

Environmental Sustainability Policy

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1. Purpose & Scope

1.1. Purpose

Our purpose at ServiceNow is to make the world work better for everyone. As part of that, we are committed to operating our business in an environmentally sustainable way. Sustainability and environmental protection are more than just priorities; they are core to our vision and strategy. As a global organization we understand that environmental responsibility starts within our operations and extends through our supply chain.

1.2. Scope

This Policy applies to all employees, contingent workers, suppliers, and business contractors.

2. Program Governance

The following table identifies the roles for enforcing, distributing, and adhering to this policy.

Role	Responsibility
ESG Executive Sponsor, Chief Financial Officer	Executive Sponsor for ESG Programs, Incorporating ESG into our vision to become the defining enterprise software company of the 21st century
Environmental Sustainability Program	Lead all decarbonization programs across the organization including our supply chain
ESG Steering Committee	Oversees ServiceNow's global impact (ESG) strategy, goals, progress
ESG Business Owners	Lead ServiceNow's top global impact initiatives across strategy pillars

Table 1. Roles & Responsibilities

3. Policy

3.1. Our Approach

Our environmental efforts and reporting are grounded in science. We monitor, collect, and calculate all relevant energy and carbon dioxide emission data related to scope 1, 2 and 3 emissions. Our calculations are verified by a third party using the GHG Protocol Corporate Standard.

We report on progress toward our environmental targets annually in our [Global Impact Report](#) where we consider recommended disclosures from the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB) Software and IT Services Standard. We also align to the Taskforce on Climate-related Financial Disclosure (TCFD).

3.2. Our Commitments

In 2021, our science-based targets were approved by the Science Based Targets initiative (SBTi), a partnership that defines and promotes best practice in science-based target setting and independently assesses companies' reduction targets. Our near-term science-based targets are as follows:

- To reduce absolute scope 1 and 2 GHG emissions 70% by 2026 from a 2019 base year.
- To reduce scope 3 GHG emissions from business travel and employee commuting 40% per unit of value added with the same timeframe.
- To have 65% of our suppliers by spend, covering purchased goods and services and capital goods, commit to science-based targets by 2026.

We seek to be a leader in our sector and to reflect this, in addition to our commitment to science-based targets, we have also committed to achieve Net-Zero greenhouse gas emissions by 2030. Along with our targets, commitments, and goals, and in line with international good practice standards, our principal objectives are to:

- Monitor and report progress against our targets annually in our [Global Impact Report](#), through our annual CDP submission and directly to customers, when requested. We will encourage our suppliers to report their environmental footprint and targets through CDP as well.
- Comply with all relevant environmental legislation, regulations and other obligations applied to our operations. We require our suppliers and contractors to do the same.
- Continually improve our environmental programs across our operations and supply chain through:
 - Improving our data collection and reporting methodologies.
 - Transitioning to purchasing clean and renewable energy where available.
 - Encouraging efficient use of energy and resources in our operations and across our supply chain.
- Educate and train applicable stakeholders to influence and improve the impact ServiceNow has on the environment. We will do this by:
 - Encouraging energy, resource, and environmental awareness among our employees through appropriate communication and training programs.
 - Developing a low carbon supply chain by preferencing suppliers who have set their own science-based targets.

These commitments are upheld by the Chief Financial Officer, as the executive sponsor for all ESG programs, and our Vice President, Global Sourcing and Workplace Services, with the support of the ServiceNow environmental sustainability team.