

The Salesforce logo, consisting of a blue cloud shape with the word "salesforce" written in white lowercase letters inside it.

salesforce

FY26 Stakeholder Impact Report

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A Letter from our CEO, Marc Benioff

As we enter our 27th year, I've never been more excited about the future. Salesforce is leading the way to a new era of enterprise technology, where humans, AI agents and platforms work together to drive unprecedented levels of productivity and growth. Our record FY26 results, including \$41.5 billion in revenue and record operating margin and cash flow, are proof that this revolution – and the rise of the Agentic Enterprise – is already driving real results.

The Agentic Era brings extraordinary opportunities for companies and for people and communities around the world. At Salesforce, guided by our core values – trust, customer success, innovation, equality, and sustainability – we are more committed than ever to our belief that business is the greatest platform for change.

As AI agents become our coworkers, we need strong commitments to transparency, safety, and accountability. And we must make sure that the benefits of this revolution are broadly shared.

As always, we continue to be guided by our 1-1-1 philanthropic model, which commits 1% of our equity, technology, and our employees' time to build a more equitable and sustainable world. To date, we have provided nearly \$1B in community grants – with over \$250M going directly to public schools and education nonprofits. In our hometown of the Bay Area, that commitment runs deep: we've driven more than \$286M locally, including \$144M for public schools and \$130M for children's health.

Beyond the Bay Area, we continue to support communities worldwide, from healthcare organizations to global learning initiatives. Our employees have performed over 10 million volunteer hours, and empowered over 64,000 nonprofits to run on Salesforce through free licenses or deep discounts. Nearly 20,000 other companies have followed our lead, adopting the 1-1-1 model and igniting \$3 billion in new philanthropy through Pledge 1%.

Innovation as a Force for Good

Salesforce's Responsible Agentic AI Principles and programs are designed to keep people at the center of this revolution, bringing the judgment of humans to the speed and scale of AI. We align our approach with emerging global AI regulations and standards and have implemented new AI agent guardrails to help protect customer data and ensure safe, reliable use of AI.

We are also committed to ensuring that agentic AI supports critical needs in our communities. Through the Salesforce Accelerator – Agents for Impact and Agentforce for Nonprofits we offer nonprofits the same cutting-edge tools as the world's largest corporations; this enables them to meet rising community needs and scale their impact through capabilities such as automated grant reporting, 24/7 multilingual membership support, and tailored regenerative agriculture coaching.

Empowering People

The foundation of our success at Salesforce is our people. As AI transforms the nature of work, we are reinvesting in our values-driven culture and committed to helping our workforce and local communities thrive in this new era.

Inside Salesforce, we launched enterprise-wide AI fluency training and career platforms to equip every employee to succeed, with a focus on reskilling, career mobility, and new pathways for growth and development.

Externally, we are also committed to democratizing access to AI skills, tools, and opportunities. This includes providing hands-on immersive learning for students and community members across AMER, EMEA, LATAM; offering free AI courses and certifications through Trailhead; opening doors for non-traditional career pathways across the Salesforce ecosystem; and more.

Protecting our Planet

We believe that the health of nature and business are inextricably linked, which is why our commitment to sustainability remains unwavering. We're pioneering agentic sustainability, where the combined power of humans and AI accelerates solutions to protect and restore the natural world.

We're also driving transparency and action around AI's environmental impact, centering our approach on smart demand, efficiency, and clean supply. We helped launch tools like the AI Energy Score – a first-of-its-kind benchmark comparing the energy consumption of AI models – and AI Model Cards, which provide critical information about how models work, including environmental data.

This year, we launched a new global water program, focusing on resilient data centers, power supply, and watersheds. Our first major resilience investments helped safeguard water for millions of people in Brazil and Mexico. We contributed over \$4M in new climate and nature philanthropy, and have helped fund the conservation, restoration, or growth of 65M trees (all-time) toward our 100M tree commitment.

This is a threshold moment, moving toward a future where humans and agents work together to transform the world. We are grateful to be on this journey with you, and we thank you for your continued trust.

With deep gratitude,

Marc Benioff
Chair & Chief Executive Officer
[Salesforce](#)



Business is the greatest platform for change

This report showcases Salesforce's progress across our key impact areas in FY26 – Technology, People, and Planet – highlighting achievements and areas of continued focus. It's intended to support accountability, inform our stakeholders, and guide our efforts to drive long-term, sustainable value.



All-Time Giving

1% equity

\$898.5M
grants

1% product

64.2K
nonprofit and higher education customers

1% time

10.5M
volunteer hours

\$256M
grants to public schools and education nonprofits

19.6K
Pledge 1% companies

FY26 Report Highlights

Technology

Earned **International Organization for Standardization (ISO) 42001** certification for AI management

[Learn More](#)

Conducted over **600 trusted AI reviews** on Salesforce AI products and features

[Learn More](#)

Operationalized **Responsible Agentic AI Guidelines**

[Learn More](#)

Invested **\$4 million in funding and over 3,000 pro bono hours** to nonprofits via the Salesforce Accelerator – Agents for Impact

[Learn More](#)

People

Certified **Great Place to Work** in 32 countries

[Learn More](#)

Volunteered **900,000 hours**

[Learn More](#)

Reached **60% employee participation** in one or more Equality Groups

[Learn More](#)

Filled nearly **40% of open roles** with internal talent

[Learn More](#)

Launched Slackbot, a personal AI agent for work, with 96% user satisfaction

[Learn More](#)

Planet

Achieved **66% reduction in scope 1 and 2 emissions and 67% reduction in scope 3 emissions intensity** toward our science-based targets (SBTs)

[Learn More](#)

Improved infrastructure carbon efficiency **4% year over year**

[Learn More](#)

Deployed **\$4.35 million** in nature and sustainability philanthropy

[Learn More](#)

Launched water program with three investments in watershed resilience

[Learn More](#)

Welcome to the Agentic Enterprise

At [Salesforce](#), we believe that the future of business is agentic.^[1] As we enter this new era, our mission remains unchanged: to help organizations of any size drive customer success through the power of data, AI, and CRM. Salesforce is bringing humans and agents together to deliver customer success on a single, trusted platform.

Agentforce 360 enables companies of all industries, sizes, and locations to build business workflows, applications, and AI agents on a single, comprehensive platform to help automate processes, boost efficiency, increase productivity, and reduce information technology costs.

Defining Our Value Chain

As a B2B software-as-a-service (SaaS) provider, Salesforce has a primarily digital and intellectual value chain. Unlike industrial sectors, we don't extract raw materials or manufacture physical goods. We develop cutting-edge technology and strategically deploy key solutions to help organizations of any size become Agentic Enterprises.^[2] Simultaneously, we work to mitigate the impact of our operations on people and the planet, ensuring our growth remains inclusive and sustainable.



[1] Agentic means AI with agency; AI is capable of acting independently within a trusted environment to achieve a specific goal.

[2] An Agentic Enterprise is an organization operating in the new era of human-AI collaboration, leveraging autonomous AI agents and data to drive productivity and customer success.

[3] Open ecosystem is a collaborative technology environment where the Salesforce platform works seamlessly with third-party systems through standardized integrations.

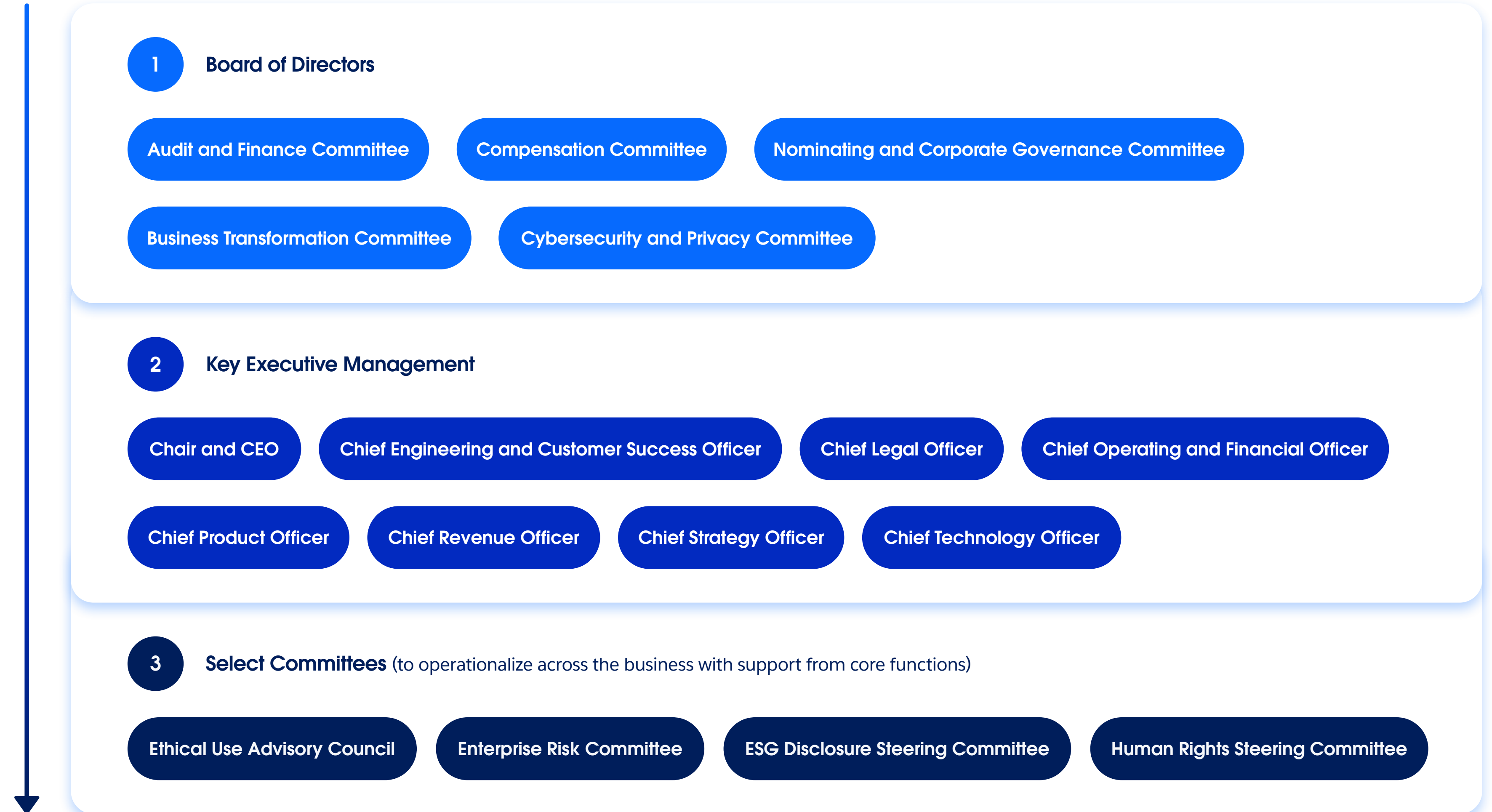
Governance Framework

In an era of rapid AI advancement, trust is our most valuable asset. We structure our [corporate governance](#) so that innovation never outpaces accountability, keeping our core values at the center of everything we do.

