NEWS RELEASE

# ServiceNow Makes No Layoff Pledge for 2020

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SANTA CLARA, Calif. — April 15, 2020 — ServiceNow (NYSE: NOW), the leading digital workflow company that makes work, work better for people, is committing to protect the jobs of its 11,000-plus global workforce through 2020 despite the economic uncertainty of the COVID-19 pandemic. The company also expects to keep hiring for new jobs worldwide this year. In addition, ServiceNow expects to continue to protect the jobs and salaries of several hundred support staff and contractors who are not working while ServiceNow's offices remain closed.

"We want our employees focused on supporting our customers, not worried about their own jobs," said Bill McDermott, ServiceNow's CEO. "We are committed to no layoffs for 2020. We are continuing to hire worldwide."

"We are grateful to be in this position." McDermott continued. "Keeping our company strong means we can help our customers succeed. Supporting our customers, we can help get the U.S. and global economy working again. More than ever, companies see that creating great workflow-designed experiences help protect revenue and growth, provide business continuity and drive productivity. These are the priorities for every company now. We are all in this together."

ServiceNow has continued to hire and onboard new employees throughout the COVID-19 pandemic. The company expects to create and fill more than 1,000 new jobs in the U.S., and more worldwide, by the end of 2020. Additionally, this summer the company will welcome approximately 360 college interns from around the world to work across its business. As a digital workflow company, ServiceNow has been able to quickly pivot to a digital internship program, maintaining the ability to provide college interns valuable career experience, even if employees continue to operate in a work-from-home environment. ServiceNow's employees worldwide have been working from home since mid-March and expect to continue to do so until June 1.

Caroline Parkinson, a 2021 expected graduate of the University of Michigan who will join ServiceNow's internship program this summer, said: "ServiceNow saved my summer. Without their digital intern program, I would have had to scramble to find a new summer job. Knowing that ServiceNow is determined to make my internship as enriching as possible during this uncertain time reaffirms my decision to join this company."

Additionally, ServiceNow, along with Accenture, Lincoln Financial Group, and Verizon, this week announced **People+Work Connect**, a collaborative online employer-to employer initiative that will bring together companies with workforces laid off or furloughed due to COVID-19 with those in urgent need of workers. More than 800 ServiceNow jobs will be posted through this collaborative effort. At no charge for employers to join and participate, the initiative is intended to help shorten the complex, lengthy cycle of finding new employment. For more information, visit: **https://peopleworkconnect.accenture.com/welcome**.

## Helping our Customers Respond to COVID-19

ServiceNow is continuing to work aggressively to support its customers during this challenging time, including helping local, state and federal agencies better manage and coordinate emergency response efforts by utilizing ServiceNow's digital workflow platform technology and no-charge COVID-19 emergency response applications.

Washington State's Department of Health, a ServiceNow customer, initially created **the Emergency Response Operations app** on the Now Platform to manage their own response to COVID-19. Working with ServiceNow, the Department of Health has made the app available to all government entities at no charge.

In addition to the State of Washington's Emergency Response Operations app, ServiceNow recently developed and introduced three, no-charge community apps: Emergency Outreach App, Emergency Self Report App and Emergency Exposure Management app. These community apps are part of a **broader Customer Care Plan** launched by ServiceNow in March to support its customers as they focus on maintaining business operations during the COVID-19 pandemic.

Examples of organizations leveraging ServiceNow to support their COVID-19 efforts include:

- The City of Los Angeles, which was able to implement drive-through COVID-19 testing using the Now Platform. Within 48 hours of deployment, the City pushed their portal live to 16 million citizens who can now research and verify symptoms, schedule an appointment and choose a drive-through testing location.

- The Calgary Catholic School District, which used the Now Platform to enable staff with links to critical information for a seamless, rapid transition from teaching in the classroom to educating from home. This continued student learning was made possible because of the simplified employee experience made available to their teachers.
- A US retail company, that was able to rapidly respond to the influx of human resources cases for emergency paid leave requests due to COVID-19 by using the Now Platform. Within 96 hours, a mobile application was built and deployed to 330,000 employees globally.
- A large City in the U.S., which deployed an application on the Now Platform to assist 1.8 million of its citizens in need of food and distribution of other necessities during the COVID-19 pandemic.

“We deeply believe that technology should be in the service of people, and right now that means our responsibility is to help flatten the curve and aid other global organizations in continuing their own valuable work, employment and growth of their workforces,” McDermott said. “ServiceNow is committed to relentless innovation and protecting and creating jobs, to help us all emerge from this pandemic as a stronger community.”

More information about ServiceNow’s customer care plan, including accessing the community apps, can be found at **servicenow.com/crisisresponse**.

ServiceNow and its employees also have committed $1.5 million in cash donations to help COVID-19 response efforts. ServiceNow will make $1.225 million in corporate grants to the United Nations Foundation; the Centers for Disease Control Foundation; the NYC Mayor’s COVID-19 Emergency Relief Fund; the Silicon Valley Community Foundation COVID-19 Coronavirus Response Funds; and Second Harvest of Silicon Valley. Employee matching gift campaigns will raise additional funds to benefit non-profits in the local communities where our employees live and work.

## Forward-Looking Statements

This press release contains forward-looking statements relating to ServiceNow’s headcount, hiring and workforce expectations and plans. Such forward-looking statements include, but are not limited to, statements that contain words such as expects, intends, aims or similar words conveying that the information is not historical fact. These statements reflect the current beliefs of ServiceNow and are based on current information available to ServiceNow as of the date hereof. Forward-looking statements are subject to known and unknown risks and uncertainties and are based on potentially inaccurate assumptions that could cause actual outcomes and 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 outcomes and results could differ materially from the those

expressed or implied by the forward-looking statements ServiceNow makes. Factors that may cause actual outcomes and results to differ materially from those in any forward-looking statements include, without limitation, changes to global economic conditions and changes in the severity of the COVID-19 pandemic and its impact on our customers, partners or vendors. ServiceNow undertakes no obligation, and does not intend, to update these forward-looking statements after the date on which they are made.

## 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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