

servicenow®

GLOBAL IMPACT REPORT 2025

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WE MAKE THE WORLD WORK BETTER FOR EVERYONE

At ServiceNow, our purpose remains unwavering: We make the world work better for everyone. Our AI-enabled platform continues to redefine how our customers use technology to digitally transform their businesses while freeing up people to do their best work. In 2024, our purpose propelled us to new heights, including our continued presence in the Fortune 500®, reinforcing our role as a global technology leader.

For the fifth consecutive year, FORTUNE® named ServiceNow one of the Best Workplaces in Technology, highlighting our culture of career development and mobility. The American Opportunity Index also named us as a leader in creating meaningful pathways for employee advancement and professional growth. These achievements reaffirm our vision of becoming the defining enterprise software company of the 21st century (DESCO21C).

Guided by our purpose, our culture extends beyond traditional business metrics. We drive sustainable, fair, and ethical growth while pioneering technological solutions that serve our global stakeholder communities. Our corporate sustainability commitments remain central to our vision as we shape the future of enterprise technology together with our customers, partners, investors, suppliers, communities, and employees.

Our values



Wow our customers



Win as a team



Create belonging



Stay hungry and humble



About this report

Our annual Global Impact Report provides a comprehensive overview of how our culture and the contributions of 26,000 ServiceNow employees drive global impact. This report highlights our progress across our 13 double materiality sustainability topics and how our technology is employed to empower people and to protect our planet.

Building on our reporting foundation, this year's report reaffirms our commitment to transparency by disclosing key metrics and providing greater insights on our corporate sustainability programs and related progress that our stakeholders have requested. This includes our actions reducing carbon emissions, improving learning and development initiatives for our employees, and strengthening our governance practices for our shareholders and compliance. Through the consistency of our reporting, we are also better prepared to meet evolving global sustainability regulatory reporting requirements and stakeholder expectations.

How we drive global impact

Our approach to driving impact is guided by our double materiality assessment conducted by a third party. This assessment follows industry best practices and evaluates topics that impact our business, the environment, and society. We continuously measure and report on progress to ensure that we drive impact and address the needs of our stakeholders.

How we govern our efforts

Strong governance keeps our commitment aligned with topics that matter to our stakeholders. Here's how we stay on track:

Board oversight: Our Nominating and Governance Committee (NGC) oversees and reviews our environmental, social, and governance activities, programs, and public disclosure, including any feedback received from shareholders. At least once a year, the NGC gets updates from our management team on the progress of our corporate sustainability programs and related goals. Additionally, our Audit Committee oversees and reviews our compliance with legal and regulatory requirements. In 2024, the Audit Committee received semiannual updates from our management team on voluntary sustainability report metric controls and current and future global corporate sustainability regulatory reporting requirements.

Independent verification: Our 2024 greenhouse gas (GHG) emissions, renewable energy purchases (RE), carbon offsets, and net emissions were verified by an independent third party, in accordance with ISO 14064-31.

How we report our progress

This report is ADA-compliant and is accessible to all readers with reader-friendly fonts, images, layouts, and alt-text. This voluntary corporate sustainability report references globally recognized frameworks, including:

- Sustainability Accounting Standards Board (SASB)
- Global Reporting Initiative (GRI)
- Task Force on Climate-related Financial Disclosures (TCFD)

Unless otherwise noted, the data in this report pertains to ServiceNow's global operations for fiscal year 2024 (January 1 to December 31).

Figures may be rounded or approximated, and some data from previous disclosures may be reclassified to align with the current period reporting. Certain reclassifications may be made to conform to the current presentation. Lastly, while we disclose what we believe to be sustainability material items in this report, certain information may not be disclosed if it is not considered material; if it is privileged or confidential; if it could cause a competitive disadvantage to our business if publicly disseminated; or if it is not currently collected in a manner wholly correlated with the related metrics.

Our stakeholders

- Employees
- Partners
- Customers
- Suppliers
- Investors
- Communities



Use of forward-looking statements

This report contains "forward-looking statements" that are based on our management's beliefs and assumptions, as well as information currently available to management. Such forward-looking statements include information concerning our possible or assumed global impact strategy relating to future operations, potential growth opportunities, and plans and objectives of management. Forward-looking statements include all statements that are not historical facts and can be identified by terms such as "anticipates," "believes," "could," "seeks," "estimates," "targets," "expects," "intends," "may," "plans," "potential," "predicts," "prospects," "projects," "should," "will," "would," or similar expressions and the negatives of those terms, although not all forward-looking statements contain these identifying words.

Forward-looking statements involve known and unknown risks, uncertainties, assumptions, and other factors that may cause our actual results, performance, or achievements to be materially different from any future results, performance, or achievements expressed or implied by the forward-

looking statements. Factors that may cause actual results to differ materially from those in any forward-looking statements include, without limitation, changes in global economic conditions; unexpected delays, difficulties, and expenses in executing against our corporate sustainability goals, and changes in the environmental or other regulatory landscape. Further information on factors that could cause or contribute to such differences include, but are not limited to, those discussed in the section titled "Risk Factors" in our most recent Annual Report on Form 10-K filed with the Securities and Exchange Commission (SEC) and in our other SEC filings. We cannot guarantee that we'll achieve the plans, intentions, or expectations disclosed in our forward-looking statements, and you should not place undue reliance on our forward-looking statements.

Forward-looking statements represent our management's beliefs and assumptions only as of the date of this report. We undertake no obligation, and do not intend to update the forward-looking statements.

Letter from our CEO

In a year of uncertainty, one thing remains true: ServiceNow upholds the highest standards, fulfilling our purpose in everything we do. Our exceptional culture was built from the values instilled in us from our great founder, Fred Luddy. These values continue to be the soul and inspiration of ServiceNow.

Five years ago, I joined ServiceNow with a dream—to become the defining enterprise software company of the 21st century. Today, thanks to our incredible team, we are making that dream a reality. We are driving measurable progress while staying true to Our People Pact to help live our best lives, do our best work, and always fulfill our purpose together.

We're in a once-in-a-generation moment, greater than anything we have ever experienced before. AI represents the single greatest opportunity of our generation to make the world work better for everyone. Through the power of agentic AI, our AI agents are navigating a fully integrated platform architecture, to take on the soul-crushing work so people can focus on what matters most.

Our team is proudly committed to shaping a sustainable, just, and resilient future. This past year alone, we've made significant progress in advancing our global impact. We introduced innovative features to drive accessibility improvements across our products. Through ServiceNow.org, we empowered nonprofits to scale their mission-critical work. We also introduced ServiceNow University, an AI-powered learning hub designed to turn skills into tangible impact. Additionally, we continued to invest in bringing out the best in our people and our communities, with a deliberate focus on our culture and movements like RiseUp with ServiceNow, our global talent incubator that connects emerging tech talent with workforce advancement opportunities.

At the heart of our success is the exceptional talent that drives these efforts. Over the past 12 months, more than 1.6 million people applied to work for ServiceNow. This extraordinary interest reflects the strength of our culture as recognized by Glassdoor's Best Places to Work, FORTUNE® Most Admired Companies, and the American Opportunity Index. Being named one of the Top 50 Most Valuable Global Brands by Kantar reinforces the movement we're leading and the trust we're earning every day.

These distinctions highlight the dedication and passion of our team, which inspires us to deliver meaningful impact for our customers, partners, and communities. Our purpose has never been more relevant than right NOW. We are leading the way by leading by example. ServiceNow's passion for Elite Level-Execution and Winning the Right Way is what makes us One of One. We will continue to move forward with integrity, accountability, and transparency and will never take your trust for granted.

We are better than we were yesterday but not as great as we will be tomorrow..the best is yet to come!



Bill McDermott

Chairman and CEO, ServiceNow



About ServiceNow

Our business

26,000+
employees

~8,400
global customers

\$10.98B
total revenue

\$10.65B
subscription revenue

85%+
of Fortune 500 companies
use ServiceNow

98%
renewal rate



**Technology Workflows
Employee Workflows**

Portfolio on the ServiceNow AI Platform

**Creator and Other Workflows
Customer and Industry Workflows**



Recognitions

- Dow Jones Best-in-Class World Index
- Dow Jones Best-in-Class North America Index
- FORTUNE® World's Most Admired Companies
- FORTUNE® Best Workplaces for Women
- Forbes Most Trusted Companies in America
- Great Place to Work® Certified
- Extel Best ESG (software)

- JUST Capital America's Most JUST Companies
- Military Times Best for Vets: Employers
- Disability:IN Best Place to Work for Disability Inclusion in the US, UK, and India
- American Opportunity Index Top 10 U.S. Companies and #1 in Software Employers of Choice
- World's Most Ethical Companies Honoree List

Our global impact highlights



Environmental



100% renewable electricity



Carbon-neutral cloud for our customers

Progress: Science-Based Targets initiative (SBTi) goals

Target 1

Absolute reduction Scope 1 and 2 GHG emissions by 2026 from 2019 baseline

Target

70%

reduction by 2026

Progress

77%

reduction for 2024

Target 2

Intensity reduction Scope 3 GHG emissions from business travel and employee commuting (including work from home) per unit of value added (gross profit) by 2026 from 2019 baseline

Target

40%

reduction per unit of value added by 2026

Progress

45%

reduction per unit of value added for 2024

Target 3

Ensure our suppliers by spend, covering purchased goods and services and capital goods, have science-based targets by 2026

Target

65%

by 2026

Progress

69%

have committed to or have approved SBTi targets in 2024

[See our climate-related disclosures for details](#)

Greenhouse gas emissions

Task Force on Climate-related Financial Disclosures (TCFD)



Social

Our people, culture, and belonging, workplace health and safety, community engagement

Survey engagement

82%

Employee Voice Survey Engagement | +1% point YoY

Job applicants

1.6M

+60% YoY

Turnover (voluntary)

5.6%

+0.2% point YoY

Employee satisfaction

92%

Employees would recommend ServiceNow as a great place to work | +1% point YoY

Volunteer hours

69K

Employee volunteer hours | +21% YoY

Donations

\$2.5M

Employee donations | +11% YoY

-  Launched ServiceNow University
- Launched Manager Excellence Program
- Advanced Early in Career programs:
Discover ServiceNow and Launchpad Academy

See more data

Human capital

Community engagement



Governance

Ratings

CDP

EcoVadis

B

Silver

ISS Quality Score

E: 2, S: 1, G: 5

ISS ESG

MSCI

B-

AAA

Sustainalytics

S&P Global ESG

16.3

58/100

Low

See additional disclosures

Sustainability Accounting Standard Board (SASB)

Global Reporting Initiative (GRI)

Cloud certifications, authorization, and attestations



Product

Enhanced Integrations with AI capabilities

- EcoVadis
- Interos
- Arcadia Urjanet
- Workday
- Concur
- Microsoft 365
- ServiceNow IRM

See additional information

ESG solution

ServiceNow.org

ServiceNow Platform

Our culture

BUILDING COMMUNITY THROUGH BELONGING

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Our People Pact

Our people are the cornerstone of our success. A thriving workforce does more than propel individual and team achievements; it drives innovation, fuels growth, and builds a resilient organization. We demonstrate our commitment to our team through [Our People Pact](#), which is rooted in the belief that when individuals can fulfill their potential, teams achieve breakthrough results. In this way, we can create a powerful ripple effect that leads to enterprise-wide excellence and success.

Our People Pact is a three-part commitment to each other at ServiceNow to do our best work, live our best lives, and fulfill our purpose together.

Do your best work

Each employee's individual success is our collective success. We empower employees to upgrade their skills and pursue their career ambitions. Our collection of learning and development programs, including ServiceNow University, helps each person build a thriving career as unique as they are.

Live your best life

We honor each person's individuality and encourage them to lead a career journey and life that makes space for the things that are

most meaningful to them—from building and delivering at ServiceNow to investing time in family, friends, communities, and hobbies. And because we know that overall wellbeing is fundamental to our people's ability to live their best lives and reach their goals, we've dedicated ways to make that easier. We offer robust benefits, mental health resources, employee belonging groups, and family wellbeing support to help each of our people and their loved ones thrive.

Fulfill our purpose together

We wouldn't be growing as fast as we are if we didn't dream big. By joining ServiceNow, each of our employees become part of our commitment to making a positive impact on the world by building technology that is in service of people.

Every aspect of the employee journey, from attracting talent to celebrating career milestones, is shaped by Our People Pact. It creates an environment where transformative ideas flourish, personal growth accelerates, and customer success is a driving force. Every investment in our people strengthens talent development and amplifies our business impact.



How our purpose and values impact our culture

In addition to Our People Pact, we infuse our purpose and values into the very fabric of our culture. Our purpose is simple: We make the world work better for everyone. So our values guide us in everything we do, every day, to further that purpose.

Our values:

- Win as a team
- Wow our customers
- Create belonging
- Stay hungry and humble

At ServiceNow, we want to be more than a technology company. We want every action we take, from the people we hire and the benefits we offer them to the wide array of projects and initiatives we implement, to make the world work

better—for our own employees, for the customers we serve, and for our communities. The culture at ServiceNow, which we've intentionally and purposefully built to reflect our values and enable us to fulfill our purpose, guides us in every move we make as we pursue our ambition to be the defining enterprise software company of the 21st century (DESCO21C).

A human renaissance, powered by AI

As AI reshapes the way people and companies across industries work, we believe its true power lies not just in transforming operations, but in elevating the people behind them. At the intersection of technology and humanity, we have a responsibility to harness AI thoughtfully and strategically. The key to unlocking its full value isn't just a technology strategy; it's a winning talent strategy. When we empower people with the tools, skills, and culture to thrive, AI becomes a catalyst for human potential, creativity, and purpose.

By listening to our employees and customers and embracing both the strengths of emerging technology as well as the irreplaceable value of human thinking, we can create a world where AI augments our people's work, freeing them from mundane tasks and enabling them to focus on higher-value, creative work they enjoy. After all, creativity is one of the most fundamental human



qualities, and one of the most sought-after skills in the workplace as the world becomes increasingly complex. As an industry leader in agentic AI, we recognize our opportunity to use technology to enable greater human ingenuity and empower our people to focus on the work only a human can do. Through this, our people can not only have higher levels of satisfaction and productivity, but can also reclaim the time and space they need to learn new skills, grow their careers, and achieve their aspirations.

We expect AI to increase our capacity in the coming years, which will help us enhance our bottom line by decreasing costs and increasing productivity. But even more importantly, we see this capacity shift as an opportunity to innovate in amazing new ways, which will expand the value of our investment in AI far more than simply boosting productivity.

AI is here to stay. It's up to us to harness it to create a human renaissance never before seen in today's technological age.

A new AI playbook

We envision a future in which AI can help us create a better world of work, one where people can focus on what matters most, achieve their full potential, and amplify innovation for our company and our customers.

To make this vision a reality, we've evolved our people strategy to focus on three pillars:

- People-led
- Data-driven
- AI-powered

Our People Pact is our North Star, our commitment that everything we do should help our people do their best work, live their best lives, and fulfill our purpose together. With that foundation, we've doubled down on our product mindset and human-centered design to deliver personalized and seamless employee experiences.

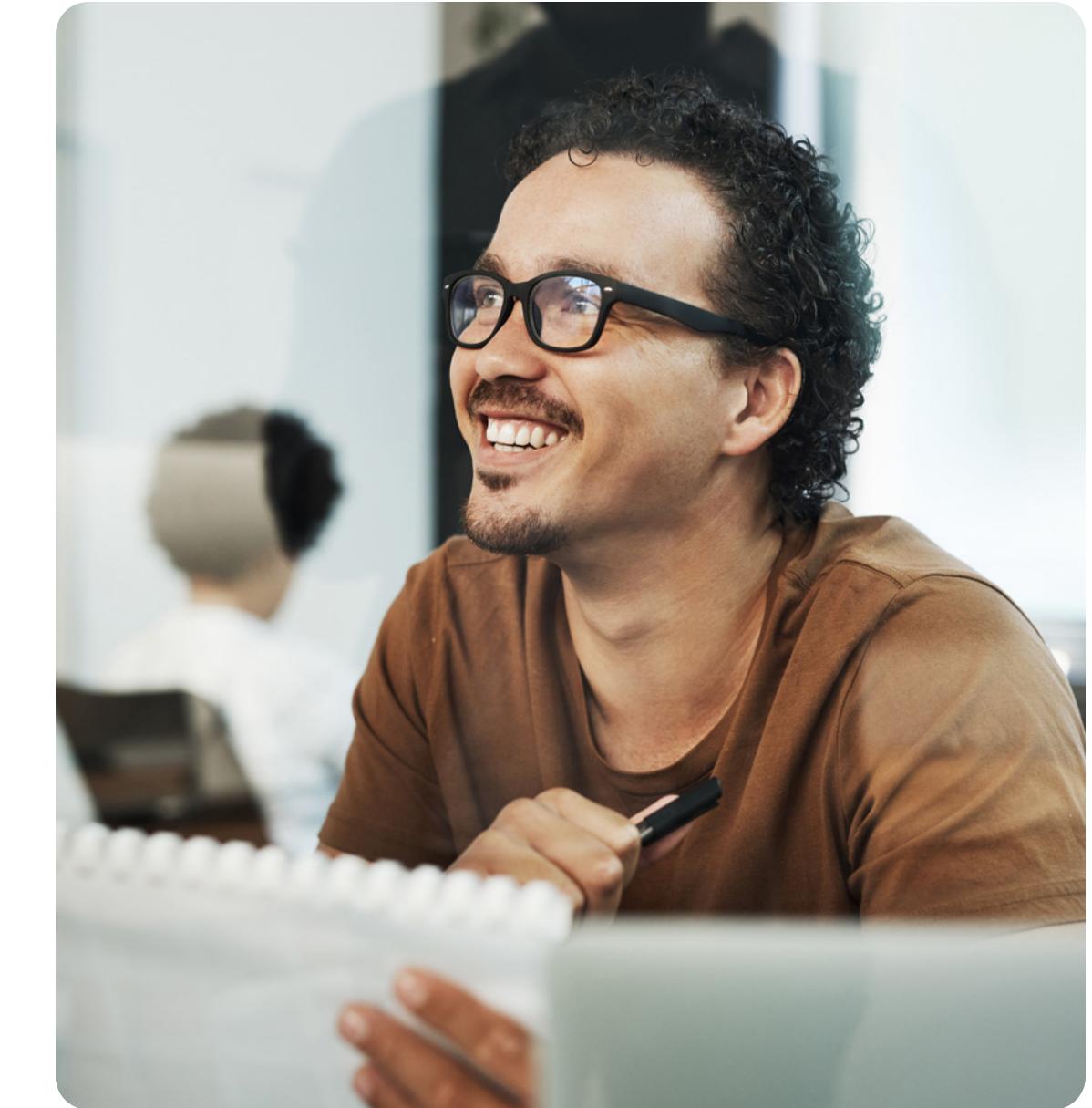
To support this, we've elevated leaders who focus solely on AI strategy and its implementation in HR and our greater business. We've also dedicated significant time and resources towards helping our people understand, use, and build AI, including an AI 101 training to help our 26,000-plus employees

grasp the basics, identify use cases, and apply AI to their work in novel ways.

Innovative Digital Workflows

Using the power of AI, we help our people overcome the three major obstacles to creativity:

- Time and space: We automate the mundane and repetitive tasks that consume people's energy, freeing them to focus on the more creative and meaningful aspects of their work. AI also helps them manage their workflows and priorities, reducing the clutter and noise that distract them from their goals.
- Tools and resources: We enable people to access and use the best technologies, data, and platforms that can act as companions and creative guides. We offer learning opportunities to upskill and reskill for the future. Our platform connects people to a global network of peers, experts, and mentors who can inspire them, challenge them, and support them in their creative journeys.
- Culture and leadership: We empower people to take ownership and initiative in their work, giving them the autonomy and flexibility to pursue their passions and interests. We help our employees and customers foster a culture of collaboration, which allows people to share their ideas, learn from each other, and celebrate their achievements.



No matter how technology evolves, including AI, we are confident in our ability to utilize it to help our people—and our business—thrive. With the help of AI, we believe we have a once-in-a-generation opportunity to unleash a human renaissance, defined by creativity.

Life at ServiceNow: A culture built to last

We're committed to creating an environment where everyone who chooses to grow their career with us can confidently bring their true selves to the workplace. In return, our people contribute the talent, skills, and dedication necessary to drive our success. To help our people live their best lives, do their best work, and fulfill our shared purpose, we're building a culture of care—one where everyone feels valued and inspired to make a meaningful impact. This culture of care provides our people with the space, tools, resources, and opportunities they need to thrive in all areas of their lives—not only professionally, but also physically, emotionally, financially, and socially.

servicenow® university

ServiceNow University was designed with the spirit of Our People Pact in mind. It offers our people the opportunity to expand their skillset in a variety of different areas (do their best work), explore their own curiosities (live their best lives), and be part of a continuously learning group of passionate and ambitious individuals, committed to making the world work better for everyone (fulfill our purpose together).

ServiceNow University

We're dedicated to building a playground for continuous learning. In 2024, we introduced our AI-powered learning hub, ServiceNow University, to improve professional development. By bringing together all of ServiceNow's learning resources—previously found on frED, Now Learning, and RiseUp with ServiceNow—we've created one intelligent hub that adapts content to each learner's unique skills, experience, and goals. Our learner-centric approach and philosophy is defined by our goal to UNLOCK potential:

- U: Unleashing an appetite for wonder
- N: Nuanced to meet each individual's needs
- L: Liberated learning techniques
- O: Optimization through technology
- C: Community and connection
- K: Kinetic repetition and testing

The learner-centric approach of ServiceNow University will create a personalized learning experience for every individual learner. By building a unified profile that understands the learner's skills, experiences, and goals, it delivers relevant learning when it's needed with a wide range of offerings including schools, partnerships, products, solutions, and services.

ServiceNow University, an AI-powered playground for learning



Unified profile

Role-based learning

Content is curated based on each learner's role, experience, and goals.

Optimized profile

A single profile bringing together multiple data points into one place, including skills, experiences, achievements, and goals.



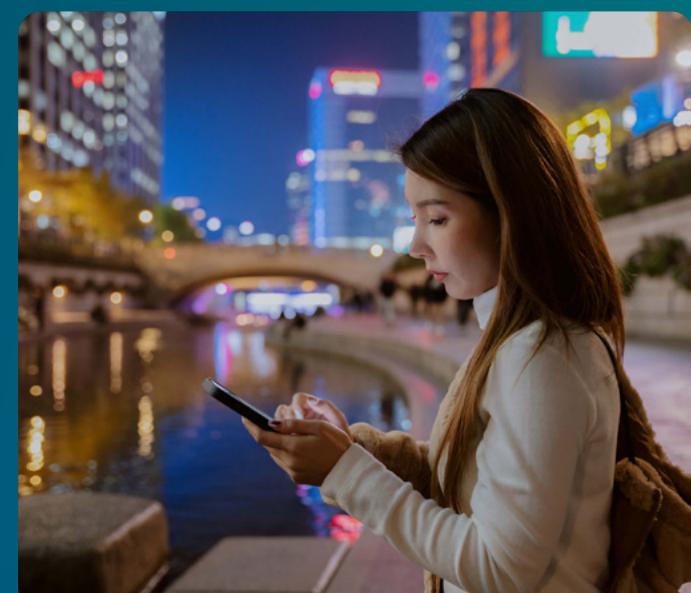
Leading tech

Predictive AI

Easier for learners to find what they need, when they need it.

Bite-sized learning

Learning content that is easy to consume and shorter in duration.



Holistic skilling

Engagement ranks

Earn points, badges, and ranks in recognition of the ways you invest in your learning and contribute to the learning of others.

Credentials

Preparing learners to be job-ready through practical hands-on performance-based assessments.

ServiceNow University provides a single set of engagement ranks and levels, such as achievement badges and credentials that recognizes individual accomplishments, rewards users' engagement for all the ways they invest in their growth and development, and for helping others across the learning ecosystem. This will help build a more vibrant community, more targeted and effective marketing, and ultimately a better experience for our employees, partners, and customers.

Total wellbeing

We recognize that our people are more than who they are at work—they are multifaceted human beings with a wide variety of unique passions, goals, and needs. That's why we offer a holistic set of employee benefits, designed to give our people what they need to thrive outside of the office, so that they can continue to contribute their best efforts as they grow their career with us.

Along with a robust variety of traditional benefits, such as insurance, competitive PTO packages, and parental leave*, we also offer our people tuition reimbursement for further education or certifications**, access to on-site gyms, mindfulness programs, wellbeing days, and more. To learn more, please visit the [social section](#) of this report.

* Varies by territory due to statutory requirements, but all new parents receive at least 12 weeks of paid parental leave at 100% of base salary. For birthing parents, this is in addition to the medical leave related to pregnancy and recovery. Parental leave can be taken for the birth of a child, adoption, foster placement, or the birth of a child through surrogacy.

** Available to all employees scheduled to work 20 or more hours per week.



Strive, our internal program designed to help early-in-career and midlevel employees develop key leadership skills, successfully contributes to our people's professional growth.



I am honored to be part of the 2024 Strive program. The holistic approach and one-on-one coaching helped me develop executive leadership skills, manage up, and apply my learnings to real-world scenarios.

Apurva S.
Staff Technical Program Manager

Initiatives with impact

Every year, we take on a series of initiatives designed to help our people bring their best selves to work. Made possible in large part by time and effort contributed by our Employee Belonging Groups (EBGs), we are proud of our continued efforts to foster belonging at ServiceNow:

Design for everyone

People with disabilities can often have limited options for everyday accessories that meet their needs. In the ServiceNow store, we launched branded adaptive backpacks and totes made from recycled materials—designed with both function and fashion in mind—ensuring that inclusivity is embedded in the products we offer.

Championing careers for Veterans

We recognize no one understands Veterans better than Veterans themselves. We asked ServiceNow employees who have served to offer their insight and feedback to help reimagine our hiring strategy to better support Veteran candidates, including asking these current Veteran employees for their input during the interview process. We also launched a mentorship program to guide new Veteran hires as they settle in at ServiceNow. Approximately 98% of the Veteran candidates who were extended job offers accepted a role with us,

and we are proud to have been named a Best for Vets: Employer by Military Times this past year.

Support for Families

Our global Families EBG continues to expand and offers a network of support and knowledge sharing for its members. Since its launch, the EBG connects members with year-round programming including Bring Your Family to Work Day, parenting-themed Brain Breaks and a range of in-person and virtual guest speakers and events. They also help share information about key programs such as our family support program that provides personalized guidance for employees through all stages of family life—from new parent support to caring for teens, adult loved ones, and navigating major life transitions.

Making time for regular workday breaks

We encourage our people to incorporate regular breaks throughout their workday in a variety of ways, including hosting regular Brain Breaks designed to help improve the focus and mood of our people, while often also offering a unique learning opportunity. Our Brain Breaks cover a variety of topics, from emotional wellbeing and the importance of social connections to parenting and intentional movement.