Salesforce is committed to conducting business in accordance with the laws and regulations that apply to us, and we strive to be one of the most ethical companies in the world. This governance model is designed to maintain rigorous oversight and performance while providing the agility needed for rapid, responsible innovation.

FY26 Governance Model

This view represents how we organize effective oversight across the business.



Board-Level Oversight

The Salesforce Board of Directors balances deep knowledge of our business with fresh external perspectives and diverse backgrounds. Our leadership structure supports long-term stockholder value while enabling direct feedback and accountability.

Independence and Leadership

A majority of our board members are independent of Salesforce and its management, and independent members serve as chairs for the Audit and Finance, Compensation, and Nominating and Corporate Governance committees.

Integrated Committee Governance

Responsibility for environmental and social topics is distributed across our standing committees. This specialized structure is designed to provide rigorous management of key issues – including AI ethics, environmental sustainability, and the integrity of environmental, social, and governance (ESG) metrics – in alignment with our financial and operational strategies.

Frontline Engagement

To keep the board connected to operational realities, senior leadership presents directly to board committees at least twice a year on material topics and strategic execution.

Management and Operational Excellence

Our senior leadership translates board-level strategy into operational excellence with clear decision-making authority and a lead-by-example philosophy.

V2MOM

Our annual [V2MOM](#) (Vision, Values, Methods, Obstacles, Measures) alignment process translates corporate strategy into individual action. By cascading goals from the chair and CEO to every employee, we align our global workforce with a unified business plan that embeds our values into relevant functions and performance reviews.

Code of Conduct

All employees, officers, and directors must adhere to our [Code of Conduct](#), which defines our standards for ethical and transparent business practices. To uphold these standards, we use the [EthicsPoint Hotline](#) as a formal grievance mechanism accessible to all stakeholders.

Customer Zero

Our leadership champions Customer Zero, which means we deploy our own agentic technologies internally first. This allows us to refine governance protocols for services in a real-world environment before they're scaled to our customers.

Stakeholder Engagement

We believe effective governance requires active engagement. We maintain ongoing dialogue with stockholders and stakeholders to ensure our strategy remains aligned with evolving expectations. We consider input from across our ecosystem, including employees, customers, partners, policymakers, and civil society organizations, and we incorporate these perspectives into our strategic planning.

Key Feedback Channels

We bring diverse perspectives into the company through robust engagement platforms to help inform our agentic shift, including:

- **Employee Voice and Slack-Powered Dialogue:** Capturing sentiment via Slack, All Company Call, and the Great Insights Survey (GIS) to ensure employee feedback directly informs our operational and cultural evolution.
- **Crowdsourcing Platforms:** Leveraging the [IdeaExchange](#), where our user community directly influences our product roadmap, and the [AgentExchange](#) to collaborate with our partner ecosystem.
- **Strategic Events and Conferences:** Using global gatherings like [Dreamforce](#), customer convenings, and investor events to facilitate high-touch, real-time dialogue, and connection.
- **Public Policy and Alliances:** Engaging with trade associations, policymakers, and civil society to shape discourse, [advocate for trusted AI regulation](#), and advance industrywide progress.

Report Methodology

About This Report

This report covers Salesforce’s global operations, commitments, and practices during FY26 (February 1, 2025 – January 31, 2026, unless otherwise noted).^[4]

Our disclosures are informed by leading reporting standards, such as the International Financial Reporting Standards (IFRS) Sustainability Disclosure Standards issued by the International Sustainability Standards Board (ISSB) – which incorporate the Sustainability Accounting Standards Board (SASB) Standards and the Task Force on Climate-Related Financial Disclosures (TCFD) framework – alongside the Global Reporting Initiative (GRI) Standards.

As a best practice, and to prepare for emerging regulatory requirements, we use a Double Materiality Assessment (DMA) to inform our reporting areas. We also look to the United Nations’ Sustainable Development Goals (SDGs) to connect our impact to global progress.

We believe building trust with our stakeholders includes a credible voluntary reporting process that delivers actionable, transparent, consistent, and verifiable metrics. To ensure the highest level of integrity, we’ve engaged Ernst & Young LLP (EY), an independent third party, to provide limited assurance on selected environmental and employee data presented in this report. This marks our ninth consecutive year of independent verification (since FY18), reflecting our commitment to data accuracy and re-performability. The assurance reports can be found on our [reports and policies page](#).

Double Materiality Assessment

In FY26, we conducted a DMA to identify the ESG issues most relevant to our business and stakeholders. Building on prior assessments, this process helps ensure our strategy and reporting focus on the topics with the greatest impact. The results of this assessment are integrated into our Enterprise Risk Management (ERM) program, ensuring that identified material issues are systematically tracked and managed as part of our core risk architecture. This alignment allows us to continually monitor the risks and trust drivers essential to our long-term resilience.

Our Process

Our DMA process considers both financial materiality (how issues affect the business) and impact materiality (how the business affects society and the environment). To achieve this, we followed three key phases:

1 Review and Research

We began with a foundational review of internal documents and deep desktop research on market trends, regulations, ESG ratings, and global best practices to inform our methodology.

2 Identify Topics

We developed an initial list of impacts, risks, and opportunities, then we scored and refined them to ensure every topic has a direct and significant connection to our business operations.

3 Engage Stakeholders and Management

We consulted with leadership, subject matter experts, and key external stakeholders to validate and sharpen our results. Final material topics were presented to executive leadership and the board’s Nominating and Corporate Governance Committee.

Our Findings

The topics below represent our key impacts, risks, and opportunities (in alphabetical order). These themes are explored in depth throughout this report.

- **Business Conduct:** Uphold high ethical standards and a corporate culture that builds stakeholder trust and drives long-term financial performance.
- **Climate Change:** Manage greenhouse gas (GHG) emissions associated with our operations and value chain while addressing risks from extreme weather events and energy price volatility.
- **Customer Use:** Protect data from cyber threats, prevent product misuse, and leverage our technology to positively impact the communities we serve.
- **Responsible AI:** Navigate the complex impacts of rapid AI adoption, including workforce transitions, evolving regulatory requirements, and emerging legal or reputational risks.
- **Water:** Address the impacts of water usage in data centers to protect local freshwater supplies and support operational continuity in water-stressed regions.
- **Workforce:** Attract and retain talent by cultivating a values-driven culture, providing competitive benefits, and fostering internal mobility necessary to thrive in a competitive landscape.

Identifying and prioritizing these topics allows us to proactively manage risks and strategic opportunities and mitigate our impact on people and the planet, creating value for Salesforce and society over the long term. The following chapters expand upon these topics, capturing our current management approach, policies, actions, and targets.


^[4] This report contains figures that have been approximated or rounded, and certain reclassifications of data from prior public disclosures may have been made to reflect the current period presentation. All currency is in U.S. dollars (unless otherwise noted).

Technology



Introduction

AI is reshaping how organizations operate, innovate, and create value. As enterprises move from experimentation to deploying autonomous agents at scale, trust, privacy, security, sustainability, and human rights protections become increasingly critical. At Salesforce, we embed these principles across our trusted AI, privacy, cybersecurity, and governance programs, integrating safeguards, oversight, and human-centered design into how our technology is built, deployed, and marketed. As the agentic era evolves, we remain focused on enabling innovation while maintaining strong protections for our customers and the people who use our technology.



Salesforce’s Responsible Agentic AI Principles and programs are designed to keep people at the center of this revolution, bringing the judgment of humans to the speed and scale of AI.”

Marc Benioff

Chair & Chief Executive Officer, Salesforce

Trusted AI

Approach

In FY26, we continued integrating trusted technology practices across our AI and data platforms through coordinated efforts led by the [Office of Ethical and Humane Use \(OEHU\)](#). This office develops and operationalizes the frameworks, policies, and governance mechanisms that guide the responsible development and deployment of our technologies.

We embed this governance throughout the AI lifecycle through enforceable policies, internal oversight, and operational review processes. Working across product, engineering, legal, policy, security, and research teams, OEHU guides the development of technologies with a focus on safeguards, accessibility, and accountability.

Policies, Pledges, and Commitments

Salesforce maintains publicly available policies governing the responsible use of AI technologies, including the [Salesforce Acceptable Use and External-Facing Services Policy](#) and [AI Acceptable Use Policy](#), which define prohibited uses and help prevent harmful applications. In FY26, we continued to operationalize our [Trusted Agentic AI Guiding Principles](#), which establish standards for human oversight, guardrails, safe task delegation, and transparency in agentic AI systems.

