



FEBRUARY 1, 2021 - JANUARY 31, 2022

# FY22 Stakeholder Impact Report Summary


## Moving forward, together.

We've navigated unimaginable challenges, and we've also witnessed unprecedented innovation and transformation.

**We are committed to bringing the full power of Salesforce to build a better future that works for everyone.**

At Salesforce, we strive to embody stakeholder capitalism – a commitment to serve all stakeholders, including shareholders, customers, employees, partners, the planet and the communities in which we work and live. We believe that the business of business is improving the state of the world. It starts with trust, our number one value. And the key to trust is transparency.

That's why each year we produce this comprehensive Stakeholder Impact Report so that our key stakeholders can stay informed and track our progress.

A circular illustration of a mountain landscape with green trees and a white mountain peak. A white speech bubble is overlaid on the right side of the illustration.

**At Salesforce, we have a vision for how the future works. And it requires all of us to transform for the new world we're in.**

# FY22 Report Highlights



## Tech

### For Good

Addressed global challenges through new innovations, like Net Zero Cloud and Safety Cloud



## 100%

### Renewable Energy Sourced

And net zero residual emissions across our full value chain



## 50.7%

### Representation

Of U.S. employees as members of underrepresented groups

(Women, Black, Latinx, Indigenous, Multiracial, LGBTQ+ employees, People with Disabilities, and Veterans)



## \$1.87B+

### In FY22

Contributed to the global community in donated and discounted technology



## \$100M+

### In FY22

Contributed to support our partners and communities around the world through grants and gifts



## 43.5M

### Trees

Contributed to date toward our goal to conserve, restore, and grow 100 million trees by 2030



# Reporting Scope and Methodology



**Each year, we publish a comprehensive Stakeholder Impact Report so that our stakeholders can stay informed and track our progress on key environmental, social, and governance (ESG) topics.**

As long-time proponents of stakeholder capitalism, we believe that organizations should have a mechanism to integrate ESG into their business practices and to communicate their impact, positive or negative, to their stakeholders. We believe that comparable, consistent, decision-useful, and verified ESG disclosure has the potential to accelerate markets toward stakeholder capitalism. We are encouraged by the growing convergence of ESG reporting frameworks and standards and are supportive of initiatives that push closer to a global standard.

## Reporting Framework

The contents of this report are informed by regular ESG materiality assessments, which identify key topics that are most important to our stakeholders and to our success as a business. This report is also informed by leading ESG disclosure frameworks and standards. We incorporate the [Sustainable Development Goals](#) (SDGs) into our existing reporting processes to demonstrate our active participation as a business in advancing these goals.

## ESG Reporting Governance

This report is reviewed by our Legal and SEC Reporting teams to ensure it is consistent with our other SEC filings and that data contained in the report can be traced back to internal or external records. The SEC Reporting team reviews this report using the same procedures as they do with our 1934 Securities Exchange Act filings. Our ESG Steering Committee oversees our overall ESG disclosure strategy. Our Board of Directors provides oversight over ESG issues overall at Salesforce.

# Reporting Scope and Methodology



## Third-Party Verification

We believe building trust with our stakeholders includes a credible ESG reporting process that will deliver actionable, transparent, consistent, re-performable, and verifiable metrics. Since FY18, we have engaged Ernst & Young LLP (EY), an independent third party, to provide a limited assurance review over selected ESG data. The scope of EY's review has expanded over time and in FY22 includes our [Schedules of Environmental, Equality, and Social Value Metrics](#). We will continue to identify and explore opportunities for expanded third-party review, and we encourage others to do the same. For complete FY22 and historical ESG metrics with references to frameworks and standards we support, please see [ESG Metrics and Indicators](#).

## ESG Metrics and Indicators

We enhance the trust of our stakeholders by transparently disclosing our ESG policies and metrics.

Our voluntary reporting is informed by the following frameworks:

- The [Sustainability Accounting Standards Board \(SASB\)](#) Sustainability Accounting Standard for the Technology & Communications Sector, Software & IT Services industry (Version 2018-10)
- The Financial Stability Board [Task Force on Climate-related Financial Disclosures](#) (TCFD)
- The [Global Reporting Initiative \(GRI\)](#) GRI Standards
- The Ten Principles of the [United Nations Global Compact \(UNGC\)](#)
- The [World Economic Forum – International Business Council's Stakeholder Capitalism Metrics \(SCM\)](#)

**Salesforce supports the continued convergence of ESG standards, frameworks, and principles to promote increased corporate transparency and comparability.**