Tangible impact, made possible by our people

We recognize that as an organization, we have the power to make a tangible impact not only on the communities we live and work in—but also on the world at large. In addition to contributing more than \$2 million in tech donations to various organizations, our people also:

- Dedicated more than 69,000 volunteer hours to organizations that align with our values
- Contributed approximately \$4.9 million to more than 10,000 charities

Employee Relief Fund

At ServiceNow, we believe in showing up for each other—especially in times of crisis. In 2024, we established our Employee Relief Fund because unexpected life events happen—and we want to be there for each other when they do. This program is based on a crowd-sourcing model and inspired by our people, who are often the first to ask, “how can I help?” when they hear of colleagues impacted by unforeseen crises. Through the Employee Relief Fund, our people can offer essential financial support to their ServiceNow colleagues around the world facing various hardships. Those in need can apply for relief in a fast, simple, and respectful process. This year, ServiceNow employees affected by local disasters, including those below, were able to utilize the fund.

- Hurricanes Beryl, Helene, and Milton
- The Houston, Texas derecho
- Floods in eastern Spain
- The Kerala flood in India
- The Noto earthquake in Japan

Employee Empowerment Reward

We've also continued our Employee Empowerment Reward, which puts the power of giving back in the hands of our employees. Every ServiceNow employee receives \$100 in donation credits to contribute to an eligible cause or organization of their choice—on top of our 1-to-1 donation match and dollars-for-doers rewards. We're proud to report that since this program's launch in 2023, we've seen an 80% growth in donation participation.



Month of Service

In October, we held our fourth annual Month of Service, a time when ServiceNow employees across the world came together to make a real difference. Over the course of the month, we held more than 125 volunteer events, and employees logged nearly 10,000 volunteer hours towards causes they care about, from wildlife conservation efforts to playground cleanups to fundraising walks and runs to book drives for children. Each action, no matter how big or small, contributed to something greater, showing that together, we're making a tangible impact on the world.

In addition, our support of year-round community volunteering is embedded in our Global Volunteer Program Policy. Each ServiceNow employee receives 20 hours of annual paid volunteer time so they can participate in meaningful initiatives where we operate. To learn more about how we support our employees as whole individuals—including our commitment to fostering a culture of care, promoting health and safety, strengthening communities, and more—visit the [community engagement](#) section of this report.



“

Having a space where you feel like you belong and where people genuinely support you can give us the empowerment we need to achieve meaningful things. Coming together to support causes we're collectively passionate about is made possible because of our ability to create community and celebrate one another.

—
Jeffrey V.
Senior Customer Success Manager

Amplifying our purpose with external partnerships

Much of the positive impact we make on the world is only possible through a combination of collective action and place-based action, both of which require building and expanding relationships with customers, partners, and other organizations that share our values and mission.

This collaboration takes many different forms. Sometimes, ServiceNow contributes much-needed funding to specific projects and initiatives, often with support from our customers or other partners. Other times, we contribute our time, people talent, and resources more generally. But always, these

partnerships—and the hard work that goes into them—are something we can be proud to be a part of.

Elba Hope Foundation: Powering possibility in Sierra Leone

On Sherbro Island in Sierra Leone, access to clean water and reliable energy isn't guaranteed—but we're helping to change that. Through our partnership with the Elba Hope Foundation, founded by award-winning actor and humanitarian Idris Elba, ServiceNow is working to bring sustainable energy and clean water resources to the island's communities.



Courtesy of Elba Hope Foundation

Nirmaan: Supporting economic development for remote villages in India

In collaboration with an organization called Nirmaan, ServiceNow has spearheaded a transformative Village Adoption Program by fostering sustainable development in 17 remote villages that are home to more than 4,000 people. Through this partnership, we have addressed critical needs in education and livelihood generation, empowering communities with resources and opportunities for long-term resilience. As part of our commitment to sustainable infrastructure, we have also installed solar streetlights in each village, enhancing safety, improving mobility, and promoting the use of renewable energy.

ServiceNow.org Partnership for Good Grant

Launched in 2024, our Partnership for Good Grant program reflects ServiceNow's commitment to helping nonprofits improve efficiencies and better serve their communities through the transformative power of technology. In partnership with Accenture, EY, KPMG, and NewRocket, we awarded grants in four major areas:

- Cause and Cure
- Disaster and Community Support
- Education and Youth Services
- Hunger and Poverty Alleviation

Making a difference when disaster strikes

Following the devastation left from Hurricane Helene in North Carolina and surrounding areas, our customers, partners, and employees came together to raise funds to support World Central Kitchen's disaster response efforts. By utilizing our resources and networks, we were able to raise more than \$34,000 through employee efforts as well as through fundraising efforts at our annual customer conference held in Dallas, TX.

In 2024, we awarded the inaugural grants to CARE International, JEVS Human Services, Make-A-Wish Canada, and WaterAid UK—all of which have used the support to improve operational efficiencies and better serve their communities.

In the next year, we will award four additional grants to deserving nonprofits. The overall investment in these grants by both ServiceNow and our partnering organizations will include technology donations, implementation, consulting services, and monetary grants for the nonprofit awardees.

RiseUp with ServiceNow

At ServiceNow, our defining impact is reflected in our core purpose: to make the world work better for everyone. By breaking down key barriers to access, we fuel our purpose and can start bridging the gap between the world we have and the world we envision. We're actively working to open three key avenues of access, including:

- Access to technology: Empowering innovators tackling global challenges
- Access to knowledge: Democratizing on-ramps to the digital economy
- Access to opportunity: Facilitating the digital transformation of communities facing barriers

Through this essential work, we're creating a ripple effect that makes the entire world work better and paving the path to become the defining enterprise software company of the 21st century.

Along with the partnerships with like-minded organizations highlighted on the previous page, we're also increasing our global impact through our own initiatives, such as RiseUp with ServiceNow.

A global talent incubator that offers workforce advancement opportunities for emerging tech talent, [RiseUp with ServiceNow](#) has had a significant impact on the career trajectories—and lives—of its participants.



Meet Josh

After a decade of service in the U.S. Army as an explosive ordinance disposal technician, Josh was looking for a way to successfully transition into a civilian career. He discovered the RiseUp with ServiceNow Veterans program, offered through the U.S. Department of Defense's (DoD) Skillbridge Academy, and decided to apply, despite a lack of IT experience. Through the program, Josh earned multiple certifications to become a certified system administrator (CSA), certified application developer (CAD) and certified implementation specialist (CIT), all in various areas. He enjoys his role as a ServiceNow engineer/cloud engineer at Tuatara Consulting, a ServiceNow partner who has seen the benefits of our RiseUp with ServiceNow program as an employer. The organization has filled 33% of their workforce through our program's pipeline of tech talent, which is filled with motivated and skilled individuals trained to address the most demanding needs of our AI-enabled world.



Meet Huma

Huma, a computer science graduate, started her career as a software engineer. But after taking an almost decade-long break from the workforce, she took a chance by joining RiseUp with ServiceNow, earning her certified system administrator (CSA) and certified application developer (CAD) certifications in just nine weeks. Through the program, she was also able to connect with one of ServiceNow's Elite Partners, where she now works as a ServiceNow consultant.

“

My participation in the RiseUp with ServiceNow Program proved to be a transformative experience. It served as a direct pathway to my current position at Nexon Asia Pacific.

Huma Saleem

ServiceNow Consultant, Nexon Asia Pacific



Watch [Alt Shift Life](#), a short documentary film produced by Tribeca Studios in collaboration with ServiceNow, which highlights personal stories and the transformative impact of RiseUp with ServiceNow.

Our technology

PUTTING AI TO WORK FOR PEOPLE

ServiceNow Platform: The AI platform for business transformation 20
Technology solutions for people and our planet 22

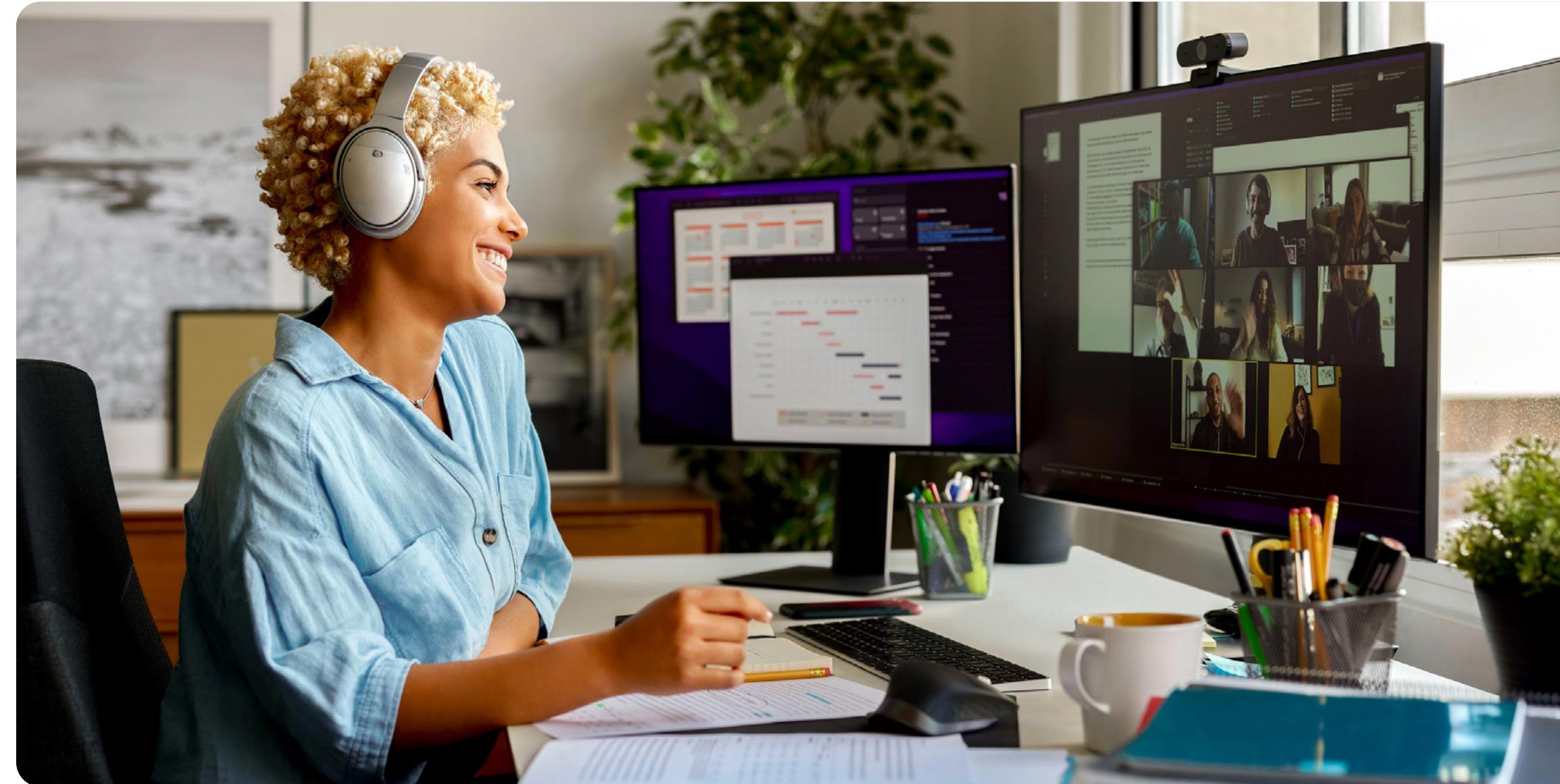


ServiceNow Platform: The AI platform for business transformation

AI is reshaping business operations and how people work and create beyond conventional disruptions. At ServiceNow, we're making sure this transformation benefits our customers and our communities. With the ServiceNow AI Platform, we're drawing on more than 20 years of workflow management experience to help customers grow, work more effectively, and get more done every day. We've built AI into our platform to evolve with our customers' needs, while handling routine and repetitive tasks so teams can focus on higher-value work.

We are about more than just automation, though. We are also about empowerment. Our AI-powered workflows streamline everyday tasks, make sense of complex data, and enable teams to make confident, informed decisions. The result? Better work quality, stronger collaboration, and more space for innovation and creativity.

And while we embrace the powerful use of AI, we are committed to doing so responsibly. By designing AI that is accessible and supportive of people, we help businesses innovate ethically, work fairly, and contribute to a more sustainable future.



Introducing agentic AI: In 2025, we took a major step forward by embedding agentic AI directly into our platform. Now, multiple AI agents can operate independently, handling specific tasks while always keeping people in control. Unlike a single AI assistant, these agents can work together, adapt, and act, helping teams work faster and smarter. Customers can even create custom AI agents that work alongside them to improve and streamline workflows, completing actions on their behalf.

We are also using our platform and AI solutions to track, measure, and advance our initiatives. Our technology supports our company and our customers in their everyday sustainability practices, such as:

- Meeting multi-year environmental sustainability goals
- Simplifying complicated reporting processes to save time and effort
- Reducing waste through smarter hardware asset management

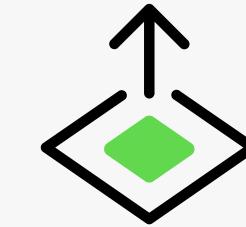
Whether promoting Sustainable IT or expanding our ESG Command Center, we're creating tools to help organizations achieve their sustainability goals.

In this section, we highlight the latest improvements in our technology solutions designed to empower people and protect our

ServiceNow Platform: The AI platform for business transformation



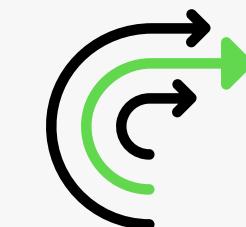
Provide one digital platform for all employees



Automate, monitor, and continuously improve processes



Supercharge work with intelligence everywhere



Surface timely and relevant information from anywhere

planet, which are integral to our corporate sustainability commitments. This includes upgrades to the ServiceNow AI Platform, new features in the ESG Command Center, progress in our Sustainable IT solutions, and expanded sustainability reporting features. Through ServiceNow.org, we are dedicated to supporting global communities by bringing our technology to those who need it most.



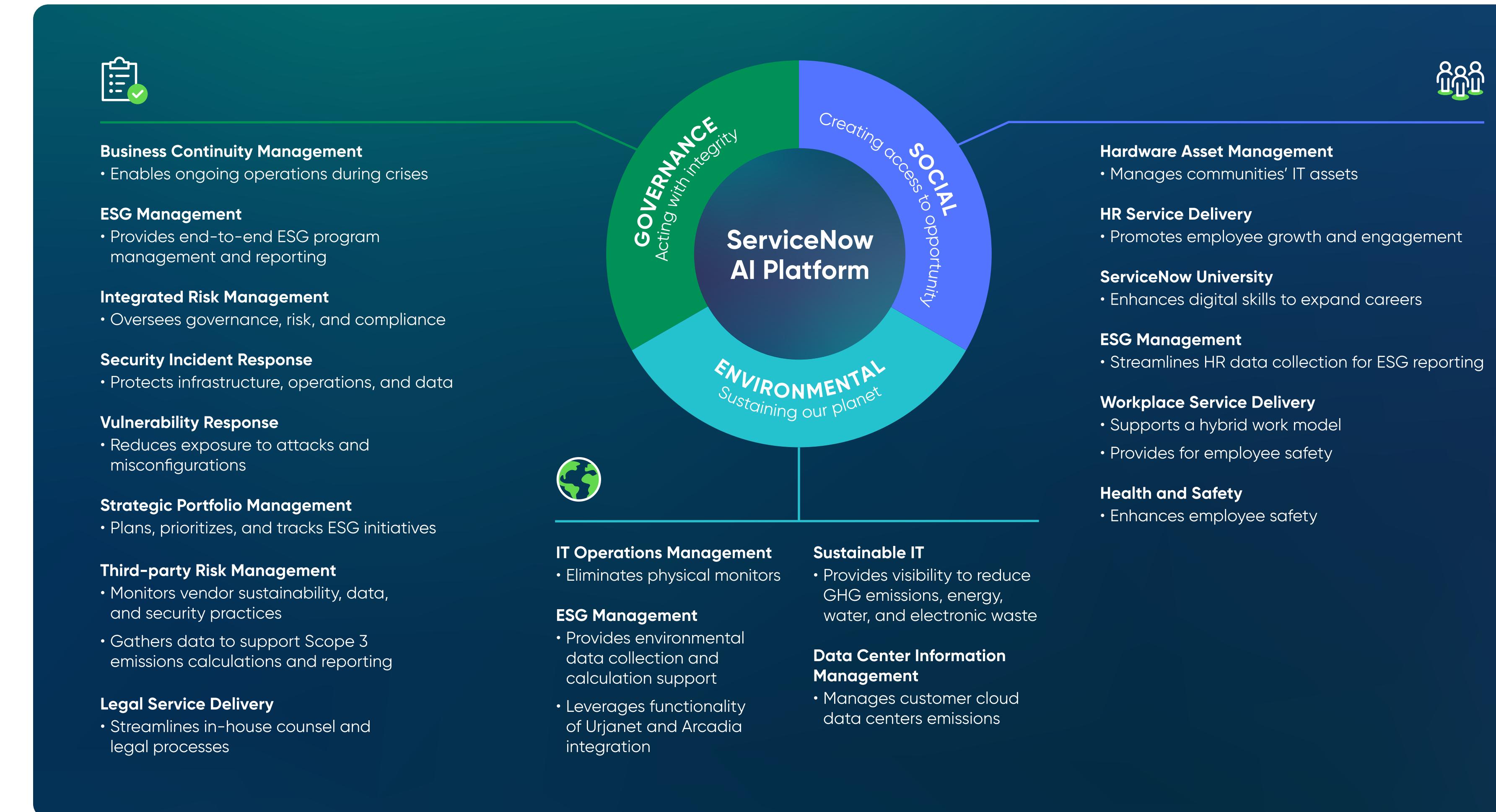
TIER 2

Technology solutions for people and our planet

The ServiceNow AI Platform is central to ServiceNow's innovation. Designed with native AI, the platform is built for quick deployment into workflows. It features AI agents, generative AI, machine learning frameworks, natural language understanding, search and automation, as well as analytics and process mining. These capabilities simplify complex workflows, improving employee productivity and elevating customer experiences.

With the 2024 ServiceNow AI Platform Xanadu release, we have made our operations stronger and more responsive. New features, such as dynamic alert tagging, allow customers to quickly identify incidents and take action to prevent disruptions. Xanadu also offers more flexibility for customers to tailor the AI for their specific industry needs. Generative AI capabilities improve workflow automation, helping users increase productivity, make smarter decisions with advanced analytics, develop custom AI solutions, and connect with collaborative tools like Microsoft 365 and Slack. These improvements speed up organizational change and streamline teamwork and problem-solving across the enterprise.

In 2025, our agentic AI release allows customers to benefit from better communication between agents, as well as centralized coordination for sharing information and transferring tasks across multiple departments, regardless of where the process starts.



ESG Command Center

We launched the ESG Command Center in 2022 as a hub for managing data and helping organizations meet complex reporting requirements. In 2024, we expanded the Command Center with enhanced reporting capabilities to better meet the evolving needs of our customers and respond to the dynamic regulatory reporting environment.

Our efforts focused on implementing improved reporting tools to help customers deliver on their goals, track and monitor their Scope 3 emissions, and address and comply with extensive sustainability and climate-specific reporting regulations, including EU's Corporate Sustainability Reporting Directive (CSRD) and California Senate Bill 219, Greenhouse Gases: Climate Corporate Accountability: Climate-Related Financial Risk.





Enabling sustainability compliance and action with Integrated Risk Management (IRM)

As corporate sustainability reporting regulations come into effect globally, organizations must repeatedly track, manage, and report a high volume of quantitative and qualitative data points. Being prepared and in compliance requires two key components:

- Having data integrity and controls ready for immediate limited assurance.
- Ensuring that sustainability policies and actions are part of business operations.

Our solutions help customers embed sustainability efforts into their key performance indicators (KPIs), ensuring data is accessible and actively used across the organization. For example, water and waste data, typically confined to sustainability dashboards, can now be accessed and utilized by individuals throughout the enterprise through our ESG Command Center, improving operational efficiency and reporting accuracy.

By bringing corporate sustainability and enterprise risk together into a single platform, our customers gain a holistic view of risks and opportunities; better-informed decision-making to advance goals; and stronger alignment between compliance and business strategy.

Setting goals with Strategic Portfolio Management (SPM)

Setting sustainability goals is essential for managing the achievement of multi-year, multi-layered, cross-functional targets. That's where SPM—a central platform for companies to manage projects, initiatives, and demands to align with their strategic goals—and the ESG Command Center turn sustainability goals into results.

By bringing together ESG Management (ESGM) and SPM, businesses can create a clear sustainability roadmap with milestones and priorities, align initiatives with business objectives, and track progress toward targets.

For example, SPM provides real-time status and financial data to track and manage progress,

staff resourcing, and budget against actual spend. This maximizes both business value and sustainability outcomes.

Integrating solutions

We are working with industry leaders to continuously improve ESG solution integrations, ensuring that we provide essential and widely used functionalities, data, insights, and risk ratings. In 2024, we expanded our integrations to include:

- EcoVadis and Interos integration for Third-party Risk Management (TPRM)
- Arcadia Urjanet integration to import utility data into ESGM
- Workday integration for human resources data into ESGM
- Concur integration to streamline Scope 3 reporting related to business travel
- Microsoft 365 integration to enhance disclosure reporting for authors referencing ESGM data
- IRM integration to assess and manage corporate sustainability risks and metrics controls

Now on Now: Utility consumption dashboard

Collecting utility usage data (electricity, gas, and water) from multiple ServiceNow offices was extremely time-consuming and error-prone because data came in multiple formats. We used Arcadia Urjanet to automatically collect our office utility usage data by sending it to ESGM and displaying it on a dashboard for easy view, analyses, and detailed exploration.

We have succeeded in automatically collecting our utility usage, improving our data accuracy, and saving our team approximately 480 hours of work annually.

Also, with the Arcadia Urjanet integration with ESGM we can set goals or targets and tie them back to our usage data for tracking.

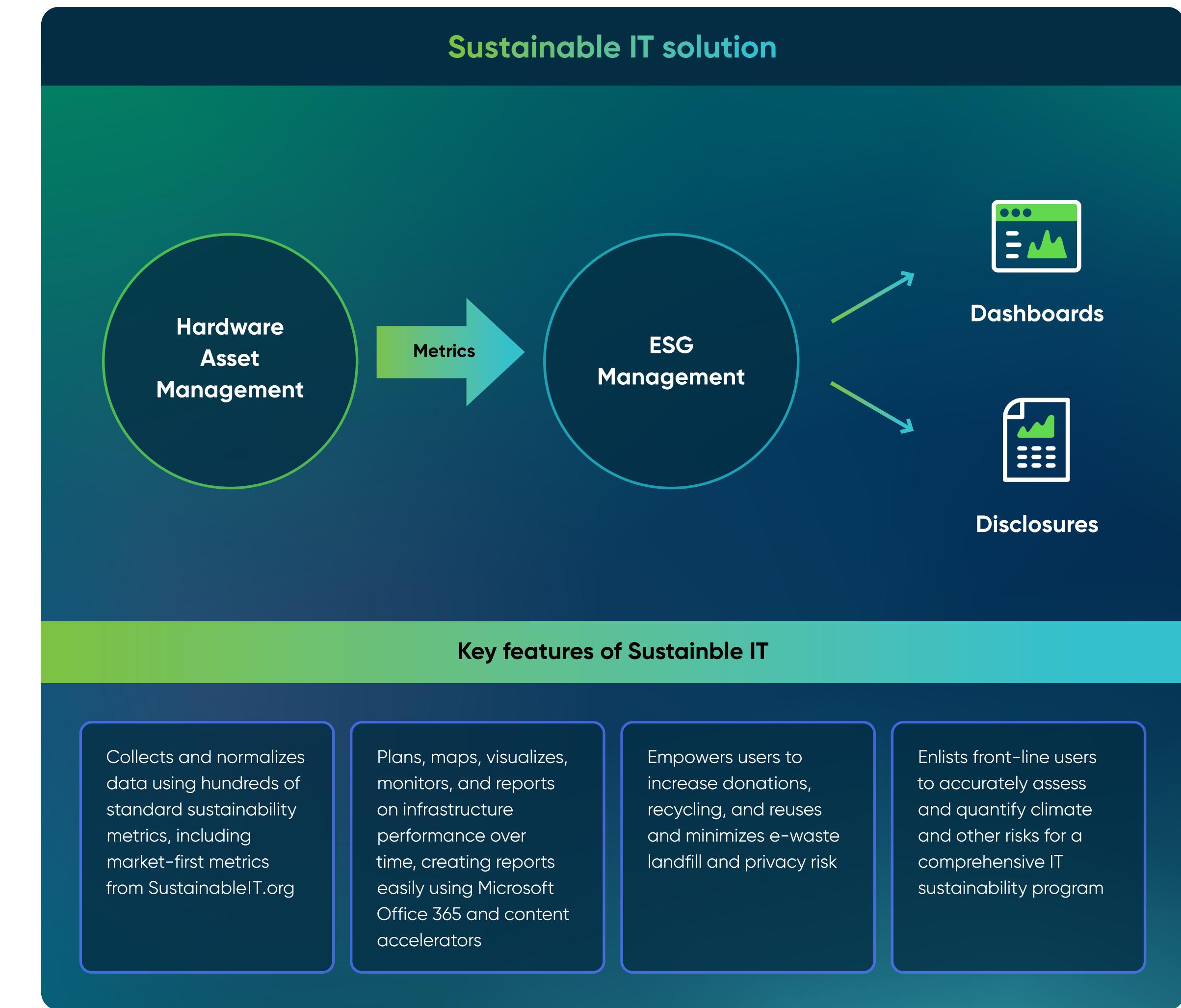
Sustainable IT solution

Since launching Sustainable IT in 2023, we've expanded its features to help our customers make decisions that are cost-efficient and environmentally responsible. This is particularly useful since IT operations can account for up to 90% of a company's carbon footprint and a proportional share of operational expenses.



By integrating ESGM with Hardware Asset Management (HAM), Sustainable IT helps organizations meet regulatory reporting requirements and respond to customer and investor inquiries. Companies can make better informed purchasing decisions that reduce energy consumption and emissions by providing insights into devices with the lowest emissions. And they can monitor their data center's emission performance to identify their best performing locations, allowing managers to prioritize choices with a lower environmental impact.

Future enhancements include integrating Sustainable IT with IT Service Management (ITSM) and Digital End-User Experience (DEX). This will enable organizations to track actual energy consumption from hardware assets and move beyond manufacturer estimates to real-world values. With these improvements, companies can effectively manage greenhouse gas (GHG) emissions, energy use, water consumption, and waste across their IT assets, data centers, and cloud operations.