We also prioritize accessibility and inclusive design across our digital products in line with [Web Content Accessibility Guidelines \(WCAG\) 2.2 AA](#), while integrating rigorous accessibility testing into development workflows. In parallel, Salesforce participates in global responsible AI initiatives to support trustworthy AI development, including [EU AI Pact](#), [Canada Voluntary Code of Conduct on the Responsible Development and Management of Advanced Generative AI Systems](#), [Rome Call for AI Ethics](#), [Trento AI Declaration](#), and [Seoul AI Business Pledge](#).



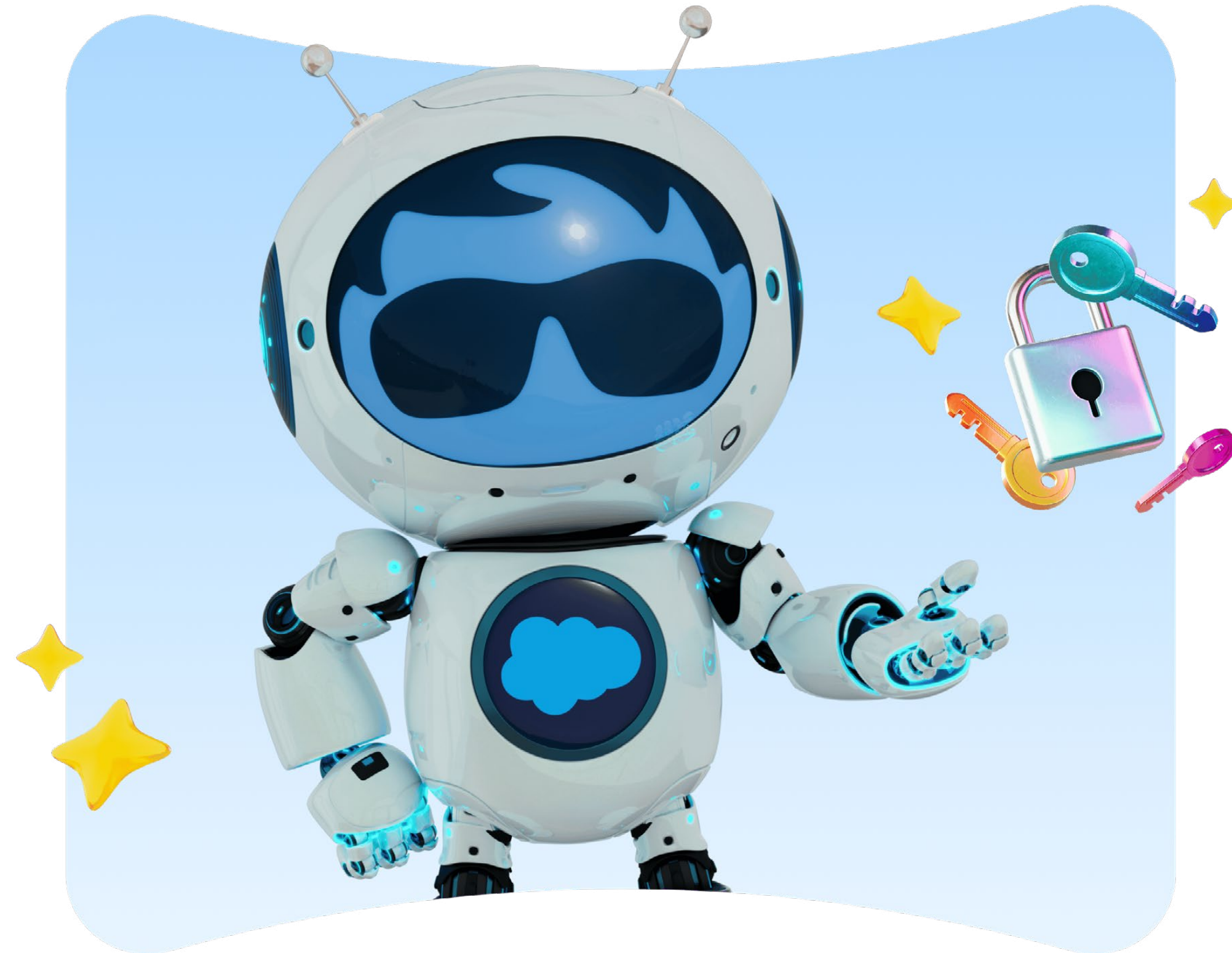
Operational Review and Testing Processes: Salesforce uses a structured review process to evaluate internal and customer-facing AI use cases before release. In FY26, we reviewed:

370+
internal use cases

240+
customer-facing capabilities

The process includes risk intake and automated triage to prioritize higher-risk use cases. Higher-risk use cases undergo deeper review by responsible AI product managers and, where appropriate, testing by the OEHU Testing, Evaluation, and Alignment team. All identified use cases follow standardized guidance aligned with responsible AI principles, company policies, and legal requirements, with appropriate oversight and escalation pathways based on risk.

Product teams are expected to complete a responsible AI attestation before deployment, establishing a consistent and auditable record of alignment with Salesforce standards. Product teams implement recommended mitigations before launch and may retest systems after updates. Reviews are complemented by [ethical testing and red teaming](#), including manual adversarial testing and automated testing such as fuzzing, and [employee trust testing](#) to identify risks related to bias, toxicity, harmful outputs, and misuse.



Stakeholder Engagement

Trusted AI governance at Salesforce incorporates engagement with internal and external stakeholders. Internally, the AI Trust Council is composed of senior executives across security, product, engineering, AI research, product marketing, legal, UX, and ethical and humane use. The council was formed to align and speed up decision-making for AI products. OEHU collaborates with cross-functional groups, such as the Ethical Use Advisory Council,^[1] to evaluate emerging risks and guide responsible AI practices. Additionally, Salesforce engages policymakers, academic researchers, civil society organizations, and industry partners to inform AI governance frameworks and emerging regulatory approaches.

ACTIVATING PUBLIC POLICY

Advancing Responsible AI Public Policy

Salesforce engages government officials and policy organizations to support the development of trusted AI public policies. Key FY26 engagements include:

- ✓ **Measuring Global AI Readiness**

We released the inaugural [Global AI Readiness Index](#), analyzing 16 countries' ability to scale agentic AI. It identified that innovation capital, regulatory readiness, and human capital are the key drivers of AI adoption. The report received the 2025 International Advocacy Award from the Information Technology Industry Council.

- ✓ **Shaping AI Governance**

We served as a founding member of the U.S.-focused AI Integrators Council and separately contributed expertise to discussions surrounding implementation of the U.S. national AI Action Plan. Salesforce also engaged in global AI policy development through filings and consultations, including EU's Cloud and AI Development Act and Canada's forthcoming AI Strategy.

- ✓ **Rome Call for AI Ethics**

We signed the [Vatican's Rome Call for AI Ethics](#) at the Pontifical Academy for Life in committing to transparent, inclusive, and accountable AI development for the benefit of humanity.

[1] The Ethical Use Advisory Council is an overarching body that guides the OEHU in its product and policy recommendations to leadership. The council was established in 2018 and is composed of external experts from academia and civil society along with internal VP+ level executives and front-line employees (below VP level). The council provides strategic guidance, feedback, and counsel on the top priorities of the OEHU. Council subcommittees may meet more frequently as urgent priorities arise needing feedback.



TRUSTED AI Key Achievements

In FY26, we expanded our responsible AI governance framework to support the rapid development and deployment of generative and agentic AI. OEHU strengthened oversight practices and advanced transparency initiatives.

Trusted AI Governance

Strengthened the trusted AI review process, assessing more than 370 internal use cases and 240 customer-facing capabilities before deployment.

AI Model Cards

Expanded [AI model cards](#) for Salesforce-owned predictive, generative, and agentic AI models. These provide transparency into model developer, intended uses, known limitations, performance metrics, and environmental impact, helping customers assess risk and apply appropriate oversight.

Standards Alignment

Achieved [International Organization for Standardization \(ISO\) 42001 certification](#), aligning our AI governance program with the [first international standard](#) for AI management and risk management.

Human Rights Evaluation

Conducted a companywide Human Rights Salience Assessment in line with our [human rights commitments](#), evaluating our operations, products, and value chain against more than 160 indicators across 11 internationally recognized frameworks. The findings will be published in a forthcoming stand-alone report.

Accessibility Standards

Announced a commitment to align Salesforce products with WCAG 2.2 AA, alongside expanded accessibility engineering practices, including automated testing through Sa11y and usability studies with approximately 100 participants with disabilities evaluating Agentforce experiences.

Accessibility Agent

Introduced the [Accessibility Agent](#) in Agentforce, an AI-powered tool that helps developers identify and address accessibility issues earlier in the development process through automated testing and in-workflow recommendations, supporting more consistent and inclusive user experiences.



TRUSTED AI

Key Takeaways

As AI systems become more capable, trusted AI practices must evolve alongside them. In FY26, we strengthened our AI governance program through expanded policy guidance for agentic systems, scaled review processes, and increased transparency through initiatives such as model cards and accessibility practices. ISO 42001 certification further validated our approach to managing AI responsibly.

Protecting personal data is central to maintaining trust. Our privacy approach advances responsible data use across our products, platforms, and operations.