# ESG Metrics and Indicators

## Company Overview

Framework Key

● GRI ● SASB ● UNGC ● SCM

Performance Indicator	FY22	FY21	FY20	Framework
Organization name	Salesforce, Inc.			● GRI 102-1
Primary brands, products, services	<a href="#">Salesforce Products</a>			● GRI 102-2
Location of headquarters	San Francisco			● GRI 102-3
Countries of operations	<a href="#">Global Offices</a>			● GRI 102-4
Ownership and legal form	<a href="#">Salesforce Form 10-K</a>			● GRI 102-5
Markets served	<a href="#">Salesforce Form 10-K</a>			● GRI 102-6
Total revenue (in millions)	\$26,492	\$21,252	\$17,098	● GRI 102-7, 201-1
Geographic revenue split:				● GRI 102-7
Americas	68%	69%	71%	
Europe	23%	21%	20%	
Asia Pacific	9%	10%	9%	
R&D investment (in millions)	\$4,465	\$3,598	\$2,766	● Prosperity – Innovation in better products and services
Commitment to stakeholder capitalism	<a href="#">Stakeholder Capitalism</a>			● Governance – Governing Purpose
Key stakeholders	Stockholders, customers, employees, partners, the planet and the communities in which we work and live.			● GRI 102-40
Fiscal year (FY)	February 1, 2021 – January 31, 2022			● GRI 102-50
Report cycle	Annual			● GRI 102-52
Report contact	CRImpact@salesforce.com			● GRI 102-53

# ESG Metrics and Indicators

## Environment

Framework Key

● GRI ● SASB ● UNGC ● SCM

Performance Indicator	FY22	FY21	FY20	Framework
<b>Strategy and Management</b>				● Principles 7, 8
Discussion of climate-related governance, risks, opportunities, and strategy	<a href="#">Salesforce TCFD Report</a>			● GRI 102-15, 201-2 ● TC-SI-130a.3
Discussion of climate action and net zero strategy	<a href="#">Salesforce Climate Action Plan</a>			● GRI 305-5, 308-1
Environmental policy	<a href="#">Global Environmental Policy</a>			
<b>Absolute Emissions Reduction Target <sup>1</sup></b>				● Principle 8 ● Planet – Climate Change
Scope 1, scope 2 location-based methodology (LBM), and scope 3 emissions absolute reduction				
Base year	FY19			
Target year (near term/long term goal)	FY31/FY41			
Target (near term/long term goal)	50%/100%			
Reduction (increase)	(20.3%)	(4.5%)	(12.3%)	
<b>Science Based Targets (SBTs)</b>				● Principle 8 ● Planet – Climate Change
Scope 1 and scope 2 market-based methodology (MBM) emissions reduction				
Base year	FY19			
Target year	FY31			
Target	50%			
Reduction achieved	43.6%	47.9%	13.5%	
Scope 3 – fuel and energy related activities reduction <sup>1</sup>				
Base year	FY19			
Target year	FY31			
Target	50%			
Reduction achieved	20.8%	41.7%	25.0%	
Scope 3 – supplier engagement <sup>1</sup>				
Target year	FY25			
Coverage	Suppliers representing 60% of applicable scope 3 emissions			
Percentage of applicable scope 3 emissions from suppliers with SBTs	16.0% ♦	15.0%	3.0%	

♦ Limited assurance review by Ernst & Young LLP. For additional details and methodology, please see the [Schedules of Selected Environmental, Equality, and Social Value Metrics](#).

<sup>1</sup> Prior period numbers have been updated based on revised methodology utilized in fiscal 2023.

