# Table of Contents

## Introduction
- Letter from Marc Benioff 03
- Call to Action from Suzanne Dibianca 04
- About Salesforce 05

## Operating with Integrity
- Governance 06
- Supply Chain Responsibility 06
- Business Integrity 06
- Trust 07
- Political Engagement 07

## Fostering Employee Success
- Ohana Culture 08
- Diversity and Inclusion 09
- Talent Development 11
- Health and Safety 11

## Protecting Our Planet
- Environmental Commitments 12
- Benefits of Our Cloud 12
- Road to Renewable Energy 13
- Emissions 15
- Sustainable Operations and Design 17

## Giving Back to Our Communities
- 19

## Report Details
- Reporting Scope and Methodology 21
- Data Appendix and GRI Content Index 22
INTRODUCTION

When Salesforce was founded 17 years ago, we set out to create a new kind of company – one with a new technology model based on the cloud, a new subscription-based business model and a new corporate philanthropy model that dedicates 1% of Salesforce’s equity, employee time and product to nonprofits and education institutions.

Seventeen years later, it’s truly incredible to see the impact of our 1-1-1 model. As of fiscal year 2016, Salesforce and its philanthropic entities have given $115 million in grants, delivered technology for free or at discounted rates to more than 28,000 nonprofits and Salesforce employees have volunteered more than 1.3 million hours. We’ve also had more than 900 companies join Pledge 1%, pledging to make the community a key stakeholder in their businesses.

We believe that the business of business is to improve the state of the world, and we work to make sure Salesforce is a platform for change not only through our philanthropy, but through serving the interests of all our stakeholders – employees, customers, partners, communities and the environment.

Because we consider the environment a key stakeholder, we’re working to play a meaningful role in decarbonizing the global economy. We are committed to reducing the carbon footprint of our operations and reporting on it transparently in order to achieve net-zero greenhouse gas emissions by 2050. We’re proud that our core technology platform is already 50 times more carbon efficient in reducing customer emissions than on-premise solutions. We’ve also committed to powering 100 percent of our global operations with renewable energy. In fiscal year 2016, we took our biggest step yet toward these goals by signing two virtual power purchase agreements.

At Salesforce, our 25,000 employees motivate us every day to make sure we’re taking steps to make the world a better place for all of us. In the last two years, we addressed discriminatory, anti-LGBT legislation in Indiana and Georgia – states where Salesforce employees live and work. In both cases, we spoke out against this legislation on behalf of our employees, and are pleased that these bills were amended or vetoed.

We’re also committed to building a more diverse workforce that mirrors the communities in which we work and live. We are continually working to increase diversity at Salesforce, as well as providing equal pay, equal advancement and equal opportunity for all employees.

I would like to thank our Salesforce Ohana – all of our incredible employees, customers and partners – for their contributions. With your continued support, we will continue to positively impact our communities around the world.

Mahalo,

Marc Benioff
Chairman and CEO, Salesforce

Letter from CEO Marc Benioff

When Salesforce was founded 17 years ago, we set out to create a new kind of company – one with a new technology model based on the cloud, a new subscription-based business model and a new corporate philanthropy model that dedicates 1% of Salesforce’s equity, employee time and product to nonprofits and education institutions.

Seventeen years later, it’s truly incredible to see the impact of our 1-1-1 model. As of fiscal year 2016, Salesforce and its philanthropic entities have given $115 million in grants, delivered technology for free or at discounted rates to more than 28,000 nonprofits and Salesforce employees have volunteered more than 1.3 million hours. We’ve also had more than 900 companies join Pledge 1%, pledging to make the community a key stakeholder in their businesses.

We believe that the business of business is to improve the state of the world, and we work to make sure Salesforce is a platform for change not only through our philanthropy, but through serving the interests of all our stakeholders – employees, customers, partners, communities and the environment.

Because we consider the environment a key stakeholder, we’re working to play a meaningful role in decarbonizing the global economy. We are committed to reducing the carbon footprint of our operations and reporting on it transparently in order to achieve net-zero greenhouse gas emissions by 2050. We’re proud that our core technology platform is already 50 times more carbon efficient in reducing customer emissions than on-premise solutions. We’ve also committed to powering 100 percent of our global operations with renewable energy. In fiscal year 2016, we took our biggest step yet toward these goals by signing two virtual power purchase agreements.