Privacy

Approach

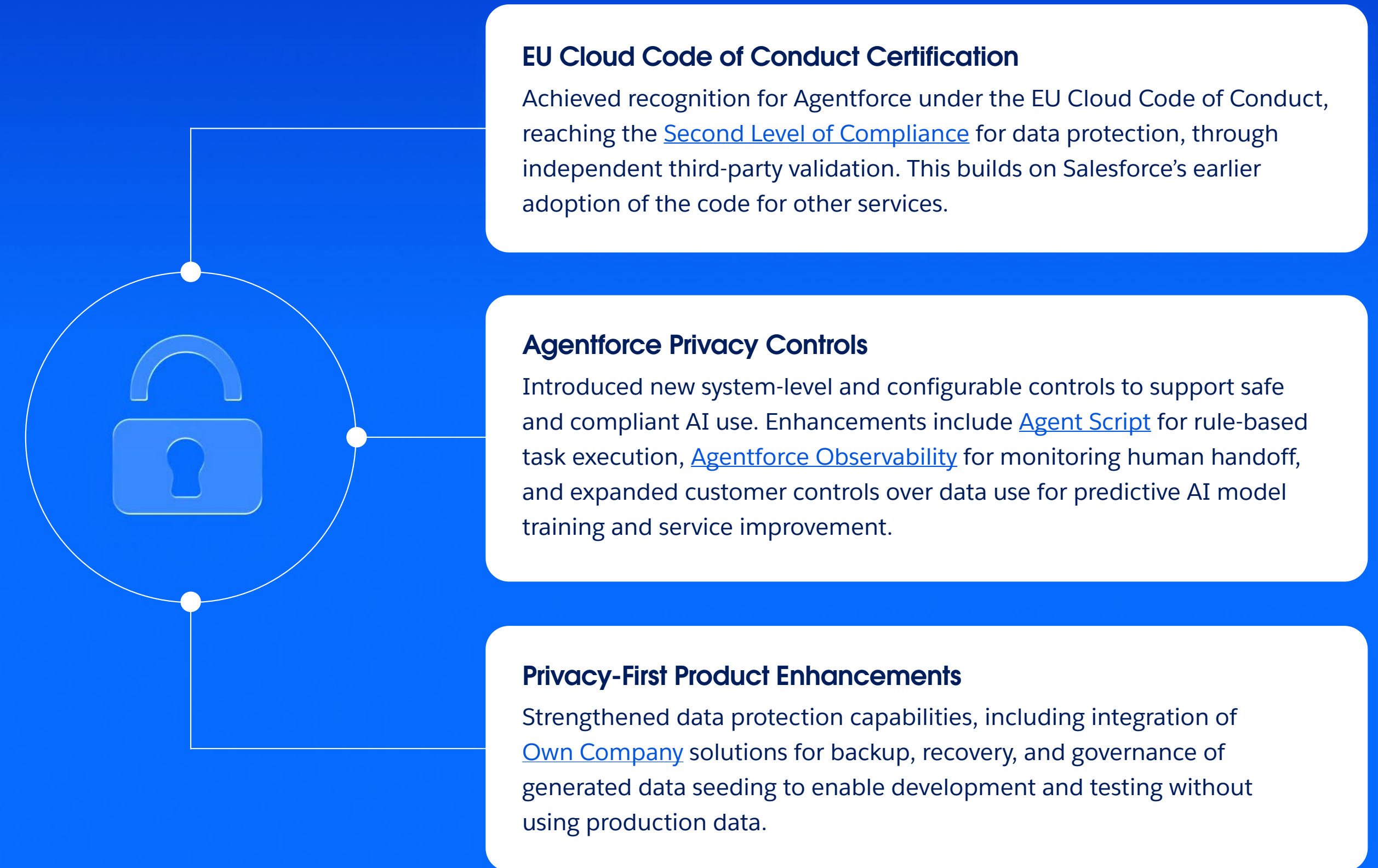
Privacy is a fundamental human right and a cornerstone of trust. At Salesforce, we apply privacy through several key principles:

- **Transparency:** We're clear about our practices so customers understand how their data is collected and used.^[2]
- **Control:** We design our products to empower customers to remain in control of their data at all times.^[3]
- **Security:** We use strong security measures and regularly verify them with internal safeguards and external auditors.
- **Compliance:** We operate at a high standard of compliance so our customers can operate seamlessly around the world, including in regions with strict privacy regulations.
- **Partnership:** We engage with our customers to solicit feedback, and we provide information, security, and privacy tools customized to their needs.

We continuously monitor global legal and technological developments and update our services to protect customer data. We support cross-border data transfers^[4] through mechanisms including standard contractual clauses, binding corporate rules (BCRs),^[5] certification to the EU-U.S. Data Privacy Framework, and Asia-Pacific Economic Cooperation Privacy Recognition for Processors (APEC PRP) certification, alongside a range of security certifications and adherence to the EU Cloud Code of Conduct.

Key Achievements

In FY26, we advanced our privacy protections to support the emergence of agentic AI. We expanded certification coverage, introduced new privacy controls for Agentforce, and strengthened protections across our core and data cloud products, as detailed on our [Privacy page](#). Key achievements included:



EU Cloud Code of Conduct Certification
 Achieved recognition for Agentforce under the EU Cloud Code of Conduct, reaching the [Second Level of Compliance](#) for data protection, through independent third-party validation. This builds on Salesforce's earlier adoption of the code for other services.

Agentforce Privacy Controls
 Introduced new system-level and configurable controls to support safe and compliant AI use. Enhancements include [Agent Script](#) for rule-based task execution, [Agentforce Observability](#) for monitoring human handoff, and expanded customer controls over data use for predictive AI model training and service improvement.

Privacy-First Product Enhancements
 Strengthened data protection capabilities, including integration of [Own Company](#) solutions for backup, recovery, and governance of generated data seeding to enable development and testing without using production data.

[2] Our customers trust us to help them build meaningful relationships with their own customers, and data privacy is a top priority. Our customer agreements and [privacy policies](#) describe how we safeguard data. We also offer resources to help our customers address privacy laws such as the General Data Protection Regulation and the California Consumer Privacy Act.

[3] Salesforce doesn't use user information for reasons other than those described in our customer agreements and our privacy policies.

[4] Salesforce describes its principles for government requests for customer data in our [Transparency Report](#). The number of requests for user information that we've received (and percentage disclosed) is described in this publicly available paper, available on our [Privacy Resources](#) page.

[5] BCRs are data protection policies adhered to by companies in Europe for transfers of personal data outside Europe.

PRIVACY

Expanding Privacy Capabilities

In FY26, we continued expanding privacy capabilities across our product suite by:



Launch

Launching a centralized consent management platform to simplify user control and regulatory compliance.



Integrate

Integrating agentic functionality into privacy tools to support policy creation, gap assessments, and workflow automation.



Expand

Expanding data subject request (DSR) support across Data 360^[6], and migrating internal processing to a Salesforce-native platform, improving efficiency and response quality.



Secure

Securing required works council^[7] approvals to deploy AI-powered productivity tools across our European workforce.



PRIVACY

Key Takeaways

In FY26, we expanded strong privacy governance across our platform. This reflects Salesforce’s commitment to building AI that customers and their users can trust.

Protecting data also requires securing the systems that store and process it. Our cybersecurity practices safeguard our infrastructure and help defend against evolving threats.

[6] Data 360 is an activation engine native to Salesforce – built to activate trusted data everywhere. It lets you make all your enterprise data ready for action without moving it via Zero Copy integration. Data 360 powers workflows, decisions, and analytics with one complete view of your customer. And it’s designed to bring context and insight to your data so Agentforce can put it to work.

[7] Works councils are elected bodies representing employees at the firm level, primarily in Europe, to ensure worker interests are considered in management decisions.

Cybersecurity

Approach

Security remains a fundamental pillar of every innovation we bring to market. Our services involve the storage and transmission of our customers' and their customers' data. As a global leader, we acknowledge that Salesforce is a target for sophisticated cybersecurity threats, so we prioritize proactive defense to safeguard our underlying infrastructure.

To support our customers' transitions to Agentic Enterprises, we apply a [Shared Responsibility Model](#). This framework defines the respective security roles of Salesforce and our customers, enabling organizations to manage their data and configurations with confidence while we provide a secure infrastructure and platform.

In FY26, we expanded customer support through enhanced guidance, transparency, and engagement, headlined by our first [Security Keynote at Dreamforce](#) and the launch of the [Trusted Enterprise Security video series](#). We also strengthened transparency by providing actionable intelligence on emerging threats, publishing guidance on areas such as [Experience Cloud guest user access](#) and [identity compromise](#), and maintaining a comprehensive set of compliance certifications and attestations.^[8]

To secure agent-based systems, we released a best-practices framework for [secure Agentforce implementation](#) and contributed to the [Organisation for Economic Co-operation and Development \(OECD\) reporting framework](#) under the G7 Hiroshima AI Process, advancing global approaches to AI risk and governance. Finally, we apply our Customer Zero approach by deploying Agentforce within our own [Security Center and Privacy Center](#) to support automated compliance and threat detection, validating these innovations internally before scaling them across our ecosystem.

Key Achievements

We continue to benchmark our cybersecurity and business continuity programs against leading international standards (including NIST, ISO), achieving several key certifications. Further information on our performance, risk management, and strategy can be found on our [Trust site](#) and in our FY26 10-K filing.



[8] See our [Compliance site](#) for the complete list of certifications for Salesforce services.

AI for Impact

Approach

In FY26, we continued efforts to expand access to AI and agent technologies across the social sector. According to the [Salesforce Nonprofit Trends Report](#) (Seventh Edition), AI adoption increased from 12% to 55% globally in one year, as organizations responded to rising demand and constrained resources.

Our approach centers on the [Salesforce Accelerator - Agents for Impact](#) and offerings such as [Agentforce for Nonprofits](#), enabling organizations to deploy AI in ways that are ethical, transparent, and sustainable. We combine philanthropic investment, purpose-built technology, and responsible AI practices to support social-sector adoption.

