



Global Supplier Code of Conduct

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INTRODUCTION

At Salesforce, we are committed to our core values of trust, customer success, innovation, equality and sustainability. We act ethically in all business dealings and expect our Suppliers to do the same. These values provide the foundation for a strong relationship between Salesforce and our Suppliers.

This Global Supplier Code of Conduct (“Supplier Code”) explains our expectations and provides guidance for meeting these shared standards. It is not intended to serve as replacement or substitute for any applicable laws or contracting documents. The Supplier Code applies to all Salesforce suppliers of products or services, including consulting firms, independent contractors, staffing agencies, agency temps, licensees, regardless of their title or the product or services they provide (“Suppliers”). For clarity, Suppliers also include partners, meaning any company or individual who has agreed to the Salesforce Partner Program Agreement. Suppliers should also encourage third parties they work with to comply with our standards.

In your capacity as a Salesforce Supplier, we expect you to know and follow all laws and regulations that apply to your work, wherever you do business. That includes but is not limited to federal, state, provincial, and international laws and regulations. We look forward to working with your company in bringing innovative products and services to market, upholding our commitment to customer success and building trust through ethical conduct.

Sincerely,
Jennifer Browne
Senior Vice President and Chief Procurement Officer



RAISING CONCERNS & QUESTIONS

Salesforce conducts business in accordance with the highest legal and ethical standards, and our Supplier Code serves as a guide to ethical Supplier conduct. We count on our Suppliers to help our business succeed and to uphold our values and our high ethical standards and business practices. To meet this expectation, we are committed to creating an environment where our Suppliers feel comfortable raising concerns and getting help.

However, no single document can answer every question. If you believe that someone—whether an employee of a Supplier, or a Salesforce employee—is not meeting the standards in this Supplier Code or in applicable law, you should report your concerns. Similarly, if you learn of an issue through your own internal reporting mechanisms that potentially impacts Salesforce, you should also report it to Salesforce. Voicing concerns helps us all to do business ethically and proactively address problems or issues, potentially before they become a larger problem. No matter how big or small the issue, rest assured, your report will be taken seriously and handled as confidentially as the circumstances and applicable law allow.



To raise concerns to Salesforce, refer to our **EthicsPoint** reporting line at <http://www.salesforce.ethicspoint.com/> where you will find ways to report online or via toll-free telephone numbers.

[EthicsPoint](#) is our confidential reporting line for raising concerns or reporting violations of our Supplier Code, policies, or the law. It's operated by an independent third party engaged by Salesforce. It is available 24/7/365, in multiple languages, and reports can be made online or via telephone (refer to the link for details on the toll-free telephone numbers). While we encourage you to identify yourself when making a report, you have the option of remaining anonymous, where permitted by local law.

- If you provide your name, Salesforce will take reasonable steps to keep your identity confidential. The information in your report will only be shared on a need-to-know basis.
- Try to provide as much information as possible so that the reported matter can be fully investigated.
- When reporting concerns to EthicsPoint, you will be given a case number and a special access code (called a Report Key). You can use the Report Key to check the status of your report and provide additional details and follow-up information.

We expect that our Suppliers will not retaliate against anyone who makes a good faith report of a violation of our Supplier Code, policies, or the law, either internally or to Salesforce. Similarly, we don't tolerate retaliation against anyone, including our Supplier and their personnel, who makes a report in good faith. Reporting in good faith means reporting based on a sincere and honest belief that violations of the Supplier Code, policies, or the law have occurred or may occur; it does not matter whether it turns out to be true.

Salesforce will promptly and professionally review every report it receives, to determine if an investigation is warranted. If warranted, qualified personnel will be assigned to conduct the investigation. As a Salesforce Supplier, you are expected to cooperate respectfully, fully and honestly with any investigation, without trying to control or influence the investigation in any manner. You should openly and honestly share the information you have. We will make every effort to safeguard your confidentiality and, if applicable, your anonymity. Subject to existing contractual obligations, Salesforce reserves the right to terminate our relationship with any Supplier who does not comply with this Supplier Code or with the applicable law.



TRUST

USING SALESFORCE TECHNOLOGY, ASSETS, AND FACILITIES

We trust our Suppliers with a wide range of technology and other tools so they can do their jobs effectively. These tools must be used wisely. Suppliers are responsible for protecting both Salesforce's property and our customers' assets. All assets—such as funds, data, systems, equipment, materials, premises, or vehicles—should be used only for their authorized and intended purpose. Suppliers have a responsibility to prevent falsification, distortion, misuse, improper access, destruction, or sabotage of Salesforce or customer assets, documents, or other property. Suppliers that have access to Salesforce computing facilities or data must also protect them from theft, carelessness, misuse, and abuse.