At Salesforce, our 25,000 employees motivate us every day to make sure we’re taking steps to make the world a better place for all of us. In the last two years, we addressed discriminatory, anti-LGBT legislation in Indiana and Georgia – states where Salesforce employees live and work. In both cases, we spoke out against this legislation on behalf of our employees, and are pleased that these bills were amended or vetoed.

We’re also committed to building a more diverse workforce that mirrors the communities in which we work and live. We are continually working to increase diversity at Salesforce, as well as providing equal pay, equal advancement and equal opportunity for all employees.

I would like to thank our Salesforce Ohana – all of our incredible employees, customers and partners – for their contributions. With your continued support, we will continue to positively impact our communities around the world.

Mahalo,

Marc Benioff
Chairman and CEO, Salesforce
Call to Action from Suzanne DiBianca

We are committed to making sure that this technology revolution serves humanity to its fullest potential and benefits all citizens, not just a chosen few. In this report, you’ll see the progress we made toward this goal in our fiscal years 2015 and 2016.

We recognize the potential of the business community to create positive change, and encourage companies of all sizes and industries to join us by making their companies a platform for change. Two ways to start:

Join We Mean Business

We Mean Business gives companies and investors a common platform to act on climate change. Organizations can commit to one – or all – of a set of innovative and practical climate initiatives. Join Salesforce and more than 600 businesses and investors in pledging to take action on climate to create a low-carbon global economy.

Pledge 1%

The best time to incorporate strong values into a business is from the very start. That’s why we’re evangelizing corporate giving and Salesforce’s stakeholder approach through the Pledge 1% movement. More than 900 companies of all sizes have pledged to build giving into their business model since the program started in December 2014. Learn more at pledge1percent.org.

Thanks,

Suzanne DiBianca

EVP, Corporate Relations and Chief Philanthropy Officer, Salesforce
About Salesforce

Salesforce is the world’s #1 CRM company. Our Customer Success Platform delivers eight groundbreaking cloud services – Sales Cloud, Service Cloud, Marketing Cloud, Community Cloud, Analytics Cloud, App Cloud, IoT Cloud and Commerce Cloud – that empower companies to connect with their customers in a whole new way.

Salesforce is publicly traded on the New York Stock Exchange [NYSE: CRM] and our headquarters are in San Francisco, California. We are proud to serve more than 150,000 customers, representing all segments from small businesses to global corporations. Our top industries include financial services, retail, public sector, communications/media, manufacturing, healthcare, higher education, and nonprofit.

Visit salesforce.com/company/locations to see a full listing of our global offices.

Salesforce Revenue by Fiscal Year

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY14</td>
<td>$4.1B</td>
</tr>
<tr>
<td>FY15</td>
<td>$5.4B</td>
</tr>
<tr>
<td>FY16</td>
<td>$6.7B</td>
</tr>
</tbody>
</table>

Salesforce’s fiscal year is February 1 to January 31. Complete Salesforce financials are available at investor.salesforce.com.
Operating with Integrity

Governance
Salesforce is committed to managing our affairs consistent with the highest principles of business ethics and corporate governance requirements of both federal law and the NYSE, including the following:

• A majority of our board members are independent of Salesforce and its management
• All members of our key board committees – the Audit Committee, the Compensation Committee, and the Nominating and Governance Committee – are independent
• We have a clear code of business conduct to which all employees, officers and directors must adhere
• The charters of our board committees clearly establish their respective roles and responsibilities

Read more at investor.salesforce.com.

Supply Chain Responsibility
Our suppliers are a critical part of the Salesforce community. We work with suppliers who share our core values of transparency, trust, respect, communication and ethical business practices. We encourage our suppliers to go beyond compliance to positively impacting local communities and ecosystems. We outline global supply chain expectations in our Supplier Code of Conduct.