Through the Accelerator, nonprofits receive:



1% equity
Grant Funding



1% product
Donated Technology



1% time
Pro Bono Support

Including training and consulting from Salesforce employees

Participants are selected through an open process based on impact, capacity, innovation, and responsible use. Agentforce for Nonprofits provides purpose-built capabilities for fundraising, program management, volunteer coordination, and donor support, helping organizations deploy AI more efficiently and reduce administrative burden.

Approach to AI Sustainability

We support organizations in deploying AI responsibly and sustainably. In FY26, we released our [AI Sustainability Outlook](#), outlining a three-pillar framework – smart demand, efficiency, and clean supply – to help reduce AI’s environmental impact. We promote transparency through partnerships such as the [Coalition for Sustainable AI](#) and work with our customers to assess and address their environmental impact from Agentforce.



AI FOR IMPACT

Key Achievements

Salesforce continues to expand AI access across the social sector. More than 64,000 nonprofits and schools are supported through the [Power of Us Program](#), and approximately 1,500 organizations with access to Agentforce.

In FY26, the Salesforce Accelerator – Agents for Impact partnered with 24 organizations, providing \$4 million in funding and over 3,000 hours of donated pro bono support, including regional expansion such as a [£1 million \(GBP\) commitment](#) in the U.K.

Across FY26 participants:



100% reported advanced use of AI



92% anticipated stronger mission delivery with AI

NONPROFIT PARTICIPANT SPOTLIGHT

America on Tech

America on Tech automated its manual grant reporting process using [Agentforce and Tableau Next](#), reducing the time spent per report from four days to under one hour. This efficiency enables staff to shift their focus from administrative tasks to cultivating funder relationships and supporting students' tech careers.

YMCA of San Diego County

The YMCA of San Diego County implemented Agentforce to provide [24/7 multilingual membership support](#), using household data to offer personalized program recommendations. The organization achieved a 97% inquiry deflection rate within its first week, enabling staff to focus more on direct community engagement.

Rare

Rare developed [Agent Tierra](#), an AI tool that delivers tailored regenerative agriculture guidance to smallholder farmers via WhatsApp. The solution provides context-specific recommendations for soil health and climate adaptation and is designed to scale to 100,000 users over the next two years, enabling field teams to focus on behavior change and scaling practices.



AI FOR IMPACT

Key Takeaways

AI integration can strengthen nonprofit capacity and impact. Focused, ethical implementations help organizations bridge the AI divide and enhance mission delivery. Salesforce continues to support the social sector in responsibly developing and applying AI solutions.

People



Introduction

At Salesforce, we believe our people and culture are our competitive advantage that drive experimentation, impact, and long-term performance. Our technology enables our employees to accelerate our purpose and deliver values-led innovation across our global organization. We activate our 83,000 employees through engagement opportunities, reskilling for AI, and giving back to empower our people, our customers, and our communities.





As AI transforms the nature of work, we are reinvesting in our values-driven culture and committed to helping our workforce and local communities thrive in this new era.”

Marc Benioff

Chair & Chief Executive Officer, Salesforce

Our Culture

Values Drive Value

As every company becomes an Agentic Enterprise, the transformation is fundamentally human, not just technological. That’s why our approach is grounded in our values and our investment in our people. Survey data shows that when we foster an environment where employees feel included, engaged, and empowered, they are more innovative, more efficient, and more committed to Salesforce – which accelerates responsible AI adoption and business impact.



Our Equality Pillars

We’re committed to building equality that lasts through four pillars:



Equal Opportunity: Open up access to top talent around the globe in how we attract, advance, and support talent.



Equal Pay for Equal Work: [Annually assess and adjust](#) pay to ensure all employees are paid fairly for similar work, regardless of identity.



Equal Experience and Dignity: Ensure every employee feels safe and supported, can thrive, and is empowered to do the best work of their careers.



Innovate and Bring Everyone Along in the Future of Agentforce: Drive innovation by creating agents that benefit all users and enable everyone to succeed in the agentic future through reskilling.

Employee Equality Groups

[Equality Groups](#) (EQGs) bring together more than 50,000 employees and play an important role in driving engagement, innovation, retention, and leadership development. These employee-led groups are open to all employees, regardless of identity.

In FY26, we welcomed three new groups – Arabiaforce, Neuroforce, and Shalomforce – to our growing network of 16 EQGs, including Abilityforce, Asiapacforce, BOLDforce, Earthforce, Faithforce, Genforce, Indigenousforce, Latinoforce, Outforce, Salesforce Parents and Families, Salesforce Women’s Network, Southasiaforce, and Vetforce.

Our EQGs help shape our culture, reskill our employees, and inform innovation. In the spirit of being Customer Zero, our Equality Trust Tester Program enrolls EQG members to test new AI features and give feedback to enhance responsible use, broaden perspectives, and surface new capabilities. Every EQG receives dedicated investment to focus programming on reskilling and AI fluency through interactive employee sessions or community volunteering.

Equality

[Equality](#) is a core and long-standing value at Salesforce. We’re committed to creating equal opportunities for everyone, ensuring equal pay for equal work, and supporting the dignity of every person. We believe these efforts strengthen our business by fueling innovation, growth, and engagement.



Agentforce for Good Hackathon

EQGs play an important role in fostering engagement and contributing to innovation across Salesforce. Now in its third year, the Agentforce for Good Hackathon is a purpose-driven, volunteer-led initiative organized by EQGs that challenges participants to build responsible Agentforce solutions addressing real-world issues related to trust, fairness, social impact, sustainability, and accessibility.

In FY26, all 16 EQGs participated alongside partners and customers at Dreamforce under the theme “AI for All: Technology That Empowers Everyone.” Winning solutions addressed challenges such as volunteer coordination, underfunded school support, and disaster relief.



Accessibility

In FY26, we appointed our first Chief Accessibility Officer, elevating the long-standing work of our [Office of Accessibility](#) and marking a shift toward proactive accessibility. Grounding this commitment, the Office of Accessibility anticipates and removes barriers before they arise, with a focus across workplace accessibility, disability inclusion, and customer experience.



Workplace Accessibility

We create accessible workplaces so that employees can work with ease without the logistical barriers and financial friction that often hinder productivity. The Accessible Real Estate Development Taskforce implements standardized accessible design guidelines. We also have a Travelers Requiring Special Assistance Desk to support more-efficient travel planning and a Centralized Accommodations Fund to proactively budget for essential support.

Disability Inclusion

We invest in the growth and success of disability talent at Salesforce through specialized partnerships with leading organizations focused on career development and talent placement for professionals with disabilities. We launched a global Neurodiversity Job Coaching program; expanded our [PurpleSpace](#) Mentorship program; and increased access to Salesforce careers through deeper partnerships with disability-inclusive job boards across the U.S., UK, Europe, Brazil, and India.

Customer Experience

We set the standard for accessibility at our events, designing with inclusion from the start. [Dreamforce 2025](#) was our most accessible event yet:

98.5% of accommodations built in up front, and real-time captioning up 130% year over year.

Dedicated accessibility areas at Dreamfest concerts.

A [Disability Help Desk agent](#) that answered over 40% of inquiries within seconds, so every attendee could experience Dreamforce fully, without barriers.

We also equip our employees to engage meaningfully with every customer. Over 10,000 employees to date have completed our Accessibility for Customer Facing Roles training, a reflection of our shared commitment to ensuring customer interactions are both inclusive and impactful.

Employee Volunteering and Impact

Since Salesforce's founding, [giving back](#) has been a core part of our business. We operationalize this commitment through the 1-1-1 model, dedicating 1% of our equity, 1% of our product, and 1% of our employees' time to support our communities.

Volunteering

We provide employees with seven days of volunteer time off (VTO) each year to support causes such as education, youth development, human services, and environmental stewardship. In FY26, employees contributed 900,000 hours of service across 10,000 organizations, bringing all-time employee volunteering to 10.5 million hours total.

As [Pro Bono Fellows](#), employees applied their expertise to develop agentic solutions for nonprofits – with 100% of Fellows reporting increased meaning in their work and 94% gaining skills that benefit their teams and customers.

Donation Matching

Our employees care deeply about making a difference. In FY26, we supported 22,000 global organizations, and increased our annual donation match from \$5,000 to \$10,000 per person.

ACTIVATING PUBLIC POLICY

Civic Engagement

Salesforce supports nonpartisan civic engagement through our global Get Out The Vote program, providing resources for voter registration, election reminders, and opportunities to serve as poll workers.

We continue to expand these efforts globally through partnerships with organizations such as [TurboVote](#), [Power the Polls](#), and [VoteRiders](#), connecting individuals with tools and information to participate in elections.

We also offer educational programming through speaker series, [Trailhead modules](#), and other initiatives to support civic participation for employees and their families.



The Agentic Employee Experience as Customer Zero

At Salesforce, we operate as Customer Zero – using our own products to transform how our teams work and drive operational excellence. This approach helps ensure our solutions reflect real-world use and align with our values.

Our employees use Agentforce and Slackbot in the flow of work, and their insights inform product development and improve the customer experience.



Slackbot

A personal AI agent for work that can route third-party agents, surface business context, and execute tasks across apps, all from one conversation in Slack. In the first two months of internal availability, Slackbot scaled to more than 42,000 Salesforce employees, saving an estimated combined 138,000 hours per week – or \$6.4 million in productivity gains – while maintaining a 96% user satisfaction score.



Manager Agent

Gives people leaders personalized, 360-degree access to team data across promotions, leave, compensation, and performance management, which frees up time for coaching and developing high-performing teams.



Employee Agent

Our #1 used agent helps employees find information, resolve issues, develop careers, and connect to engagement opportunities. For new hires, the Employee Agent also acts as a personalized, Slack-first onboarding concierge.