# ESG Metrics and Indicators

## Environment

Framework Key

● GRI ● SASB ● UNGC ● SCM

Performance Indicator	FY22	FY21	FY20	Framework
<b>Net Zero Residual Greenhouse Gas Emissions (metric tonnes CO<sub>2</sub>e)</b>				<ul style="list-style-type: none"> <li>● GRI 305-1, 305-2, 305-3</li> <li>● Planet – Climate Change</li> </ul>
Scope 1	6,000 ♦	1,000	6,000	
Scope 2 (LBM)	286,000 ♦	292,000	291,000	
Impacts of contractual instruments and MBM emissions factors	(200,000) ♦	(208,000)	(156,000)	
Scope 2 (MBM)	86,000 ♦	84,000	135,000	
Total emissions from operations (MBM)	92,000 ♦	85,000	141,000	
Upstream scope 3 emissions <sup>1</sup>				
Purchased goods and services	761,000 ♦	603,000	555,000	
Capital goods	67,000 ♦	54,000	73,000	
Fuel and energy-related activities	38,000 ♦	28,000	36,000	
Upstream transportation and distribution	4,000 ♦	3,000	2,000	
Business travel	16,000 ♦	21,000	122,000	
Employee commuting	2,000 ♦	7,000	36,000	
Work from home	24,000 ♦	19,000	0	
Upstream leased assets	16,000 ♦	36,000	47,000	
Downstream scope 3 emissions <sup>1</sup>				
Use of sold products	27,000 ♦	27,000	22,000	
Downstream leased assets	2,000 ♦	0	0	
Investments	47,000 ♦	34,000	19,000	
Total emissions from operations and value chain	1,096,000 ♦	917,000	1,053,000	
Removal carbon credits	(172,000) ♦	(17,000)	0	
Avoidance carbon credits	(924,000) ♦	(280,000)	(283,000)	
Net residual emissions	0 ♦	620,000	770,000	
<b>Energy</b>				<ul style="list-style-type: none"> <li>● GRI 302-1, 302-2, 302-4, 305-2</li> <li>● TC-SI-130a.1</li> </ul>
100% Renewable energy target				
Target year	FY22			
Percentage of total global electricity procured from renewable energy resources	100% ♦	75%	63%	

♦ Limited assurance review by Ernst & Young LLP. For additional details and methodology, please see the [Schedules of Selected Environmental, Equality, and Social Value Metrics](#).

<sup>1</sup> Prior period numbers have been updated based on revised methodology utilized in fiscal 2023.

# ESG Metrics and Indicators

## Environment

Framework Key

● GRI ● SASB ● UNGC ● SCM

Performance Indicator	FY22	FY21	FY20	Framework
Total electricity consumption (MWh)	771,000	746,000	659,000	
Office electricity	6%	8%	10%	
Data center electricity	94%	92%	90%	
Total energy consumption (MWh)	826,000	777,000	710,000	
Office energy	9%	10%	12%	
Data center energy	88%	89%	87%	
Other fuels and energy sources	3%	1%	1%	
Electricity mix location-based methodology (all facilities)				
Clean and renewable	12%	12%	9%	
Hydro	5%	5%	5%	
Nuclear	25%	25%	23%	
Natural gas	33%	32%	32%	
Coal	24%	24%	28%	
Other fossil fuels	1%	2%	3%	
Electricity mix location-based methodology (data centers)				
Clean and renewable	12%	12%	9%	
Hydro	4%	4%	4%	
Nuclear	26%	26%	24%	
Natural gas	33%	32%	32%	
Coal	24%	24%	29%	
Other fossil fuels	1%	2%	2%	
Electricity mix market-based methodology (all facilities)				
Utility renewable energy tariffs	1%	2%	2%	
Supplier-provided renewable energy	10%	11%	23%	
Indirect large offsite purchases	89%	61%	36%	
Grid-mix renewable energy content	0%	1%	2%	
Grid-mix remainder	0%	25%	37%	
<b>Sustainable Built Environment</b>				
Percentage of space achieved or pursuing green building certification <sup>2</sup>	85%	84%	74%	

<sup>2</sup> Excludes spaces acquired through mergers and acquisitions, which over time, whether through retrofits or reallocation we expect to bring up to our sustainable built environment design standard.



# ESG Metrics and Indicators

## Environment

Framework Key

● GRI ● SASB ● UNGC ● SCM

Performance Indicator	FY22	FY21	FY20	Framework
<b>Platform Performance</b>				<ul style="list-style-type: none"> <li>● GRI 302-3, 305-4</li> <li>● TC-SI-130a.1</li> <li>● Principle 8</li> <li>● Planet – Climate Change</li> </ul>
Average power usage effectiveness (PUE)	1.42	1.39	1.39	
Average carbon usage effectiveness (CUE)	0.52	0.53	0.61	
<b>Trees</b>				<ul style="list-style-type: none"> <li>● GRI 302-1, 302-2, 302-4, 305-2</li> <li>● TC-SI-130a.1</li> </ul>
Goal to support and mobilize the conservation and restoration of trees				
Target	100 million trees			
Target date	FY31			
Current state (million trees)	43.5	10	– 3	
<b>Water</b>				<ul style="list-style-type: none"> <li>● GRI 303-3</li> <li>● TC-SI-130a.2</li> <li>● Principle 8</li> <li>● Planet – Fresh Water Availability</li> </ul>
Total water withdrawn (million gallons) <sup>4</sup>	130	120	164	
In regions with Extremely High baseline water stress	19%	5%	23%	
In regions with High baseline water stress	2%	5%	4%	
In regions with Medium-High baseline water stress	14%	11%	15%	
In regions with Medium-Low baseline water stress	11%	20%	5%	
In regions with Low baseline water stress	54%	59%	53%	

<sup>3</sup> This goal was established in FY20. Therefore, progress is reported beginning in FY21.