Solutions for voluntary and regulatory reporting

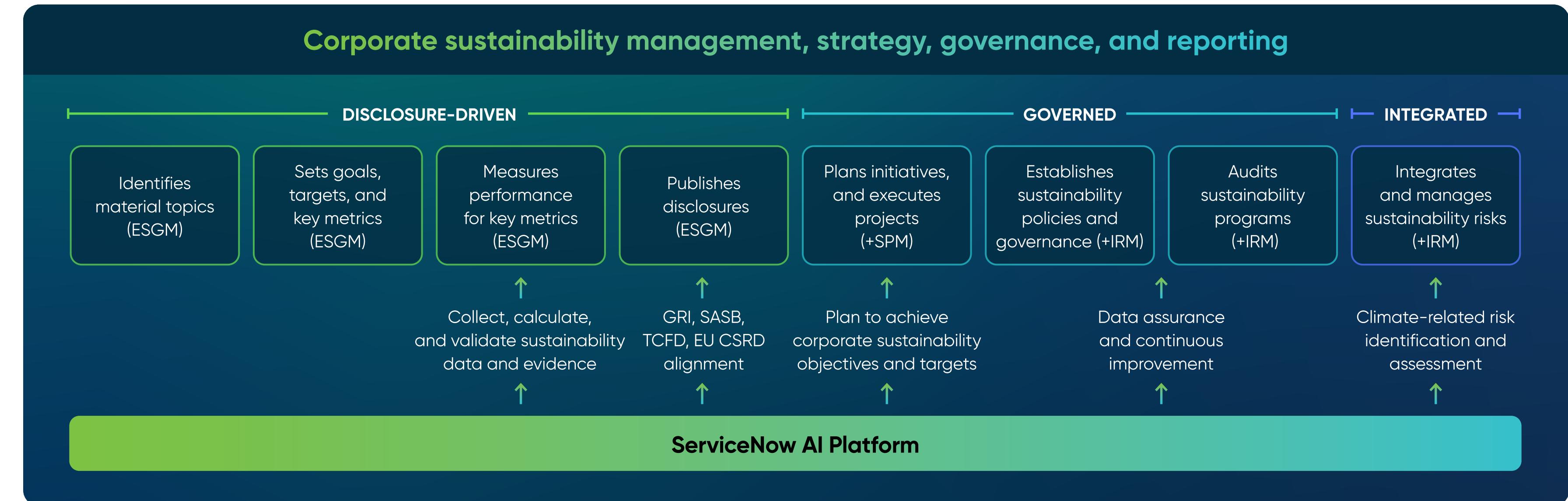
With corporate sustainability reporting regulations in-effect globally, our customers need centralized, audit-ready data to stay in compliance while meeting the expectations of their stakeholders. That's why we've designed solutions and integrations to meet this need.

Our solutions automate data collection, ensure documentation, maintain data controls, and integrate with Microsoft Word to update information from ESGM. By replacing time-consuming manual data collection with smart automation, we help companies minimize errors, gain efficiency, and focus on meeting regulatory reporting requirements.

Enhanced reporting with the most up-to-date information

In 2024, we improved the ESGM Content Accelerator to facilitate voluntary reporting and compliance with corporate sustainability reporting regulations. Our customers have a centralized repository of guidance, citations, and metric definitions designed to align with global reporting frameworks. The ESGM Content Accelerator helps organizations select, install, and maintain relevant frameworks and metric definitions to help them stay aligned without the need for manual content creation or frequent updates.

The application contains the following frameworks and regulations:



- Sustainability Accounting Standards Board (SASB)
- Global Reporting Initiative (GRI)
- Task Force on Climate-related Financial Disclosures (TCFD)
- SustainableIT.org
- European Sustainability Reporting Standards (ESRS/CSRD)
- IFRS Sustainability Disclosure Standards (ISSB)

Tracking Scope 3 emissions for voluntary and regulatory climate reporting

Scope 3 greenhouse gas (GHG) emissions account for the majority of carbon emissions for most organizations, making it a focal point of climate-related regulatory reporting. But tracking and managing these emissions across supply chains has been a major challenge until recently.

In 2024, ServiceNow launched the Scope 3 emissions dashboard, a powerful tool to simplify and automate the way companies measure and report their Scope 3 emissions. With this dashboard, companies can:

- Monitor emissions across their supply chain
- Customize emission's data categories to reflect industry-specific needs
- Automate metric definitions and calculations for greater reliability

With our Scope 3 emissions dashboard, our customers can track progress, build credibility, and reinforce transparency, as well as turn this emissions data into strategic insights for analysis and planning.

ServiceNow.org digitally transforms nonprofits

We believe technology should be a force for good. That's why one of our key priorities is to support nonprofit organizations around the world to improve their operations and create better experiences for the people they serve.

By providing access to the ServiceNow AI Platform and connecting nonprofits with experts in digital transformation expertise, we help them operate more efficiently, reduce administrative burdens, and deliver better experiences for donors, beneficiaries, employees, and volunteers. This, in turn, helps them to redirect more resources to making a positive impact in their communities and the world.

Every year, we provide grants to select nonprofit organizations, giving them access to ServiceNow technology, consulting services, and our partner network, enabling them to operate with the same efficiency and effectiveness as for-profit organizations and address the world's most pressing challenges. In 2024, we awarded grants valued at \$2 million to four nonprofits: WaterAid UK, CARE International, JEVS Human Services, and Make-A-Wish Canada.

A look at the impact in action

Royal Institute of Blind (RNIB): Improving life quality through property management

Over 2 billion people worldwide—more than a quarter of the world's population—are affected by sight loss. RNIB is dedicated to supporting people of all ages who are blind or partially sighted by providing safe, secure homes and essential services. It manages a huge variety of day-to-day

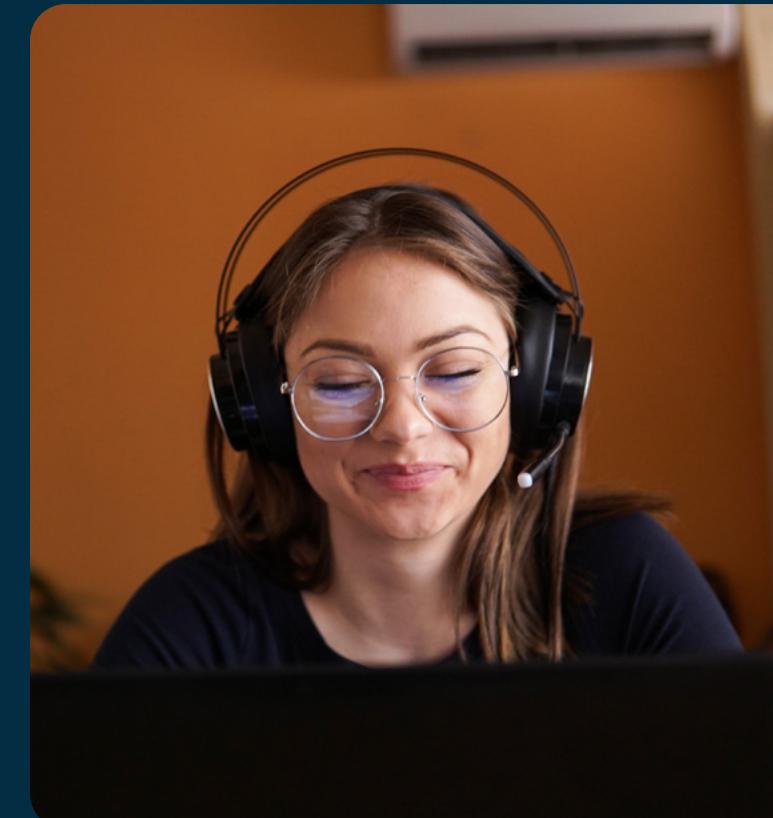


property-related tasks, from complex building maintenance and repair projects to catering and security.

To improve their operations, RNIB partnered with ServiceNow to implement a new property service desk solution, removing reliance on email and manual spreadsheet-based processes. Now, all property-related information and processes are in a single ServiceNow system, accessed through an intuitive, easy-to-use portal. This new interface is designed to meet best-practice usability criteria for people who are blind and partially sighted, specifically around its high contrast and screen reader compatibility.

Second Harvest Heartland: Helping end hunger for households and families

Second Harvest Heartland is one of the biggest and most effective hunger relief organizations in the United States. It has provided 113 million meals, rescued 20,000 tons of surplus food from grocers and restaurants, and partnered with 70 farms to source fresh produce in Minnesota and western Wisconsin.



To better meet the needs of those it serves, Second Harvest Heartland partnered with ServiceNow to streamline communication with residents by centralizing phone and email requests into a single platform. This initiative captures data about individuals seeking help and providing a better experience for staff and neighbors alike.

Now, Second Harvest Heartland is responding instantly, with a centralized call center team that uses a single phone number and one email address to answer incoming inquiries in seven different languages.

Environmental

SUSTAINING OUR PLANET

Climate and energy
Waste
Water

30
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41



Advancing sustainable operations

Taking care of our planet and implementing environmentally sustainable business practices are essential to address and adapt to Earth's changing climate. By taking action on environmental sustainability, we have an opportunity to innovate, lead, and create lasting value for our stakeholders, now and into the future.

Over the past five years, we have set climate goals and assessed our greenhouse gas emissions, energy and water use, and waste management. Throughout the process, we have disclosed our metrics and progress while proactively engaging with our stakeholders.

The experience and capabilities gained through these efforts will help us to refine our strategy and operations in the coming years. Our commitment and actions have allowed us to deliver on and respond to the expectations of our customers, partners, and investors, who are also pursuing their own environmental sustainability objectives.

Looking ahead, we are focused on expanding our sustainability initiatives. While we continue to improve our internal operations, we recognize that most of our emissions come from across our value chain. That's why we are working together with our suppliers to support their sustainability efforts.



As we mature our environmental sustainability operations, we're also improving our data collection and measurement within our value chain to support readiness for global climate-related reporting.

This section provides updates on our progress in the Environmental pillar—sustaining our planet—and includes updates on climate and energy, responsible sourcing, waste, and water initiatives.

Low-carbon transition strategy

Our low-carbon transition strategy builds on years of investment. Here's how it guides us to make meaningful progress toward a sustainable future by:

- Expanding knowledge and skills in environmental sustainability across teams
- Leveraging dedicated sustainability leads to reduce carbon emissions
- Implementing energy-efficiency programs with enhanced global data collection and monitoring systems
- Engaging and training suppliers on sustainability practices
- Preparing for regulatory compliance and reporting requirements
- Sharing our progress metrics with stakeholders and regulators

Environmental sustainability and AI:

AI's growth demands responsible energy and water management. ServiceNow is addressing this challenge by optimizing GPU efficiency, advancing cooling innovations, and prioritizing renewable energy.

Through data center partnerships, staff training, and climate risk assessments, we embed sustainability at every level. Our approach focuses on running efficient LLMs on the ServiceNow AI Platform, empowering customers with AI-driven workflows while minimizing environmental impact. By designing AI responsibly, we help technology drive progress—without compromising sustainability.

TIER 1

Climate and energy

As a tier 1 double materiality sustainability topic, climate and energy remain our top priority. In the past year, our efforts and progress for climate disclosure and journey to net zero have continued to mature.

Climate transition plan

In 2024, we published our [Climate Transition Plan](#) (CTP), a pivotal step in our commitment to environmental sustainability. This plan, along with our regulatory reporting and CDP environmental questionnaire, will continue to provide annual updates on our climate and energy initiatives and metrics.

The CTP outlines how we're aligning our strategies and operations with the near-term science-based targets set for a 1.5°C trajectory, as recommended in the Paris Agreement. We will periodically update the CTP to reflect our evolving strategies and initiatives related to our low carbon transition.

Climate-related regulatory reporting

Meeting new sustainability and climate-specific reporting regulations is an important part of our climate plan. To help prepare, we've tasked

our cross-functional corporate sustainability regulatory reporting working group with ensuring our readiness. In 2024, we submitted our inaugural compliance report for the UK's Companies (Strategic Report) (Climate-related Financial Disclosure) Regulations 2022.

Quantitative climate scenario analysis

Building on last year's qualitative assessment, we conducted a comprehensive quantitative climate scenario analysis (CSA) in 2024. We analyzed both low carbon (1.5°C) and high carbon (4°C) scenarios, corresponding to RCP2.6 and RCP8.5, across three timeframes (2030, 2050, 2100).

Our analysis focused on two priority physical risks (heat stress and flooding) and two key transition risks (carbon pricing and energy costs). The latter were evaluated using "enhanced ambition" and "maximum ambition" pathways aligned with IEA's APS and NZE 2050 scenarios. We supplemented this with business unit interviews to identify vulnerabilities and mitigation strategies.

* RCP = Representative concentration pathway. RCP2.6 and RCP8.5 are pathways which include projections of greenhouse gas emissions defined by the IPCC (Intergovernmental Panel on Climate Change).

** IEA = International Energy Agency (IEA) World Energy Outlook 2022 provides carbon pricing projections for 2030, 2040, and 2050. This scenario analysis uses the Announced Pledges Scenario (APS) and the Net Zero Emissions (NZE) 2050 Scenario from IEA.

Our approach to climate scenario analysis



Pre-climate assessment and training

- Ensured baseline understanding of climate concepts and terminology (climate change, climate scenarios analysis, and climate-related risks and opportunities)
- Addressed examples of ServiceNow's climate-related risks (physical and transitional) and opportunities under two climate scenarios: 1.5°C (low carbon) and 4°C (high carbon)



Pre-climate assessment and training

- Conducted two workshops to identify potential impacts under two climate scenarios: 1.5°C and 4°C and three time horizons: 2030, 2040, 2050, and beyond
- Identified and assessed climate-related risks (physical and transitional) and opportunities based on likelihood (possibility of the risk event) and impact (possible severity of the effect(s))
- Ranked and prioritized climate-related risks and opportunities for additional analysis with participating business units



Quantitative climate scenario analysis

- Modelled exposure of prioritized physical risks (heat stress and flooding) under two climate scenarios: 1.5°C and 4°C (RCP2.6, RCP8.5)* and three time horizons: 2030, 2050, 2100
- Modelled exposure of prioritized transitional risks (carbon pricing and energy cost) under two scenarios: enhanced ambition and maximum ambition (IEA APS, IEA NZE 2050)** and three time horizons: 2030, 2040, 2050
- Conducted interviews with business units to review risks, opportunities, vulnerability, and mitigation strategies



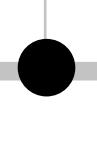
Business units
Brand
Communications
Compliance
Enterprise Risk

Environmental Sustainability
Sustainability Reporting
Corporate Finance
Corporate Strategy

Government Relations
Marketing
Procurement/Sustainable Supply Chain
Product Development

R&D/Innovation/Technology
Global Cloud Services

Workplace Services



2023



2024

While the quantitative climate scenario analysis identified physical and transition climate risks to our operations, we determined that these risks are not substantive to ServiceNow's current business based on their likelihood and potential impact.

Still, these findings are essential for informing our climate transition plan and are incorporated into our annual TCFD, CDP questionnaire, and regulatory disclosures.

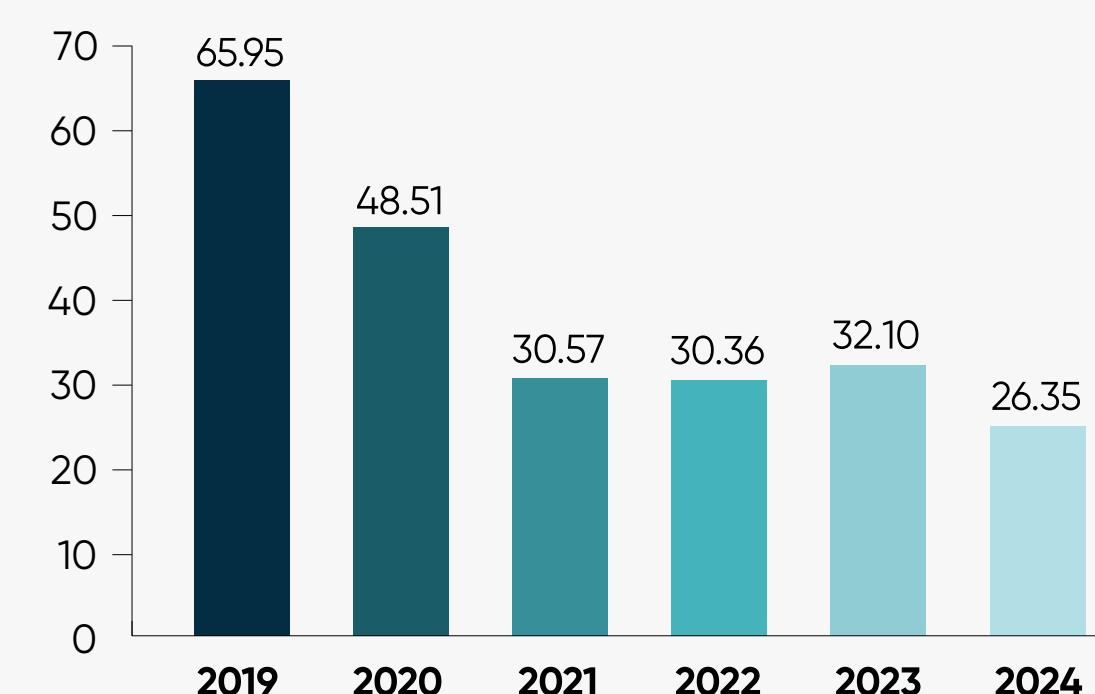
We plan to refresh the climate scenario analysis in 2025 to consider changes in our business practices, site criticality, and risk exposure.

Carbon footprint

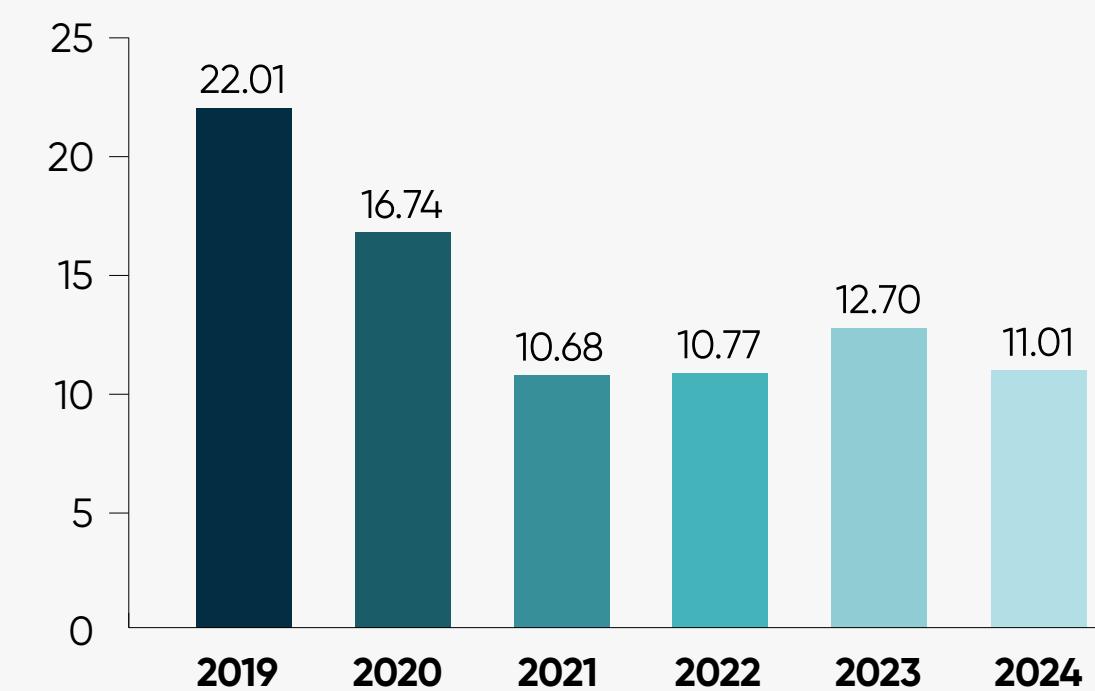
Since 2019, we've reduced our carbon footprint by 60% per dollar earned and 50% per employee. We achieved these reductions by investing in climate action programs and cross-functional sustainability initiatives to minimize our environmental impact while making responsible business decisions. Our carbon intensity graphs demonstrate our success in decoupling emissions growth from business expansion. Despite continued revenue growth and workforce expansion in 2024, our absolute emissions increased by only 27% compared to our baseline year.

Our greenhouse gas emissions intensity

**GHG emissions normalized by revenue
(mtCO₂e/\$ millions)**

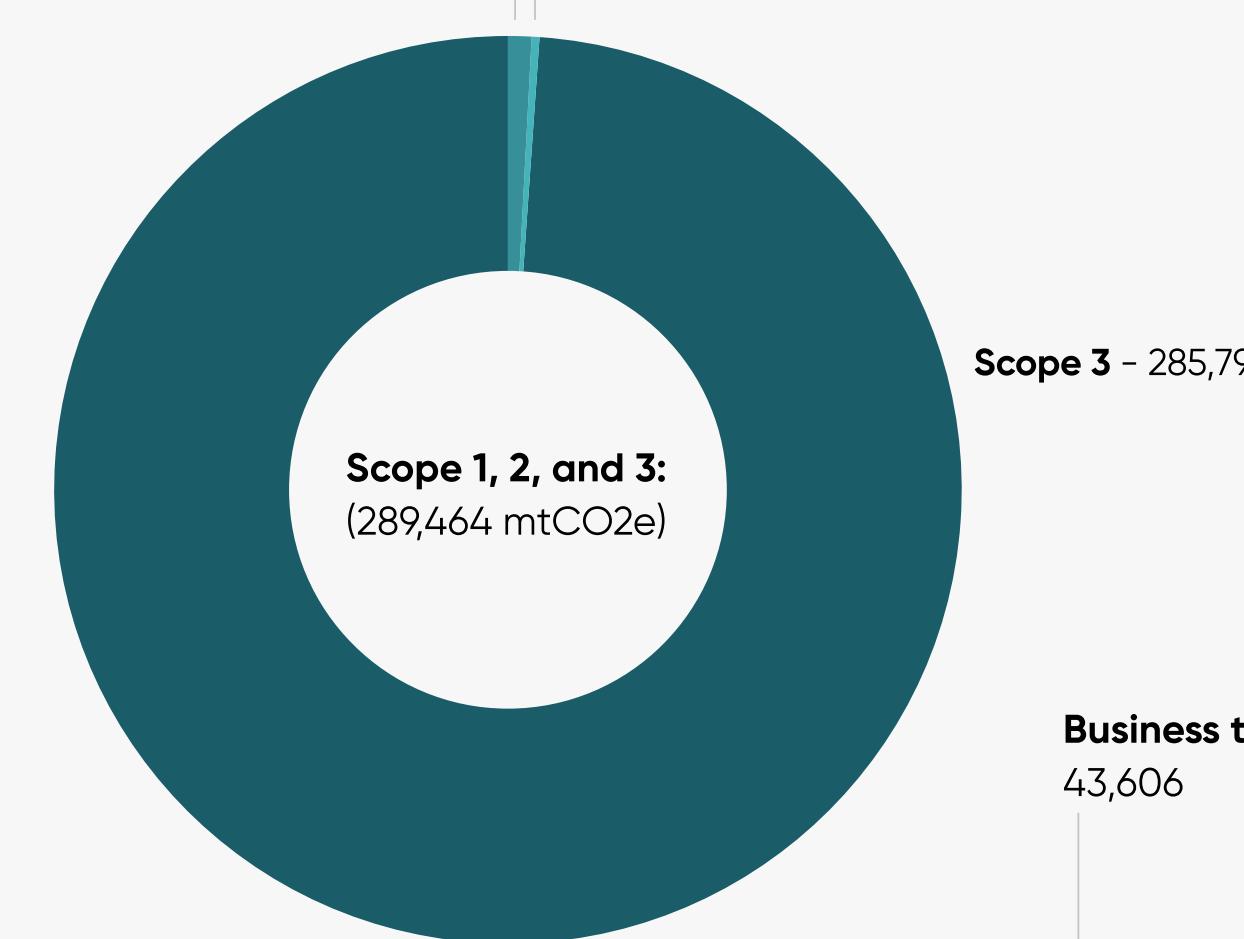


**GHG emissions normalized by full-time employee
(mtCO₂e/# of full-time employees)**



Our 2024 carbon footprint by scope and business activity (unit of measure: mtCO₂e)

Scope 1 - 2,884 **Scope 2 - 790**



Scope 3 - 285,790

Business travel

43,606

**Employee commuting
(including work from home)**
20,073

**Waste generated
in operations**
760

**Fuel- and energy-
related activities**
8,079

Capital goods
69,636

**Purchased goods
and services**
143,636

Progress against our Science-Based Targets initiative (SBTi) goals

SBTi target 1

Absolute reduction of Scope 1 and 2 GHG emissions by 70% by 2026 from a 2019 baseline.

Target:
70%
reduction by 2026

Progress:
77%
reduction for 2024

SBTi target 2

Intensity reduction of Scope 3 GHG emissions from business travel and employee commuting (including work from home) by 40% per unit of value added (gross profit) by 2026 from a 2019 baseline.

Target:
40%
reduction per unit of value added by 2026

Progress:
45%
reduction per unit of value added for 2024

SBTi target 3

Ensure 65% of our suppliers by spend, covering purchased goods and services and capital goods, have science-based targets by 2026.

Target:
65%
by 2026

Progress:
69%
have committed to or have approved SBTi targets in 2024

47% suppliers that have approved SBTi targets

22% suppliers that have committed to SBTi targets



Carbon-neutral cloud

Since 2022, we have provided our customers with a carbon-neutral cloud, reflecting our commitment to support carbon projects that contribute to positive climate outcomes. We actively reduce the GHG emissions related to delivering our products to the greatest extent possible through our climate action strategy and use high-quality carbon offsets to balance the remaining emissions.

Our carbon-neutral cloud encompasses Scope 1 and Scope 2 emissions plus Scope 3 emissions related to data centers*, business travel, and employee commuting (including remote work).

In 2024, we supported verified carbon-offset projects in regions most affected by climate change. The total tonnes of carbon emissions avoided from these offsets amount to 53% of our Scope 1, Scope 2, and Scope 3 emissions in 2024.

All the carbon credits that ServiceNow has purchased are from ICROA**-approved organizations with ICROA-endorsed standards.

Additionally, the carbon emissions within our carbon neutral boundary have been verified by a third party since 2021.

* Data center-related emissions (purchased goods and services, capital goods, and fuel- and energy-related activities)

** ICROA is committed to enhancing integrity in the voluntary carbon market in support of the Paris Agreement Goals.

Climate action strategy

Climate action urgency continues to drive our progress toward 2030 goals through our three-part strategy: engage, operationalize, and decarbonize. This framework builds internal expertise while extending sustainable practices across our value chain. By strengthening continuity and collaboration with our stakeholders, we're implementing practical sustainability measures and reducing carbon emissions together.

Building on our multi-year progress, our embedded sustainability leaders in key departments have continued to integrate sustainable practices into critical areas, such as office operations, data centers, travel, and global sourcing. In total, these areas account for over 90% of our carbon emissions.

We've expanded our approach by establishing cross-functional working groups that bring together teams from various departments to collaboratively develop innovative solutions to advance our environmental sustainability objectives. These teams are creating metrics to track and accelerate progress. Simultaneously, we're implementing team training and targeted decarbonization strategies to maintain momentum toward our net-zero commitments. These coordinated initiatives demonstrate our sustainability commitment and our organizational adaptability in climate management.

Our approach to climate action



Engage

- Enable and raise awareness with employees and key shareholders.
- Train and collaborate with suppliers.
- Engage with customers, partners, and investors.



Operationalize

- Evolve and embed policies and standards in our processes.
- Automate data collection and reporting.
- Use our data to support emission-reduction projects.



Decarbonize

- Improve energy efficiency in our operations.
- Support and work with our suppliers to reduce emissions.
- Provide low carbon solutions for our customers.