PROTECTING CONFIDENTIAL INFORMATION

Salesforce protects our Suppliers' confidential information. In return, Suppliers must protect Salesforce's confidential information. You should never disclose such information to anyone without our express authorization. This includes all of the following whether disclosed orally or in writing:

- The terms and conditions or existence of your agreement with Salesforce
- Salesforce business and marketing plans
- Salesforce intellectual property (trade secrets, trademarks, copyrights, patents, and other intellectual property) and technical information
- Salesforce product plans and designs
- Salesforce business processes
- Personal employee or contractor information
- Any data generated by Salesforce, or received by Salesforce from a third party, that contains or is based on confidential information

Only individuals who need to know Salesforce's confidential information for the purpose for which Salesforce engaged the Supplier should have access to it, and such individuals may only use it for the purpose for which Salesforce made it available to the Supplier. Additionally, Suppliers must follow all applicable data privacy and information security laws and regulations.

Suppliers must effectively manage the retention, maintenance, access, and disclosure of our confidential information. This includes disposing of confidential or highly sensitive documents securely, such as by shredding. If you learn of an actual or potential data security breach involving Salesforce information, you must notify Salesforce immediately.

Salesforce expects all contingent workforce suppliers to adhere to the [Safeguarding Against Inauthentic Candidates: Supplier Requirements and Standards](#) to improve the detection and prevention of hiring malicious actors who pose risks to the data, assets and systems of clients such as Salesforce.

Additionally, Salesforce expects you to respect intellectual property rights. For example, you may not obtain, distribute, or use unlicensed copyrighted software or information without proper authorization. Salesforce will take all appropriate measures to address Suppliers' use of unlicensed software on Salesforce-issued equipment.

Consult your internal resources or your Salesforce business contact for guidance about using confidential information.

Question:

Amar does freelance coding for Salesforce, and he is working on a new system that will allow Salesforce employees to access data about our customers more quickly. As part of this project, he has access to lists of contact information of Salesforce's customers. Can he contact a few of them to see if they have any freelance projects he might be able to work on?

Select the most appropriate answer, then check your results on the following page:


- A) Yes, as long as he only contacts a few and doesn't mention Salesforce by name.
- B) No, Amar cannot use Salesforce's confidential information for his own purposes.
- C) Yes, if the customers appear to be looking for help and he thinks he can assist.

Results:


A) Yes, as long as he only contacts a few and doesn't mention Salesforce by name.

 **Incorrect.** *Even if Amar doesn't mention Salesforce, using customer contact information obtained through his work violates confidentiality agreements and ethical boundaries.*

B) No, Amar cannot use Salesforce's confidential information for his own purposes.

 **Correct.** *When you work with information that belongs to Salesforce, you have a responsibility to protect it and use it only for authorized business purposes.*

C) Yes, if the customers appear to be looking for help and he thinks he can assist.

 **Incorrect.** *Amar's judgment about who "might need help" doesn't justify misusing data. Regardless of his intent, contacting customers for personal benefit is inappropriate and a misuse of privileged access.*

FOLLOWING COMPETITION LAWS AND FAIR DEALING

Salesforce is committed to competing fairly and following competition laws (known as antitrust laws in the U.S.) worldwide. We expect the same from our Suppliers. Suppliers must never enter into any agreements—whether express or implied, formal or informal, reached orally or in writing—that violate competition laws. In particular, Suppliers must avoid engaging in the following types of activities with competitors:

- Price fixing
- Bid rigging
- Dividing or allocating customers or territories
- Group boycotts
- No poach/non-solicitation agreements that restrain or otherwise limit employee hiring and recruitment
- Improperly sharing competitively sensitive information
- Any other tactic that unreasonably restricts competition or reflects competing in bad faith

We expect Suppliers' marketing and sales activities on Salesforce's behalf to be ethical and fair. Seek guidance from a resource within your company if you have any questions about competition law. Suppliers who violate these laws may face immediate termination of their relationship with Salesforce.

