



Complaint Procedure for Human Rights & Environmental Grievances (LkSG)

Who can use Salesforce's grievance mechanism?

Anyone can use Salesforce's grievance mechanism to ask a question or raise a concern.

What can I report?

You can report any concerns that you know of, hear of, suspect or believe, in good faith, regarding improper conduct related to Salesforce. Concerns may include, but are not limited to, actions that are likely to result in a lawsuit or regulatory investigation against Salesforce or significant reputational harm to Salesforce, human rights, bribery, money laundering, theft, embezzlement, conflict of interest, fraud, misconduct by third parties, and anything that does not "feel right" from an ethical standpoint.

Can I remain anonymous?

Yes, to the extent permitted by applicable law, as in some jurisdictions local laws limit the ability to report concerns anonymously. If you chose to remain anonymous, please provide as much information as possible so that your report can be fully and properly investigated.

Salesforce contracts with a third-party company, Navex Global, to host its grievance mechanism, the EthicsPoint Reporting Line.

How do I access the grievance mechanism?

Salesforce provides a link to the EthicsPoint Reporting Line on its Code of Conduct Policy. You can report a concern online or via telephone by calling the EthicsPoint toll-free hotline, which is available 24 hours a day, 365 days a year.

What happens after I report my concern?

When you report your concern online or by telephone, you will receive a unique user name and are asked to choose a password. The report key and password will allow you to access your original report, by internet or telephone. You can add additional details to your report, if you choose. You can also monitor the status of your report. You are encouraged to check back after your report has been submitted to see if any follow-up questions have been posed to you.

How is my concern handled?

Investigations into complaints are handled as confidentially as possible, in accordance with local law. Submissions are reviewed and assessed by internal Salesforce teams to determine further action. We will work as efficiently as possible to review your concern. Each concern is different and thus the length of time needed to review your concern may vary. We will strive to review concerns thoroughly based on a reasonable time frame. Depending on the outcome of our review, you may receive some follow up questions in the EthicsPoint portal.

**Am I protected from retaliation?**

Salesforce is committed to non-retaliation. Retaliating against someone who has made a report or participated in an investigation is not tolerated and is rather prohibited by our Anti-Retaliation Standard. Retaliation may include discharging, demoting, suspending, threatening, harassing, or in any way discriminating against, an employee for making a report, whether directly or indirectly, or for participating in an investigation.

How often does Salesforce review the effectiveness of its grievance mechanism?

Salesforce periodically reviews the effectiveness of the grievance mechanism.