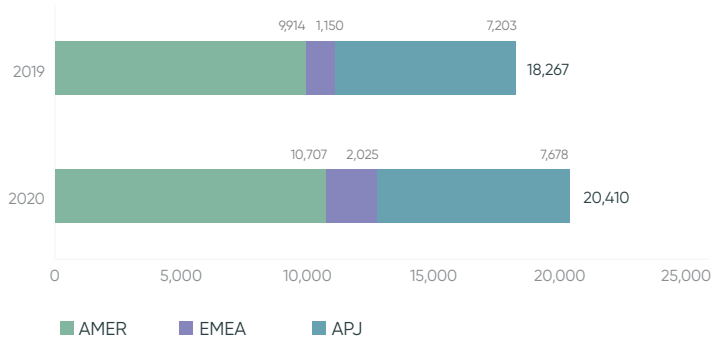
¹ Data follows location-based methodology. Source: "IEA (2020), Emission Factors"; Source: IEA (2019), **Global Energy & CO₂ Status Report 2019**; 2019 Scope 2 emissions data is adjusted as a result of updated utility data and corrective data from datacenter feeds; 2019 Scope 3 emissions data (travel data) has been corrected due to changes in methodology.

Greenhouse gas emissions² (in mtCO₂e)

Emissions by source³

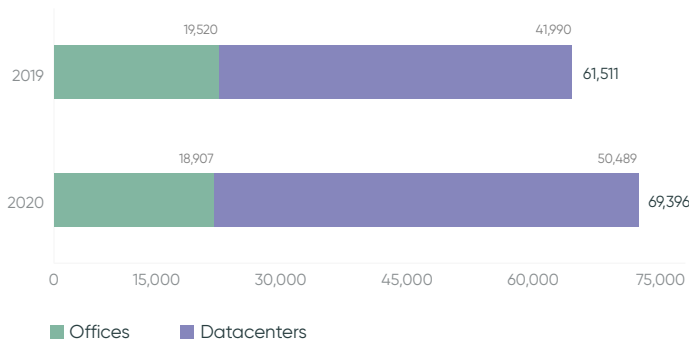


Emissions by region (offices and datacenters)

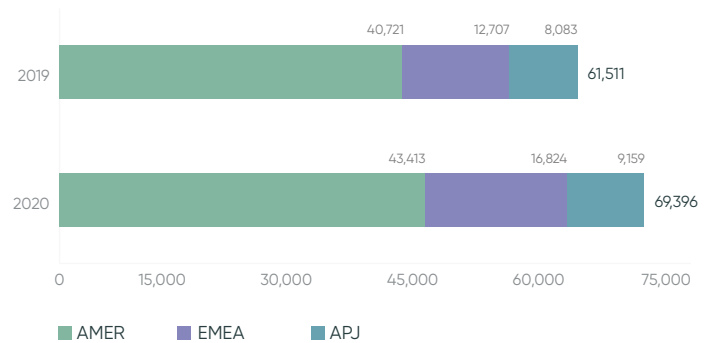


Energy management⁴ (in MWh)

Electricity by source⁵

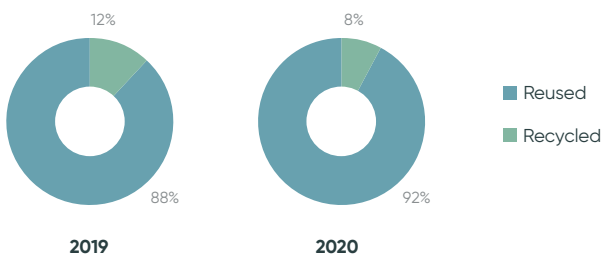


Electricity by region



Sustainable supply chain⁶

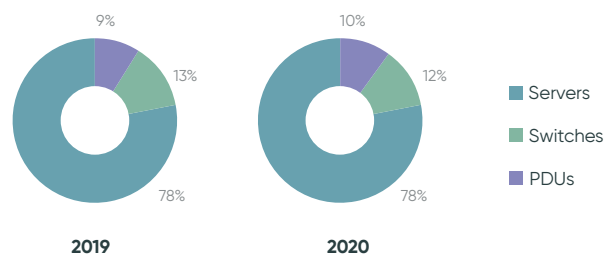
Retired corporate IT equipment reused/recycled



2019: 2,833 pieces | 16,749 lbs.

2020: 4,567 pieces | 19,305 lbs.