Business Integrity
Trust and the success of our customers are the highest priorities for Salesforce. We are committed to not only abide by the laws and regulations that apply to us as we conduct business around the world, but to be leaders in these areas. It is always important to do the right thing. Our Code of Conduct, Business Conduct Principles, and other internal policies describe the way we treat employees and other key stakeholders around the world, addressing the following issues:

• Forced or involuntary labor
• Child labor
• Wages, benefits, and working hours
• Nondiscrimination
• Respect and dignity
• Freedom of association
• Protection of the environment

• Health and safety
• Ethical dealings
• Laws, regulations and other legal requirements
• Anti-corruption
• Data security

Read more at salesforce.com/company/legal.
Trust
Salesforce is committed to running the most secure, trusted, reliable and available cloud computing service.

Salesforce understands that the confidentiality, integrity and availability of our customers’ information is vital to their success, and that’s why we use a multi-layered approach to protection. Some of the world’s largest and most security-conscious organizations trust Salesforce. Salesforce partners with our customers to provide safety recommendations on the best approaches to deal with security issues and to collaborate in combating sophisticated threat challenges. Our global security team is a 24/7, worldwide operation that monitors and improves our applications, systems and processes to meet the growing demands and challenges of security. There is no finish line when it comes to security and protecting our customers’ information.

Trust.salesforce.com is the Salesforce community’s home for real-time information on system performance and security.

Salesforce is ISO/IEC 27001:2013 certified. ISO/IEC 27001:2013 specifies the requirements for establishing, implementing, maintaining and continually improving an information security management system.

Political Engagement
Salesforce’s Government Affairs and Public Policy team works with governments and local community stakeholders around the world on policy and regulatory issues that impact our employees, our customers and our business. At Salesforce, our public policy agenda is set by our four core values: trust, innovation, growth and equality.

Salesforce participates in the legislative process in the U.S. by supporting candidates and causes that are important to our employees, communities and stakeholders. Salesforce is nonpartisan and we support candidates and eligible organizations of any party who share our principles and priorities. We publicly disclose all contributions in reports filed with the Federal Election Commission and various state campaign finance commissions, as required by law.

Salesforce participates in a variety of organizations, coalitions, and trade associations to further our public policy interests and business goals. These memberships are reviewed annually. While we are part of certain trade associations, we do not always support all of the public positions of those associations or other companies that make up the membership.

Visit salesforce.com/publicpolicy to see details on Salesforce’s public policy activities, financial contributions and memberships.
Fostering Employee Success

Ohana Culture

The Salesforce Ohana is our close-knit ecosystem of employees, customers, partners and communities. We take care of each other, have fun together and work collaboratively to make the world a better place. Our company was built around the spirit of Ohana, and our values are the way we make the vision of Ohana a reality.

In Hawaiian culture, Ohana represents the idea that families – blood-related, adopted, or intentional – are bound together and responsible for one another. We take care of our employees in every way we can, from transparent leadership and a workforce built on trust, to comprehensive benefits and unique perks.
Diversity and Inclusion

At Salesforce, we believe diversity and inclusion at all levels are critical to our business. A diverse workforce gives us the unique perspectives we need to build the most innovative products and engage effectively with customers and partners. It’s also vital to strengthening our company, delivering customer success, giving back to our communities, winning as a team and attracting and retaining top talent.

We are working to increase diversity at Salesforce across three fronts:

• **Equal Pay:** Continuously assess and aim for pay equity across the entire organization
• **Equal Advancement:** Increase access to advancement opportunities for all
• **Equal Opportunity:** Build a more diverse pipeline and recruit a more diverse workforce

Here are a few examples of activities we’re very proud of:

• Scored 95 percent on the 2016 Human Rights Campaign Corporate Equality Index
• Hosted hundreds of young adult interns from the nonprofit Year Up, with a 54 percent conversion rate to full-time jobs
• Invested $3 million in 2015 to close the gender pay gap for employees globally

Discover additional ways we’re developing a more diverse workforce at salesforce.com/diversity.
One of the ways diversity comes to life at Salesforce is through our Employee Resource Groups (ERGs). These groups are founded by employees for employees. Four examples of current ERGs include:

- **AbilityForce** promotes a culture where all workspaces are inclusive for all abilities
- **BOLDforce** encourages discussions around culture, diversity, inclusion and perspectives relating to people of African and African-American descent
- **Outforce** welcomes all allies of diversity in sexual orientation and gender identity
- **Women in Technology** works to attract, develop, mentor, support and retain women technologists

Read about our other employee groups at salesforce.com/careers.