<sup>4</sup> Regional baseline water stress calculated via [WRI's Aqueduct Water Risk Atlas v3.0](#).



# ESG Metrics and Indicators

## Social

### Framework Key

● GRI ● SASB ● UNGC ● SCM

Performance Indicator	FY22	FY21	FY20	Framework
<b>Employee Indicators</b>				
Global employees	73,541	56,606	49,703	● GRI 102-7
Americas	62%	64%	65%	
Europe	19%	18%	19%	
Asia Pacific	19%	18%	16%	
Description of systems for managing workforce and risk prevention	<p>With a highly-distributed global workforce, we are able to deliver the highest levels of performance, availability, and security for our customers. Leveraging our own technology and other tools, we can coordinate, collaborate, and create effectively across borders. We recognize the diversity in our global workforce, and ensure we create a strong corporate culture based on our core values: Trust, Customer Success, Innovation, Equality, and Sustainability. We operationalize these values through specific measurable actions around accountability, alignment, transparency, integrity, and experience. Our employee code of conduct, goal planning process, employee surveys, town halls, workforce analytics initiatives, and more allow us to manage and measure our culture and workforce, at scale, while developing local talent pools and reducing risks related to visa controls, relocations, and other business factors that we would face with a workforce tied to a single country or region. Our government affairs teams are also engaged at the local, state, and country levels to lobby for policies that are aligned to our values and business continuity.</p>			● TC-SI-330a.1
Percentage of employees covered by an independent trade union or collective bargaining agreements <sup>1</sup>	0%	0%	0%	● GRI 102-41
<b>Talent Development</b>				
Programs for upgrading employee skills	<p>We offer our employees various talent development programs to create a culture of continuous learning. Learning and development opportunities include Trailhead, our learning platform available for all employees, in-person and virtual classes, guides and workbooks, and more. We also encourage our employees to seek personal and professional development opportunities with external organizations and offer yearly education reimbursement to employees who wish to continue job-related education from accredited institutions or organizations. For example, over 7,600 employees participated in at least one of our professional development training programs in fiscal 2022.</p>			● GRI 404-2 ● Principle 6
Employees appraised via management by objectives <sup>2</sup>	92%	100%	100%	● GRI 404-3

<sup>1</sup> None of our employees in the United States are represented by a labor union. However, employees of certain foreign subsidiaries are represented by works councils.

<sup>2</sup> The appraisal metric is defined as the percentage of employees who participate in our V2MOM organizational alignment process. All 100% of employees are invited and encouraged to complete a V2MOM, but with our rapid growth, 100% compliance is a stretch goal.

# ESG Metrics and Indicators

## Social

### Framework Key

● GRI ● SASB ● UNGC ● SCM

Performance Indicator	FY22	FY21	FY20	Framework
Description of organizational alignment strategy	Alignment and consistent and clear communication are key parts of our employee engagement, especially as we continue to grow. Each year, we complete a corporate V2MOM, which is an internal management tool used to align the Company on our vision, values, methods, obstacles and measures for the upcoming year. All employees are then expected to complete their own V2MOM that aligns with the corporate V2MOM.			
Open positions filled by internal candidates	27%	31%	28%	
Employee engagement <sup>3</sup>	94%	95%	95%	● TC-SI-330a.2
Employee satisfaction <sup>4</sup>	90%	91%	89%	
Employee health, safety, and wellbeing	<a href="#">Camp B-Well</a>			
Commitment to equality	<a href="#">Equality</a>			● Principles 1, 6
<b>Racial Equality and Justice<sup>5</sup></b>				● People – Dignity and Equality
Goal for Underrepresented Group (URG) representation for U.S. technology employees (Women, Black, Latinx, Indigenous, Multiracial, LGBTQ+, People with Disabilities, and Veterans)				
Target	50%			
Target year	FY24			
Current representation	50.7% ♦	47.4%	43.9%	
Target for philanthropic investment in racial equality and justice efforts (millions)	\$200			
Target date	FY26			
Current state	\$87	– 6	– 6	
Target for spend with Black-owned businesses (millions)	\$100			
Target date	FY24			
Current state	\$65	– 6	– 6	

♦ Limited assurance review by Ernst & Young LLP. For additional details and methodology, please see the [Schedules of Selected Environmental, Equality, and Social Value Metrics](#).