PRODUCT AND SERVICE QUALITY

Our Suppliers' products and services must meet regulatory quality and safety standards, in addition to our internal quality standards, policies, specifications, procedures, and contract requirements. Suppliers also have a responsibility to procure goods and services for Salesforce in a responsible manner. You must:

- Follow established Salesforce procurement rules and procedures, including not beginning any work for Salesforce without an authorized purchase order and a fully executed contract in place
- Conduct appropriate due diligence before engaging third parties—such as employees, agents, consultants, suppliers, resellers, or distributors—on Salesforce's behalf and ensure that they agree to adhere to standards similar to ours
- Not subcontract work from Salesforce unless you obtain prior written consent from Salesforce

TRANSPARENCY

RECOGNIZING CONFLICTS OF INTEREST

As part of our commitment to trust and transparency, Suppliers must avoid conflicts of interest. Simply put, a conflict of interest is a situation where an opportunity for personal gain is contrary to the company's best interests. It also arises when your personal, social, financial, or political activities or relationships interfere, appear to interfere, or have the potential to interfere, with your objectivity, judgment and loyalty when acting on behalf of your company.



A conflict of interest, or even the appearance of one, can undermine the trust that employees, customers, partners, shareholders and the public in general place in Salesforce and its Suppliers. With trust being the #1 value at Salesforce, it's fundamental we uphold that value at all times, in all circumstances, including the relationship and interactions with our Suppliers. Note that having a conflict of interest (actual or potential) is not necessarily a problem: The specifics of each case matter to properly assess it. However, failure to timely disclose a potential conflict of interest is *always* a problem.

Suppliers and their personnel should avoid any conduct, situation, or circumstance where an actual or perceived conflict of interest may occur. If unsure whether a conflict exists, or if you can't avoid an actual or potential conflict of interest relating to your activities as a Salesforce Supplier, you should disclose it for proper review of the matter. Some examples of situations that could create conflicts of interest include:

- Loans or favors that the Supplier, a worker, or a family member receives through their relationship with Salesforce
- Improper advantages gained by acting on information learned through your relationship with Salesforce
- Gifts and entertainment exchanged with Salesforce employees for signing an agreement or placing an order
- Selecting a Supplier based on personal relationships, and not merit, quality or cost
- Business opportunities that belong to Salesforce
- Suppliers that employ or are controlled by Salesforce employees or their family members

If you think you might have a conflict of interest, in your capacity as a Salesforce Supplier, raise the issue right away with your internal resources and using the Salesforce [EthicsPoint](#) reporting line. This will allow Salesforce to review the matter, manage and resolve it appropriately.

Question:

Lena works for a supplier bidding on a Salesforce contract. Her sister-in-law was recently hired by Salesforce as a sourcing manager, though they won't work together directly. Should Lena disclose this relationship?

Select the most appropriate answer, then check your results on the following page:

- A) No, because they don't work together directly.
- B) Only if her sister-in-law is on the contract negotiation team.
- C) Yes, Lena should disclose the relationship immediately.

Results:

A) No, because they don't work together directly.

✗ **Incorrect.** *Conflicts aren't limited to direct working relationships. Even perceived conflicts can undermine trust and fairness.*

B) Only if her sister-in-law is on the contract negotiation team.

✗ **Incorrect.** *Waiting until direct involvement misses the point – appearance of bias matters just as much as actual bias.*

C) Yes, Lena should disclose the relationship immediately.

✓ **Correct.** *Salesforce expects full transparency. Disclosure allows both parties to manage potential conflicts, even if the sister-in-law isn't directly involved.*

GIFTS AND ENTERTAINMENT

While it may sometimes be appropriate to exchange business courtesies in certain locations, it is never appropriate to give or receive a gift or offer of entertainment if it is lavish, excessive or extravagant, if it creates a sense of real or perceived obligation, or is given with the intent to influence a business decision.

Gifts and entertainment refer to anything of value given to the recipient. Gifts are typically in the form of a tangible object, but can also include services, or even discounts on products and services unavailable to the general public. Gifts and entertainment could be either given or received, with no actual or expected compensation or adequate consideration in return. They can create potential conflicts of interest, and exchanging them with Salesforce employees, customers, Suppliers, including partners or resellers, can create the appearance of unfair personal bias, or can look like a kickback or bribe.

Generally, Suppliers should not offer gifts or entertainment to Salesforce employees valued at over US\$150 per item. In addition, Suppliers should not offer gifts or entertainment to Salesforce employees at any time during a Request for Proposal (RFPs) or other vendor-selection process, in close proximity to decisions on pending deals, or shortly after closing a deal or an agreement. Similarly, gifts and entertainment should not be exchanged to reward obtaining or retaining business. As a general rule of thumb, ask yourself whether the public disclosure of the gift and entertainment exchange would embarrass you, your company or Salesforce.