Engage: Achieving environmental goals with our stakeholders

Climate action and environmental progress require collaboration. We actively engage with employees, customers, investors, partners, suppliers, and communities—not just to advance our own climate goals, but to support their sustainability journeys as well. By working closely with each stakeholder group, we're building a community of shared responsibility and collective action that extends beyond our own business:

Climate-aware workforce

Education is a key component of our strategy to embed environmental sustainability into our operations. This year, we introduced an engaging animated video on ServiceNow University, our learning platform, to inspire and inform new hires and employees about ServiceNow's environmental sustainability initiatives. By breaking down complex sustainability concepts into clear and practical actions, the video serves as the basis for a broader, long-term training program aimed at developing a culture of environmental sustainability across the organization.

Stakeholder	Engagements
Employees	<ul style="list-style-type: none"> • Climate awareness events (see Spotlight on Glacier event in Germany) • New hire orientation training • Data center staff training (see Sustainable Operations)
Customers	<ul style="list-style-type: none"> • Annual customer carbon footprint reports • CDP disclosure and corporate sustainability ratings • Supplier survey and environmental scorecard reviews • Customer request for information
Partners	<ul style="list-style-type: none"> • RE100 corporate renewable energy initiative • Business Council on Climate change (BC3)
Suppliers	<ul style="list-style-type: none"> • Sustainable sourcing toolkit and training • CDP supply chain program training • Supplier-specific surveys for data center
Investors	<ul style="list-style-type: none"> • Disclosures: Global Impact Report, Form 10-K • Investor survey, calls, and request for information • Shareholder outreach • Corporate sustainability ratings and questionnaires
Communities	<ul style="list-style-type: none"> • Community engagement focus area • Volunteering projects

SUSTAINABLE OPERATIONS

Empowering our data center teams: In 2024, all eligible Data Center Services (DCS) employees received sustainability training, demonstrating our commitment to environmental sustainability. Through the EPI-Certified Data Centre Environmental Sustainability Specialist (CDESS) and CNET-Certified Data Centre Sustainability Professional programs, DCS staff gained essential knowledge of environmental policies and sustainable operations.

Improving transparency and accountability with data centers

with data centers: In 2024, we developed a comprehensive colocation provider survey to evaluate and advance sustainability across our data center network. This assessment tool measures provider performance on critical metrics including Power Usage Effectiveness (PUE), renewable electricity adoption, and alignment with science-based targets.

Through enhanced transparency and accountability, we aim to motivate continuous improvement throughout our data center ecosystem. Moving forward, we plan to strengthen collaboration with our colocation partners to accelerate renewable energy adoption and ensure our data center strategy fully supports our long-term climate objectives.

Educating and inspiring employees and partners on climate change: Employee-led climate literacy is vital for advancing our growth and sustainability initiatives. Following our successful collaboration with Glacier last year, we delivered another dynamic 90-minute workshop. Participation surged to over 600 attendees from 70 organizations—more than double our 2023 numbers. The workshop centered on enhancing climate change awareness and inspiring action.

The session combined expert perspectives, collaborative discussions, and actionable strategies, helping participants develop a more comprehensive grasp of climate challenges and methods for embedding sustainability practices into both professional and personal contexts. Through this educational approach with our workforce and partners, we're jointly building a more sustainable tomorrow.

Responding to our customer environmental sustainability inquiries: In response to increasing greenhouse gas (GHG) reporting requirements, we've upgraded our carbon footprint dashboard to simplify tracking of both location-based and market-based emissions. A third-party auditor has independently verified our customer emissions calculation methodology, ensuring data accuracy and reliability.

In 2024, we introduced the improved ServiceNow Customer Carbon Footprint Report, detailing customers' Scope 1, 2, and 3 GHG emissions connected to our services. This report explains our



carbon footprint calculation process and highlights our environmental sustainability pledges and science-based near-term targets.

This information enables our customers to advance their sustainability objectives while navigating evolving carbon reporting standards and supporting collaborative climate initiatives.

SUSTAINABLE SOURCING

Supply chain partnerships are crucial to our environmental sustainability strategy, as 74% of our carbon emissions come from our suppliers. During 2024, we developed a comprehensive sustainable sourcing program that complements our responsible procurement approach. Through the CDP Supply Chain Program, surveys, and training, we effectively communicated our sustainability expectations to suppliers.

CDP supply chain engagement: We invited 142 key suppliers—representing 66% of our capital goods and services spending—to participate in the CDP Supply Chain Program. The program encourages suppliers to share their emission data with us to help us understand the scope of their emissions. The strong 76% response rate demonstrates significant supplier alignment with our sustainability priorities.

Supplier performance assessment: To further strengthen supplier engagement, we launched a Supplier Survey to assess and compare the sustainability performance of key suppliers. This assessment provides valuable data on suppliers' environmental management practices, allowing us to recognize sustainability leaders and identify partners needing additional guidance.

Supplier training and capacity-building: In 2024, we hosted an interactive training webinar where suppliers could engage directly with sustainability experts, ask questions, and enhance their knowledge of key practices including greenhouse gas (GHG) accounting and reporting methodologies. To support our suppliers, we developed training resources for them to access anytime on our dedicated [website](#), covering topics such as setting science-based targets, GHG accounting, using 100% renewable electricity, and reporting and assurance.

Cross-department collaboration: We are fostering cross-functional collaboration between Sustainable Sourcing, Environmental Sustainability, Sustainability Reporting, Marketing, and Legal teams to ensure a unified and practical approach to supplier engagement on environmental sustainability. This collaborative strategy enhances our ability to drive meaningful results and ensures that our teams are aligned with our environmental sustainability goals.

At the end of 2024, 47% of our suppliers by spend had approved SBTi goals, which brings us closer to our 2026 target of 65% of our suppliers by spend. An additional 22% of our suppliers by spend had committed to establishing SBTi goals.





Operationalize: Putting sustainability into practice for our stakeholders

We're integrating sustainability throughout our operations and supply chain by incorporating environmental responsibilities into our daily practices and vendor relationships. We focus on enhancing our data-tracking capabilities, streamlining workflows to minimize environmental impact, and evaluating every supply chain element to reduce emissions and boost efficiency.

In 2024, we expanded our [Environmental Sustainability Policy](#) to strengthen these efforts. Some key updates include:

- Commitment to 100% renewable electricity use in our offices and data centers
- Setting clear targets for sustainable products and sourcing
- Reinforcing our focus on transparency through whistleblowing and non-retaliation policies

We've also implemented a carbon emissions dashboard that monitors our Scopes 1, 2, and 3 emissions. This tool provides real-time insights into our monthly and annual emissions, helping us identify areas for improvement and make data-driven decisions. These updates emphasize our commitment to clean energy, responsible sourcing, and ethical practices.

By working with our suppliers, encouraging innovation, and maintaining transparency, we ensure all parts of our company contribute to

our climate goals. This all-encompassing approach reflects our dedication to creating a resilient, responsible, and environmentally conscious business community.

The following accomplishments demonstrate our commitment to embedding sustainability throughout our business:

SUSTAINABLE OPERATIONS

Dedicated sustainability team for data center operations:

In 2024, we created a dedicated sustainability team focused on data center operations. This new team worked closely with our other environmental sustainability teams, data center colocation providers, and IT partners, to implement emission-reduction strategies. Along with initiatives such as our 2024 colocation provider survey, these efforts help advance sustainability within our data center operations and align our cloud services with our carbon-reduction goals.

Improvement for data collection: By monitoring the monthly energy consumption and corresponding PUE of data centers, the IT energy consumption and non-IT energy consumption are calculated, enabling the procurement of equivalent RECs to comply with RE100 targets.

We are building APIs to collect real-time energy consumption data from our data centers,



alongside monthly reports. This helps us monitor usage and take corrective actions quickly. Currently, 53% of our data centers have API connections. We aim for full implementation by Q2 2025 and a centralized monitoring system by Q3 2025.

Data center optimization software: In 2024, we rolled out optimization software across all data center sites. This software uses wireless IoT sensors to monitor temperature and humidity in real-time to help us manage data center conditions effectively. By mid-year, we finished installation, implementation, and training for all sites, making

this software a standard feature for all new site construction from the start.

In the second half of the year, we established a monitoring process within data centers to manage all time zones, share results with colocation providers, and work together to optimize temperatures for better efficiency. In 2025, we are developing a next-generation data center road map incorporating AI, advanced chip-cooling technologies, and increased rack density to further lower energy use.

Environmental management system:

Our Environmental Management System (EMS) reflects our leadership's commitment to addressing climate change and reducing carbon emissions through our Environmental Sustainability Policy, targets, and regular monitoring and measurements. We adhere to the principles established by ISO14001 and ISO50001 standards and encourage our data center partners to achieve these certifications. Currently, 50% of our data centers are ISO 14001/ ISO50001 certified.

Utility data collection advancements:

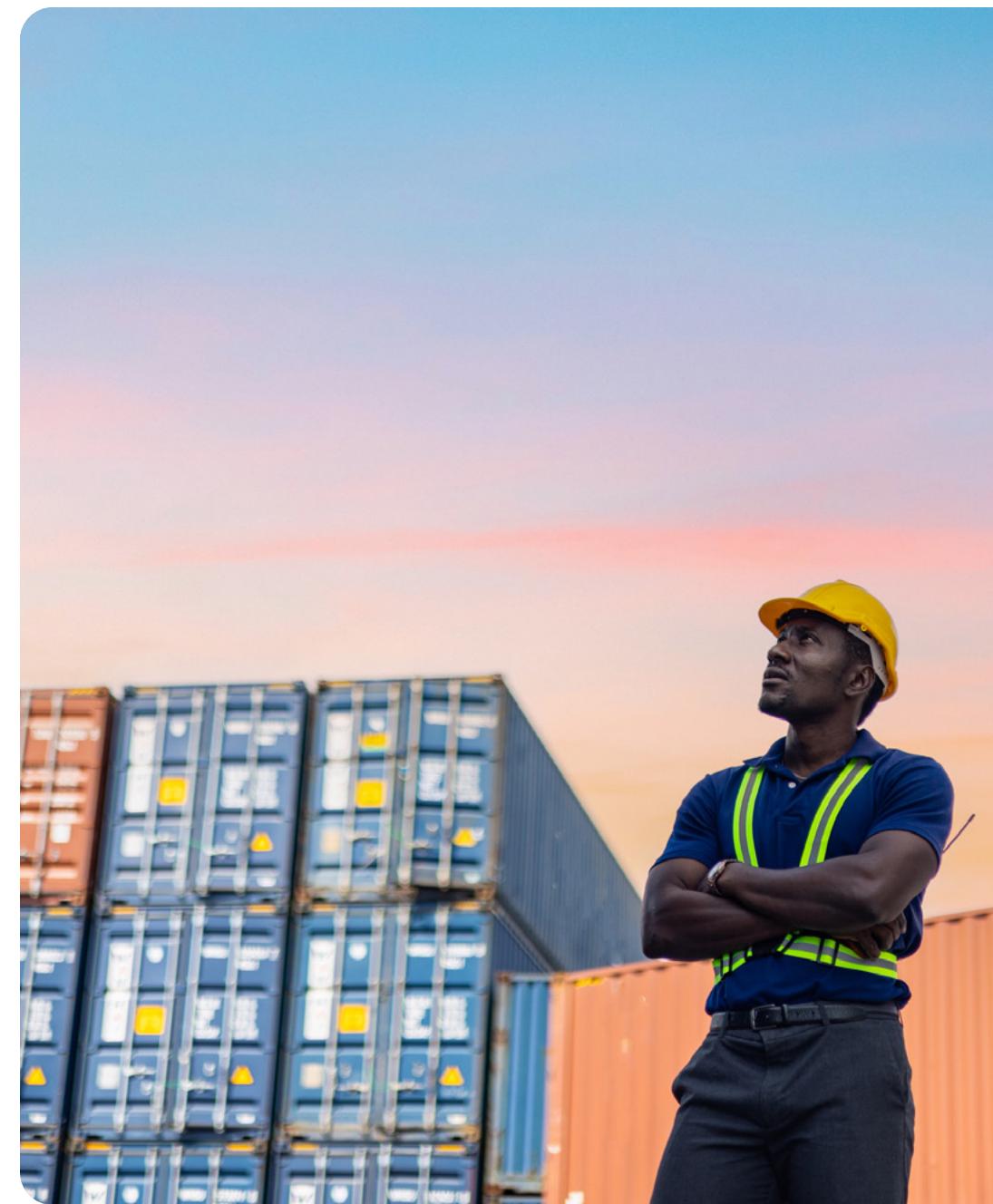
We continue to improve and automate how we collect and report our office energy consumption data. Last year, we upgraded our utility consumption dashboard with new alerts, year-over-year comparisons, and other features that improve analytics and offer valuable insights for the Environmental Sustainability team.

SUSTAINABLE SOURCING

In 2024, we continued to integrate sustainability into our supply chain by incorporating environmental and social metrics into our supplier scorecards. This initiative focused on assessing suppliers' commitments to addressing climate change. These metrics, rolled out in 2024, evaluate whether a supplier has SBTi target approvals or commitments, engages with the CDP, or maintains a supplier excellence program.

We also updated the sustainability language in our suppliers' general terms and conditions. As part of these updated terms, suppliers are now recommended to disclose their greenhouse gas (GHG) emissions, aligning their operations with our sustainability objectives. This transparency enables us to better assess the environmental impact of our supply chain and support our efforts to achieve net-zero emissions.

To support suppliers meeting these expectations, we offered them the opportunity to attend sustainability training programs that ServiceNow



provides, including those related to the Science Based Targets initiative (SBTi). These efforts promote collaboration while helping our suppliers meet their own emissions reduction goals.

SUSTAINABLE TRAVEL

To address our travel-related Scope 3 emissions, we have improved our data quality and enhanced the travel dashboard to gain better insights for planning.

Improved data quality: Improving the quality of our data and how we calculate our travel emissions continues to be a top priority. We have improved our approach to include specific details about flights, such as the type of aircraft. This updated method enables more accurate tracking of air travel emissions and provides more insights on opportunities to reduce emissions. We are in the process of updating past air travel emissions to align with the new approach to ensure better comparisons.

Enhanced travel dashboard: We use our internal travel dashboard to track our commercial flights emissions throughout the year. In 2024, we enhanced this tool to include a breakdown on internal and external flights, which provides us with more insights into our travel-related carbon footprint.





Decarbonize: Meeting our emissions-reduction targets

Achieving meaningful progress toward a sustainable future requires a clear focus on reducing carbon emissions. We are committed to sourcing 100% renewable electricity each year by working closely with our data center colocation partners who prioritize renewable energy.

This includes investing in green utility programs, acquiring renewable energy certificates, and partnering with our data center providers to support their own corporate sustainability goals and 100% RE commitments.

Supporting new-build renewable electricity projects

In 2024, we enhanced the impact of our renewable electricity procurement by supporting new-build renewable electricity projects dedicated to energy transition. We partnered with 3Degrees and purchased RECs from its Community Action Portfolio, which aims to uplift and support energy and climate justice among priority populations in North America. Through this investment, ServiceNow is driving environmental and social co-benefits in collaboration with partner organizations and local communities in the following ways:

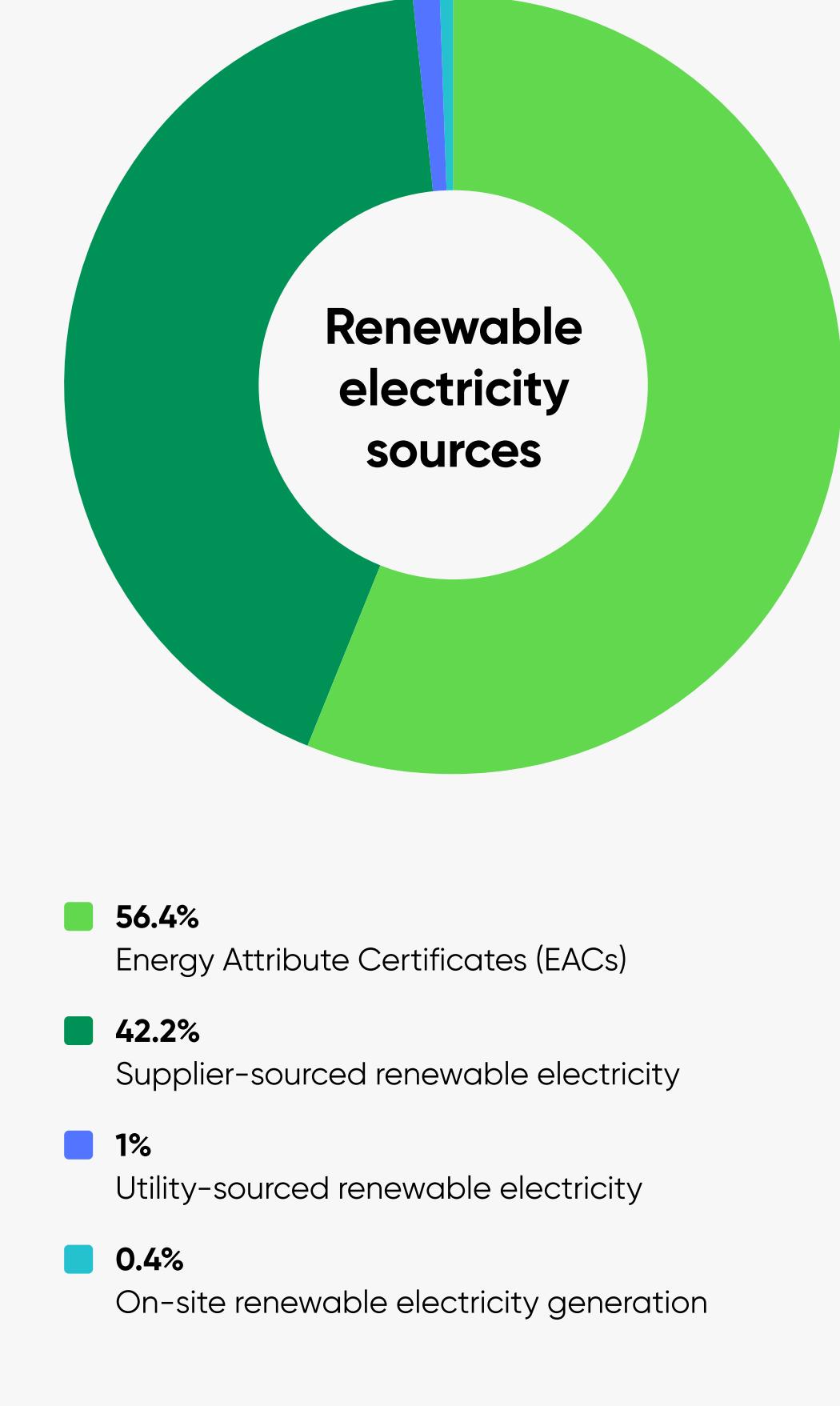
- Supplying resilient, clean energy to off-grid homes
- Providing solar plus storage leases in lower-income communities where grid power is expensive and unreliable
- Deploying targeted programs that gift entire renewable energy systems to qualifying homeowners
- Creating low-cost solar leases designed for economically disadvantaged communities state-by-state, in a program that is designed to scale

SUSTAINABLE OPERATIONS

In 2024, we increased our supplier-sourced renewable electricity by 4.6% from the previous year, bringing the total percentage of supplier-sourced renewable electricity to 42.2%. We will continue to aim to improve on this as we continue to add sustainability-related requirements to contracts with data center providers.

We're committed to expanding our 100% renewable energy strategy to support global initiatives aimed at phasing out carbon-based, nonrenewable power sources from electricity grids worldwide. Through enhanced collaboration with our partners, we'll explore innovative approaches to renewable procurement that deliver both environmental and social advantages. These strategic efforts extend beyond carbon reduction, contributing to a more sustainable and resilient future:

- We continued to participate in the RE100 initiative, a global campaign to promote the transition to 100% renewable electricity. This initiative helped us reduce our carbon footprint by approximately 72,000 metric tons of CO₂ equivalent.
- We generated 796 MWh of renewable electricity through onsite solar installations at our Santa Clara office, providing 11% of our location's power.



SUSTAINABLE PRODUCTS

We continue working to understand and minimize the environmental impact of our products. In 2024, we worked with a third party to develop a project scope to estimate our product's carbon footprint and avoided emissions. The study, scheduled to start in 2025, will identify our emissions hotspots and provide insights on improving our product design to reduce carbon emissions.

Recognizing technology's essential role in helping organizations monitor and reduce emissions, we continue to refine our ESGM solution to support customers on their sustainability journey. We have added a carbon accounting tool to the platform, allowing customers to calculate their carbon emissions, take action to reduce them, and report on their progress to reduce their carbon footprints.

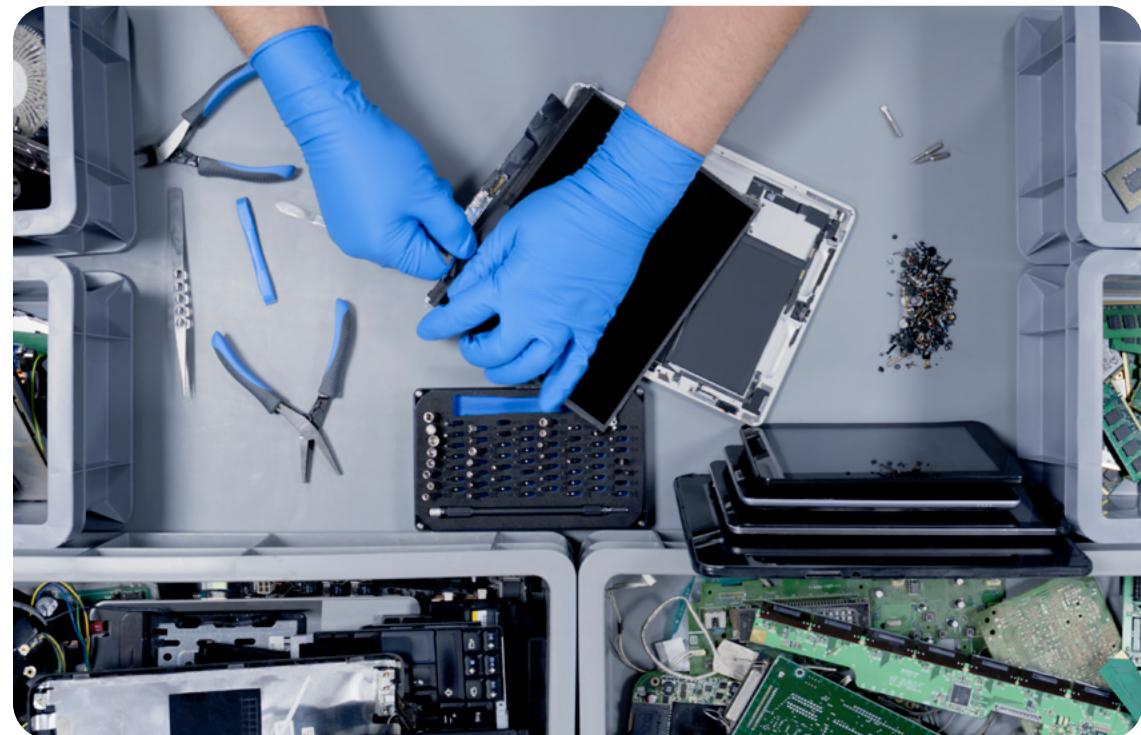
By integrating renewable energy sourcing, energy-efficient operations, sustainable workplace design, and climate-conscious product development, we are making real progress in reducing carbon emissions and helping our customers meet their own sustainability goals.



TIER 3

Waste

Waste management is a tier 3 double materiality sustainability topic for ServiceNow. Through our continuous efforts to reduce our environmental impact by making our operations more sustainable, we focus on reducing waste in areas where we have control or can influence decision-making. This includes the management of corporate IT and data center equipment and packaging materials.



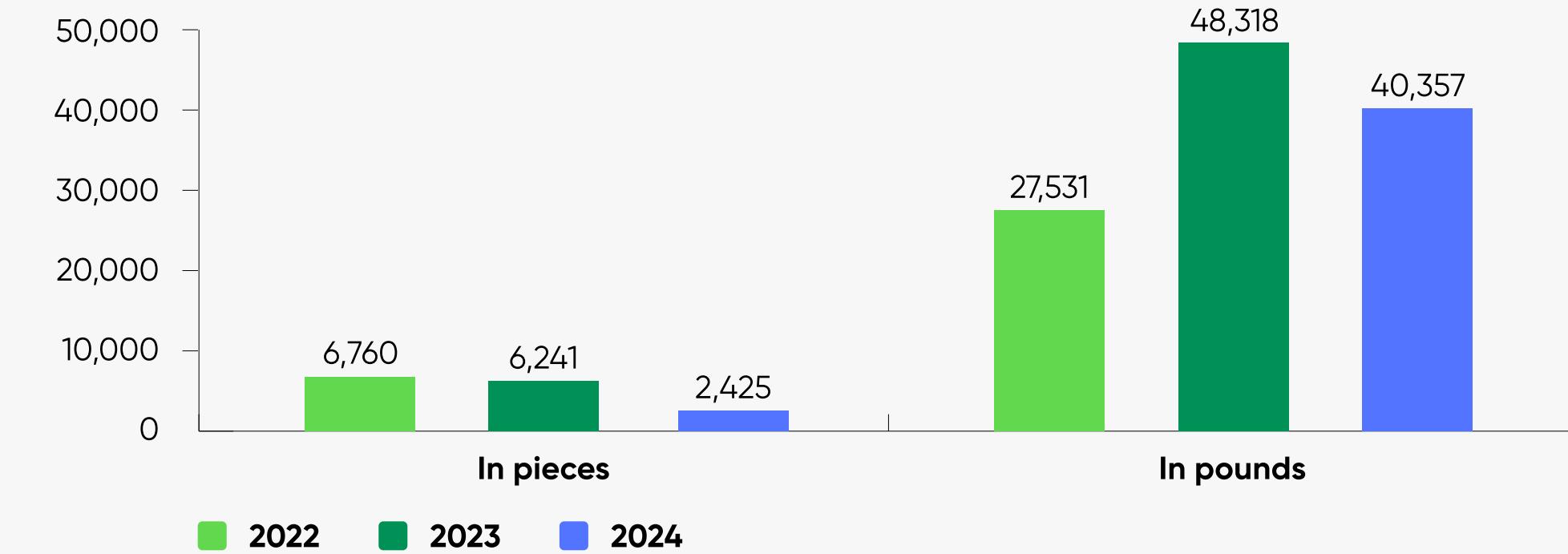
For our corporate IT equipment, we prioritize the extension of lifespan to five years. For both our corporate IT and data center equipment, we continue to focus on and track the reuse, resale, and recycling of these assets.

In 2024, we launched a trial program with a specialized vendor that shreds metal hardware components, in order to separate material better for recycling and reuse. Following successful testing and approval, we'll implement this process worldwide, significantly reducing waste and advancing circular economy principles throughout our operations.