<sup>3</sup> The engagement metric is based on ratings from an annual employee survey for the statement 'I am willing to give extra to get the job done.'

<sup>4</sup> The satisfaction metric is based on ratings from an annual employee survey for the statement 'I would recommend Salesforce as a great place to work.'

<sup>5</sup> For details on our strategy to achieve these goals, visit our [Racial Equality and Justice Taskforce](#).

<sup>6</sup> This goal was established in FY21. Therefore, progress is reported beginning in FY22.

# ESG Metrics and Indicators

## Social

### Framework Key

● GRI
 ● SASB
 ● UNGC
 ● SCM

Performance Indicator	FY22	FY21	FY20	Framework
<b>Equality Metrics<sup>7</sup></b>				<span style="color: orange;">●</span> GRI 405-1 <span style="color: teal;">●</span> TC-SI-330a.3 <span style="color: purple;">●</span> People – Dignity and Equality
Global employees by gender				
Female	35.7% ♦	33.7%	33.0%	
Male	64.1% ♦	66.1%	66.8%	
Non-binary	0.2% ♦	0.2%	0.2%	
Global employees by gender (VP+)				
Female	28.5% ♦	25.4%	23.7%	
Male	71.4% ♦	74.4%	76.1%	
Non-binary	0.1% ♦	0.2%	0.2%	
Global employees by gender (Tech)				
Female	26.9% ♦	24.3%	23.5%	
Male	72.8% ♦	75.5%	76.3%	
Non-binary	0.3% ♦	0.2%	0.2%	
Global employees by gender (Non-tech)				
Female	44.3% ♦	41.3%	40.5%	
Male	55.5% ♦	58.4%	59.2%	
Non-binary	0.2% ♦	0.3%	0.3%	
Employees by ethnicity (U.S. only)				
White	55.7% ♦	59.9%	61.6%	
Asian and Indian	25.9% ♦	26.2%	25.6%	
Hispanic and Latinx	5.3% ♦	4.5%	4.3%	
Black	4.8% ♦	3.4%	3.0%	
Two or more races	2.9% ♦	2.8%	2.8%	
Undisclosed	4.8% ♦	2.7%	2.2%	
Hawaiian/Pacific Islander	0.3% ♦	0.3%	0.3%	
American Indian/Alaska Native	0.3% ♦	0.2%	0.2%	

♦ Limited assurance review by Ernst & Young LLP. For additional details and methodology, please see the [Schedules of Selected Environmental, Equality, and Social Value Metrics](#).

<sup>7</sup> Additional data, including disaggregations specific to the U.S. workforce are available at [Equality.com](#).

# ESG Metrics and Indicators

## Social

### Framework Key

● GRI ● SASB ● UNGC ● SCM

Performance Indicator	FY22	FY21	FY20	Framework
<b>Equal Pay</b>				
Equal pay strategy	<a href="#">Equal Pay Strategy</a>			
Completed thorough global equal-pay assessment <sup>8</sup>	Yes	Yes	Yes	● GRI 405-2 ● People – Dignity and Equality
Percentage of employees globally requiring pay adjustments	8.5%	3.5%	7.0%	● People – Dignity and Equality
Adjustments due to unexplained differences among genders	92.0%	81.0%	96.0%	
Adjustments due to unexplained differences across race and ethnicities	8.0%	19.0%	4.0%	
<b>Philanthropy and the 1-1-1 Model<sup>9</sup></b>				
Philanthropic engagement	<a href="#">Philanthropy</a>			
Salesforce.org	<a href="#">Salesforce.org</a>			
Social value methodology <sup>10</sup>	<a href="#">Social Value - Criteria and Methodology</a>			
Donated and discounted product (millions)	\$1,873 ♦	\$1,434	\$1,281	
Grants and gifts (millions)	\$100 ♦	\$97	\$70	
Value of employee volunteering hours (millions)	\$44	\$44	\$46	
Pro bono volunteering (millions) <sup>11</sup>	\$19	\$24	\$19	
Employee inspired volunteering (millions) <sup>12</sup>	\$25	\$20	\$27	

♦ Limited assurance review by Ernst & Young LLP. For additional details and methodology, please see the [Schedules of Selected Environmental, Equality, and Social Value Metrics](#).

8 To conduct the assessment, we group employees in comparable roles and analyze compensation of those groups to determine whether there are unexplained differences in pay. The global assessment considers differences in pay by gender. In the U.S., the assessment also considers differences in pay by race and ethnicity.