Democratizing AI and Agents for All

We expand community access to the skills, tools, and opportunities needed to succeed in the agentic era through free learning, immersive experiences, and educational grants.

Free, On-Demand Learning: Trailhead

[Trailhead](#), our free, on-demand learning platform, supports a global community of 11 million Trailblazers building skills for the agentic era. Our fastest-growing offering, [Agentblazer Status](#), provides three levels of certification for building with Agentforce. Since the program started, more than 303,000 Trailblazers have earned at least one status, including 14,000 at the highest Legend level.



Community Reskilling: AI For All

In FY26, we expanded access to AI training and career-ready skills in local communities.

Agentforce Success for All: Connects community members, small business owners, nonprofits, and educators to build practical skills and demystify AI with high-touch, live learning. Initial events in Sydney and [Oakland](#) reached more than 400 participants.

AI for Impact Sessions: Provides immersive learning for students. Across three countries, volunteers hosted nearly 70 AI-focused workshops with partners, including City Year, Per Scholas, and INCO.



Salesforce Foundation: Investing in Education

[Salesforce Foundation](#) invests in expanding access to quality public education. Our philanthropic work centers on helping young people gain the skills and experiences needed to prepare for careers and economic opportunity. By partnering with school districts and education nonprofits where we live and work, we support students and educators in building knowledge, career-aligned skills, and real-world experiences relevant to the agentic era.

Key FY26 Achievements include:

Invested

\$26 million

in education grants, supporting 18 organizations globally

Reached more than

13 million

students and young people and nearly 300,000 educators

Partnered with organizations such as

Genesys Works, New Leaders, and Raspberry Pi Foundation

to strengthen the educator pipeline and expand student access to opportunity

Salesforce Military

[Salesforce Military](#) supports veterans, transitioning service members, and military spouses with training, certifications, career pathways, and mentorship in the Salesforce ecosystem.

To date, the program has:

Expanded access to 20 Salesforce certifications and 45 Trailhead Academy classes (approximately \$10,000 value per participant)

Grown to nearly 90,000 members across five countries, with 6,000 new members in FY26

Facilitated more than 1 million Trailhead badges

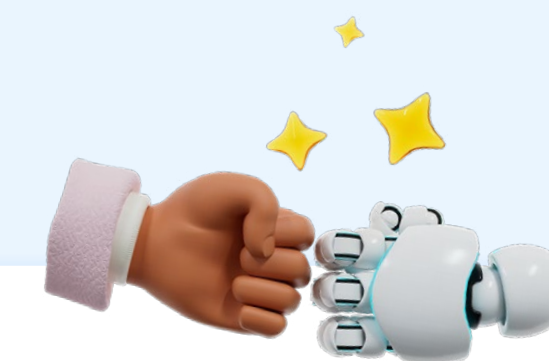
Issued more than 9,000 Military Trailblazer certifications

Awarded nearly 19,000 Agentblazer badges, including 179 Legend statuses

We were named the #1 Best Employer for Veterans in America by Forbes for the second consecutive year.



Workforce Innovation



Building the Playbooks for People Transformation

As organizations adapt to human-AI collaboration, roles and ways of working are evolving. In FY26, we introduced two strategic playbooks – the Workforce Innovation Playbook and the AI Fluency Playbook – to help our customers navigate this shift, informed by our own transformation using Agentforce and Slack.

Building AI Fluency

As human-AI collaboration becomes the organizational standard, we are prioritizing AI fluency – the ability of our workforce to work effectively alongside AI agents. Our strategic approach is guided by the [AI Fluency Playbook](#), a three-pillar framework:



AI Engagement

Boost employee sentiment and confidence around AI.



AI Activation

Drive consistent adoption in everyday work.



AI Expertise

Build the skills needed for effective human-AI collaboration.

By applying this framework, employee confidence as measured by our AI Readiness score reached 85%, up 18% year over year. We also found that Salesforce employees who feel engaged and included are 58% more likely to be confident using AI. This translates to operational value, as 81% of daily users report increased productivity, and 87% state that AI enables them to focus on higher-value work.

As we scale these capabilities, we continue to prioritize trusted and responsible AI, including targeted enablement and new roles that advance fairness, objectivity, and alignment with our values.

The 4Rs of Workforce Transformation

The [Workforce Innovation Playbook](#) is grounded in the 4Rs framework, which provides a structured approach to workforce transformation in the agentic era.

Redesign how work gets done.

Redesign how work gets done by augmenting human judgment and creativity with AI speed and scale. For example, junior sellers are shifting focus to customer success while agents automate research and lead qualification.

Reskill your employees.

Reskill employees to work effectively with agents. Through ongoing learning and experimentation, all employees now use AI agents in their daily work.

Redeploy talent to unlock agility.

Redeploy talent toward high-impact roles as work evolves. For example, Technical Support Engineers have transitioned into Forward Deployed Engineers, Success, and Renewals roles.

Rebalance human + agent work.

Rebalance work between humans and agents to optimize outcomes. Internal insights highlight opportunities for agents to take on routine tasks, enabling employees to focus on higher-value work.



Our Awards and Recognitions

World's Best Employers 2025

America's Most Iconic Companies

Best Workplaces for Parents

Companies That Care

World's Best Workplaces

Best Workplaces in Technology

World's Top Companies for Women

Best Places to Work for Disability Inclusion

World's Best Companies of 2025

Top 10 Best Employers for Engineers

America's Greatest Workplaces for Culture, Belonging & Community



Attracting and Developing Talent

Building the Workforce Behind the Agentic Enterprise

We attract, develop, and retain talent by investing in skills, training, and career pathways aligned with the evolving demands of human-AI collaboration. Our approach focuses on building AI fluency and supporting long-term career growth across our workforce.

Fair and Objective Talent Practices

We enable high performance through fair, objective, and consistent talent processes, regardless of identity. Our hiring teams and people managers are equipped with standardized training, processes, and resources for bias mitigation and competency-based evaluation – ensuring every talent decision across the employee lifecycle is grounded in evidence, not assumption.

Accelerating the Next Generation of Talent Emerging Talent

We believe emerging talent is central to our AI transformation. These individuals bring AI-native skills and perspectives to our workforce. Our strategy focuses on investing in their potential and skills to drive business impact.

- **Futureforce Tech Launchpad:** This [10-week pre-internship program](#) bridges the gap between university education and real-world AI application. By integrating 40% AI engineering content into the curriculum and pairing scholars with senior engineer mentors, the program achieved a 100% conversion rate into [Futureforce internships](#).
- **Future Pathways Global Expansion:** We provide skills-based opportunities for young professionals, expanding from AMER and EMEA into LATAM in FY26 to support broader access to opportunity.

Nontraditional Career Pathways

We expand access to careers by opening doors for people with nontraditional pathways, recognizing that talent and skills can be built through both professional and lived experiences.

- **Military Fellowship:** This [12-week immersive experience](#) for transitioning service members, veterans, and spouses doubled in growth year over year, with nearly 70% of fellows converting to full-time roles at Salesforce.
- **Workforce Navigators:** We support talent with disabilities through mentorship, scholarships, and AI certification support in partnership with the [Blind Institute of Technology](#), [Get Force Certified](#), [Center for Independent Living](#), and more. In FY26, enrollment in [Workforce Navigators](#) increased 91% since last year.
- **India Return to Work:** We offer [women reentering the workforce](#) a structured six-month program focused on mentorship and AI skills development. To date, nearly 64% of participants have converted to full-time Salesforce employees.

Developing Our Internal Talent

We invest in continuous learning to build AI fluency and support career progression across our workforce through focused development programs, as well as annual education reimbursement to individual employees who wish to continue job-related education from accredited institutions or organizations.

Managers as Talent Multipliers

We equip managers with the tools and training needed to support performance, development, and fair decision-making.

Driving High Performance

This two-part program focuses on delivering fair, objective, and data-driven feedback and promotion decisions.

Manager Certification

This biannual self-paced curriculum is designed to align managers with the skills and mindset needed to effectively lead the Agentic Enterprise.

Manager 101

This required two-day immersion program for all new managers builds foundational skills in leadership, performance management, and AI fluency.

These efforts contributed to a record-high **89% in the FY26 Great Manager Index**, an employee survey metric in our biannual Great Insights Survey (GIS), measuring the effectiveness and impact of people managers.

Internal Career Mobility and Connection

We enhanced internal mobility to help employees navigate career opportunities at Salesforce, including new roles emerging alongside AI. **In FY26, internal talent accounted for nearly 40% of roles filled.**

AI-Powered Mobility

Career Connect, our internal marketplace, matches employees' skills and aspirations to new opportunities. Adoption reached 81% within its first year (FY26).

Global Mentorship

We relaunched our employee mentorship experience within Career Connect, expanding its reach across the global organization. Nearly 7,000 employees signed up as mentors in its first quarter, reflecting strong early adoption and a growing culture of peer-led development.

LEAD (Leading, Elevating, Advancing, and Developing) Talent Program

This is a global program designed to support talent development and retention across Salesforce. The program focuses on building networks, developing leadership skills, advancing AI fluency, and connecting with business leaders through structured learning and engagement opportunities. Since FY25, the talent program has leveraged virtual offerings to scale reach and accessibility.



Employee Support

Delivering a Foundation for Wellbeing

We're committed to providing a safe, healthy, and supportive work environment for our employees. Our approach focuses on promoting physical and psychological safety, supporting employee wellbeing, and preparing employees for potential risks and disruptions. We maintain global standards through our [Health & Safety Policy](#), which outlines our commitment to a safe and healthy work environment for employees and stakeholders.



Health and Wellbeing

We provide [resources](#) to support our employees' mental health and overall wellbeing.