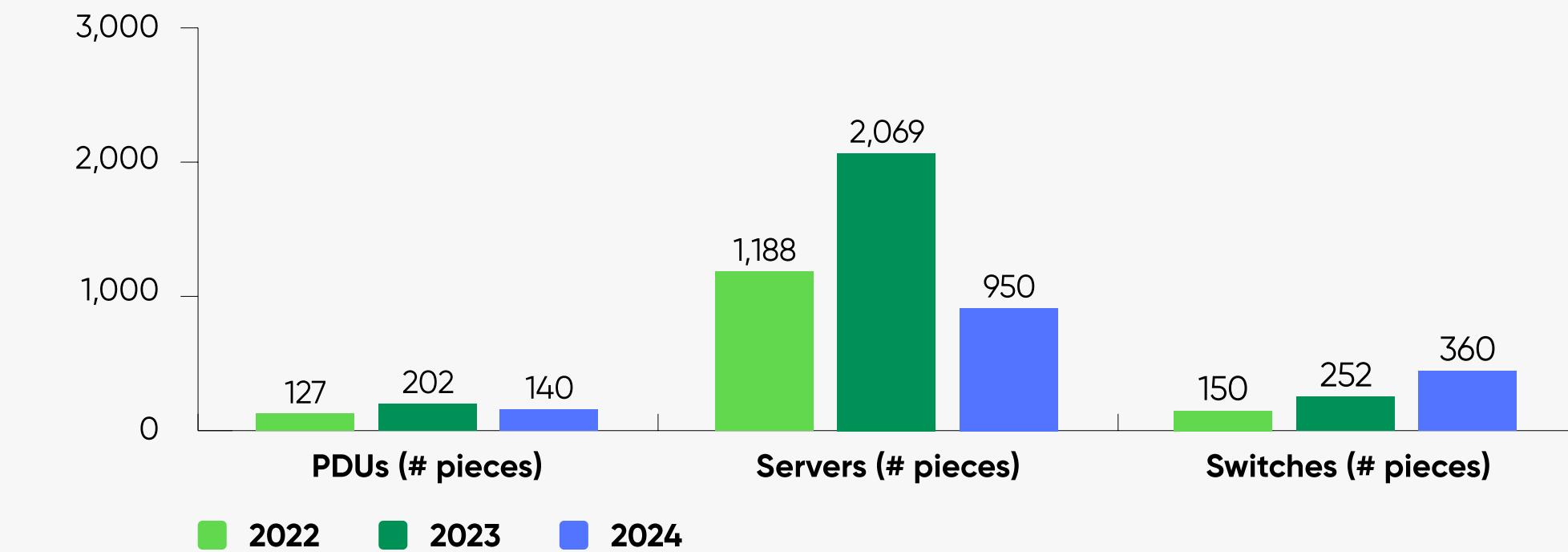
For 2025, we're developing a sustainability scorecard system to evaluate vendors based on their environmental and waste management performance. These scorecards will become part of our Quarterly Business Reviews (QBRs), allowing us to monitor progress and highlight opportunities for improvement.

E-waste reused, resold, or recycled

Retired corporate IT equipment 2021–2023



Retired data center equipment reused or recycled 2021–2023



TIER 3

Water

As we continue to address critical environmental challenges, effective water management remains a vital part of our sustainability strategy. In 2024, we improved our water-related reporting by completing the CDP Water Security Questionnaire. This included sharing findings from the water risk vulnerability assessment conducted in 2023.



To further our water-reporting efforts, we're preparing a water-use survey to send to our data center providers to help us understand their water use and management practices, data collection processes, and water-related targets. This survey was distributed in Q1 of 2025.



Social

CREATING ACCESS TO OPPORTUNITY

Our people

Workplace health and safety

Culture and belonging

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Inspiring a transformative culture

Great technology alone doesn't drive transformation—extraordinary people do. We recognize that our success is built on the dedication of our people. They are the force behind our mission to become the defining enterprise software company of the 21st century (DESCO21C). That's why we've made data-driven investments to reimagine how we attract, develop, and retain the best talent.

Our approach emphasizes nurturing talent and creating opportunities. Through leadership development programs, continuing learning and development, and an award-winning culture that inspires our people to dream bigger and achieve more, we're building a workplace where everyone can thrive.

Our People Pact embodies this vision. It's our commitment to helping our employees grow and build meaningful careers, apply their potential, and create positive impact for our customers and stakeholders. The results speak for themselves—a fact confirmed by our internal performance metrics, external recognition, and the positive impact on the communities we reach.

In this section, we detail how we're advancing our social pillar—creating access to opportunity—and cover our sustainability topics of our people, culture and belonging, workplace health and safety, and community engagement.

2024 by the numbers

1.6M

Job applicants, +60% YoY,
a record for ServiceNow

5.6%

Voluntary turnover globally,
+0.2% point YoY

82%

Engagement on the Employee
Voice Survey (EVS), +1% point YoY



TIER 1

Our people

Our People Pact shapes every part of the employee experience, from recruiting to celebrating milestones. It's an environment designed for big ideas to flourish, personal growth to accelerate, and customer success to continue as a driving force. For example, programs such as Manager Excellence and Launchpad Academy have contributed to increasing employee engagement to 82% in 2024. Every investment in our people strengthens this cycle of talent development and business success.

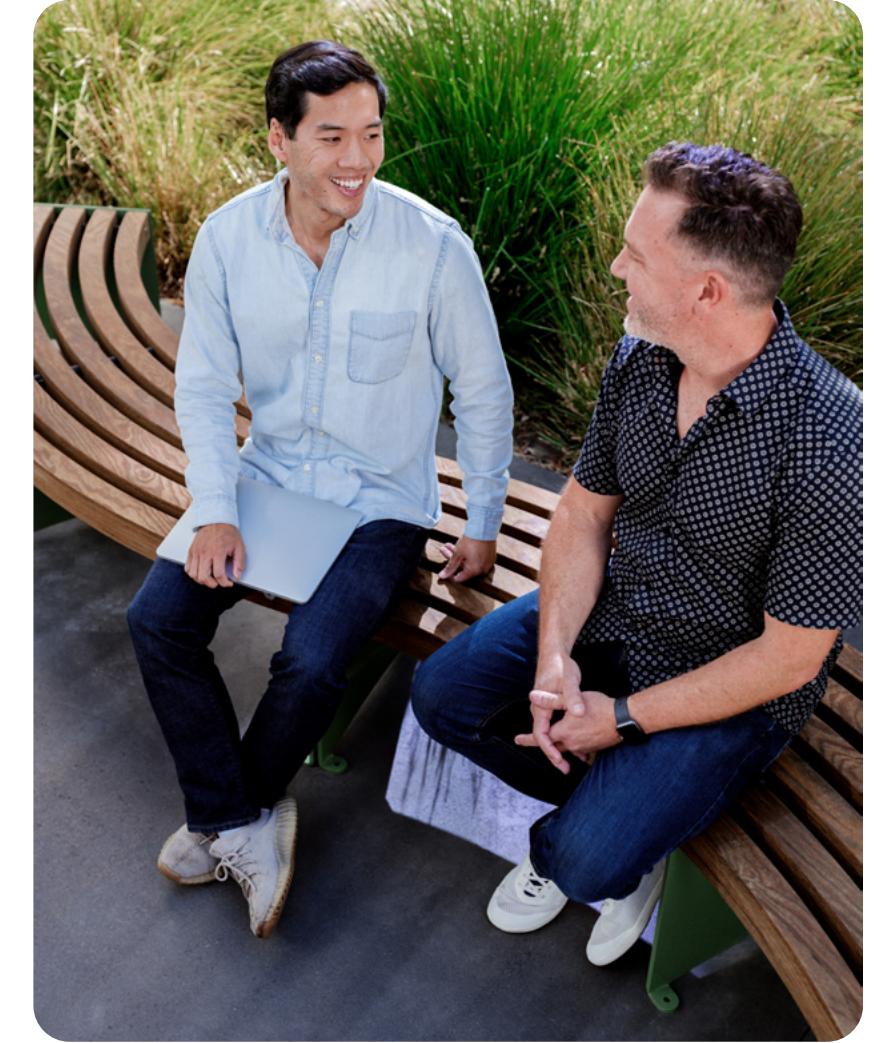
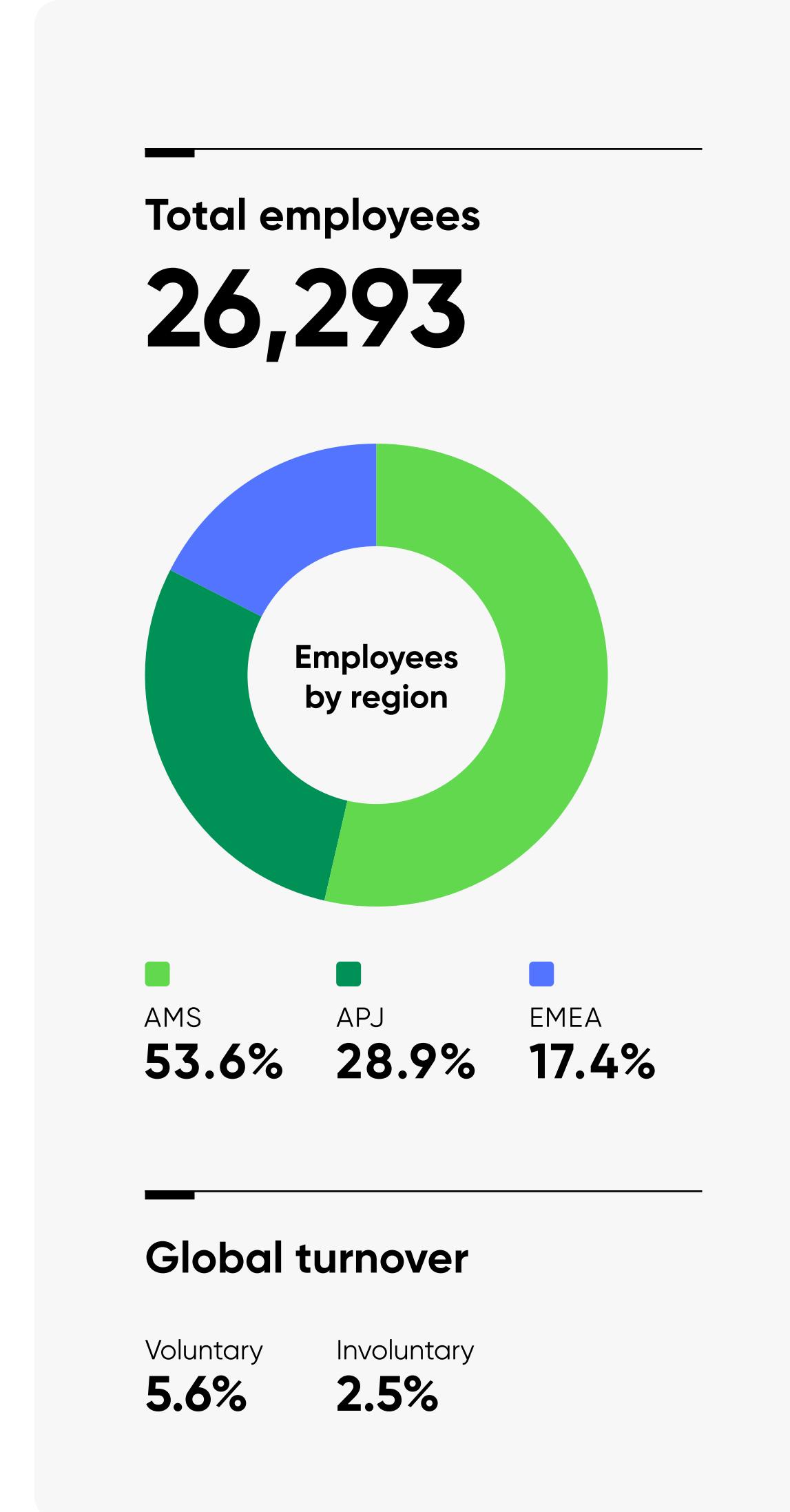


Our Global People team remains focused on three pillars to support our corporate strategy:

People-led: We ensure that everything we design and roll out places people at the center. From the moment an employee is onboarded, through their promotion and growth opportunities, we prioritize human experience. We strive to create processes and systems that are not only efficient but also delightful and user-focused.

Data-driven: We leverage data to gain valuable insights into our processes, allowing us to enhance employee development and productivity. Our commitment to using data ensures that we are continuously evolving and adapting to meet the needs of our employees, providing them with the tools and resources they need to succeed. Through data-driven strategies, we aim to create a work environment that is not only productive but also empowering for everyone.

AI-powered: We integrate AI into our people functions by constantly reimagining use cases and bringing them to life, maximizing our talent impact and value. From automating routine tasks to providing personalized insights and recommendations, we improve and adapt to create a dynamic and forward-thinking work environment that empowers our employees to thrive.



Do your best work: Learning and growing at ServiceNow

Learning and development is a lifelong journey at ServiceNow. Central to building a culture of learning, we prioritize refining and improving our offerings for our employees so everyone is inspired to innovate and continues to thrive.

ServiceNow University

As mentioned in our Culture section, we launched ServiceNow University, a playground for continuous learning powered by AI. This AI-powered approach to professional development is transforming how we learn. In ServiceNow University's content-rich learning environment, our employees receive targeted learning pathways that lead to measurable improvements in skill development and platform adoption specific to their current needs and future career goals.

Our engagement framework features achievement badges, credentials, and progressive levels, and is aimed at fostering a culture where knowledge-sharing becomes second nature, creating a positive feedback loop of growth and development.

A personalized approach to professional development

We are always refining our approach to performance measurement, making our quarterly growth conversations more effective and focused on practical results for our employees. Individual team members and managers have well-defined expectations for essential skills, creating a simpler

path forward for learning and growth. Employees actively shape their Individual Development Plans (IDP) and connect them with their goals while working with their managers throughout the process.

Also, employees are encouraged to seek ongoing feedback for their professional development and career growth. This includes understanding their strengths, identifying areas for improvement, tracking progress toward their goals, and receiving guidance on the skills they can develop for future success. Through Quarterly Growth Conversations and ServiceNow's Anytime Feedback tool, employees can ask for feedback from peers, managers, and even those they supervise. Managers can also help by asking for peer feedback on behalf of their employees as part of these conversations.

Ultimately, each employee is evaluated on how well they embody our core values: win as a team, wow our customers, create belonging, and stay hungry and humble.

Promoting excellence in our leaders

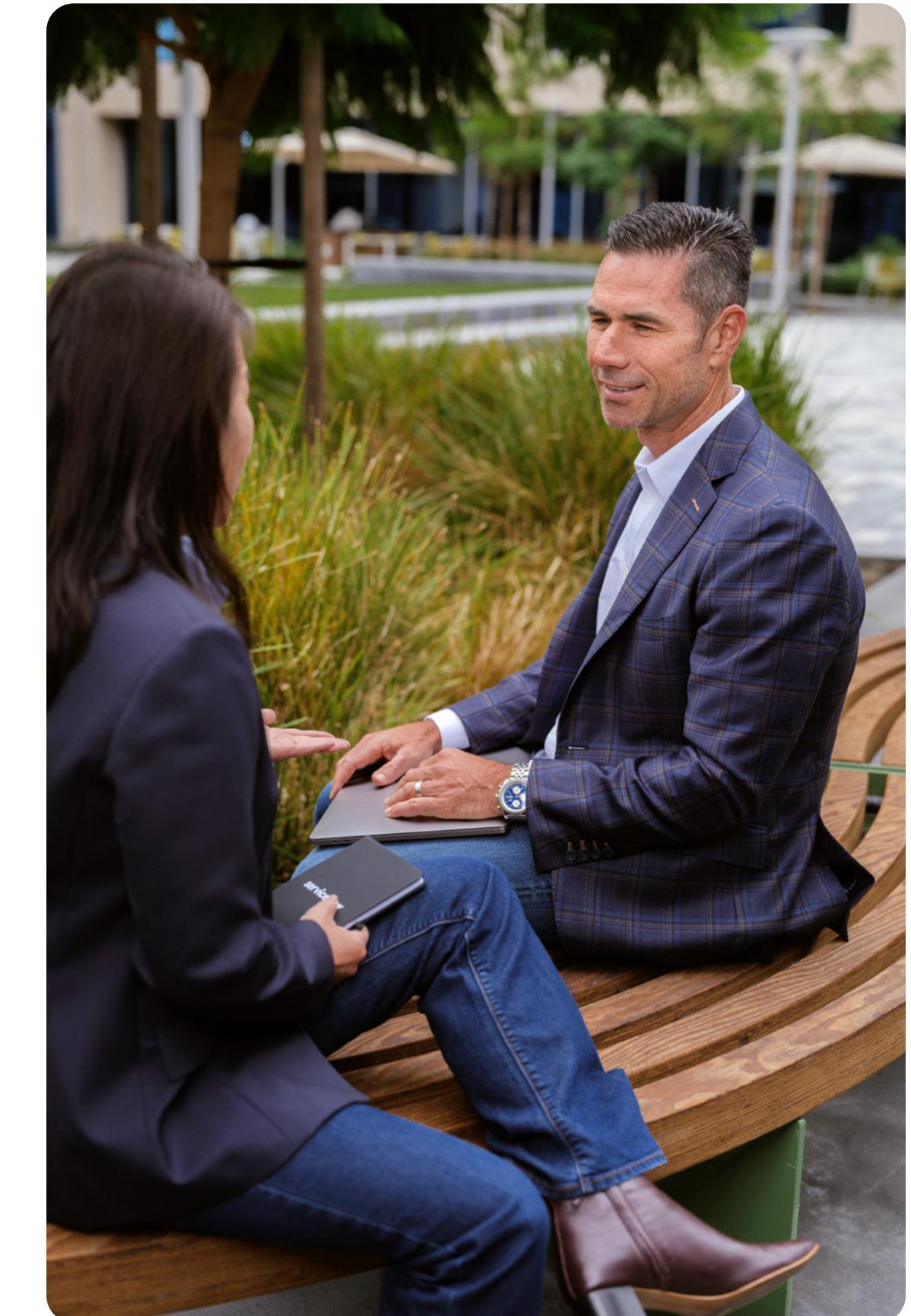
ServiceNow's comprehensive Manager Excellence program, launched in April, is transforming how we develop and support leadership across the company. The initiative sets clear role definitions, expectations, and accountability measures for managers.

The program defines clear leadership expectations, taking a data-driven and systematic approach to hiring, onboarding, and developing managers. Through a newly created portfolio of trainings, we help managers close skill gaps and build capabilities.

By partnering with our People team, the program is shaping human-centered leaders who act as stewards of company culture. Specifically, the program focuses on developing self-aware leaders who foster an environment of trust and respect where team members can perform at their best.

Early results show promising improvements in behaviors that make managers more effective. There are also signs of improvements in employee relations as well as higher manager performance scores. Notable outcomes include:

- 89% of managers expressed satisfaction with the training
- 81% have applied or are likely to apply what they've learned on the job



Live your best life: Attracting and retaining talent

In the past five years, we have more than doubled our workforce to over 26,000 dedicated employees. Our investments in our people and responsible hiring have led to our recognition as one of FORTUNE® World's Most Admired Companies for the fifth consecutive year. This recognition is a direct result of our dedication to Our People Pact, which is now embedded into every part of our business. This has resulted with low voluntary turnover (5.6%), and high Employee Voice Survey engagement (82%).

We believe that a thriving workforce involves being part of a culture that embraces belonging, new perspectives, wellbeing, flexibility, and trust, creating an environment where every individual and team can excel. As we continue to grow, we prioritize attracting and retaining talented individuals who share these values to carry us into the future. To broaden our reach, we've formed both traditional and innovative partnerships to connect with individuals who may not yet know of the various opportunities available at ServiceNow.

Discover ServiceNow

One example is Discover ServiceNow (DSN), an early exploration program that brought together participants from 46 universities. The initiative seeks to attract students from both technology and non-technology fields. In 2024, we doubled our reach by including engineering (Unified Technology Group & Digital Technology), sales,

and finance functional areas. Early-in-career participants said the program positively affected their view of ServiceNow, with 100% sharing this sentiment. And 98% said that attending DSN gave them a better understanding of what a career in engineering, finance, or sales might look like.

Launchpad Academy

Launchpad Academy is another early-in-career program to support rising professionals and contribute to their success. The 18-month program empowers early-in-career employees to build their functional and soft skills while growing professionally and personally. The program includes an introduction to ServiceNow, an onboarding plan, and a growth plan. In 2024, the program had more than 2,200 participants globally, with 15 cohorts graduating.

Participants shared how Launchpad Academy was valuable to their professional growth:

- **91%** felt they grew professionally
- **95%** agreed the sessions helped them build community
- **93%** agreed they felt more motivated to contribute at work

In 2025, Launchpad Academy will provide participants with new applied learning modules, on-demand virtual learning, and a program-wide hackathon.



ServiceNow employee benefits

Financial	<ul style="list-style-type: none"> Employee Stock Purchase Plan Retirement plan Tuition reimbursement for further education or certifications *Corporate discount Savings and spending accounts Insurances options
Physical	<ul style="list-style-type: none"> Medical plans Access to on-site gyms Organized fitness challenges Access to Health platform
Emotional	<ul style="list-style-type: none"> Wellbeing seminars 24/7 access to counselors Mindfulness program
Social	<ul style="list-style-type: none"> Caregiving and parenting support for legal, financial, medical resources Paid volunteer time off Facilitate volunteering opportunities Matching gift programs Enhance daycare benefits/childcare options (selected locations)
Other	<ul style="list-style-type: none"> Parental leave program: All new parents receive at least 12 weeks of paid parental leave (varies by country)** Wellbeing Days to ensure regular mental and physical respite

* Available to all employees scheduled to work 20 or more hours per week.

** Varies by territory due to statutory requirements, but all new parents receive at least 12 weeks of paid parental leave at 100% of base salary. For birthing parents, this is in addition to the medical leave related to pregnancy and recovery. Parental leave can be taken for the birth of a child, adoption, foster placement, or the birth of a child through surrogacy.

TIER 3

Workplace health and safety

To attract and retain the best employees, we prioritize their health, safety, and wellbeing through a holistic approach to wellness that includes financial, physical, emotional, social, and other support.

Our Occupational Health and Safety Policy is designed to create a safe and healthy workplace for all employees, contingent workers, and visitors. We comply with occupational health and safety regulations, work together across departments to address hazards, and provide comprehensive safety training and resources. Employee feedback is essential in improving these programs, and we actively gather their input while maintaining the confidentiality of health-related information.

Our occupational health and safety approach emphasizes proactive strategies to maintain a safe and supportive work environment:

- Regulatory compliance:** We consistently monitor regulatory, customer, and environmental, health, and safety (EHS) standards, ensuring full compliance across our operations.

- Injury and illness prevention:** Our programs and training aim to prevent workplace injuries and illnesses, covering both in-office and remote work situations.

- Incident investigation:** Health, safety, and EHS incidents are investigated thoroughly to prevent recurrence.

- Safe workspaces:** Our workspaces are designed with safety and ergonomics in mind, and we provide ergonomic assessments and solutions to mitigate potential injury risks.

- Safety training and resources:** Our employees receive the training, equipment, and information needed to uphold a culture of safety.

- Emergency preparedness:** We strengthened our emergency response programs and resources.

- Confidentiality and feedback:** We protect personal health information and actively seek employee feedback to enhance our health and safety initiatives.

- Contractor compliance:** Our contractors are held to rigorous EHS standards, ensuring safety and compliance across our operations.

In 2024, we continued our multi-year project to establish a comprehensive occupational health and safety management system covering all workers, aligning with international standards ISO 45001 and ISO 45003. This work aligns with OSHA, ANSI, and the California Code of Regulations (Title 8, Section 5193), and we are collaborating with a vendor to achieve ISO certification.

Fulfill our purpose together: building an outstanding team

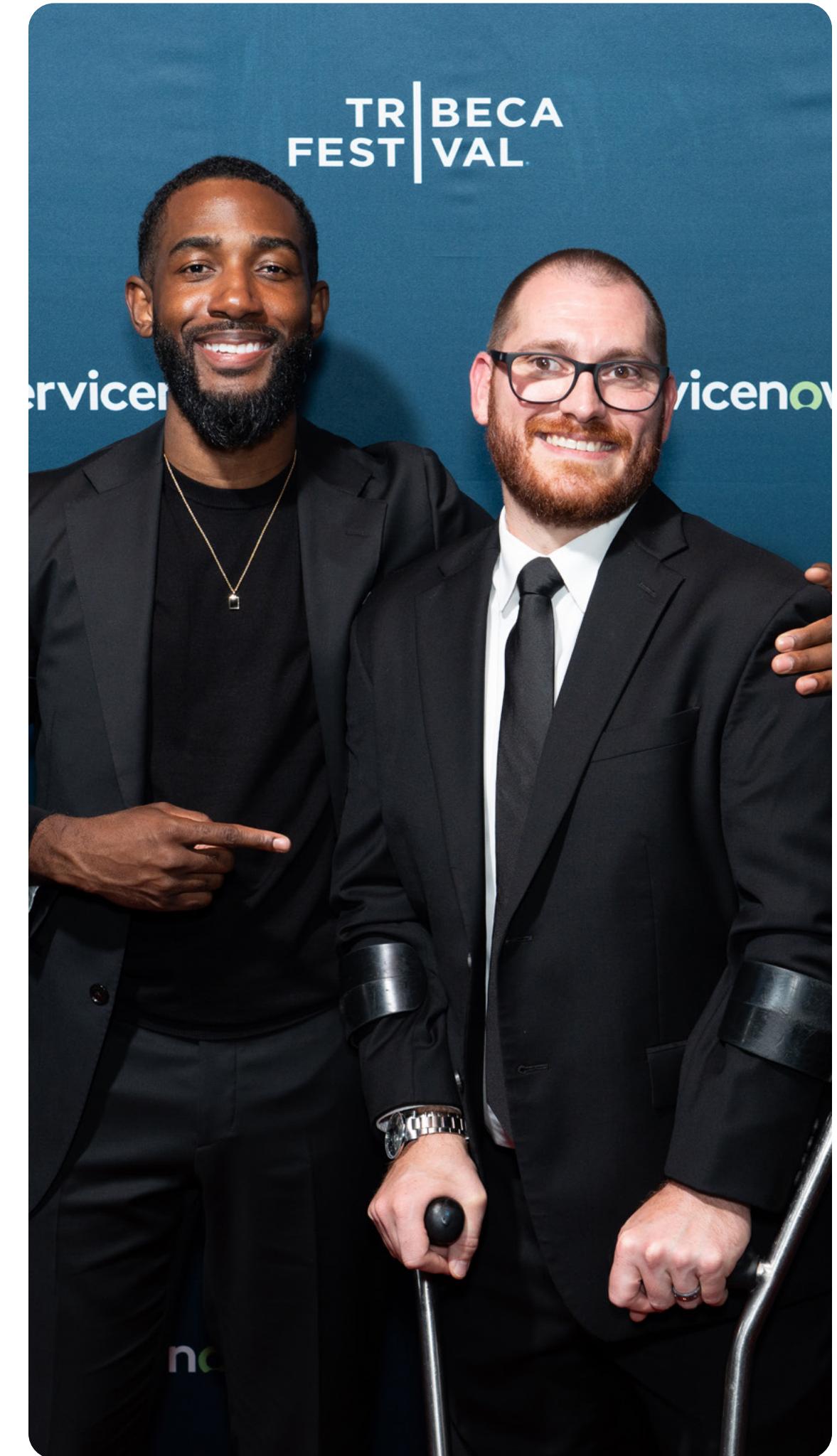
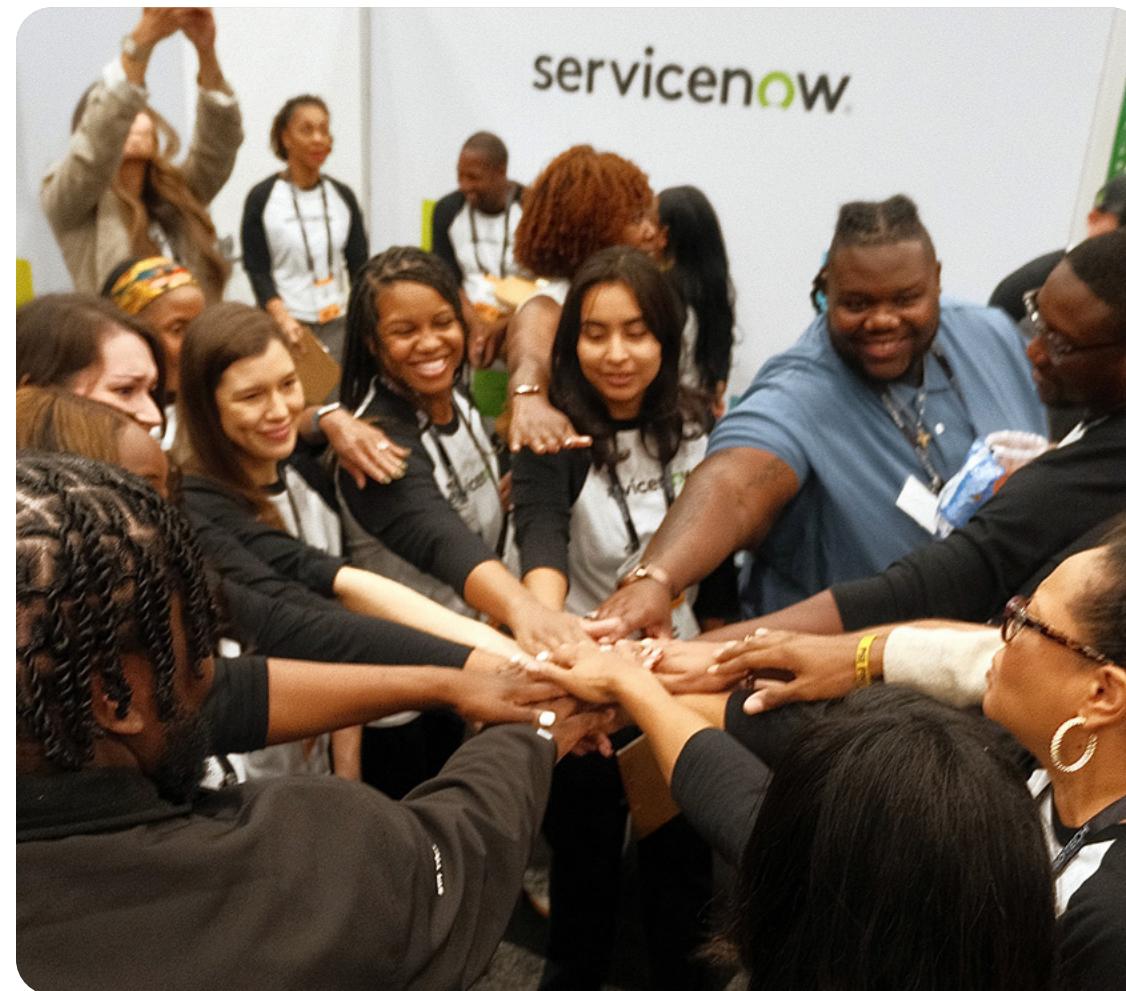
We believe that big dreams lead to real change and we go beyond creating solutions for business transformation: We empower people to make a positive impact across the globe with a culture of belonging where everyone can thrive. We provide our people with resources to grow and develop, while making strategic investments that benefit the broader community such as RiseUp with ServiceNow, social impact initiatives, volunteer programs, and employee events.

