

ServiceNow Continues Strong EMEA Expansion with the Creation of 300 New Jobs in Dublin, Ireland

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Dublin, Ireland – April 8, 2021 - **ServiceNow** (NYSE:NOW), the leading digital workflow company that makes work, work better for people, today announced the expansion of its Dublin office where it will create at least 300 new jobs over the next three years as part of the company's Europe, Middle East and Africa (EMEA) growth plans. The new roles will primarily be engineering and digital sales focused, with select hiring across marketing, finance, legal and other corporate functions.

Opened in 2018, ServiceNow's Dublin Intellectual Property (IP) & Development centre initially created 30 jobs, primarily across cloud operations, as well as other engineering and legal roles. With an already strong employee base in Dublin, Ireland, this expansion will quadruple the Dublin headcount to over 400.

ServiceNow's expansion is fuelled by its strength in the industry as the platform company for digital business and the creator of modern enterprise workflow that create great employee and customer experiences and unlock productivity.

ServiceNow delivered a market-leading 2020, significantly beating expectations across the board and bringing great momentum into 2021. In 2020, the company delivered over \$4.5 billion in total revenues, representing 31% year over year growth.

The new roles, primarily in engineering and sales, will span from early in career opportunities to senior roles.

"We continue to see strength in our EMEA business and our hiring plans reflect our commitment to meeting the increasing demand in our business and being the digital transformation partner to our customers," said Mark

Cockerill, Vice President, ServiceNow, based in Dublin. "Dublin is quickly becoming a central hub for global technology talent, and we're looking forward to bringing more great people into our business as we continue to grow."

Commenting on the news, Taoiseach Michéal Martin said "I am delighted to welcome the announcement of 300 new high-quality jobs by ServiceNow. This is a huge vote of confidence by an innovative company in Ireland's tech ecosystem and talent base.

The Government's mission in the coming months and years is to get people back to work and rebuild our economy, while at the same time ensuring Ireland remains well placed to thrive in the new green and digital economy of the future, with high quality, sustainable jobs."

Leo Varadkar, Tánaiste & Minister for Enterprise, Trade and Employment, added "This is a great boost for Dublin city centre, after what has been an incredibly difficult year. The city is quiet now, but it will be bustling again. These 300 new jobs will quadruple ServiceNow's presence here, a fantastic endorsement of Ireland's attractiveness as a destination for technology companies. This is another example of the important role FDI has to play in Ireland's recovery."

Martin Shanahan, CEO at IDA Ireland added "ServiceNow is one of the world's fastest growing technology companies and its decision to add at least 300 jobs in Dublin to scale its business across EMEA, is a notable win for Ireland. This investment is very welcome, and IDA looks forward to continuing its partnership with ServiceNow."

ServiceNow will expand its existing space at the Sharp Building in Dublin City Centre.

Available roles at ServiceNow's Dublin site are listed at <https://bit.ly/3sUQWi5>

Use of Forward - Looking Statements

This release contains "forward-looking statements" about the expectations, beliefs, plans, and intentions relating to our general business direction and plans for expansion in Ireland. Such forward-looking statements include statements regarding expected performance and benefits of such expansion. Forward-looking statements are subject to known and unknown risks and uncertainties and are based on potentially inaccurate assumptions that could cause actual results to differ materially from those expected or implied by the forward-looking statements. If any such risks or uncertainties materialize or if any of the assumptions prove incorrect, our results could differ materially from the results expressed or implied by the forward-looking statements we make. We undertake no obligation, and do not intend, to update the forward-looking statements. Factors that may cause actual results to differ materially from those in any forward-looking statements include, without limitation: (i) uncertainty whether

product development or sales will justify these investments in Ireland, (ii) changes in the competitive landscape, and (iii) changes to economic conditions or regulatory landscape globally and in Ireland. Further information on factors that could affect our financial and other results is included in the filings we make with the Securities and Exchange Commission from time to time.

About ServiceNow

ServiceNow (NYSE: NOW) is making the world of work, work better for people. Our cloud-based platform and solutions deliver digital workflows that create great experiences and unlock productivity for employees and the enterprise. For more information, visit: www.servicenow.com.

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