If a Salesforce employee asks you for gifts and entertainment, please report it accordingly and timely to the Salesforce [EthicsPoint](#) reporting line.



Question:

Carlos, a supplier sales lead, wants to send a holiday gift basket worth \$250 to a Salesforce procurement manager as a thankyou for recent business. Is this acceptable?

Select the most appropriate answer, then check your results on the following page:

- A) No, the gift value exceeds Salesforce's acceptable limit.
- B) Yes, holiday gifts are common business practice.
- C) Yes, if disclosed to Salesforce before sending.

Results:

A) No, the gift value exceeds Salesforce's acceptable limit.

✓ **Correct.** *Gifts should not exceed \$150 per item to Salesforce employees. Staying within this limit avoids ethical concerns.*

B) Yes, holiday gifts are common business practice.

✗ **Incorrect.** *Even culturally common practices can create the appearance of influence. Salesforce limits gifts to \$150 or less to prevent conflicts of interest.*

C) Yes, if disclosed to Salesforce before sending.

✗ **Incorrect.** *Disclosure does not override the gift policy limit. Even with transparency, a high-value gift is inappropriate.*

ANTI-CORRUPTION, BRIBERY, AND KICKBACKS

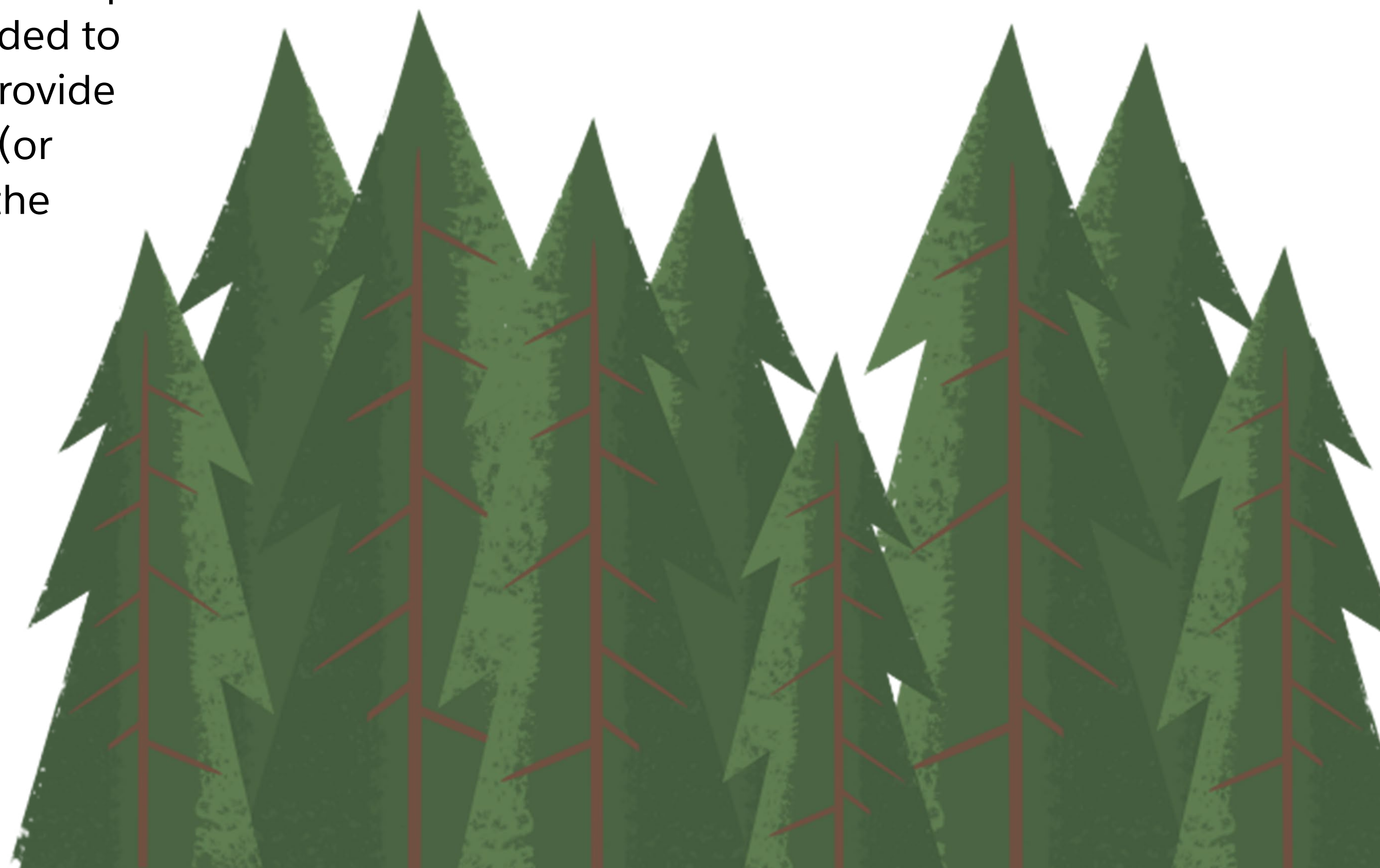
No matter where you conduct business for Salesforce, all Suppliers must follow anti-corruption laws. These include, but are not limited to, the U.S. Foreign Corrupt Practices Act (“FCPA”), the UK Bribery Act, and the OECD Convention on Combating Bribery of Foreign Public Officials in International Business Transactions. You must not tolerate, permit, or engage in any form of corruption, extortion, or bribery. This is true whether you are working with government officials or individuals in the private sector.