Life-Stage Benefits

These benefits provide support across life stages, including family-building resources, caregiver assistance, and financial planning.

Specialized Healthcare

Employees have access to expert medical second opinions and care navigation to help them and their families make informed decisions at every stage of their healthcare journey.

Mental Health Resources

Through BetterUp, employees access personalized coaching to manage stress and build mental resilience. Lyra Health complements this with 24/7 support tailored to each employee's needs, with programs earning Salesforce the Lyra Workforce Mental Health Innovative Company of the Year.



Workplace Support Systems

We offer programs that help employees navigate workplace challenges and raise concerns.

The Warmline

The U.S.-based employee advocacy program offers private coaching and career support.

Ethics and Reporting

The [EthicsPoint Hotline](#) provides a confidential channel to report concerns related to legal, ethical, or workplace issues.



Employee Safety and Emergency Support

We support employees facing safety risks or emergencies.

Relocation Services

We support employees and their families where safety concerns arise due to changes in local legislation or access to rights and services.

CAREforce Assistance

We provide financial and logistical support for employees impacted by emergencies, including disaster events, personal and family crises, and health and wellbeing assistance.

ACTIVATING PUBLIC POLICY

Advancing a Future-Ready Workforce Through Public Policy

Salesforce works with governments and communities worldwide to champion workforce development and skilling. Key FY26 engagements include:



U.S. Computer Science Education

Salesforce endorsed a [national campaign](#) to make computer science and AI education available for every student, in addition to demonstrating support for [California's AB 887](#), which requires school districts to offer computer science courses to prepare the next generation for a tech-driven economy.



U.K. AI Skills Drive

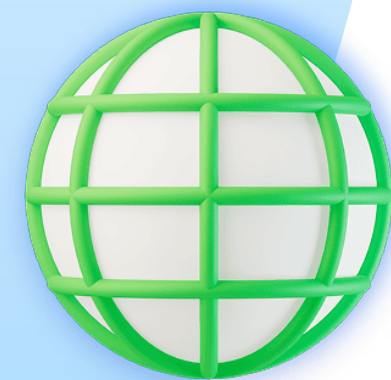
Salesforce became a founding partner of the prime minister's [national skills drive](#), contributing to help train 10 million workers by 2030 through Trailhead on the [AI Boost Skills portal](#) and the Future Trailblazer program for U.K. schools.



Brazil Digital Skills Initiative

Salesforce established a partnership with the Brazilian state of Rio Grande to [train over 1.5 million people in digital skills](#) through the Trailhead platform.

Planet



Introduction

A healthy business depends on a healthy planet. Climate stability and resilient ecosystems are fundamental to economic growth, operational continuity, and the health and safety of the communities we serve. Because climate change and nature loss create interconnected risks across infrastructure, energy markets, workforce, and supply chains, we take an integrated approach to environmental action. Salesforce embeds sustainability directly into our operations, technology, partnerships, and investments. This intentional, target-driven strategy allows us to mitigate systemic risk while simultaneously unlocking new business opportunities that help build a more regenerative global economy.



We're pioneering agentic sustainability, where the combined power of humans and AI accelerates solutions to protect and restore the natural world.”

Marc Benioff

Chair & Chief Executive Officer, Salesforce

Climate and Nature

Approach

Sustainability is a core value at Salesforce. To address climate change and nature loss risks, our approach focuses on reducing emissions across our value chain while strengthening resilience through a **three-pillar strategy: reduction, compensation, and adaptation**. By combining operational decarbonization with investments in high-integrity climate solutions, we aim to support a net zero, nature positive future.

Scaling Our Impact (all values lifetime to date)



[1] Salesforce procured electricity or renewable energy certificates from renewable energy resources equivalent to 100% of the electricity we used globally.
 [2] Figures represent cumulative, lifetime-to-date metrics achieved as of the current reporting period. All other listed commitment progress bars reflect lifetime-to-date values toward their respective target years.
 [3] Tonnes of Carbon Dioxide Equivalent (tCO₂e) is a standard unit for measuring carbon footprints. It expresses the impact of different greenhouse gases (like methane or nitrous oxide) in terms of the amount of carbon dioxide that would create the same amount of global warming, allowing multiple gases to be tracked and compared using a single metric.

Reduction

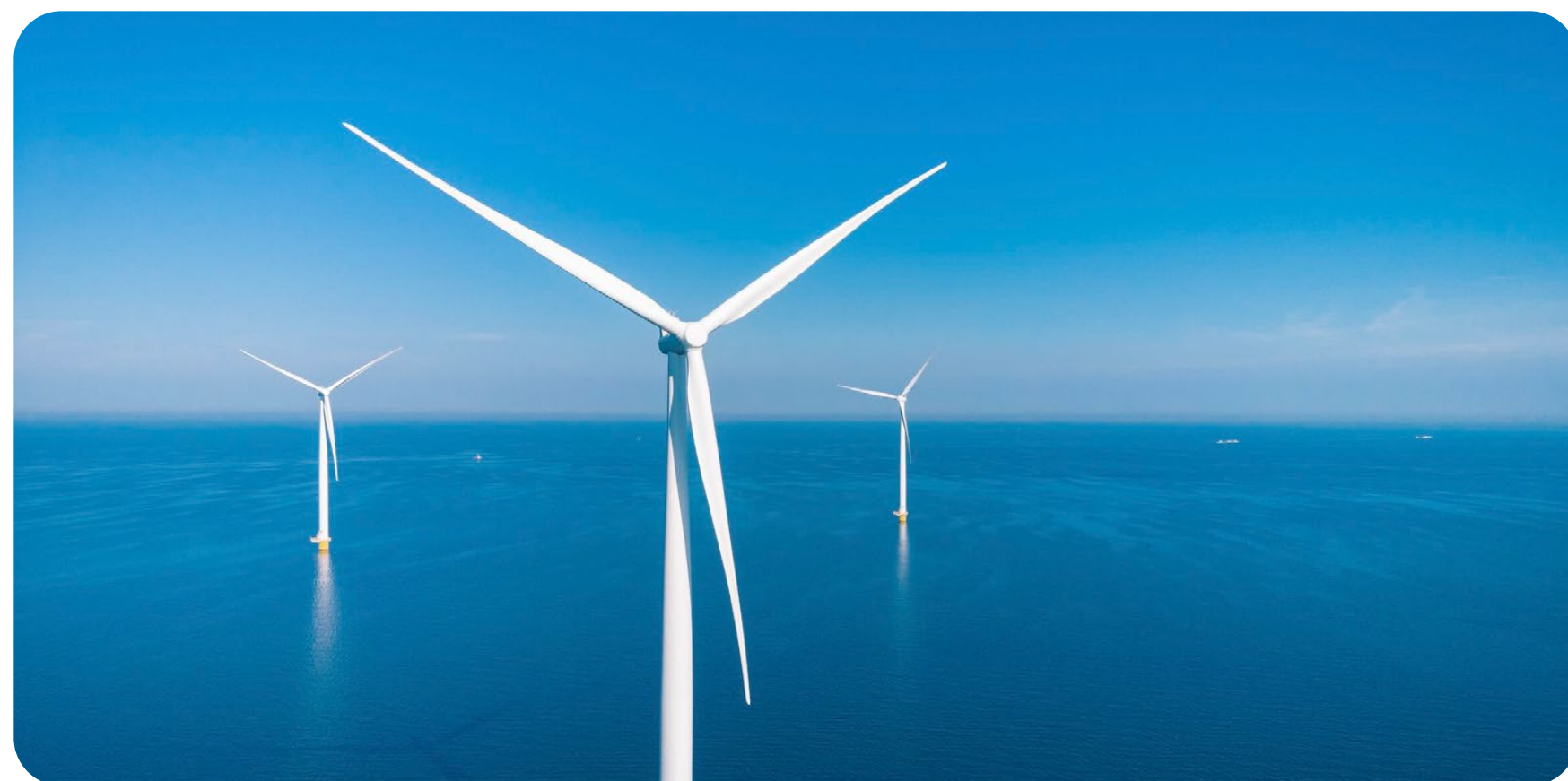
We're focused on decoupling carbon from business growth [in line with a 1.5°C trajectory](#).

Policies, Pledges, and Commitments

We operationalize sustainability through deep integration across our business, through our [V2MOM](#) and our [Global Environmental Policy](#), and by leveraging Salesforce technology such as Agentforce Net Zero and Tableau to drive measurable action.

Science-Based Targets (SBTs): We're committed to science-based decarbonization in line with the Science Based Targets initiative's (SBTi) [Corporate Net-Zero Standard](#).

Renewable Energy: We procure 100% renewable energy for our global operations,^[4] a goal we have achieved annually since FY22. We use a mix of virtual power purchase agreements (VPPAs), green tariffs, and direct supplier contracts to incentivize the development of new clean energy resources.



AI Sustainability

Our [AI Sustainability Outlook](#) outlines our commitment to understand and reduce the environmental impact of AI. Through smart demand, we begin each project by asking how much AI, and of what type, is needed for success. Efficiency focuses on driving optimization across all operational layers – from model architecture and prompt engineering to data center performance. Finally, clean supply works to ensure foundational inputs required for AI deployment come from more sustainable resources.

Approach to AI Sustainability

Smart Demand
Using AI wisely



Agentic Architecture
Agentforce



AI Transparency
AI Energy Score

Efficiency
Doing more with less



Small, Domain-Specific Models



Efficient Data & Hardware
Data Cloud

Clean Supply
Low-impact resources



Investing in Clean Power
Collaborating to advance the industry

[4] Salesforce procured electricity or renewable energy certificates from renewable energy resources equivalent to 100% of the electricity we used globally.