RiseUp with ServiceNow brings innovation and impact together. The global talent movement is designed to increase workforce opportunities for emerging talent from non-traditional tech

backgrounds. Its mission is to build a more resilient world by creating access to meaningful learning and career pathways for untapped talent.

Through RiseUp with ServiceNow, we address tech skill shortages, provide economic impact, and grow the ServiceNow ecosystem. Participants gain access to services, including:

- Engagement and support for their learning
- Skilling and credentialing programs
- Alumni support opportunities
- Apprenticeships and job placement



TIER 1

Culture and belonging

This section highlights our global efforts to integrate culture and belonging into the ServiceNow experience, emphasizing our commitment to fair wage practices and accessibility. While we are proud of our accomplishments, we acknowledge that we still have more work to do.

Fair wage practices

We believe in compensating our employees fairly, with equal pay for equal work. We continue to maintain fair wage practices company-wide. To do this, we conduct ongoing, regular analyses and make adjustments, when necessary. This includes collaborating with a third-party expert that performs an annual review of pay—covering both base salary and on-target earnings. We're pleased to share that, in 2024, global fair wage practice adjustments affected fewer than 1% of our employees and represented less than 0.05% of our total global payroll costs.

Accessibility

With strong support from ServiceNow's leadership, we have made significant progress in user accessibility over the past two years. Our [Accessibility Statement](#), which includes our WCAG conformance, factors in both ethical and business

considerations, particularly since 53% of Gen Z workers identify as neurodivergent and meeting accessibility standards is increasingly important in the public sector.

Our accessibility team's proactive approach ensures that accessibility is embedded into every stage of product development. We have launched several comprehensive initiatives, including:

- Project Wayfinder, which aims to make accessibility a fundamental part of the development process, similar to security or performance considerations.
- Mandatory accessibility training
- Role-specific guidance for designers and developers
- A volunteer program that engages over 250 employees with accessibility needs to test and provide feedback during product development.

ServiceNow has also introduced innovative accessibility features such as:

- Text Adjust, a Chrome plugin for neurodivergent users
- Voice Assist, an upcoming GenAI feature for conversational interaction



We measure success by engaging with individuals with disabilities, tracking issues that arise, measuring customer satisfaction, and conducting third-party audits of our accessibility maturity model. This approach aims to position ServiceNow as a leader in digital accessibility.



Learn more about accessibility at ServiceNow on our [website](#).

TIER 2

Community engagement

Our approach to social investment

Our dedication to social investment is rooted in creating measurable, positive impacts for society and our employees.

In 2024, we aligned our purpose initiatives to create access to a better world through AI and technology, knowledge, and opportunity. In partnership with our customers and partners, we aim to reach 1 billion people directly and indirectly. To date, we have reached 76.2 million people.

Included in this total are 4.1 million people positively reached towards our 20 million people by 2030 goal through our two community engagement pillars:

- Investing in our communities and planet
- Building a resilient workforce

Localizing efforts for local needs

To enhance our community initiatives, we created Global Impact Councils, dedicated teams of employees who help identify local grant partners and coordinate employee participation in community programs in offices with over 250 employees. With active councils in 21 locations and representing 94% of our workforce, these teams ensure our community investments align with local needs.



Learn more about [ServiceNow's Access to a Better Future: One Billion People Reached Methodology](#)

Our community engagement focus areas



Investing in our communities and planet

Supporting sustainable solutions in our communities and assisting those impacted by disasters.



Building a resilient workforce

Ensuring that all people have access to a career in technology.

Our resources to drive impact



Cash
donations



In-kind
donations



Impact funds



Volunteering
and giving

Supporting community projects across the globe

To foster local environmental sustainability efforts, we invested \$1.1 million with ChangeX, supporting 37 community projects in nine countries: Australia, Brazil, Canada, France, Germany, Ireland, Japan, the United Kingdom, and the United States. To ensure these initiatives are community-driven,

we empowered local teams to review and distribute the funds and take an active role in deciding how to enhance sustainability efforts within their own communities.

Projects funded in 2024

- Ecosystem Restoration Communities:** Six projects aimed at increasing local biodiversity on degraded land to help nature heal itself and ensure long-term environmental health and resilience.
- Precious Plastics:** Fourteen initiatives empowering individuals to turn plastic waste into valuable materials, reducing pollution, and inspiring further community action.
- Revolusolar:** A project promoting solar energy adoption to support sustainable development, advance energy justice, and reduce social inequality by making solar energy more accessible.

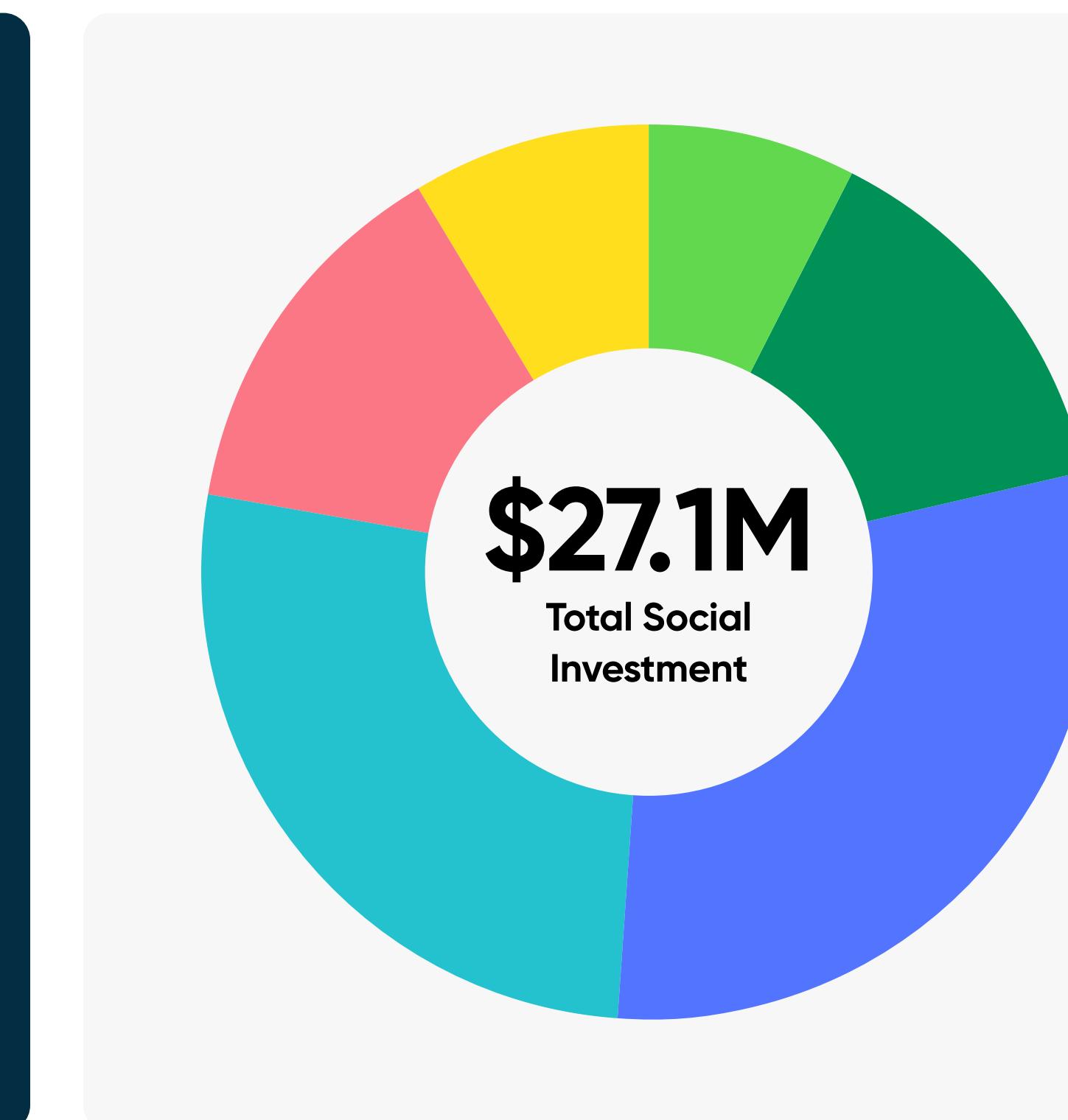
- Solar Education:** Six projects supporting schools in exploring the energy transition and benefits of photovoltaics through interactive programs, integrating subjects like physics, mathematics, geography, and ethics.
- Open Grant:** Ten grants supporting diverse decarbonization projects with both environmental and social impacts, addressing specific community needs and challenges.

Measuring Total Social Investment

To accurately capture the impact of our social initiatives, we calculate our Total Social Investment using Chief Executives for Corporate Purpose (CECP)'s methodology, encompassing both Community Investment and Total Social Value. In 2024, ServiceNow delivered \$27.1 million in Total Social Investment, comprised of:

- \$13.2 million in Community Investment
- \$13.9 million in Total Social Value

This approach ensures that we create lasting, meaningful change in communities around the world, rather than just short-term benefits.



Total Social Value:
\$13.9M

- In-kind donations: \$2.1M
- Nonprofit product and services discounts: \$3.7M
- Impact fund: \$8.1M

Total Community Investment:
\$13.2M

- Community cash grants: \$7.2M
- Corporate match and rewards: \$3.7M
- Value of volunteer hours: \$2.3M

ACTING WITH INTEGRITY

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Winning the right way

Trust is earned, not given. And at the heart of ServiceNow's success is our governance system, which is built on integrity, accountability, and trust. Our strong corporate governance means upholding ethical business practices, secure technology, and rigorous data privacy measures. Together, they form the foundation of a responsible and resilient organization, and are essential to ServiceNow's mission to make the world work better for everyone.

Our corporate governance framework, board committee charters, and Code of Ethics guide how we operate, helping us anticipate risks and respond to unforeseen challenges in a rapidly changing world.

In 2024, our cross-functional corporate sustainability regulatory reporting working group together with third-party partners continued to strengthen our preparedness for emerging regulatory reporting. This working group includes members of the Environmental Sustainability, Sustainability Reporting, Financial Accounting,

Enterprise Risk, Internal Audit, Financial Assurance, Legal, and Operational Excellence teams. The group is documenting the process and creating reporting policies to establish a strong foundation for reporting and assurance readiness.

These efforts reinforce the trust that anchors our relationships with stakeholders, positioning us for success in a time of heightened accountability. Looking forward, we remain dedicated to sustaining a robust governance structure that guides decision-making with integrity, promotes transparency, and responds to changing stakeholder expectations and regulatory requirements.

In this section, we outline our progress on our governance pillar—acting with integrity—including tier 1 and tier 2 double materiality sustainability topics of corporate governance and business ethics, emerging technology and ethics, security and data privacy, and business continuity, and how they support a resilient and sustainable future.





TIER 1

Corporate governance and business ethics

Nominating and Governance Committee of the Board of Directors

Oversees and periodically reviews environmental, social, and governance activities, programs, and public disclosures.

Audit Committee of the Board of Directors

Oversees compliance with legal and regulatory requirements, and the company's enterprise risk management framework.

Executive management team CFO (executive sponsor)*

Embeds sustainability into ServiceNow's vision to become the defining enterprise software company of the 21st century.

Sustainability material topic business owners

Oversee ServiceNow's sustainability material topics impact, effectiveness, policies, and/or metrics.

* As of 2025, the Vice Chair is the executive sponsor

Governance: Ensuring oversight and driving improvements

Our commitment to ensuring strong corporate governance is fundamental to achieving our sustainability goals while being responsive to our stakeholders. By actively seeking and listening to stakeholder feedback, strengthening board oversight, and providing annual disclosures, we are reinforcing a governance system that puts trust, accountability, and long-term impact as top priorities.

In 2024, we drove progress in our voluntary corporate sustainability disclosures and improved or maintained our ratings from 2023. These ratings reflect our progress in building trust and providing transparency, which are critical for the confidence of our customers and stakeholders.

Our current corporate sustainability ratings are as follows:

- CDP: B
- EcoVadis: Silver 70/100
- ISS ESG: B-
- ISS Quality Score: E: 2, S: 1, G: 5
- MSCI: AAA
- S&P Global ESG: 58/100
- Sustainalytics: 16.3 Low risk

To maintain trust in our sustainability metrics, we've implemented an auditable framework that includes documentation through our ESGM data collection, internal audits, and board oversight.

This approach ensures our reporting on sustainability performance and metrics are accurate and audit-ready, giving stakeholders and rating agencies confidence in how we track progress against our goals. To remain ready for evolving global corporate sustainability reporting requirements, we conducted a comprehensive gap analysis with a third-party. This proactive approach helps us address any regulatory gaps and appropriately plan for compliance and related market expectations.

Building trust through business ethics

Operating ethically is at the core of how we do business. It affects the entire community of businesses and people who rely on and support each other, from leaders, executives, and board members to employees and contingent workers. To reinforce this, we include ethics training sessions in our onboarding for new hires and during annual mandatory trainings.

Our business ethics framework is rooted in ongoing training for employees, partners, and suppliers about the principles outlined in our [Code of Ethics](#). Our updated Code of Ethics and internal policies offer essential guidance for handling ethical challenges. This empowers everyone at ServiceNow to make decisions that uphold our



reputation as a responsible and trusted company. In 2024, 99.8% of employees completed this training, learning ServiceNow-specific policies and how to handle uncertain situations while applying ServiceNow values.

A key part of our ethical practices is the "Speak Up" program. It's a secure and confidential way for anyone to voice their concerns without fear of retaliation. We encourage employees to report any ethical issues or violations through multiple channels, including:

- Our hotline or email
- Speaking directly with their managers, the Global People team, or the Legal, Ethics & Compliance team
- Reaching out directly to the executive team or board members.

To support ethical leadership, we have developed a toolkit to help managers address concerns and guide questions to the appropriate resources.

In keeping with these values, we are dedicated to upholding human rights, following all applicable laws and regulations, and advocating for inclusivity and equality. Our ServiceNow University learning platform offers training on human rights, reinforcing our commitment and supporting our Human Rights Statement.

Code of Ethics

Transparency

- We communicate accurately and honestly.
- We avoid conflicts of interest and handle corporate opportunities ethically.
- We create and maintain accurate and complete books and records.
- We do not allow retaliation.

Responsibility

- We comply with all applicable laws and regulations.
- We have a shared responsibility to act ethically.
- We interact ethically with governments and their representatives.
- We respect privacy and protect customer and employee data.

Understanding

- We prohibit and do not engage in insider trading.
- We develop and use artificial intelligence (AI) responsibly.
- We protect innovation and intellectual property rights.
- We are responsible with gifts, meals and entertainment.
- We avoid improper payments.
- We believe in and promote fair competition.
- We safeguard our corporate resources.
- We are active bystanders and TAP (Think, Act, and Prevent) in to stop unethical behavior.
- We are committed to creating an inclusive workplace.
- We prioritize safe and secure workplaces.
- We respect human rights throughout our business operations.

TIER 2

Emerging technology and ethics

We recognize that the ethical implications of emerging innovations—particularly artificial intelligence (AI)—have become a key concern for stakeholders and regulators alike. In 2024, we continued to refine AI integration into the ServiceNow AI Platform to deliver greater functionality and value to our customers. As AI technology advances, we remain dedicated to its responsible and ethical development and use. We support our customers by applying clear policies, rigorous governance frameworks, and ongoing risk assessments aligned with global regulations.

Responsible AI guidance

To support responsible AI use, we published the [Responsible AI Handbook](#). This valuable resource offers practical information and best practices to help users make thoughtful, responsible choices as they innovate with our platform. We also published our [commitment to responsible AI and how we deliver responsible Gen AI solutions](#), which documents our approach to responsible AI, how we embed responsible AI into the ServiceNow AI Platform, and how our customers can adopt our Gen AI capabilities with confidence.

AI governance program

In 2024, we developed our Enterprise Artificial Intelligence Governance Policy, mapping our AI Governance program to the NIST RMF Framework. Our policy provides for effective AI governance through executive sponsorship, steering committee oversight, and high-risk advisory group review, which allows us to establish workstreams and oversight over our AI development across legal, product, risk, data governance, AI research, UX, and engineering. These policies are based on our guiding principles of focusing on being human-centered, inclusive, transparent, and accountable, and are shaped by key AI regulations and frameworks.



Regulatory readiness and compliance

Our business model is influenced by global trends and laws that govern the use of AI and machine learning, such as the EU AI Act, which places new requirements on providers of AI technologies. To stay ahead of emerging global AI regulations, we are proactively improving our compliance processes, including regular assessments and adjustments of our AI technologies to align with new standards. We conducted risk assessments to identify high-risk use cases per the guidance set forth in the EU AI Act and to identify gaps that exist with emerging regulations. At this time, our AI products, if used as intended, have not been categorized as high risk as defined by the EU AI Act.

We are also conducting regulatory readiness assessments and collaborating with industry experts to ensure that our practices are compliant and adaptable as AI laws continue to evolve worldwide.



Data governance

Our AI governance strategy is anchored in robust data governance. To promote responsible AI practices, our Steering Committee reviews any escalated AI-related concerns, ensuring our responses align with ethical standards and support responsible AI practices. We are dedicated to sharing our expertise and insights to guide our customers in adopting AI responsibly.

Inclusive
Continuously tested to promote fairness for all and to minimize bias.

Human-centered
Championing human-centered AI to help users understand when and how to use AI within our offerings, making sure they are always in control.

ServiceNow's 4 principles for responsible AI



Transparent
Employing open communication and easily understandable documentation as a critical part of being transparent with our customers about AI usage.

Accountable
Ensuring rigorous oversight and governance structures that include external expert consultations and internal committees to oversee AI integration and help keep us accountable.

ServiceNow's delivery of responsible AI

Our repeatable, governed process for developing and delivering responsible AI includes:

AI governance program

- AI Governance Committee composed of legal, product, risk, data governance, AI research, UX, and engineering experts
- C-suite oversight
- Sets policies for all AI development

Large language models (LLM) build and maintenance

- Fine tune our LLM by evaluating for issues such as bias before selecting data
- Focus on specific use cases on Now platform to ensure Gen AI is highly relevant to the task at hand
- Apply consistent lifecycle model process to ensure LLM is transparent, responsible, auditable, repeatable, and safe

Gen AI-specific data security, handling, and processing measures

- Send Gen AI requests to ServiceNow secure infrastructure or regional compute hub where LLM is hosted

TIER 1

Security and data privacy

Building upon our commitment to ethical use of AI technologies, we understand that safeguarding data secures the trust of our customers and stakeholders. We prioritize protecting company and personal information through rigorous security protocols and privacy practices. Our management team and board actively oversee security and data privacy, regularly verifying compliance with global standards through internal and independent, third-party assessments.



Improved security features

In 2024, we expanded the use of the ServiceNow Security Center with new features designed to better protect our employees, customers, and partners. To further support our ecosystem, we delivered comprehensive security training through direct engagements and webinars, as well as a special “security belt” program for our implementation partners. This training ensures our partners are well-prepared to help clients use ServiceNow’s security tools effectively and responsibly.

Our platform not only safeguards ServiceNow’s data but also empowers customers with critical security features, including:

- Vulnerability response
- Threat intelligence
- Automated security processes

Clear accountability for security and risk is built into our organizational structure. The Chief Information Security Officer (CISO) reports to the Chief Customer Officer (CCO), who, in turn, reports directly to the Chief Executive Officer (CEO). Regular board reviews help identify and address security gaps, promoting continuous improvements in our security measures.

Proactive vulnerability management

We have also improved our security tooling to detect and address vulnerabilities early by integrating static application security testing (SAST) and software composition analysis (SCA). This strengthens our ability to protect against vulnerabilities in our software. These proactive measures create a more secure platform, protecting both ServiceNow and our customers from potential threats.

Governance, compliance, and transparency

For a comprehensive overview, visit our [Trust and Compliance Center](#), and see our [Privacy Statement](#). Additional insights into our governance practices are detailed in our ServiceNow [Form 10-K](#), which covers key areas such as:

- Security and data privacy, including risk factors
- Board oversight of security and cybersecurity strategies
- Governance frameworks for privacy and cybersecurity management
- Audits, controls, and due diligence processes



Our [proxy statement](#) provides further information on the board’s role in overseeing our cybersecurity strategy. ServiceNow undergoes annual independent audits by third-party firms and government agencies to verify compliance with stringent international and regional security standards. These audit reports are accessible via the ServiceNow CORE Compliance Portal, demonstrating our commitment to transparency and trust in data protection.

TIER 1

Business continuity

We have an established and comprehensive Business Continuity Management (BCM) program backed by policies, procedures, incident response protocols, and regular testing. Our BCM program ensures operational resiliency and uninterrupted services for our customers and employees. Our team is prepared to provide rapid responses to unexpected disruptions including cyber incidents, climate-related events, and global health crises.

Our BCM program is closely monitored by both management and our board to ensure alignment with global standards and best practices. Semi-annual enterprise risk assessments provide detailed updates on business continuity, keeping leadership informed on critical risks and strategic mitigation plans. The board conducts an annual review of these assessments to understand emerging risks and guide response strategies.

To maintain readiness, we adhere to industry-leading standards in continuity planning. Each year, we perform a Business Impact Analysis (BIA) to identify key dependencies, evaluate potential risks, and set recovery priorities. From this analysis, we develop Business Continuity

Plans (BCPs) for essential functions to ensure clear and efficient processes for resuming operations after an interruption. In 2024, we certified our BCM system to the international standard ISO 22301, underscoring our commitment to robust and resilient business operations.

Testing is central to ensuring preparedness. Each year, we conduct a variety of exercises, including tabletop simulations, functional testing, and walkthroughs, to replicate real-world scenarios. These exercises validate the effectiveness of our continuity plans and ensure that teams are ready to respond quickly and effectively.

To reinforce preparedness, we provide regular training to our people on business continuity protocols. Our personnel participate in practical recovery drills and scenario-based simulations to prepare for handling disruptions. Incident response plans are regularly tested to ensure readiness for both natural and human-caused events. These efforts validate our ability to recover efficiently and minimize any disruptions to our services and operations.



Data

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Double materiality sustainability topics

We continue to build on our commitments and capabilities to sustaining our planet (environmental), creating access to opportunity (social), acting with integrity (governance), and providing technology solutions for people and our planet (ServiceNow AI Platform). ServiceNow's double materiality sustainability topics are determined by a third-party double materiality assessment conducted in 2022. This assessment considered topics that impact our enterprise value as well as the impact on society and the environment. As sustainability reporting regulations come into effect, we will evolve and adapt our reporting and double materiality assessment accordingly.

We make the world work better for everyone			
Sustainability topics	Environmental	Social	Governance
	 <p>Sustaining our planet Championing the transition to a net-zero world</p>	 <p>Creating access to opportunity Making work accessible and rewarding for all people</p>	 <p>Acting with integrity Building trust through ethical, transparent, and secure business practices</p>
	<p>TIER 1</p> <ul style="list-style-type: none"> Climate and energy <p>TIER 2</p> <ul style="list-style-type: none"> Responsible procurement <p>TIER 3</p> <ul style="list-style-type: none"> Waste Water 	<p>TIER 1</p> <ul style="list-style-type: none"> Our people Culture and belonging <p>TIER 2</p> <ul style="list-style-type: none"> Community engagement <p>TIER 3</p> <ul style="list-style-type: none"> Workplace health and safety 	<p>TIER 1</p> <ul style="list-style-type: none"> Business continuity Corporate governance and business ethics Security and data privacy <p>TIER 2</p> <ul style="list-style-type: none"> Emerging technology and ethics
<p>TIER 2 ServiceNow AI Platform: Technology solutions for people and our planet</p>			



Stakeholders

ServiceNow engages a broad set of stakeholders across the value chain.