9 The donated and discounted products value does not include the Company's products donated or provided at a discount to non-profit customers in the Asia Pacific or Japan regions. It also does not include products provided by the Tableau Foundation, Slack or the Company's services provided for free or at a discount to the general public, such as Trailhead. In addition, the grants and gifts does not include grants or gifts made by Tableau, Slack or any of their employees.

10 Our work as a founding member of Pledge 1% is foundational to our corporate culture and has resulted in a meaningful positive impact on our communities. This program has been ongoing for over 20 years. Beginning in FY20, we have developed a criteria to quantify the aggregated monetary value of our social contributions.

11 The self-reported pro bono volunteering metric is based on self-reported services provided to non-profits by Salesforce employees to help them implement Salesforce solutions and support the professional capacity of the organization (i.e. product implementation, board service, financial or legal counsel). For more details, refer to our [Social Value - Criteria and Methodology](#).

12 The self-reported employee inspired volunteering metric is based on self-reported volunteering by Salesforce employees to non-profits that are meaningful to the Salesforce employee but not related to their professional role at Salesforce (i.e. a web developer volunteering to serve meals at a homeless shelter.) For more details, refer to our [Social Value - Criteria and Methodology](#).

# ESG Metrics and Indicators

## Social

Framework Key

● GRI ● SASB ● UNGC ● SCM

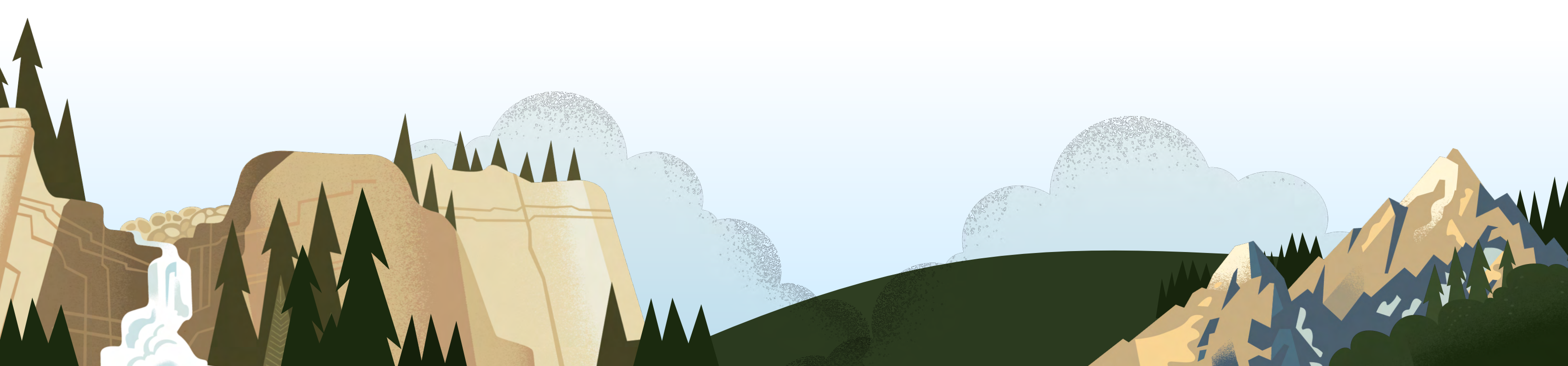
Performance Indicator	FY22	FY21	FY20	Framework
<b>Lifetime Giving Metrics<sup>13</sup></b>				
Employee volunteer hours <sup>14</sup>	6,700,000	5,700,000	4,900,000	
Grants and donations (millions) <sup>15</sup>	\$532	\$427	\$330	
Nonprofit and higher education organizations provided with services for free or at a discount (in partnership with Salesforce.org) <sup>16</sup>	54,600	51,000	46,000	

13 Metrics are lifetime to date as of the fiscal year end.

14 Total lifetime pro bono and employee inspired volunteer hours as of the fiscal year end.

15 Total lifetime grants and donations as of the fiscal year end, together with the Salesforce Foundation, a 501(c)(3) nonprofit organization.