Retired datacenter equipment 100% resold/recycled



2019: 2,389 servers | 396 switches | 277 PDU's

2020: 2,751 servers | 411 switches | 338 PDU's

² Calculations consistent with Greenhouse 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 market-based methodology. See [Global Impact Report](#) for location-based data.

³ Office and datacenter emissions include electricity and natural gas; corporate travel emissions data provided by third-party travel vendor and measured per flight using DEFRA estimation methods.

⁴ Calculations consistent with Greenhouse 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. In 2020, due to the increase in our datacenter operations globally, our energy consumption for datacenters has increased compared to 2019. Also in 2020, while most of our office locations were closed due to COVID-19, ServiceNow continued to grow our office portfolio globally, which resulted in a slight decrease in our energy use.

⁵ Numbers for 2019 are rounded for purpose of the graph.

⁶ Data for retired datacenter equipment from June 2020 ESG Fact Sheet represented data from Jan. 1, 2019 through May 31, 2020; we now provide full-year 2019 and 2020 data.

Creating equitable opportunity

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

Human capital management⁷

82% favorable employee engagement, making us a leading benchmark company driving high growth and high engagement

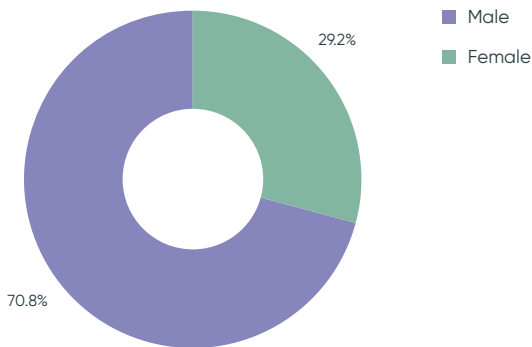
94% of our employees would recommend ServiceNow as a great place to work

During the COVID-19 pandemic

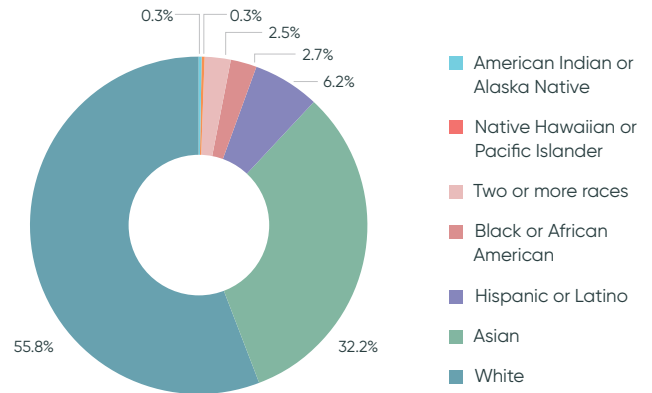
- Met our commitment to no layoffs in 2020, including workplace services support staff.
- Hired and onboarded ~2,500 new employees and ~360 interns, all virtually.

Diversity metrics⁸

Global gender 2020



US race and ethnicity data 2020



Digital literacy and skills—Helping 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

NextGen Professional⁹

Building the next generation of ServiceNow certified professionals

~1,300 participants | **15** countries

35+ employment partners

~70% of participants landed jobs

⁷ 2020 Employee Voice Survey: 8,992 employees responded/91% participation.

⁸ See the full [Diversity, Inclusion, and Belonging Report 2021](#).

⁹ Estimated based on employer feedback.

Community engagement

Total giving

\$5M+

nonprofit grants and ServiceNow matching

COVID-19 giving commitment

\$1.5M

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

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

Food security—Feeding students and families so they can thrive

\$1.15M

in grants to support food security through nonprofits, including Second Harvest of Silicon Valley, Feeding America, World Food Program, and UNICEF¹⁰

Giving at Now—Supporting our employees in giving their time, talent, and resources

\$1.6M+

employee donations to nonprofits

25%

employee donation participation

2,600+

charitable causes supported

10,000+

employee volunteer hours

Acting with integrity

Building trust through ethical, transparent, and secure business practices

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 as informed by our **Code of Ethics**, Anti-Corruption Policy, Anti-Harassment Policy, and Whistleblower Policy.

Data privacy and security

As caretakers of our customers' data, we have an immense responsibility to protect it.

Visit our **Trust and Compliance Center** to learn more.

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.

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

¹⁰ Second Harvest of Silicon Valley is a 3-year (2019-2021), \$1.5M partnership, supporting 1M meals annually.