The stakeholders and some related engagements are listed below.

Stakeholders	How we engage
Employees	<ul style="list-style-type: none"> Annual Employee Kickoff Annual Employee Voice Survey Annual Global Leaders Summit (VP+) CEO Q&A sessions at local offices CEO anniversary event Digital signage in offices Employee Belonging Groups Employee Portal (My ServiceNow) Employee storytelling The Network (Workplace by Facebook) communications channel ServiceNow Insider email summary Ongoing cultural moment celebrations Quarterly Ask Me Anything (AMA) Quarterly Brain Breaks Global Leaders Syncs (VP+) SVP Syncs Quarterly growth conversations Quarterly Managers Forum Quarterly SNL: ServiceNow Live (Company All Hands) 20+ in-office ServiceNow socials

Stakeholders	How we engage
Customers	<ul style="list-style-type: none"> Advisory panels and focus groups Annual Knowledge conference Best practice sharing via Now Create and Customer Success Center Customer 1:1 meetings/calls Customer service inquiries Customer surveys Marquee customer events World Forum regional events Research forums Training and certification programs Usability studies CxO Round Tables
Partners	<ul style="list-style-type: none"> 1:1 partner meetings, bidirectional communications Biannual GEO-based partner advisory council Global partner ecosystem summit Partner Program Quarterly partner webinars Regional partner summits
Suppliers	<ul style="list-style-type: none"> Quarterly business reviews CDP trainings CDP supply chain program Trainings on supplier website Supplier performance scorecards Sustainability language in our contracts

Stakeholders	How we engage
Investors	<ul style="list-style-type: none"> Annual financial analyst day Annual shareholder meeting Investor bus tours and conferences Investor Relations website Investor roadshows Quarterly earnings calls Shareholder proposals Year-round investor outreach
Communities	<ul style="list-style-type: none"> Collaborative partnerships and memberships Engage with civil society organizations and nonprofit organizations Employee giving and volunteering activities Community engagement conferences Philanthropic donations



Cloud certifications, authorizations, and attestations

Segment	Cloud certifications, authorizations, and attestations
Global	<ul style="list-style-type: none"> • AICPA Trust Services Criteria SOC 2 • AICPA Trust Services Criteria SOC 2 (Cloud Observability) • AICPA Trust Services Criteria SOC 2 (Hybrid) • CSA Star Level 2 • HITRUST I1 • ISO/IEC 27001:2013 • ISO/IEC 27001:2013 (Cloud Observability) • ISO/IEC 27017:2015 • ISO/IEC 27018:2019 • ISO/IEC 27701:2019 • ISO/IEC 27701:2019 (Cloud Observability) • PCI-DSS • SSAE 18/ISAE 3402 SOC 1 (twice a year) • SSAE 18/ISAE 3402 SOC 1 (Hybrid) • (Self-Assessment) Cloud Security Alliance CAIQ • (Self-Assessment) Higher Education Community Vendor Assessment Toolkit (HECVAT) • (Self-Assessment) Shared Assessments SIG • (Self-Assessment) Shared Assessments SIG (Cloud Observability)

Segment	Cloud certifications, authorizations, and attestations
U.S. federal	<ul style="list-style-type: none"> • DoD Impact Level 4 Authorization (for U.S. DoD/IC entities) • DoD Impact Level 5 Authorization (for U.S. DoD/IC entities) • FedRAMP JAB High P-ATO (for U.S. federal government entities) • Naval Nuclear Propulsion Information (NNPI)
Regulated markets	<ul style="list-style-type: none"> • Agenzia per l'Italia Digitale (AgID) Certification • Asia-Pacific Economic Cooperation (APEC) Privacy Recognition for Processors (PRP) • Australian IRAP OFFICIAL • Australian IRAP PROTECTED • BSI Cloud Computing Compliance Criteria Catalog (C5:2020) • Esquema Nacional de Seguridad (ENS) • EU Cloud Code of Conduct • Government of Canada GC Cloud Provider • Hébergeurs de Données de Santé (HDS) for French health data hosting • ISMAP Cloud Service • Multi-Tier Cloud Security Standard for Singapore (MTCS) Level 3 • Trusted Information Security Assessment Exchange (TISAX) • UK Cyber Essentials Plus Certification



Policies and statements

ServiceNow publishes policies and statements for the sustainability material topics listed below.

In addition to this list, we have other employee-facing policies and standard operating procedures that are internal only.

Sustainability material topics	Policies and statements
Climate and energy	<ul style="list-style-type: none">Environmental Sustainability Policy
Corporate governance and business ethics	<ul style="list-style-type: none">Commitment Against Slavery and Human Trafficking (UK)Commitment Against Slavery and Human Trafficking Australian Modern Slavery Act Statement (Australia)Human Rights StatementPolicy on Corporate Political Contributions and Industry Associations
Our People	<ul style="list-style-type: none">Code of Ethics
Responsible procurement	<ul style="list-style-type: none">Supplier Code of Conduct
Security and data privacy	<ul style="list-style-type: none">Privacy StatementServices Privacy StatementCookies PolicyData Privacy Framework Policy
Emerging technology and ethics	<ul style="list-style-type: none">Responsible AI Principles
Technology for people and our planet	<ul style="list-style-type: none">Partner Code of Conduct (available on Partner Portal, login required)Trust and Compliance Center



Greenhouse gas emissions

Calculations are consistent with the GHG Protocol Corporate Accounting and Reporting Standard and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard. Emissions are presented in metric tonnes of CO₂e (mtCO₂e).

Our data was verified by [Apex](#), a third party, in accordance with ISO 14064-3.

Greenhouse gas emissions

GHG emissions by Scope (mtCO ₂ e)	2019	2020	2021	2022	2023	2024
Scope 1	2,035	1,915	1,401	2,270	2,430	2,884
Scope 2 (Location-based)	19,182	22,811	33,880	41,979	54,979	72,791
Scope 2 (Market-based) ¹	14,117	14,684	434	635	712	790
Scope 3 - Purchased goods and services	100,153	117,722	131,770	122,991	162,448	143,636
Scope 3 - Capital goods	72,201	62,280	32,272	45,387	54,160	69,636
Scope 3 - Fuel- and energy-related activities	2,818	3,006	3,019	4,478	5,774	8,079
Scope 3 - Waste generated in operations	1,191	371	0	295	516	760
Scope 3 - Business travel ²	22,948	8,943	3,860	31,399	46,605	43,606
Scope 3 - Employee commuting (including work from home)	12,766	10,333	7,495	12,534	15,325	20,073
Total emissions (Market-based)^{3,4}	228,228	219,254	180,251	219,988	287,970	289,464

Greenhouse gas emissions Scope 1 and 2 by region

GHG emissions by region (mtCO ₂ e)	2019	2020	2021	2022	2023	2024
AMER (Location-based)	10,796	12,366	20,147	25,927	33,330	44,185
AMER (Market-based)	9,210	8,647	1,265	2,125	2,294	2,706
EMEA (Location-based)	4,067	5,369	8,070	7,426	9,414	14,135
EMEA (Market-based)	918	1,618	132	142	140	207
APJ (Location-based)	6,354	6,990	7,064	10,896	14,666	17,356
APJ (Market-based)	6,024	6,333	437	639	708	762

Electricity demand

Electricity (in MWh)	2019	2020	2021	2022	2023	2024
Electricity consumption by region (MWh) - AMER	41,682	47,719	63,369	81,752	100,943	135,333
Electricity consumption by region (MWh) - APJ	8,098	9,134	9,843	16,750	22,613	27,202
Electricity consumption by region (MWh) - EMEA	12,734	16,663	24,758	30,665	38,158	53,429
Total electricity use (in MWh) - Electricity	62,515	73,516	97,970	129,167	161,714	215,964
Percentage of renewable electricity (%)	28%	38%	100% ⁶	100% ⁶	100% ⁶	100%

Energy demand

Energy demand (in MWh)	2019	2020	2021	2022	2023	2024
Electricity use	62,515	73,516	97,970	129,167	161,714	215,964
Energy use—Other fuels ⁵	11,226	10,565	7,728	11,698	12,363	14,349
Total energy	73,741	84,082	105,698	140,865	174,077	230,313

Carbon neutral

GHG emissions (mtCO ₂ e)	2019	2020	2021	2022	2023	2024
Greenhouse gas emissions within boundary ⁶	-	-	13,190	101,293	149,069	152,022
Offsets purchased	-	-	13,190	101,293	149,069	152,022
Net GHG emissions	-	-	0	0	0	0



Greenhouse gas emissions intensity

GHG emissions normalized by revenue (mtCO2e/\$ millions)	2019	2020	2021	2022	2023	2024
Scope 1	0.59	0.42	0.24	0.31	0.27	0.26
Scope 2 (Location-based)	5.54	5.05	5.75	5.79	6.13	6.63
Scope 2 (Market-based) ¹	4.08	3.25	0.07	0.09	0.08	0.07
Scope 3 - Purchased goods and services	28.94	26.05	22.35	16.98	18.11	13.08
Scope 3 - Capital goods	20.86	13.78	5.47	6.26	6.04	6.34
Scope 3 - Fuel- and energy-related activities	0.81	0.67	0.51	0.62	0.64	0.74
Scope 3 - Waste generated in operations	0.34	0.08	0	0.04	0.06	0.07
Scope 3 - Business travel ²	6.63	1.98	0.65	4.33	5.19	3.97
Scope 3 - Employee commuting (including work from home)	3.69	2.29	1.27	1.73	1.71	1.83
Total emissions (Scope 1, 2, 3)^{3,4}	65.95	48.51	30.57	30.36	32.10	26.35
GHG emissions normalized by full-time employees (mtCO2e/# of full-time employees)	2019	2020	2021	2022	2023	2024
Scope 1	0.2	0.15	0.08	0.11	0.11	0.11
Scope 2 (Location-based)	1.85	1.74	2.01	2.05	2.43	2.77
Scope 2 (Market-based) ¹	1.36	1.12	0.03	0.03	0.03	0.03
Scope 3 - Purchased goods and services	9.66	8.99	7.81	6.02	7.17	5.46
Scope 3 - Capital goods	6.96	4.76	1.91	2.22	2.39	2.65
Scope 3 - Fuel- and energy-related activities	0.27	0.23	0.18	0.22	0.25	0.31
Scope 3 - Waste generated in operations	0.11	0.03	0	0.01	0.02	0.03
Scope 3 - Business travel ²	2.21	0.68	0.23	1.54	2.06	1.66
Scope 3 - Employee commuting (including work from home)	1.23	0.79	0.44	0.61	0.68	0.76
Total emissions (Scope 1, 2, 3)^{3,4}	22.01	16.74	10.68	10.77	12.70	11.01

¹ For electricity consumed in South Korea and Saudi Arabia, we procured Energy Attribute Certificates (EAC) from the nearest available countries (China and UAE, respectively). While these EACs contribute to ServiceNow's 100% renewable electricity coverage, according to the GHG Protocol, they do not reduce the Scope 2 (Market-based) emissions as they are not in the same renewable electricity market.

² Business travel includes all flights, accommodations, ground transportation, and all travel-related business. For 2024, commercial flight emissions are calculated by Advito using their proprietary GATE4 methodology certified under ISO 14064-1:2018 & 2019. We are in the process of restating commercial flight emissions for previous years using GATE4 methodology and excluding radiative forcing.

³ All Scope 3 emissions are market-based.

⁴ Total Emissions (Market-based) = Scope 1 + Scope 2 (Market-based) + Scope 3 (Market-based).

⁵ Other fuels refer to natural gas from offices and jet fuel for private executive flights.

⁶ Starting in 2022, the carbon neutral boundary includes Scope 1, Scope 2 (Market-based), and Scope 3 (Market-based) emissions related to data centers, business travel, and employee commuting (including work from home).



Human capital

Employees	2022	2023	2024
Total employees	20,433	22,668	26,293
Total employees AMS (% of Global)	56.4%	54.9%	53.6%
Total employees APJ (% of Global)	26.2%	27.2%	28.9%
Total employees EMEA (% of Global)	17.4%	17.8%	17.4%
New hires	5,885	3,803	5,595
Gender	2022	2023	2024
Women (Global)	32.5%	33.3%	34.6%
Men (Global)	67.5%	66.7%	65.4%
Women AMS (% of AMS)	36.3%	37.1%	37.9%
Men AMS (% of AMS)	63.7%	62.9%	62.1%
Women APJ (% of APJ)	26.6%	27.6%	30.4%
Men APJ (% of APJ)	73.4%	72.4%	69.6%
Women EMEA (% of EMEA)	29%	30.2%	31.5%
Men EMEA (% of EMEA)	71%	69.8%	68.5%
Gender – leadership	2022	2023	2024
Leadership women (Global)	32.3%	33.9%	35.1%
Leadership men (Global)	67.7%	66.1%	64.9%
Race and ethnicity (U.S.)	2022	2023	2024
American Indian or Alaska Native	0.3%	0.3%	0.2%
Asian	32.2%	32.9%	33.3%
Black or African American	3.9%	4.2%	4.3%
Hispanic or Latinx	7.2%	7.4%	7.5%
Native Hawaiian or Pacific Islander	0.3%	0.3%	0.3%
Two or more races	2.9%	2.9%	3.2%
White	53.1%	52%	51.1%

Race and ethnicity (U.S.) – leadership	2022	2023	2024
American Indian or Alaska Native	0.4%	0.3%	0.3%
Asian	24.2%	24.6%	25.6%
Black or African American	2.7%	3.0%	2.9%
Hispanic or Latinx	4.5%	4.8%	4.7%
Native Hawaiian or Pacific Islander	0.2%	0.3%	0.3%
Two or more races	1.6%	1.8%	2.2%
White	66.3%	65.2%	64.1%
Turnover	2022	2023	2024
Voluntary turnover rate (Global)	10.7%	5.4%	5.6%
Involuntary turnover rate (Global)	1.6%	1.8%	2.5%



Community engagement

Community investment	2022	2023	2024
Community cash grants	\$8,365,286	\$9,614,926	\$7,167,929
Corporate match and rewards	\$2,172,018	\$3,811,494	\$3,726,652
Value of volunteer hours	\$1,093,834	\$1,818,769	\$2,318,379
Total Social Value	2022	2023	2024
In-kind donations	\$1,715,889	\$1,831,010	\$2,078,532
Nonprofit product and services discounts	\$2,021,174	\$2,826,336	\$3,683,759
Impact fund	\$4,886,958	\$9,354,071	\$8,118,338
Total Social Investment*	\$20,255,159	\$29,256,605	\$27,093,589
Total Social Investment outputs	2022	2023	2024
Employee donations	\$1,900,354	\$2,237,508	\$2,490,000
Employee donation and rewards participation	34.2%	59.4%	60.6%
Employee volunteer hours logged	36,522	57,194	69,226
Employee volunteer participation	23.5%	30.1%	27.6%

* Total Social Investment is Community investment plus Total Social Value.



Sustainability Accounting Standards Board (SASB)

ServiceNow discloses in reference to the Sustainability Accounting Standard Board's (SASB) Sustainability Accounting Standard for Software and IT Services (Version 2018–10). Unless otherwise noted, data reported covers Jan. 1, 2024–Dec. 31, 2024.

Metric code	Metric	Response	
Environmental footprint of hardware infrastructure			
TC-SI-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Greenhouse gas emissions	
TC-SI-130a.2	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	(1)* Total water withdrawn from freshwater was 81,000 m ³ (data coverage: 63% of our offices). The percentage of water withdrawn in locations with high or extremely high baseline water stress was 27%. (2) ServiceNow does not report on water consumed. *In the previous year (FY23 data), water withdrawn was incorrectly reported as water consumed. In 2023, water withdrawn was 62,085 m ³ .	
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	Climate and energy	
Data privacy and freedom of expression			
TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	Privacy Statement Services Privacy Statement	
TC-SI-220a.2	Number of users whose information is used for secondary purposes	As ServiceNow operates in a B2B environment, it is not focused on secondary utilization, and therefore this information is not relevant to this report.	
TC-SI-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy	In 2024, ServiceNow did not have any fines or losses as a result of legal proceedings relating to user privacy.	
TC-SI-220a.4	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested, (3) percentage resulting in disclosure	Since ServiceNow primarily operates in a B2B environment and such requests are more likely to be requested from our customers directly, this information is not relevant to this report.	
TC-SI-220a.5	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	ServiceNow complies with applicable Data Privacy and Export Controls regulations, and other necessary obligations in the countries where core products or services are offered.	

Metric code	Metric	Response
Data security		
TC-SI-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	Material breaches would be disclosed in filings with the SEC.
TC-SI-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	ServiceNow Trust and Compliance Center Cloud certifications, authorizations, and attestations Form 10-K (Cybersecurity)
Recruiting and managing a global, diverse, and skilled workforce		
TC-SI-330a.1	Percentage of employees that are (1) foreign national and (2) located offshore	10.27% of ServiceNow employees are foreign nationals 50.2%* of ServiceNow employees are located outside the U.S. (offshore). *In the previous year (FY23 data), ServiceNow reported the percentage of U.S. nationals located offshore. The methodology has been updated to reflect all ServiceNow employees located outside the U.S.
TC-SI-330a.2	Employee engagement as a percentage	ServiceNow's 2024 Employee Voice Survey (EVS): 82% engagement* The EVS participation rate was 94% (21,922 survey responses from 23,344 eligible employees). *Employee engagement is defined as % favorable responses to a five-item employee engagement index.
TC-SI-330a.3	Percentage of gender and racial/ethnic groups as a representation for (1) management, (2) technical staff, (3) all other employees	Human capital
Intellectual property protection and competitive behavior		
TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Any material losses as a result of legal proceedings associated with anti-competitive behavior regulations would be disclosed in our Form 10-K (Legal Proceedings) . There were no reported material losses in 2024.
Managing systemic risks from technology disruptions		
TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	Business continuity

Global Reporting Initiative (GRI)

ServiceNow discloses in reference to the Global Reporting Initiative Standards.

Unless otherwise noted, data reported covers Jan. 1, 2024–Dec. 31, 2024

Disclosure number	Disclosure title	Response
General disclosures		
GRI 2-1: Organizational details	a. Legal name	ServiceNow, Inc.
	b. Nature of ownership and legal form	ServiceNow, Inc. is a Delaware corporation whose shares are publicly traded on the New York Stock Exchange under the symbol "NOW."
	c. Location of headquarters	Santa Clara, California, USA
	d. Countries of operation	ServiceNow locations
GRI 2-2: Entities included in the organization's sustainability reporting	a. List of entities	ServiceNow, Inc. and subsidiaries. Form 10-K (Subsidiaries)
	b. Differences in reported lists	N/A
	c. Approach for consolidation of information	Form 10-K (Notes to consolidated financial statements)
GRI 2-3: Reporting period, frequency, and contact point	a. Sustainability reporting	Jan. 1, 2024–Dec. 31, 2024 ServiceNow publishes the Global Impact Report annually.
	b. Financial reporting	Jan. 1, 2024–Dec. 31, 2024
	c. Publication dates of reported information	Our Global Impact Report is published on July 8, 2025.
	d. Contact points for reported information	global.impact@servicenow.com
GRI 2-4: Restatements of information	a. Report restatements	For SASB TC-SI-130a.2(1): Total water withdrawn, in the previous year (FY23 data), water withdrawn was incorrectly reported as water consumed. In 2023, water withdrawn was 62,085 m ³ .
GRI 2-5: External assurance	a. Policy and practice	Apex GHG verification
	b. Sustainability reporting	Third-party verification of GHG emissions data is provided by Apex .
GRI 2-6: Activities, value chain, and other business relationships	a. Active sectors	Form 10-K (Business)
	b. Value chain	
	c. Other business relationships	
	d. Significant changes from previous reporting period	

Disclosure number	Disclosure title	Response
General disclosures		
GRI 2-7: Employees	a. Total number of employees by gender and region	Human capital
	b. Breakdown of total number of employees	
	c. Methodology	The number of employees in this report are identified as full-time.
	d. Contextual information	ServiceNow does not have a significant portion of the company's activities performed by workers who are not employees.
	e. Fluctuations in number of employees	ServiceNow does not have a significant seasonal variation in employees.
GRI 2-9: Governance structure and composition	a. Governance structure	Proxy Statement (Board and Corporate Governance Matters)
	b. Committees of governance body	Audit Committee Charter Compensation Committee Charter Nominating and Governance Committee Charter
	c. Composition of governance body	Proxy Statement (Nomination Process and Nominees)
GRI 2-10: Nomination and selection of the highest governance body	a. Nomination and selection process	Proxy Statement (Nomination Process and Nominees) Corporate Governance Guidelines Nominating and Governance Committee Charter
	b. Criteria for nomination and selection	
GRI 2-11: Chair of the highest governance body	a. Chair is a senior executive	William McDermott is the Chairman of the Board and Chief Executive Officer. For additional information. Proxy Statement (Board and Corporate Governance Matters) .
	b. Senior executive functions	The Board of Directors has designated a Lead Independent Director whose responsibilities include providing leadership to the Board of Directors if circumstances arise in which the role of the CEO and Chair may be, or may be perceived to be, in conflict. Proxy Statement (Board and Corporate Governance Matters)
GRI 2-12: Role of the highest governance body in overseeing the management of impacts	a. Role of governance body	Proxy Statement (Board and Corporate Governance Matters)
	b. Due diligence and other processes	The Board oversees processes to identify and manage risks through its oversight of the company's annual enterprise risk assessment. Proxy Statement (Board and Corporate Governance Matters)
	c. Effectiveness of organization's processes and frequency of review	
GRI 2-13: Delegation of responsibility for managing impacts	a. Delegating responsibility	Acting with integrity
	b. Process and frequency to report	Proxy Statement (Board and Corporate Governance Matters)
GRI 2-14: Role of the highest governance body in sustainability reporting	a. Reviewing and approving information	Proxy Statement (Board and Corporate Governance Matters) Acting with integrity



Disclosure number	Disclosure title	Response
General disclosures		
GRI 2-15: Conflicts of interest	a. Process for prevention and mitigation b. Disclosure to stakeholders	ServiceNow's Conflict of Interest Policy requires its employees to disclose any outside activity that could potentially lead to a conflict of interest. Employees submit an application to review an outside activity through the ServiceNow AI Platform. The employee's manager, HBRP/ People Partner, and the Global Employment Law team will review the request, provide an independent assessment, and determine whether the employee can engage in the specified activity. ServiceNow thoroughly and promptly investigates any conflicts of interest that it becomes aware of where employees have engaged in outside activities without seeking approval. ServiceNow's Conflict of Interest Policy requires its employees to report any outside activity or opportunity that includes the board of directors, outside employment, personal finances, and personal relationships. ServiceNow also provides an "Other" category for any outside activity or potential conflict of interest that does not fit inside one of the enumerated categories.
GRI 2-16: Communication of critical concerns	a. Communication process b. Total number and nature of critical concerns	Code of Ethics (Speak Up) The Company received an internal complaint that raised a potential concern related to one of its employees. Form 10-K (Legal Proceedings)
GRI 2-17: Collective knowledge of the highest governance body	a. Measures to advance sustainable development	Management regularly updates the Nominating and Governance Committee on ESG matters, including in relation to advancing sustainability initiatives, and the Committee regularly updates the full Board on those matters. All Board members are afforded the opportunity to participate in Director Education Programs, which includes ESG topics.
GRI 2-18: Evaluation of the performance of the highest governance body	a. Evaluating performance b. Independent evaluations c. Actions as a result of evaluations	The Board of Directors completes a self-evaluation annually. Proxy Statement (Board and Corporate Governance Matters)
GRI 2-19: Remuneration policies	a. Describe policies b. Objectives and performance	Proxy Statement (Compensation Discussion and Analysis)
GRI 2-20: Process to determine remuneration	a. Designing and determining remuneration policies b. Voting on remuneration policies	Proxy Statement (Compensation Discussion and Analysis)
GRI 2-21: Annual total compensation ratio	a. Ratio of total compensation for employees b. Ratio of % increase in total compensation for employees c. Contextual information	Proxy Statement (Chief Executive Officer Pay Ratio) The CEO was the highest paid employee at ServiceNow in 2024. CEO pay decreased by -0.25% from 2023 to 2024. The median annual total compensation for all employees (excluding the highest-paid individual) increased by 27.88%. Proxy Statement (Chief Executive Officer Pay Ratio) Proxy Statement (Chief Executive Officer Pay Ratio)
GRI 2-22: Statement on sustainable development strategy	a. Report statement	CEO letter



Disclosure number	Disclosure title	Response
General disclosures		
GRI 2-23: Policy commitments	a. Describe policy commitments	ServiceNow's policies set out expectations that all employees, partners and suppliers act with integrity, comply with the law, don't participate in corrupt practices, avoid conflicts of interest, and Speak-Up when there is a good faith belief that a code has been violated. The policies provide the multiple mechanisms employees can report possible violations of the law or our Codes of Conduct. Code of Ethics
	b. Human rights policy commitments	Human rights statement
	c. Links to policy commitments	Policies and statements
	d. Approval of policy commitments	The policies are reviewed and approved by multiple subject matter experts relevant to the subject topic, the Chief Ethics and Compliance Officer and the General Counsel.
	e. Policy applicability to organization's activities	ServiceNow's Supplier Code of Conduct and Partner Code of Conduct (log in required) set out ServiceNow's expectations and guidelines regarding the relationships between employees, suppliers, and partners respectively.
	f. Communication	ServiceNow's Code of Ethics is provided to and must be acknowledged by all new employees. Our Code of Ethics, Supplier Code of Conduct, and Partner Code of Conduct are available on our website and intranet.
GRI 2-24: Embedding policy commitments	a. Process for embedding policy commitments	Policies and statements
GRI 2-25: Processes to remediate negative impacts	a. Commitments to remediations	ServiceNow's operational-level grievance mechanisms also include all mechanisms required by law for the benefit of our employees in each country we maintain a workforce, in full respect of our employees' entitlements to collective bargaining, country-level working rules, elected employee representatives, works councils, and country, region, or industry-level collective agreements or similar industrial instruments. Code of Ethics Human rights statement Supplier Code of Conduct
	b. Identify and address grievances	
	c. Other processes	
	d. Stakeholder involvement in grievances mechanisms	
	e. Tracking effectiveness of mechanisms	
GRI 2-26: Mechanisms for seeking advice and raising concerns	a. Mechanisms for seeking advice and raising concerns—describe mechanisms	ServiceNow's operational-level grievance mechanisms include all mechanisms required by law for the benefit of our employees in each country we maintain a workforce, in full respect of our employees' entitlements to collective bargaining, country-level working rules, elected employee representatives, works councils, and country, region, or industry-level collective agreements or similar industrial instruments. Code of Ethics SpeakUp Reporting site