8th year on “Fortune’s 100 Best Companies to Work For” list
Talent Development
Salesforce’s Global Talent Development team designs, develops, and deploys talent solutions that inspire and enable our employees to do the best work of their lives. A key component of this work is building a culture of feedback. The focus is on timely feedback that matches the pace and nature of our work as well as the growth of the company. This means receiving ongoing feedback from our peers and direct reports, not just from our direct managers.

FY16 Employee Self-Assessment and Feedback

- 96% of employees completed self assessments
- 99% of respondents also provided optional feedback to their direct manager
- 94% of managers gave feedback to their employees

Health and Safety
Salesforce is proud of our robust health and safety management program which is an integral part of our operations. This program features global and regional governance, which includes documentation, management committee oversight and regular compliance auditing. Salesforce’s commitment to health and safety extends beyond compliance to a culture of caring, focusing on communication, assistance, response and education. To achieve this, we have launched a comprehensive employee safety engagement program: CAREforce. This program encourages all employees to take steps to protect their personal safety as well as the health and safety of those around them, in the workplace, at home and while traveling. Through the CAREforce program employees are encouraged to participate in programs such as the Emergency Response Team, employee hardship assistance and various health and safety courses, initiatives and events.

“At Salesforce, 93% of employees say their workplace is great.”
— 2015 Great Place to Work® Survey
Protecting Our Planet

Environmental Commitments
At Salesforce, we consider the environment to be one of our key stakeholders. We have committed to achieving net-zero greenhouse gas emissions by 2050 and powering our global operations with 100 percent renewable energy. We are constantly working on incorporating sustainability into all areas of our business.

Benefits of Our Cloud
Not all clouds are created equal. The core Salesforce platform is 50 times more environmentally friendly on average than on-premise solutions. By moving to the cloud, Salesforce customers avoid emitting more than 2 million metric tons of carbon each year. In FY16, our platform supported nearly 1 trillion transactions, 67 percent more than in FY15. As we’ve continued to grow, we’re proud that we’ve kept the average amount of carbon per transaction steady at 0.07 grams since FY13. If we take into account the carbon we offset by using renewable energy, this metric improves to 0.06 grams of CO2e per transaction in FY16.

Core Salesforce platform is 50x more carbon efficient than on-premise solutions

FY16 customer savings 2M+ metric tons of carbon
**Road to Renewable Energy**

We believe the cloud should be powered by clean sources of energy. In 2013, Salesforce became one of the first cloud companies to commit to powering all data center operations with renewable energy. In 2015, we expanded our commitment to all global operations by signing on to RE100. RE100 is a group of influential businesses working to massively increase corporate demand for renewable energy.

In FY16, Salesforce procured 37 percent of our electricity from clean and renewable sources, primarily through purchasing renewable energy credits.

**Energy Mix**

FY16

- **37%** CLEAN AND RENEWABLE ENERGY
- **16%** NUCLEAR
- **47%** FOSSIL FUELS

**Electricity Use (MWh)**

<table>
<thead>
<tr>
<th>Year</th>
<th>Electricity Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY14</td>
<td>101,000</td>
</tr>
<tr>
<td>FY15</td>
<td>140,000</td>
</tr>
<tr>
<td>FY16</td>
<td>265,000</td>
</tr>
</tbody>
</table>

**Renewable Energy Credits Procured as Percent of Electricity Use**

- ** FY14: 15%**
- ** FY15: 26%**
- ** FY16: 30%**

Each year, Salesforce tries to improve its renewable energy procurement practices, moving toward more locally sourced, impactful purchases.
We see the development of renewables as an important part of our sustainability strategy. To address the challenges companies face when buying renewable energy, we became a founding member of the Business Renewables Center (BRC) and helped to develop the Corporate Renewable Energy Buyers’ Principles. The BRC and Buyers’ Principles work to streamline and accelerate the corporate procurement of wind and utility-scale solar energy. We’re thrilled to be participating in this work and contributing to a global shift toward clean energy.

At the end of FY16, we announced two 12-year wind energy agreements in West Virginia and Texas.

This represents our biggest step yet toward powering 100 percent of our global operations with clean and renewable energy. Together, these virtual power purchase agreements are expected to generate 227,000 megawatt hours annually.