Here are a few key points to keep in mind about bribery and corruption:

- Bribery is the act of offering, promising, authorizing, giving, providing, soliciting, accepting, or receiving anything of value, directly or indirectly, to or from an individual or entity, in order to improperly induce, influence, or reward the actions or decisions of someone, to gain an improper business advantage, or to improperly obtain or retain business. Bribery is illegal everywhere Salesforce does business, and the consequences for offering or accepting a bribe are severe. You may never offer, authorize, give, promise, or accept any form of a bribe, extortion payment, improper payment, gift, or benefit while working on Salesforce’s behalf.
- A facilitation payment is a tip or small payment to Government Personnel to expedite or secure a routine, non-discretionary government action, to which the payer would be entitled ordinarily. Such actions typically include issuing a permit or providing utility service. This is illegal in most countries and is **always prohibited** at Salesforce.
- A kickback is giving back some amount of money paid (or due to be paid) as a reward for a business arrangement. Accepting, soliciting, offering, promising, authorizing, or giving a kickback is a violation of this Supplier Code.

At Salesforce, we have one simple rule when it comes to bribery, kickbacks, or corrupt acts of any kind: **We don't do it.** Simple, yet very important! And it doesn't matter whether it involves giving, promising, authorizing, agreeing to, or even accepting or receiving it. It also doesn't matter who the involved parties are—a customer, a Supplier, a competitor, a customer's relative everyone, anyone. We just **don't do it.** And we expect our Suppliers to use this same rule for conducting business.

Sometimes the giver is just trying to be nice, and they propose the exchange of gifts and entertainment. But be cautious about how that could be interpreted by the recipient, as this could be viewed as a bribe intended to influence a decision on a deal. If you are ever asked to provide something of value that, due its size or nature, could be (or could appear to be) improper, you should clearly reject the request. Do not try to be polite and say that you will ask about it, or will consider it, and will provide a response later. That can be seen as a promise of something improper, which carries the same impacts of an actual exchange of something improper.



Please note that anti-corruption laws may have a long reach and often apply also to agents and third parties acting on the company's behalf. Because these anti-corruption laws have such far-reaching scope, they have far-reaching consequences as well. That means the conduct of Salesforce Suppliers can still get Salesforce in trouble. The same applies if a Salesforce Supplier uses third-parties in connection to providing services as part of an agreement with Salesforce. An eventual misconduct by that third-party company may expose both Salesforce and its Supplier who engaged the third-party.



If you believe corrupt practices are occurring within our supply chain, report your concerns to the Salesforce [EthicsPoint](#) reporting line immediately.

Question:

Janelle works for a staffing agency that is trying to set up a Salesforce tech support center, but she is having trouble getting permits to hire local workers. A local businessman tells her, “I can get the permits for you, but we’ll need to offer the clerk a cash gift. If we do that, you can open your office in a month.”

Should Janelle agree to this plan?

Select the most appropriate answer, then check your results on the following page:

- A) Yes, it’s common in some countries to offer small payments to speed up approvals.
- B) No, she should refuse the offer and report the situation to Salesforce.
- C) Yes, but only if she documents the payment to keep everything transparent.