Disclosure number	Disclosure title	Response
General disclosures		
GRI 2-27: Compliance with laws and regulations	a. Total number of significant instances of non-compliance with laws b. Total number and monetary value of instances on non-compliance with laws c. Describe significant instances of non-compliance d. Determining instances of non-compliance	N/A. In 2024, ServiceNow did not have any significant instances of non-compliance with laws.
GRI 2-28: Membership associations	a. Report industry or membership associations	About ServiceNow Climate and Energy
GRI 2-29: Approach to stakeholder engagement	a. Process for engagement	Stakeholders
GRI 2-30: Collective bargaining agreements	a. % of total employees covered by collective bargaining agreements b. Employees not covered by collective bargaining agreements	10.77% of ServiceNow workforce was covered by a collective bargaining agreement: <ul style="list-style-type: none">• In Japan (comprising 1.8% of our global workforce), our employees are covered by country-level working rules and represented by elected employee representatives.• In South Korea (comprising 0.16% of our global workforce), our employees are covered by country-level work rules.• In France, Netherlands, and Spain, (comprising 3.89% of our global workforce), our employees are represented by works councils.• In Brazil, Italy, Australia, and Belgium (comprising 4.92% of our global workforce), our employees have the benefit of country, region, or industry-level collective agreements or similar instruments. Working conditions and terms of employment of ServiceNow employees are not influenced or determined based on any other collective bargaining agreements, work rules, or other collective instruments not covered in GRI 2-30a.
GRI 3-1: Process to determine material topics	a. Describe process b. Stakeholders and experts	Double materiality sustainability topics Stakeholders
GRI 3-2: List of material topics	a. List material topics b. Changes to list of material topics	Double materiality sustainability topics N/A
GRI 3-3: Management of material topics	a. Actual and potential impacts b. Management of material topics—involved in negative impacts c. Policies or commitments d. Actions to manage material topics e. Tracking effectiveness f. Stakeholder engagement	Double materiality sustainability topics Stakeholders



Economic disclosures	Disclosure title	Response
Economic performance		
GRI 201-1: Direct economic value generated and distributed	a. Direct economic value generated on accruals basis	Form 10-K (Index to consolidated financial statements)
	b. Report by country, regional, or market levels	
GRI 201-2: Financial implications and other risks and opportunities due to climate change	a. Financial implications and other risks and opportunities due to climate change	Task Force on Climate-related Financial Disclosure (Strategy)
GRI 201-3: Defined benefit plan obligations and other retirement plans	a. Estimated value of liabilities	ServiceNow does not have pensions or non-qualified deferred.
	b. Separate fund to pay pension liabilities	
	c. Explain strategy	
	d. Percentage of salary contributed by employee or employer	
	e. Level of participation in retirement plans	
Indirect economic impacts		
GRI 203-2: Significant indirect economic impacts	a. Examples	Community engagement
	b. Context of external benchmarks and stakeholder priorities	
Anti-corruption		
GRI 205-1: Operations assessed for risks related to corruption	a. Total number and percentage	In 2024, ServiceNow conducted targeted risk assessments on potential anti-bribery and anti-corruption risks. We continually review our business practices to ensure compliance.
	b. Significant risks related to corruption	
GRI 205-2: Communication and training about anti-corruption policies and procedures	a. Total number and percentage of governance body members (communicated)	100% of the governance body members have been communicated on the Anti-Corruption Policy.
	b. Total number and percentage of employees (communicated)	In 2024, 26,501 employees (99.95%) were trained. All new hires and existing employees are required to complete the Anti-Corruption Compliance Training.
	c. Total number and percentage of business partners	
	d. Total number and percentage of employees (training)	
Anti-competitive behavior		
GRI 206-1: Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	a. Number of legal actions pending or completed	No material actions.
	b. Main outcomes of completed legal actions	

Economic disclosures		
Disclosure title		
Response		
Tax		
GRI 207-1: Approach to tax	a. Description	Approach to Tax
GRI 207-2: Tax governance, control, and risk management	a. Description of governance and control framework b. Description of the mechanisms for reporting concerns c. Description of the assurance process for tax disclosures	Approach to Tax Form 10-K (Income Taxes)
Environmental disclosures		
Disclosure title		
Response		
Energy		
GRI 302-1: Energy consumption within the organization	a. Total fuel consumption from non-renewable sources b. Total fuel consumption from renewable sources e. Total energy consumption f. Standards, methodologies, assumptions, and calculations g. Source for conversion factors	Greenhouse gas emissions (Electricity demand)
GRI 302-2: Energy consumption outside of the organization	a. Energy consumption b. Standards, methodologies, assumptions, and calculations c. Source for conversion factors	Greenhouse gas emission (Electricity demand)
Emissions		
GRI 305-3: Other indirect (Scope 3) GHG emissions	a. Other Scope 3 GHG emissions b. Gases included in Scope 3 GHG emissions calculations d. Other indirect GHG emissions e. Base year f. Source of emission factors and global warming potential g. Standards, methodologies, assumptions, and calculations	Greenhouse gas emissions
GRI 305-4: GHG emissions intensity	a. Intensity ratio b. Organization-specific metric c. Types of GHG emissions included in intensity ratio d. Gases included in intensity ratio calculation	Greenhouse gas emissions (Intensity)



Environmental disclosures	Disclosure title	Response
Emissions		
GRI 305-5: Reduction of GHG emissions	a. GHG emissions reduced from reduction initiatives b. Gases included in GHG emissions reduction calculation c. Base year or baseline d. Scopes in GHG emissions reductions e. Standards, methodologies, assumptions, and calculations	Climate and energy Greenhouse gas emissions
GRI 305-6: Emissions of ozone-depleting substances (ODS)	a. Production, imports, and exports of ODS b. Substances included in ODS calculation c. Source of emission factors d. Standards, methodologies, assumptions, and calculations	ServiceNow does not currently track emissions of ozone-depleting substances.
GRI 305-7: Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	a. Significant air emissions b. Source of emission factors c. Standards, methodologies, assumptions, and calculations	ServiceNow does not currently track emissions of NOX, SOX, or other significant air emissions.
Waste		
GRI 306-2: Management of significant waste-related impacts	a. Actions to prevent waste generation c. Process to collect and monitor waste-related data	Waste
GRI 306-4: Waste diverted from disposal	a. Total weight of waste diverted c. Breakdown of the total weight d. Contextual information	Waste
Employment disclosures	Disclosure title	Response
Employment		
GRI 401-1: New employee hires and turnover	a. Total number and rate of new employee hires b. Total number and rate of employee turnover	Human capital (employees)
GRI 401-2: Employee benefits	a. Standard benefits for full-time employees b. Significant locations of operations	ServiceNow operates globally and, therefore, benefits vary between countries of operation. U.S. employees working more than 20 hours a week are eligible to participate in ServiceNow's benefits plan, which includes healthcare, life insurance, disability, parental leave, and 401(k), among others. ServiceNow employee benefits



Employment disclosures		
	Disclosure title	Response
Employment		
GRI 401-3: Parental leave	a. Total number of employees entitled to parental leave	<p>In 2024, 22,675 employees were entitled to parental leave:</p> <ul style="list-style-type: none"> Men: 15,121 Women: 7,525 Not declared: 29
	b. Total number of employees that took parental leave, by gender	<p>In 2024, 1,265 employees took parental leave:</p> <ul style="list-style-type: none"> Men: 840 Women: 424 Not declared: 1
Occupational health and safety		
GRI 403-1: Occupational health and safety management system	a. Occupational health and safety management system	<p>The implementation of ServiceNow occupational health and safety management system aligns with the following recognized legal frameworks and standards: ISO 45001: 2018, Occupational Health and Safety Management Standard, local and national occupational health and safety regulations in all countries where we operate, and industry-specific guidelines.</p> <p>Our Occupational Health and Safety Management System is managed by a dedicated team of occupational health and safety employees with the following roles:</p> <ul style="list-style-type: none"> OHS Program Managers OHS coordinators External consultants (where external expertise is required) <p>ServiceNow ensures the continual improvement of our Health and Safety program through:</p> <ul style="list-style-type: none"> Regular Audits and Assessments: Conducting both internal and external audits to identify gaps and implement corrective actions. Feedback Mechanisms: Utilizing worker feedback from surveys, incident reports, and safety committee discussions to refine policies and practices. Training Programs: Offering ongoing training to employees and contractors to enhance safety awareness and compliance. Technology and Innovation: Leveraging data-driven insights from incident management systems to proactively address potential risks. <p>This iterative approach fosters a culture of safety and aligns with our commitment to achieving excellence in occupational health and safety performance.</p>
	b. Scope of workers, activities, and workplaces covered by the occupational health and safety management systems	<p>Our Occupational Health and Safety Management System comprehensively covers all workers, activities, and workplaces within our operational scope. There are no exclusions to the scope of the Occupational Health and Safety Management System. This holistic approach ensures consistent health and safety measures across all aspects of our business operations, aligning with legal requirements and organizational values.</p>

Environmental disclosures	Disclosure title	Response
Occupational health and safety		
GRI 403-2: Hazard identification, risk assessment, and incident investigation	a. Processes used to identify work-related hazards and assess risks	<p>ServiceNow implements robust processes to identify and mitigate work-related hazards for both employees and workers under its control. These processes comply with legal requirements and international standards.</p> <p>Regular hazard identification and risk assessments are conducted during daily checks, scheduled inspections, and audits by trained personnel. OHS program coordinators ensure ongoing training for competency.</p> <p>Non-routine assessments address immediate mitigation and systemic improvements to minimize future risks. The results feed into the continual improvement of our Occupational Health and Safety Management System.</p>
	b. Processes for workers to report work-related hazards and hazardous situations	<p>ServiceNow has established robust mechanisms to ensure employees and non-employee workers operating under our control can report work-related hazards and hazardous situations safely and effectively. These processes include:</p> <ul style="list-style-type: none"> • A dedicated online portal and mobile application are available for workers to report hazards, unsafe conditions, or near-misses in real time. • Anonymous reporting options are provided to encourage open communication without fear of identification. • Workers can report hazards directly to supervisors, managers, or safety representatives. • A designated hotline is available 24/7 to handle urgent security and safety concerns. • Regular safety committee meetings allow workers to voice concerns and report hazards in a structured and supportive environment. • Toolbox talks and site safety huddles include open discussions to address immediate safety concerns. <p>Workers are educated during onboarding and periodic training sessions on how to identify and report hazards effectively.</p>
	c. Policies and processes for workers to remove themselves from work situations	<p>ServiceNow is committed to a safe and healthy work environment. Workers, including employees and non-employees, can remove themselves from any situation they believe could cause injury or ill health. This right is part of our Occupational Health and Safety (OHS) policies and reinforced through regular training and communication. Processes for removing workers from unsafe situations include:</p> <ul style="list-style-type: none"> • Immediate Withdrawal: Workers can immediately leave situations they perceive as risky. • Risk Assessment and Mitigation: Qualified personnel investigate reported situations to assess and eliminate risks before work resumes. • Support Systems: Workers have access to counseling, training, and additional resources to ensure their safety and confidence. <p>To protect workers who stop unsafe work or report hazards, the company has implemented safeguards:</p> <ul style="list-style-type: none"> • Prohibition of Retaliation: Intimidation, retaliation, or adverse action against workers for reporting hazards or refusing unsafe work is strictly prohibited and subject to disciplinary action. • Legal and Ethical Safeguards: Policies comply with legal standards and industry best practices to ensure fair treatment. • Supportive Environment: Workers are regularly reminded of their rights, and management is trained to respond constructively to safety concerns. <p>To ensure these policies are effective, the organization monitors:</p> <ul style="list-style-type: none"> • Incident and Complaint Reports: Trends are analyzed to identify gaps in safety protocols or worker protections. • Worker Feedback: Regular surveys and feedback mechanisms allow workers to share their experiences and suggest improvements. • Policy Reviews: Policies are reviewed periodically to align with evolving safety standards and legal requirements.



Environmental disclosures	Disclosure title	Response
Occupational health and safety		
GRI 403-2: Hazard identification, risk assessment, and incident investigation	d. Processes used to investigate work-related incidents	<p>Our worker participation processes comply with local, national, and international labor and safety regulations. We collaborate with recognized worker representatives who contribute to safety decision-making and policy development.</p> <p>Workers are directly involved in hazard identification, risk assessments, and control measures, ensuring their insights are incorporated into our safety practices. OHS committees at organizational and site levels, comprising management, workers, and safety officers, meet regularly to discuss safety issues, propose improvements, and review performance.</p> <p>Workers participate in:</p> <ul style="list-style-type: none"> • Hazard identification and risk assessment activities • Incident investigations and audits • Decision-making regarding contractor selection and outsourcing • Training sessions and workshops to enhance their skills and knowledge
GRI 403-3: Occupational health services	a. Description	Workplace health and safety
GRI 403-5: Worker training on occupational health and safety	a. Description of any occupational health and safety training	ServiceNow's comprehensive OHS training program ensures the safety of all employees and non-employees under our control. Training needs are identified through risk assessments, incident reviews, and worker feedback. The program covers general safety practices, specific hazard mitigation, and emergency response, led by certified trainers and tailored to roles. Sessions are offered in multiple languages with visual aids, and annual refreshers and updates are provided as needed. Training is free, conducted during paid work hours, and mandatory when required, with compensation for those attending outside regular hours. Effectiveness is evaluated through assessments, feedback, and performance monitoring to ensure continuous improvement.
GRI 403-6: Promotion of worker health	a. Workers' access to non-occupational medical and healthcare services b. Voluntary health promotion services and programs	ServiceNow provides medical coverage and risk protection to employees through contracted vendors or the government, which varies by country.
GRI 403-7: Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	a. Approach to preventing or mitigating significant negative occupational health and safety impacts	ServiceNow integrates OHS principles into all business relationships to prevent and mitigate risks linked to our operations, products, and services. We conduct regular OHS risk assessments across our value chain and require compliance with our standards. Business partners receive clear guidelines, training, and support to ensure safe practices and manage high-risk activities. Ongoing audits, site visits, and performance reviews identify non-compliance, with corrective actions implemented as needed. We engage partners in open communication and industry initiatives to foster a culture of safety and accountability.
GRI 403-8: Workers covered by an occupational health and safety management system	a. Covered and internally audited or certified by external party b. Workers excluded from disclosure	<p>ServiceNow ensures comprehensive coverage under an Occupational Health and Safety (OHS) management system aligned with recognized standards and legal requirements:</p> <ul style="list-style-type: none"> • 100% of employees and 100% of non-employees (contractors and other workers under organizational control) are covered by the system. • 100% of workers are included in internally audited processes, following robust internal standards. • 100% of workers are covered by a system that is audited. • 100% of operational sites are included, with high-risk areas prioritized for certification and monitoring. <p>ServiceNow is committed to transparency in reporting on our OHS management system. Our previous disclosures have provided comprehensive information on worker coverage and the scope of internal and external audits. Currently, there are no additional exclusions or omissions to report. All relevant data has been fully presented in our prior communications. We remain dedicated to maintaining comprehensive and inclusive OHS practices and will continue to provide transparent updates in future disclosures.</p>

Environmental disclosures	Disclosure title	Response
Occupational health and safety		
GRI 403-8: Workers covered by an occupational health and safety management system	c. Contextual information	<p>ServiceNow's OHS management system aligns with recognized standards and legal requirements. Here's a concise overview:</p> <p>Standards and Guidelines:</p> <ul style="list-style-type: none"> • Legal Requirements: Complies with national and local workplace health and safety regulations. • Recognized Standards: Adheres to international standards like ISO 45001. <p>Methodologies:</p> <ul style="list-style-type: none"> • Data Collection: Includes all employees and non-employees (contractors, temporary staff) under ServiceNow's control. • Coverage Assessment: Evaluates worker inclusion in the OHS system, distinguishing between fully covered, internally audited, and externally audited or certified systems. <p>Assumptions:</p> <ul style="list-style-type: none"> • Control Definition: Direct oversight or authority over work and workplace environment. • Worker Inclusion: All individuals under ServiceNow's control are included in coverage assessments.
Training and education		
GRI 404-1: Average hours of training per year per employee	a. Average hours of training	<p>13.2* hours per employee</p> <p>* In the previous year (FY23 data), ServiceNow calculated employee training hours based on estimated course duration time. In 2024, we updated methodology to calculate employee training hours using actual time spent per course.</p>
GRI 404-2: Programs for upgrading employee skills and transition assistance programs	a. Type and scope of programs implemented and assistance provided to upgrade employee skills	<p>ServiceNow offers a variety of programs for upgrading employees' skills, including:</p> <ul style="list-style-type: none"> • New Hire Onboarding • Launchpad Academy (early in career program) • Executive Coaching • Skills-based Coaching • Mentoring • Udemy • Aspire to Manage • Manager Excellence <p>ServiceNow offers tuition reimbursement to help employees achieve their lifelong learning goals. We provide financial assistance for higher education, degree programs, and certain professional certifications, up to \$5,250 per calendar year (amount varies by country).</p> <p>Our people (Do your best work)</p>
GRI 404-3: Percentage of employees receiving regular performance and career development reviews	a. Percentage of total employees by gender and by employee category	100% of all eligible regular employees
Diversity and equal opportunity		
GRI 405-1: Diversity of governance bodies and employees	a. Governance bodies	Proxy Statement (Nomination Process and Nominees)
	b. Employees by employee category	Human capital
GRI 405-2: Ratio of basic salary and remuneration of women to men	a. Ratio of the basic salary and remuneration of women to men	Fair wage practices
	b. Significant locations of operations	



Environmental disclosures	Disclosure title	Response
Local communities		
GRI 413-1: Operations with local community engagement, impact assessments, and development programs		
	a. Percentage of operations with implemented local community engagement, impact assessments, and/or development programs	Double materiality sustainability topics
GRI 415-1: Political contributions	a. Total monetary value of financial and in-kind political contributions b. Estimation monetary value of in-kind contributions	In 2024, ServiceNow made no direct corporate political contributions in the U.S. to any candidate, political party, ballot initiative or campaign, political action committee, or 527 organization. ServiceNow is a member of the industry associations identified below, which allocate a percentage of their membership dues used for political purposes: <ul style="list-style-type: none">• Business Roundtable - \$300,000 / 60%• Business Software Alliance – \$500,000 / 15%• Information Technology Industry Council - \$125,000 / 17.5%• National Cybersecurity Alliance - \$30,000 / 33%• Finally, ServiceNow made no donations to 501(c)4 organizations in 2024. Policy on Corporate Political Contributions and Industry Associations
Marketing and labeling		
GRI 417-2: Incidents of non-compliance concerning product and service information and labeling	a. Incidents of non-compliance concerning product and service information and labeling: total number of incidents of non-compliance b. Incidents of non-compliance concerning product and service information and labeling: statement for non-compliance	To date, the organization has not identified any noncompliance with regulations or required government codes concerning product and service labeling requirements.
GRI 417-3: Incidents of non-compliance concerning marketing communications	a. Statement for non-compliance b. Total number of incidents of non-compliance	The organization has not identified any noncompliance with regulations or voluntary codes concerning marketing communications during the reporting period.
Customer privacy		
GRI 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	a. Total number of substantiated complaints b. Total number of identified leaks, thefts, or losses of customer data c. Statement for no identified complaints	In 2024, ServiceNow did not receive a written statement from a competent authority or similar official body alleging a breach of customer privacy or losses of customer data, and no legitimate, legal complaint alleging a breach of customer privacy or losses of customer data was filed against ServiceNow.



Task Force on Climate-related Financial Disclosure (TCFD)

ServiceNow discloses on the recommendations of the Task Force on Climate-related Financial Disclosure (TCFD). Unless otherwise noted, data reported covers Jan. 1, 2024–Dec. 31, 2024.

Topic and focus area	Disclosure focus	Disclosure	Reference
Governance			
a. Board oversight	Disclose details of the process by which the board is informed of, and manages, climate-related risks and opportunities.	<ul style="list-style-type: none"> The Nominating and Governance Committee oversees and periodically reviews our environmental, social, governance activities, programs, and public disclosures, including in light of any feedback received from shareholders. The Audit Committee assists the Board of Directors in its oversight of the Company's compliance with legal and regulatory requirements and the Company's enterprise risk management framework. The Board of Directors is responsible for overseeing the Company's risk management program. At least annually, the Board reviews with management the enterprise risk profile, noting the highest areas of risk and the controls in place to mitigate those risks on an enterprise-wide basis. This oversight is conducted through periodic briefing and information sessions, as well as the annual risk assessment. 	Nominating Governance Committee Charter Audit Committee Charter Proxy Statement (Board and Corporate Governance Matters)
b. Management's role	Disclose details of the process by which management is informed of, and manages, climate-related risks and opportunities.	<ul style="list-style-type: none"> Management is responsible for fostering a strong risk management culture, overseeing risk identification and controls, aligning risks with company strategy, and updating the Board on risk oversight activities. Management participates in a semi-annual risk assessment to identify and mitigate significant and emerging risks, reporting to the Board at least annually. Climate-related risks and opportunities are assessed every two years through a quantitative climate scenario analysis and monitored within ServiceNow's Enterprise Risk Management (ERM) framework. This framework, conducted annually, measures impact severity and likelihood. 	CDP (3.1, 4.3.1) Proxy Statement (Board and Corporate Governance Matters)

Topic and focus area	Disclosure focus	Disclosure	Reference
Strategy			
a. Climate-related risks and opportunities over the short, medium, and long-term	Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	<ul style="list-style-type: none"> In 2024, we conducted a quantitative climate scenario analysis to evaluate all of our offices and data centers that were in operation in 2023. We focused on four key climate risks affecting our operations over the short-, medium-, and long-term: physical risks (heat stress and flooding) and transition risks (carbon pricing and energy costs). This analysis built upon the risks identified through our qualitative climate scenario analysis conducted in 2023. The quantitative climate scenario analysis conducted in 2024 revealed that physical and transitional risks are not currently substantive to our business over the short-, medium-, and long-term. In 2025, the climate scenario analysis will be refreshed to assess additional impact factors for higher-priority opportunities that ServiceNow aims to quantify. The qualitative climate scenario analysis conducted in 2023 identified three potential opportunities for ServiceNow over the short-, medium-, and long-term: 1) increased customer demand for sustainable products and services, 2) cost reduction through renewable energy adoption, and 3) enhanced reputation from climate action. However, these opportunities are not anticipated to have a substantive effect on ServiceNow. 	CDP (2.2.1, 2.2.2, 3.1, 3.6) Climate Scenario Analysis
b. Impact on business, strategy, and financial planning	Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning	<ul style="list-style-type: none"> The process for identifying the impact of climate-related risks and opportunities includes 1) quantitative climate scenario analysis conducted every two years and 2) monitoring of climate-related risks and opportunities from the quantitative climate scenario analysis within ServiceNow's Enterprise Risk Management (ERM) framework conducted annually. The annual ERM framework involves the assessment, review, and research of customer, employee, supplier, and investor concerns, peer group strategies, and regulatory developments. From that, risk matrices to correlate exposure with our business's vulnerability or preparedness is developed. The risk matrices and correlated exposure are refreshed for climate-related risks and opportunities every two years when the quantitative climate scenario analysis is conducted. Climate-related risk and opportunity owners, together with subject matter experts, participate in an annual assessment under the ERM framework to evaluate potential impacts on ServiceNow's strategic objectives. This includes reviewing the effectiveness of existing strategies and identifying appropriate responses. 	CDP (2.2.2, 5.3)
c. Scenario analysis and resilience strategy	Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	<ul style="list-style-type: none"> After assessing our exposure to physical and transitional risks, our current resilience and continuity-planning processes for critical infrastructure and operations indicate that ServiceNow's climate-related risks are low. We plan to conduct a quantitative climate scenario analysis every two years to monitor any increase in risk exposure or impact on our business. In 2024, we conducted a quantitative climate scenario analysis on prioritized physical risks (heat stress and flooding) and transitional risks (carbon pricing and energy cost) under different climate scenarios. We used 1.5°C and 4°C scenarios to identify and assess climate-related risks and opportunities based on the likelihood and potential severity of events. This analysis informed our business decision-making and long-term planning. To review vulnerabilities and mitigation strategies for these prioritized risks, we conducted interviews with business units. In 2023, we prioritized 16 high-risk locations (three offices and 13 data centers) and further analyzed each location's sensitivity to water stress and our ability to adapt using findings from the water risk assessment (based on 2.4°C and 4°C temperature increases with 2030 and 2040 time horizons). In 2025, we will conduct a refreshed water risk vulnerability assessment to ensure we continue monitoring our risks effectively. 	CDP (5.1, 5.1.1, 5.1.2) Climate and Energy Water



Topic and focus area	Disclosure focus	Disclosure	Reference
Risk management			
a. Process for identifying and assessing climate-related risks	Summarize the enterprise's current risk assessment framework and introduces climate-related risks.	<ul style="list-style-type: none"> Climate-related risks and opportunities are integrated into the annual ServiceNow's ERM framework. The quantitative climate scenario analysis evaluates the likelihood and impact of each physical risk, considering short- (2030), medium- (2050), and long- (2100) term and regulatory, operational, reputational, employee, and marketplace impacts. Using ERM's scales for impact severity and likelihood, inherent risk ratings are established. Risks are deemed substantive when the likelihood of impacting our operations is very high or high. For transitional risks, we use short- (2030), medium- (2040), and long- (2050) term. Control effectiveness and mitigations are applied to each risk to determine a residual risk rating and identify improvement opportunities. Risks are continually added to our risk register and risk universe. 	CDP (2.2.1, 2.2.2)
b. Process for managing risk	Describe organization's process for managing climate-related risks.	<ul style="list-style-type: none"> Climate-related risks and opportunities owners, typically leaders and managers of key business functions, develop strategies and mitigation plans and incorporate them into their strategy planning in line with the company's priorities and objectives. 	CDP (2.2.1, 2.2.2) Climate and Energy
c. Integration into overall risk management	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	<ul style="list-style-type: none"> Climate-related risks identified during the quantitative climate scenario analysis conducted every two years, and the annual assessment, are integrated into the ERM framework and are mapped to other strategic, operational, financial, regulatory, reputational, and IT and security risks, and are subject to the same oversight and controls. Through the double materiality assessment (DMA), climate and energy is identified as a tier 1 (high impact on business, society, and environment) sustainability material topic. As part of the DMA, climate-related risks and opportunities are monitored and assessed as part of a multi-disciplinary, enterprise-wide risk management process, ensuring that climate-related risks and opportunities are proactively reviewed. Policies and procedures are in place to manage business continuity risks, with the Board and management oversight. Climate-related risk and opportunity owners develop strategies and mitigation plans, integrating them into their strategy planning in line with the company's priorities and objectives. 	CDP (2.2.1, 2.2.2) Business continuity
Metrics and targets			
a. Metrics	Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	<ul style="list-style-type: none"> Greenhouse gas emissions, water, and waste data, where available, are used to assess climate-related risks and opportunities. 	CDP (7.53, 7.53.1, 7.53.2, 9.2.2) Climate and Energy Waste
b. Scopes 1, 2, and 3 emissions	Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	<ul style="list-style-type: none"> Scope 1, 2, and 3 GHG emissions and climate-related risks are disclosed annually in the Global Impact Report and CDP Corporate Questionnaire. 	CDP (7.6, 7.7, 7.8) Greenhouse gas emissions
c. Targets	Describe the targets used by the organization to manage climate-related risks and opportunities, and performance against targets.	<ul style="list-style-type: none"> Climate-related risks and opportunities and performance against the targets are disclosed annually in the Global Impact Report and CDP Corporate Questionnaire. 	CDP (7.53, 7.53.1, 7.53.2) Climate and Energy Climate Transition Plan

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