**Texas**
- **Salt Fork Wind Project**
  - 12-year agreement
  - 24 megawatts

**West Virginia**
- **New Creek Wind Project**
  - 12-year agreement
  - 40 megawatts
When it comes to protecting our planet and combatting climate change, we know that companies have a key role to play. That’s why we made the Net-Zero by 2050 pledge. This commitment builds on our existing sustainability programs and our renewable energy goal.

We understand that making progress on climate change means measuring, taking responsibility for and mitigating our own emissions. Since 2009, we have disclosed our annual carbon emissions to the Carbon Disclosure Project. We also signed on to initiatives like We Mean Business and the American Business Act on Climate to demonstrate our support for moving the United States, and the world, toward a more sustainable, low-carbon future.

Click here for more details on our environmental footprint.

CO2e includes carbon dioxide (CO2) emissions plus equivalent CO2 resulting from other greenhouse gas emissions. Emissions were calculated using a location-based methodology.
“Scopes” are the standard way of categorizing emissions using the World Resources Institute’s Greenhouse Gas Protocol. Our corporate commitments to reach 100 percent renewable energy and net-zero emissions encompass our Scope 1 & 2 footprint.

Minimizing our data center energy use and related carbon emissions during periods of rapid business growth is a challenge. Through renewable energy procurement, we’re proud that we were able to offset our environmental impact by 23 percent over a business-as-usual scenario in FY16.

Scope 1 & 2 Emissions by Source (MTCO2e)

<table>
<thead>
<tr>
<th>Year</th>
<th>Data Center</th>
<th>Office</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY14</td>
<td>54,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY15</td>
<td>76,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY16</td>
<td>135,000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Scope 1 includes direct emissions such as those from on-site natural gas combustion, leaked refrigerants, etc. Scope 2 includes indirect emissions from the generation of acquired and consumed electricity, steam, heat, and cooling. Emissions were calculated using a location-based methodology.

FY16 Progress Toward Net-Zero 2050

23% of total emissions offset

Sustainability is an ongoing journey. There is always more work to do. As Salesforce grows, and our energy use increases, we will continue to target our goals and seek out new ways to have a significant positive impact on the environment and our industry.
Sustainable Operations and Design

We’ve set high environmental standards for our business operations through our global Environmental Policy and overarching environmental commitments. Because offices are a physical expression of our values, Salesforce is committed to integrating green building practices into our design, construction and operations. We build our workspaces to LEED (or equivalent) standards whenever possible.

Salesforce is committed to achieving LEED Platinum certification for our marquee and headquarters buildings. At our San Francisco headquarters, we’ve already achieved LEED Existing Buildings Operations and Maintenance Platinum certification for Salesforce West and are pursuing LEED Commercial Interiors Platinum certification for Salesforce Tower and Salesforce East. Additionally, our two newest buildings, Salesforce Tower and Salesforce East, are LEED Core and Shell Platinum certified.

Our focus is on creating fun, healthy spaces that promote wellness and mindfulness among employees so they can do the best work of their lives.

Salesforce is a founding member of the USGBC’s Building Health Initiative, which connects industry leaders from multiple sectors to create a built environment that promotes employee well-being. Once our spaces are built, passionate employees on our green team, Earthforce, help us operate more efficiently by conserving energy, saving water and minimizing waste. There are approximately 5,000 Earthforce members around the world, ensuring that our day-to-day practices are supporting our sustainability goals.

In FY16 46% of Salesforce employees worked in a green building certified space. Includes employees located in Salesforce-controlled office space.
Each year, Salesforce works to make our annual conference, Dreamforce, the most sustainable yet by conserving resources, sourcing responsibly, reducing waste and inspiring our attendees to do the same.

Highlights from Dreamforce 2015:

- **Conserved 5M gallons of water** by minimizing water-intensive products like beef and single-use plastic water bottles.
- **Provided low-carbon transportation** choices like shuttles, pedicabs and a bike valet.
- **Limited our landfill waste** by reducing printed materials, reusing expo materials, sourcing compostable food packaging and donating leftover food.
- **Balanced 100% of Dreamforce water use** by investing in a Sacramento River Basin conservation project.
- **Offset 100% of on-site emissions** and the carbon emissions produced by our employees traveling to Dreamforce.
Giving Back to Our Communities

When Salesforce was founded in 1999, it was built with a commitment to giving back to the communities where we live and work. Salesforce pioneered the 1-1-1 model of integrated corporate philanthropy, which dedicated 1% of Salesforce’s equity, 1% of Salesforce employee time and 1% of product to communities around the world.

