

SERVICENOW'S COMMITMENT AGAINST SLAVERY AND HUMAN TRAFFICKING

Founded in 2004, ServiceNow delivers digital workflows that create great experiences and unlock productivity. We believe in the power of technology to reduce the complexity in our jobs and make work, work better for people. Our cloud-based platform and products streamline and simplify how work gets done. We are headquartered in Santa Clara, California, with subsidiaries and affiliates around the world.

At ServiceNow, we are committed to the highest standards of legal and ethical business conduct and we take these responsibilities extremely seriously. ServiceNow is a purchaser of goods and services which are required to operate our business. We therefore work closely with our business partners and suppliers to assess their supply chain practices to ensure that they reflect our ethical standards and values and to protect against modern slavery and human trafficking.

ServiceNow fully supports the elimination of modern slavery and human trafficking as set forth in the UN Declaration of Human Rights. As a global organization, we are committed to abiding by applicable laws and regulations, as well as doing our part to actively prohibit slavery and human trafficking within our influence, to include our business, business partners and supply chain.

ServiceNow's commitment to this charge is reflected in our comprehensive set of policies and procedures, including our [Code of Conduct and Ethics Policy](#) ("Ethics Policy"), which also summarizes our collective set of values for ServiceNow and its business partners. ServiceNow personnel are expected to uphold the human rights of anyone with whom we interact and to report suspected violations as established in our Ethics Policy and our Whistleblower and Complaint Policy. We consider the disclosure of such violations to be paramount in the fight against slavery and human trafficking and the efforts to eliminate such crimes.

SERVICENOW POLICIES ON SLAVERY AND HUMAN TRAFFICKING

ServiceNow evaluates its supply chain to identify any business partners and suppliers that pose risks for illegal or unethical behavior such as engaging in human trafficking, slavery or other human rights violations.

ServiceNow has established the following initiatives to help prevent forced labor, slavery, human trafficking and other human rights violations:

- ServiceNow requires its partners to agree to the principles embodied within our Partner Code of Conduct ("Partner Code"). The ServiceNow Partner Code requires partners to comply with all applicable laws and regulations, including foreign and domestic labor laws and standards.
- ServiceNow also expects suppliers to embrace ServiceNow's commitment to integrity and ethics. ServiceNow performs risk assessments on our suppliers and business partners to ensure due diligence is in place to prevent and mitigate risks of modern slavery and human trafficking in our supply chain.
- ServiceNow personnel are trained at regular intervals on the principles embodied within ServiceNow's Ethics Policy. Importantly, ServiceNow employees are held accountable for their actions and are subjected to disciplinary action for failing to adhere to company standards.

This statement is made pursuant to Section 54 of the Modern Slavery Act 2015 and constitutes ServiceNow's slavery and human trafficking statement for the fiscal year 2018. For further information about

ServiceNow's commitment against anti-slavery and human trafficking, please contact the ServiceNow Compliance Team (legal_compliance@servicenow.com) or ServiceNow's Ethics Hotline at:

<https://secure.ethicspoint.com/domain/media/en/gui/48988/index.html>.

This statement has been approved by the Board of ServiceNow UK Limited.

June 25, 2019

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Mark Cockerill

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Mark Cockerill

Director, ServiceNow UK Limited