16 Customers as of fiscal year end.



# ESG Metrics and Indicators

## Governance

Framework Key

● GRI ● SASB ● UNGC ● SCM

Performance Indicator	FY22	FY21	FY20	Framework
<b>Corporate Governance</b>				
Governance structure	<a href="#">Corporate Governance Guidelines</a>			● GRI 102-18
Governance body composition	<a href="#">Proxy Statement</a>			● GRI 102-22
Audit committee practices	<a href="#">Audit and Finance Committee Charter</a>			● GRI 102-18
Board compensation practices	<a href="#">Compensation Committee Charter</a>			● GRI 102-35, 102-36
Board nominating practices	<a href="#">Nominating and Corporate Governance Committee Charter</a>			● GRI 102-24
Total executive and non-executive board members	13	11	11	● GRI 102-22
Board average tenure <sup>1</sup>	9.31 years	10.73 years	9.82 years	● GRI 102-22
Independent board members	69%	82%	82%	● GRI 102-22
Board diversity	38%	36%	36%	● GRI 102-22, 405-1
Gender diversity	31%	27%	27%	● GRI 102-22, 405-2
Ethnic diversity	15%	18%	18%	● GRI 102-22, 405-3
Nominating and Governance Committee periodically reviews the Company's environmental, social, and governance initiatives	Yes	Yes	Yes	● GRI 102-29
Board committee dedicated to privacy and ethical use of technology	Yes	Yes	Yes	
Board remuneration disclosure	<a href="#">Proxy Statement</a>			● GRI 102-35
CEO compensation linked to total shareholder return (TSR)	Yes	Yes	Yes	● GRI 102-36
Executive compensation linked to ESG performance	To align and accelerate our ESG initiatives, beginning in fiscal 2023 all executive vice presidents, presidents, and Section 16 officers will have a component of their incentive compensation plans tied to employee diversity and environmental measures.			
Discussion of risks and opportunities	<a href="#">Salesforce Form 10-K</a>			● GRI 102-15
Code of Conduct	<a href="#">Code of Conduct</a>			● GRI 102-16 ● Principle 10
<b>Business Integrity</b>				
Percentage of employees who read and acknowledged the Code of Conduct <sup>2</sup>	100%	100%	100%	● GRI 102-16 ● Principle 10

<sup>1</sup> Director tenure is measured by completed years of service from the initial month of service through the filing of the Company's annual Proxy Statement.

<sup>2</sup> As of fiscal year end.

# ESG Metrics and Indicators

## Governance

### Framework Key

● GRI ● SASB ● UNGC ● SCM

Performance Indicator	FY22	FY21	FY20	Framework
<b>Trust and Security</b>				
Commitment to performance and cybersecurity	Customers entrust us with their most sensitive data, and they expect us to protect it using security risk management practices and advanced systems that respond to the changing security landscape and emerging threats. We have made and will continue to make substantial investments in our cybersecurity programs. We provide an overview of our program, training, best practices for our customers, and information on system status, security issues, and compliance certificates on our website at <a href="https://trust.salesforce.com">trust.salesforce.com</a> .			
System performance and security	<a href="https://trust.salesforce.com">trust.salesforce.com</a>			
Compliance certifications and attestations	Compliance			
Number of data breaches, percentage involving personally identifiable information (PII), number of users affected	Any material breaches would be disclosed in our <a href="#">10-K filing</a> with the SEC. In FY22, there were none.			● TC-SI-230a.1
Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Cybersecurity risk management practices at Salesforce are based on widely adopted industry risk management frameworks and standards (NIST, ISO, etc.), which include identification, assessment, internal reporting, monitoring, and management of risks.			● TC-SI-230a.2
Number of performance issues and service disruptions; total customer downtime	We provide transparency around service availability and performance for Salesforce products at <a href="https://status.salesforce.com">status.salesforce.com</a> .			● TC-SI-550a.1
Description of business continuity risks related to disruption of operations	Business continuity risks are discussed in our <a href="#">Form 10-K</a> filed with the SEC on March 11, 2022.			● TC-SI-550a.2
Commitment to customer privacy	Our customers trust us to help them build meaningful relationships with their own customers. The privacy of the data that we are entrusted to protect is a top priority. Our customer agreements (templates of which are publicly available on our website) and our privacy policies (also publicly available on our website) describe how we safeguard data with an effective privacy and security program. We also offer resources to help our customers operate globally in compliance with privacy laws such as GDPR and CCPA.			● GRI 418-1 ● TC-SI-220a.1 ● Principle 1
Policies and practices related to user privacy	Privacy			● TC-SI-220a.1
Number of users whose information is used for secondary purposes	Salesforce does not use user information for reasons other than those described in our customer agreements (templates of which are publicly available on our website) and our privacy policies (also publicly available on our website)			● TC-SI-220a.2
Total amount of monetary losses as a result of legal proceedings associated with user privacy	Any material losses would be disclosed in our <a href="#">10-K filing</a> with the SEC. In FY22, there were none.			● TC-SI-220a.3
Number of law enforcement requests for user information, number of users whose information was requested, percentage disclosed	Salesforce describes its principles for government requests for customer data in this <a href="#">publicly available paper</a> . The number of requests for user information that we've received (and percentage disclosed) is described in our Transparency Report, available on this webpage: <a href="https://salesforce.com/privacy/resources/">salesforce.com/privacy/resources/</a>			● TC-SI-220a.4



