



**Schedule of Social Value<sup>1</sup> (the “Subject Matter”)  
For the fiscal year<sup>2</sup> ended January 31, 2020  
(millions of U.S. dollars<sup>3</sup>)**

<b>Donated and discounted product</b>	<b>\$1,281</b>
<b>Grants and gifts</b>	<b>\$70</b>
<b>Total</b>	<b>\$1,351</b>

**Notes:**

1. Donated and discounted products value is calculated as products offered to qualified non-profit entities (e.g. 501(c)(3) exempt organization), higher education institutions or other non-governmental organizations (collectively referred to as “non-profits”) as the summation of the following:
  - For salesforce.com, inc. (“Salesforce”) products sold to non-profits at a discount, the value is calculated based on the estimated price Salesforce would have received if a comparable product was sold to a for-profit business of similar size, location, and currency minus the price actually received, if any, for the same or similar product from a non-profit. When a comparable Salesforce product price is not readily available, a ratio is calculated by comparing the aggregated weighted average price to for-profit customers to the aggregated weighted average price to non-profit customers for comparable products sold to non-profits in the period.
  - For Salesforce products donated to a non-profit, the value is calculated based on the estimated price Salesforce would have received if the product was sold to a for-profit business, multiplied by the number of available licenses for each active customer.
  - For non-profit specific add-on products donated by Salesforce, the value is calculated based on the estimated price per add-on Salesforce would have received if a similar add-on was sold to a for-profit business, multiplied by the number of active customer licenses.
2. Grants and gifts value is calculated by determining the monetary value of all employee matching gifts and grants given by Salesforce and the Salesforce Foundation (which is a 501(c)(3) nonprofit organization) to non-profit organizations during a given period. These grants and gifts are recognized on an accrual basis of accounting.
3. The Subject Matter is subject to measurement uncertainties resulting from limitations inherent in the nature and the methods used for determining such data. The selection of different but acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary.

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<sup>1</sup> The Schedule of Social Value includes donated and discounted products, and grants and gifts, and excludes volunteer hours. Salesforce’s criteria applied to calculate donated and discounted products and grants and gifts within the schedule can be found [here](#).

<sup>2</sup> The Company’s fiscal year ends on January 31. References to fiscal 2020, for example, refer to the fiscal year ending January 31, 2020.

<sup>3</sup> Values are rounded to the nearest million.



## Independent Accountants' Review Report

To the Board of Directors and Management of salesforce.com, inc.

We have reviewed salesforce.com, inc.'s ("Salesforce") Schedule of Social Value (the "Subject Matter" or "Schedule") accompanying this report for the year ended January 31, 2020 in accordance with the applicable aspects of the criteria referenced in the Notes to the Schedule of Social Value (the "Criteria"). Salesforce's management is responsible for the Subject Matter, in accordance with the Criteria. Our responsibility is to express a conclusion on the Subject Matter based on our review.

Our review was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants (AICPA) AT-C section 105, *Concepts Common to All Attestation Engagements*, and AT-C section 210, *Review Engagements*. Those standards require that we plan and perform our review to obtain limited assurance about whether any material modifications should be made to the Subject Matter in order for it to be in accordance with the Criteria. A review consists principally of applying analytical procedures, making inquiries of persons responsible for the subject matter, obtaining an understanding of the data management systems and processes used to generate, aggregate and report the Subject Matter and performing such other procedures as we considered necessary in the circumstances. A review is substantially less in scope than an examination, the objective of which is to obtain reasonable assurance about whether the Subject Matter is in accordance with the Criteria, in all material respects, in order to express an opinion. Accordingly, we do not express such an opinion. A review also does not provide assurance that we became aware of all significant matters that would be disclosed in an examination. We believe that our review provides a reasonable basis for our conclusion.

In performing our review, we have also complied with the independence and other ethical requirements set forth in the Code of Professional Conduct and applied the Statements on Quality Control Standards established by the AICPA.

Our review was not conducted for the purpose of evaluating whether the Subject Matter is presented in accordance with U.S. generally accepted accounting principles and, accordingly, we do not express a conclusion or an opinion thereon.

As described in the Notes to the Schedule of Social Value, the Subject Matter is subject to measurement uncertainties resulting from limitations inherent in the nature and the methods used for determining such data. The selection of different but acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary.

Based on our review, we are not aware of any material modifications that should be made to the Schedule of Social Value for the year ended January 31, 2020, in order for it to be in accordance with the Criteria.

A handwritten signature in black ink that reads 'Ernst &amp; Young LLP'.

January 8, 2021  
San Francisco, California