We also created Salesforce.org, which today is a nonprofit social enterprise revolutionizing global philanthropy. Salesforce.org impacts thousands of nonprofit organizations and education institutions and the millions of people they serve by delivering the world’s best technology solutions at affordable rates. Its unique model allows it to also give back to the community through strategic grants focused on education and workforce development. Finally, Salesforce.org inspires Salesforce employee giving by matching their donations and driving volunteer engagement in the community.

Through the **1-1-1 model**, Salesforce and its philanthropic entities have provided the following:

- **Technology to 28,000+ nonprofits and higher education organizations in more than 45 countries**
- **$250M in donated product and more than $115 million in grants to community organizations**
- **1.3M+ employee volunteer hours to support the communities where we live and work**

Read more at [salesforce.org](http://salesforce.org).
At Salesforce, we incorporate giving into every aspect of our culture from team meetings and offsites to Dreamforce. Dreamforce 2015 was the most giving event yet. Together with our community, we raised more than $10 million for UCSF Benioff Children’s Hospital, donated more than 1 million books to schools and libraries around the world, built countless care packages for homeless kids, mentored and trained hundreds of veterans, and shared the world of technology with hundreds of local kids in coding workshops.

We also believe in sharing our innovative 1-1-1 model with other companies. In 2014, we co-founded Pledge 1%, a corporate philanthropy movement dedicated to making the community a key stakeholder in every business. In the last 18 months, more than 900 companies have joined Pledge 1%, pledging 1% of their equity, time, product or profit to give back into their communities. Our hope is that through Pledge 1%, giving back becomes a regular part of starting a business.
Report Details

Reporting Scope and Methodology

Every two years, we produce a comprehensive stakeholder impact report so that key stakeholders can stay informed, track our progress and support our work. Reporting topics are informed by the Global Reporting Initiative’s (GRI) G4 Guidelines as well as a third-party materiality assessment that included an evaluation of top business drivers, sustainability impact areas, industry benchmarking and interviews with stakeholders such as customers, investors, non-governmental organizations and employees.

Unless otherwise noted, this report focuses on Salesforce’s global commitments and practices during fiscal years 2015 and 2016 (February 1, 2014-January 31, 2015 and February 1, 2015-January 31, 2016). We continually refine our greenhouse gas accounting processes. When new or better quality data becomes available, we update our footprint data accordingly. Some data in this report has been restated from previous public disclosures. All currency is in U.S. dollars.

We welcome feedback on our initiatives and this report. Please email sustainability@salesforce.com to share your thoughts, or connect with us on our Salesforce social channels.
### Data Appendix and GRI Content Index