# ESG Metrics and Indicators

## Governance

Framework Key

● GRI ● SASB ● UNGC ● SCM

Performance Indicator	FY22	FY21	FY20	Framework
List of countries where core products or services are subject to government-required monitoring, blocking, content filtering or censoring	Salesforce complies with U.S. regulations related to embargoed countries and regions. More information is available on Salesforce's <a href="#">legal compliance page</a> .			● TC-SI-220a.5
Public policy practices and political engagement	<a href="#">Public Policy</a>			● GRI 415-1
Climate policy principles	<a href="#">Global Climate Policy Principles</a>			
<b>Human Rights</b>				
Commitment to human rights	<a href="https://salesforce.com/company/human-rights/">salesforce.com/company/human-rights/</a>			● GRI 412-1 ● Principles 1, 4, 5, 6
Commitment to responsible sourcing	<a href="https://salesforce.com/company/legal/supplier/">salesforce.com/company/legal/supplier/</a>			● GRI 103-3 ● Principles 4, 5, 6
Commitment to supplier diversity	<a href="#">Supplier Diversity Policy</a>			● GRI 414-1 ● Principle 6
Supplier code of conduct	<a href="#">Global Supplier Code of Conduct</a>			● GRI 414-1 ● Principles 1, 3, 4, 5, 6
Health and safety policy	<a href="#">Health &amp; Safety Policy</a>			● GRI 403-1 ● Principle 6
<b>Ethical Use of Technology</b>				
Ethical and inclusive products	<a href="#">Intentional Innovation</a>			● GRI 102-16 ● Principles 1, 2
<b>Sustainability Bond</b>				
Bond framework	<a href="#">Sustainable Bond Framework</a>			
Year of issuance	July 2021			
Maturity	July 2028			
Amount	\$1 billion			
<b>Impact Investing</b>				
Impact investing	<a href="#">Impact Fund homepage</a>			
Strategy for impact investing	The Salesforce Ventures Impact Fund invests in the growth of cloud companies addressing some of today's most pressing needs, including access to education and reskilling, climate action, and diversity, equity, and inclusion. We invest in diverse founders that understand the needs of their communities and to increase access to capital for traditionally underserved founders.			
Capital committed to date (millions) <sup>3</sup>	\$150			
Number of portfolio companies	31			

<sup>3</sup> Committed represents total capital committed by Salesforce Ventures to the Salesforce Ventures Impact fund, which is expected to be deployed over time. It does not represent investments in portfolio companies to date.

# Forward-Looking Statements

This document contains words such as “expects,” “anticipates,” “aims,” “projects,” “intends,” “plans,” “believes,” “estimates,” “seeks,” “assumes,” “may,” “should,” “could,” “would,” “foresees,” “forecasts,” “predicts,” “targets,” “commitments,” “goals” variations of such words and similar expressions. These words are intended to identify such forward-looking statements, which may consist of, among other things, trend analyses and statements regarding future events, future financial and climate performance and achievement of stated ESG goals. These forward-looking statements are based on current expectations, estimates and forecasts, as well as the beliefs and assumptions of our management, and are subject to risks and uncertainties that are difficult to predict. The achievement or success of the matters covered by such forward-looking statements involves risks, uncertainties and assumptions. We continually review emissions quantification methodologies and are committed to implementing best practice quantification methodologies. These and other risks and uncertainties may cause our actual results to differ materially and adversely from those expressed in any forward-looking statements. Readers are directed to risks and uncertainties identified in the “Risk Factors” section and elsewhere in our Annual Report on Form 10-K, filed with the Securities and Exchange Commission (SEC) on March 11 2022, for additional detail regarding factors that may cause actual results to be different than those expressed in our forward-looking statements. Except as required by law, we undertake no obligation to revise or update publicly any forward-looking statements for any reason. The contents of the various websites referenced throughout this report are not incorporated by reference and do not constitute a part of any filing we have made or will make with the SEC. Further, we undertake no obligation to revise or update the information included in the links to websites referenced throughout this report.



## Take a deeper dive.

See how Salesforce is improving the state of the world. Our business is built on trust and trust starts with transparency. Read about our progress toward creating a more sustainable and equitable future.

[salesforce.com/stakeholder-impact-report](https://salesforce.com/stakeholder-impact-report)