Results:

A) Yes, it's common in some countries to offer small payments to speed up approvals.

✗ **Incorrect.** *Even if facilitation payments are common in certain regions, Salesforce has zero tolerance for bribery. Local customs do not override anti-bribery laws like the FCPA (Foreign Corrupt Practices Act) or UK Bribery Act.*

B) No, she should refuse the offer and report the situation to Salesforce.

✓ **Correct.** *The offer constitutes a bribe. Janelle must not engage in bribery and should report the incident to Salesforce immediately, even if she declines the payment.*

C) Yes, but only if she documents the payment to keep everything transparent.

✗ **Incorrect.** *Bribes are illegal regardless of documentation. Recording the payment doesn't make it acceptable under anti-corruption laws or Salesforce's policies.*

FINANCIAL INTEGRITY, RECORDS, AND ACCOUNTING

Salesforce relies on our books and records to report our financial results, make required legal filings, and make business decisions. As our Supplier, you must keep accurate and complete books and records of all your business dealings with Salesforce. These records must be in accordance with applicable standard accounting practices, and must be supported by enough documentation to provide a complete record of the matter. Be specific and transparent.

In essence, books and records include any document or communication created in the course of business. Examples include presentations, spreadsheets, quotes and order forms, legal contracts and agreements, statements of work, pricing documents, invoices, purchase orders, timesheets, filing with government and regulatory agencies, etc.

Suppliers must never alter or tamper with books and records, regardless of the reason. In addition, Supplier must never engage in practices to conceal, misrepresent or falsify books and records in general involving Salesforce. Similarly, Suppliers must never agree to terms and conditions that aren't memorialized in a contracting document, which may add to or alter the company's obligations under the contract. These situations are considered side agreements and are strictly prohibited at Salesforce, and we expect our Suppliers to abide to the same. Any changes to the final agreement must be documented through formally executed addenda or amendments.

If you know of any actual or potential financial, accounting, or books and records issue related to Salesforce, or have knowledge of any potential side agreement, submit a report to the Salesforce [EthicsPoint](#) reporting line.

UNDERSTANDING INSIDER TRADING

As a Salesforce Supplier, you may have access to material, non-public information about Salesforce or other companies. Information is material if a reasonable investor would consider it important in deciding whether to buy, sell, or hold a company's securities. Having such knowledge gives insiders an unfair advantage over other investors. You must never buy or sell securities while in possession of material, non-public information.

Additionally, never give inside information about Salesforce or any other company to someone who can use that information to trade stock. This practice is known as tipping, and it's illegal. Even if you don't expect the person to use the information to make trades, sharing inside information may violate established confidentiality obligations and can constitute insider trading.

If you have any concerns regarding inside information or inadvertent disclosure of inside information, please contact the Salesforce [EthicsPoint Reporting Line](https://salesforce.ethicspoint.com).



TRADE COMPLIANCE

Salesforce complies with all international trade laws and regulations that apply to our business, and expects our Suppliers to do the same. Suppliers are required to comply with all applicable global trade laws, which include import and export control regulations, as well as sanctions and anti-boycott laws. Remember that import and export laws apply not only to goods but also to code, technology, software, intellectual property, and technical information. As a Supplier, you are responsible for understanding how global trade laws apply, and ensuring no imports or exports, provision of services, or transactions conducted in connection with Salesforce occur in violation of global trade laws. Suppliers shall ensure the provisioning of any products and services to Salesforce is not supported by a sanctioned or legally denied party, or is otherwise prohibited under applicable export and sanctions laws.



RESPECT AND SOCIAL RESPONSIBILITY

Salesforce is committed to equality for all and treating team members and partners with fairness, dignity, and respect. We believe in doing business only with Suppliers who share this commitment. We expect our Suppliers to comply with all employment and safety laws and support human rights for all people. In addition, we expect that our Suppliers will not allow, promote, or facilitate any hate-related or violent speech or materials, whether in the workplace or through electronic communications or transmission of data.

EQUALITY AND NON-DISCRIMINATION

We expect our Suppliers to identify, adopt, and integrate equality into their own supply processes and hiring, including equal treatment of all businesses in the supplier selection process. Salesforce believes that including small business partners in our business is important to our success, as it builds our ecosystem from the ground up. For that reason, we seek to work with small business partners who perform at a high level and add different perspectives to the Salesforce team.