<table>
<thead>
<tr>
<th>Page</th>
<th>GRI Index</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating with Integrity</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>G4-1</td>
<td>Letter from CEO</td>
</tr>
<tr>
<td>5</td>
<td>G4-3</td>
<td>Organization name</td>
</tr>
<tr>
<td>5</td>
<td>G4-4</td>
<td>Primary brands, products, services</td>
</tr>
<tr>
<td>5</td>
<td>G4-5</td>
<td>Location of headquarters</td>
</tr>
<tr>
<td>5</td>
<td>G4-6</td>
<td>Countries of operations</td>
</tr>
<tr>
<td>5</td>
<td>G4-8</td>
<td>Markets served</td>
</tr>
<tr>
<td>5</td>
<td>G4-9</td>
<td>Revenue</td>
</tr>
<tr>
<td>7</td>
<td>G4-14</td>
<td>Public policy goals</td>
</tr>
<tr>
<td>7</td>
<td>G4-16</td>
<td>Association memberships</td>
</tr>
<tr>
<td>3, 20</td>
<td>G4-24</td>
<td>Key stakeholders</td>
</tr>
<tr>
<td>21</td>
<td>G4-28</td>
<td>Reporting period</td>
</tr>
<tr>
<td>21</td>
<td>G4-30</td>
<td>Report cycle</td>
</tr>
<tr>
<td>21</td>
<td>G4-31</td>
<td>Report contact</td>
</tr>
<tr>
<td>6</td>
<td>G4-34</td>
<td>Governance structure</td>
</tr>
<tr>
<td>6</td>
<td>G4-38</td>
<td>Board composition</td>
</tr>
<tr>
<td>3–12</td>
<td>G4-56</td>
<td>How we operate: mission, values, and norms</td>
</tr>
<tr>
<td>7</td>
<td>G4-SO6</td>
<td>Total contributions to political parties, politicians, and PACs</td>
</tr>
<tr>
<td>7</td>
<td>G4-PR8</td>
<td>Commitment to customer privacy</td>
</tr>
<tr>
<td>6</td>
<td>G4-DMA</td>
<td>Responsible sourcing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Page</th>
<th>GRI Index</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fostering Employee Success and Giving Back to Our Communities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>G4-9</td>
<td>Number of employees</td>
</tr>
<tr>
<td>9</td>
<td>G4-10</td>
<td>Employees by gender</td>
</tr>
<tr>
<td>8</td>
<td>G4-LA2</td>
<td>Full-time employee benefits</td>
</tr>
<tr>
<td>11</td>
<td>G4-LA11</td>
<td>Regular employee performance reviews</td>
</tr>
<tr>
<td>10</td>
<td>G4-LA12</td>
<td>Employee diversity</td>
</tr>
<tr>
<td>9</td>
<td>G4-LA13</td>
<td>Commitment to equal opportunities</td>
</tr>
<tr>
<td>19–20</td>
<td>G4-EC1</td>
<td>Community engagement and investment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Page</th>
<th>GRI Index</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Protecting Our Planet</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>G4-DMA</td>
<td>Renewable energy goal established</td>
</tr>
<tr>
<td>12</td>
<td>G4-DMA</td>
<td>Net-zero emissions goal established</td>
</tr>
<tr>
<td>14</td>
<td>G4-DMA</td>
<td>Wind farm agreements signed</td>
</tr>
<tr>
<td>12</td>
<td>G4-EN27</td>
<td>Environmental benefits of core Salesforce platform</td>
</tr>
</tbody>
</table>
### Data Appendix and GRI Content Index

<table>
<thead>
<tr>
<th>Page</th>
<th>GRI Index</th>
<th>Description</th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td>G4-EN18</td>
<td>Emissions per Transaction (Grams CO2e)</td>
<td>0.07</td>
<td>0.07</td>
<td>0.07&lt;sup&gt;1&lt;/sup&gt;</td>
</tr>
<tr>
<td></td>
<td>G4-EN5</td>
<td>Average Power Usage Effectiveness (PUE)</td>
<td>1.43</td>
<td>1.42</td>
<td>1.45</td>
</tr>
<tr>
<td></td>
<td>G4-EN18</td>
<td>Average Carbon Usage Effectiveness (CUE)</td>
<td>-</td>
<td>0.71</td>
<td>0.74</td>
</tr>
<tr>
<td>15</td>
<td>G4-EN15-G4-EN17</td>
<td>Emissions by Source (MTCO2e)&lt;sup&gt;3&lt;/sup&gt;</td>
<td>39,000</td>
<td>56,000</td>
<td>84,000</td>
</tr>
<tr>
<td></td>
<td>Data Centers</td>
<td></td>
<td>32,000</td>
<td>52,000</td>
<td>110,000</td>
</tr>
<tr>
<td></td>
<td>Business Travel</td>
<td></td>
<td>29,000</td>
<td>43,000</td>
<td>70,000</td>
</tr>
<tr>
<td></td>
<td>Offices</td>
<td></td>
<td>20,000</td>
<td>22,000</td>
<td>23,000</td>
</tr>
<tr>
<td></td>
<td>Employee Commuting</td>
<td></td>
<td>13,000</td>
<td>15,000</td>
<td>17,000</td>
</tr>
</tbody>
</table>

<sup>1</sup> If we take into account the carbon we offset by using renewable energy, this metric improves to 0.06 grams of CO2e per transaction in FY16.

<sup>2</sup> Calculated using a location-based methodology.

<sup>3</sup> Using a market-based methodology, Scope 2 emissions were 103,000 MTCO2e in FY16.

<sup>4</sup> Scope 3 totals only include business travel and employee commuting emissions.