Solid teamwork also requires all employees to treat each other with dignity and respect. Suppliers must never allow harassment or bullying in the workplace. In particular, our Suppliers must not tolerate behavior—including gestures, language, and physical contact—that is sexual, coercive, threatening, abusive, or exploitative in nature. Discrimination, harassment and bullying are against the law and we expect our Suppliers to comply with the letter and spirit of the law to prevent and address any instances. We expect our Suppliers to cooperate with us to promptly resolve claims that impact our combined workplaces.

HUMAN RIGHTS AND LABOR CONCERNS

Our Suppliers must respect each individual's rights, personal dignity, and privacy. While you work on behalf of Salesforce, you must:

- Respect employees' right to freely associate and bargain collectively in accordance with all applicable laws and regulations
- Follow all applicable laws and regulations regarding child labor
- Allow all employees to leave their employment freely upon reasonable notice, and never use any forced labor or involuntary prison labor
- Compensate employees fairly and follow local wage regulations or collective agreements; where these do not exist, compensate employees at a level that allows them to meet their basic needs
- Ensure that working hours, including overtime, are not excessive and never exceed local legal maximums
- Ensure fair and proper hiring, firing, and evaluation practices that do not violate applicable discrimination laws
- Comply with all applicable human rights and due diligence-related regulations

WORKPLACE HEALTH AND SAFETY

We also expect our Suppliers to provide workers with a safe and healthy workplace that complies with all applicable health and safety laws and regulations. You must take proactive measures to prevent workplace hazards. This commitment to safety also means that our Suppliers must never tolerate any threats or acts of violence, including intimidation, bullying, and attempts to instill fear in others.



Question:

Ravi oversees a manufacturing site supplying Salesforce. He discovers that one of his subcontractors requires excessive overtime from workers without proper safety equipment, though the orders are delivered on time.

What should Ravi do?

Select the most appropriate answer, then check your results on the following page:

- A) Handle it internally but don't notify Salesforce.
- B) Report it to Salesforce and address the issue with the subcontractor.
- C) Wait until a formal audit before taking any action.

Results:

A) Handle it internally but don't notify Salesforce.

✗ **Incorrect.** *While taking internal action is important, Salesforce expects transparency across the supply chain for serious labor issues.*

B) Report it to Salesforce and address the issue with the subcontractor.

✓ **Correct.** *Suppliers are responsible for cascading labor standards to subcontractors and must notify Salesforce of significant violations.*

C) Wait until a formal audit before taking any action.

✗ **Incorrect.** *Delaying action or relying on audits risks ongoing harm to workers and violates Salesforce's expectations for proactive ethical conduct.*

ACCESSIBILITY

Our Suppliers must provide inclusive technologies for its customers and personnel by:

- Procuring accessible digital tools and resources
- Establishing and enforcing a policy to embed accessibility into the procurement process
- Complying with the current version of the international accessibility standard Web Content Accessibility Guidelines (WCAG) Level AA when creating any deliverable for Salesforce. See Salesforce's [Product Accessibility Status](#).

SUSTAINABILITY

Sustainability is a core company value at Salesforce and we are committed to a net zero, nature positive future. We work with Suppliers that share our commitment to sustainability and want to engage with us to drive climate action. At minimum, we expect Suppliers to:

- Include our [Sustainability Exhibit](#), a set of sustainability-related contract provisions, in their agreements with Salesforce.
- Set and make timely progress towards achieving science-based targets to reduce greenhouse gas emissions
- Demonstrate collaboration and transparency with regards to sustainability, including disclosing climate-related data and sharing a third-party scorecard upon request

Suppliers can learn more about our sustainability expectations, approach, and available resources in the [Supplier Sustainability Program Guide](#).

Suppliers must follow all applicable environmental laws, regulations, and standards. This includes requirements for chemical and waste management and disposal, recycling, industrial wastewater treatment and discharge, air emissions controls, environmental permits, and environmental reporting. Suppliers should have their own environmental management system, including goals to reduce environmental impact, measures and controls (including audits), reporting, and training.

Salesforce undertakes rigorous commitments to sustainability as detailed in our annual [Stakeholder Impact Report](#) and strongly encourages suppliers to adopt these practices. We encourage Suppliers to act in a way that protects, restores, and enhances the world's natural ecosystems in a manner that will build community resilience and promote a more just and equitable world. We encourage Suppliers to manage and disclose both their climate- and nature-related risks and opportunities.

COMMUNITY INVOLVEMENT

Salesforce seeks to work with Suppliers who share our commitment to social and economic development and the sustainability of the communities we serve. Therefore, we encourage our Suppliers to proactively and positively engage with their local communities.



COMMUNICATION

Transparency, trust, respect, communication, and the highest ethical standards must be the foundation for all decisions taken on Salesforce's behalf. Communication means that we—and our Suppliers—take the proper steps to train our employees on our values and commitments. In addition, we expect our Suppliers to communicate their ethical standards back to us through monitoring, auditing, and good record-keeping.

TRAINING AND COMMUNICATION

We expect our Suppliers to establish policies and procedures to ensure compliance with this Supplier Code and all applicable laws and regulations. Management at Supplier companies is responsible for the following:

- Communicating the principles in this Supplier Code to employees and third-party partners through training, policy, or other messaging
- Managing compliance with this Supplier Code by employees and third-party partners
- Promptly reporting violations and concerns to the appropriate Salesforce contact
- Keeping reports confidential to the extent possible and permitted by law
- Protecting employees from retaliation for making a report in good faith

Supplier management must ensure that their direct reports understand these standards.

MONITORING AND AUDITING

Salesforce expects our Suppliers to produce and maintain honest and accurate accounting and business records. That includes reasonable documentation to demonstrate compliance with this Supplier Code. Suppliers should monitor their own operations –including any subcontractors or vendors–through appropriate due diligence, audits, and similar activities. Salesforce reserves the right to audit or inspect Suppliers’ records and facilities, as applicable and permitted by law.



COMPLYING WITH CONTRACTS

Salesforce's relationships with our Suppliers are governed by contracts that define mutual rights, obligations, and expectations between the parties. You should be familiar with and adhere to the terms of the agreements in place to ensure compliance and maintain a strong, transparent relationship.

- Suppliers should not begin work without a fully executed contract in place. A formal agreement ensures that all terms, conditions, and expectations are clearly defined, minimizing legal, financial, and operational risks for both parties.
- Unauthorized work may not be compensated and could result in contract violations. Any modifications to contractual terms, pricing, or scope of work must be formally documented and agreed upon by both parties. Suppliers must not make unilateral changes to the agreed scope or pricing.
- Suppliers must not submit invoices until Salesforce has accepted the goods or services, unless otherwise specified in the contract. This requirement ensures that all deliverables meet agreed-upon quality and performance standards, preventing disputes and fostering trust in the business relationship.
- Suppliers must protect all confidential information received from Salesforce and comply with applicable data protection laws and contractual confidentiality obligations. Any unauthorized disclosure or misuse of Salesforce's confidential information is strictly prohibited.

COMPLYING WITH CONTRACTS (CONTINUED)

- Any work product, deliverables, or services that involve intellectual property must comply with the ownership and licensing terms defined in the contract. Suppliers must not use or distribute Salesforce's intellectual property without explicit permission.
- Suppliers are responsible for ensuring that any subcontractors or vendors they engage comply with Salesforce contractual obligations and this Supplier Code. This includes adherence to performance standards, security protocols, and ethical business practices.

If a conflict arises between this Supplier Code and a contract, or if there is any uncertainty about compliance requirements, Suppliers should seek guidance from their internal legal or compliance teams or contact a Salesforce representative for clarification.

By adhering to these principles, Suppliers help maintain a strong, ethical, and legally sound business relationship with Salesforce.



RESTRICTED TECHNOLOGIES AND SERVICES

Salesforce may use certain Supplier products or services in connection with a government contract, which requires compliance with certain procurement laws and regulations. Accordingly, you will not provide to Salesforce any “covered telecommunications equipment or services” or any equipment, system, or service that uses “covered telecommunications equipment or services,” as that term is defined by 48 C.F.R. § 52.204-25.



MULTILINGUAL RESOURCES

[Arabic | العربية الفصحى](#)

[Chinese \(Simplified\) | 汉语](#)

[Dutch | Nederlands](#)

[French \(Canada\) | Français](#)

[French \(France\) | Français](#)

[German | Deutsch](#)

[Hebrew | עברית](#)

[Indonesian | Bahasa Indonesia](#)

[Italian | Italiano](#)

[Japanese | 日本語](#)

[Korean | 한국어](#)

[Portuguese \(Brazil\) | Português](#)

[Portuguese \(Portugal\) | Português](#)

[Spanish \(Spain\) | Español](#)

[Spanish \(Latin America\) | Español](#)

[Thai | ไทย](#)