REDUCTION

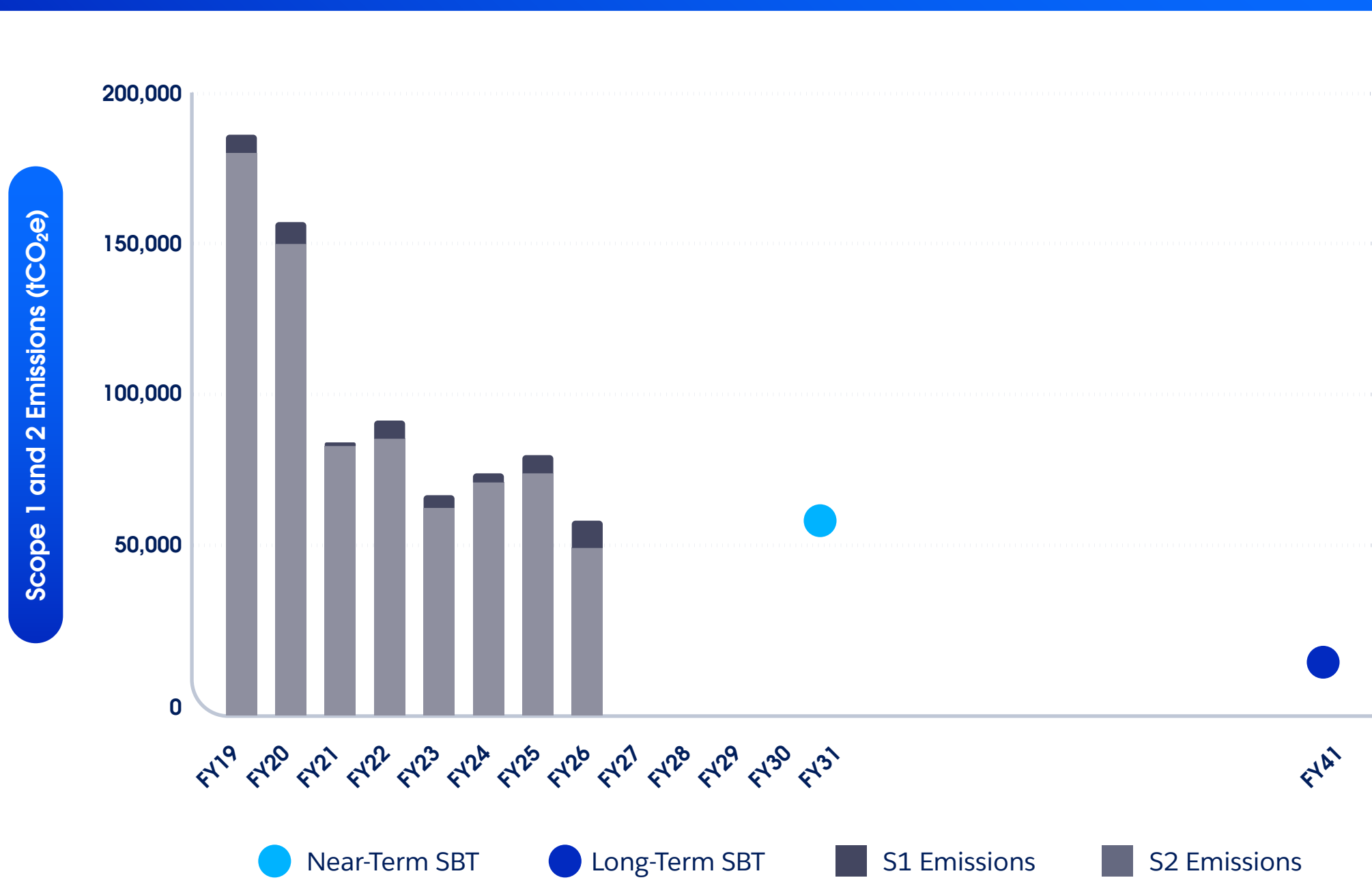
Targets and Decarbonization Roadmap

Near-Term SBT (FY31): 67% absolute reduction in scope 1 and 2 emissions and a 68% reduction in scope 3 emissions intensity

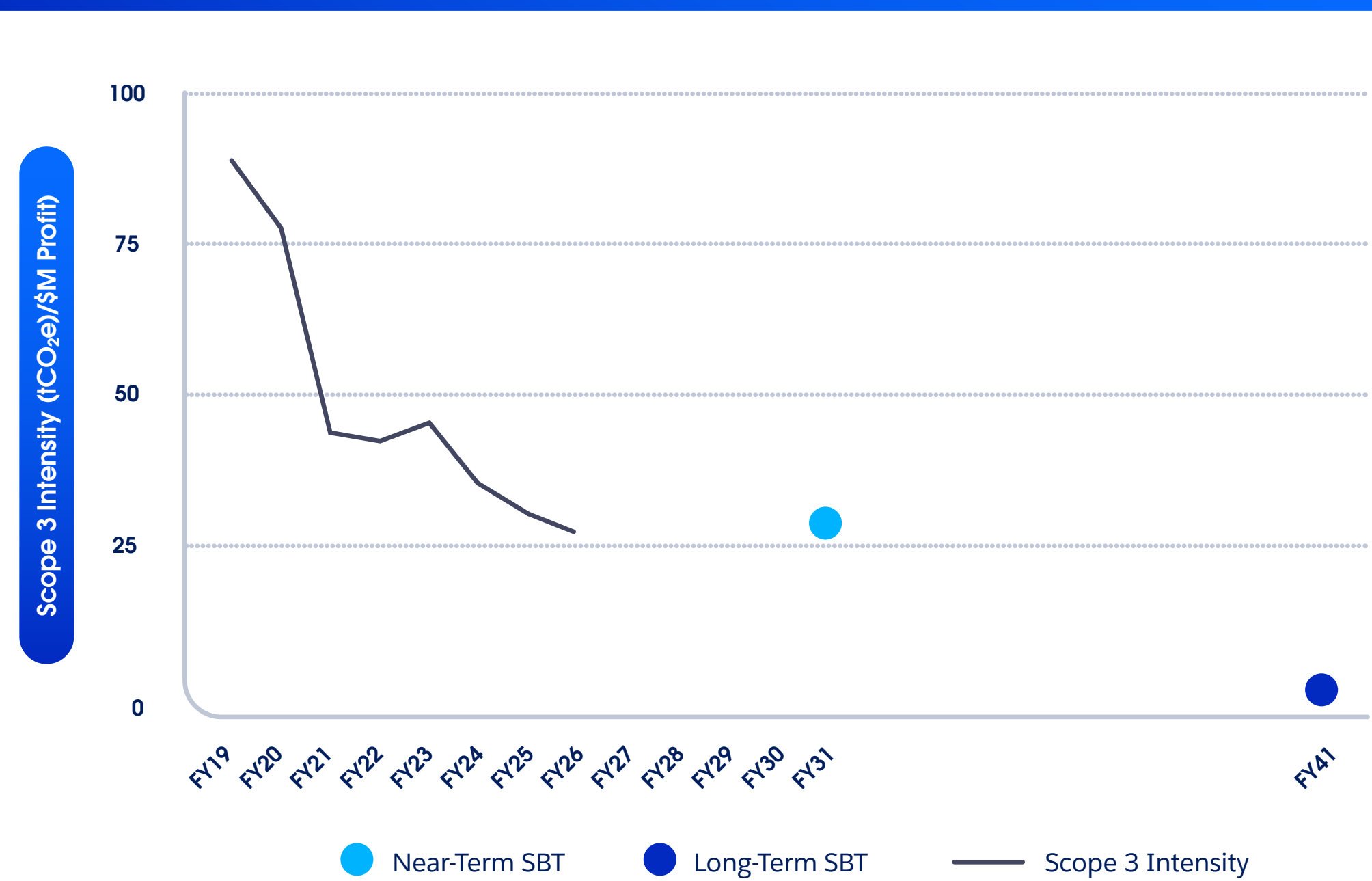
Long-Term SBT (FY41): 90% absolute reduction in scope 1 and 2 emissions and a 97% reduction in scope 3 emissions intensity

These charts visualize progress toward our science-based targets. We are currently on track to meet our near-term targets. Continued progress toward our science-based targets will depend on factors both within and beyond our direct control, including the pace of AI-driven growth and broader decarbonization progress across the energy system and global economy.

Scope 1+2 Absolute Reduction



Scope 3 Intensity Reduction



In FY26, we continued to operationalize sustainability, driving measurable reductions throughout our value chain. We decarbonize through four primary business levers:

01 Infrastructure

Infrastructure accounts for approximately **21% of our annual market-based emissions**.^[5] Because we don't own any of our data center facilities and only directly operate hardware within a shrinking colocation footprint, our sustainability strategy centers on optimizing our environmental footprint within Hyperforce deployments. Hyperforce runs on public cloud infrastructure and can be 40% more efficient than the traditional collocated facilities we lease. We prioritize data centers located on cleaner energy grids and collaborate with our providers to procure energy attribute certificates (EACs) from renewable sources. We work closely with hyperscaler suppliers to accelerate decarbonization, climate transparency, and water initiatives. Internally, we encourage our engineering teams to develop efficient code, optimize customer deployments, and increase infrastructure utilization to reduce the energy demand on these third-party systems. In FY26, our focus on utilization and cell reductions drove a **4% year-over-year increase in carbon efficiency**. We also consolidated first-party data centers reducing scope 2 (market-based methodology) emissions from first-party data centers by 34% compared with FY25, and we worked with cloud partners to strengthen transparency and accountability across our value chain. We participate in industry groups like the [iMasons Climate Accord](#) to advance industry decarbonization related to energy, server manufacturing, and data center construction materials.



02 Procurement

On average, approximately **47% of our annual market-based emissions** come from our suppliers (excluding those already captured in our infrastructure, offices, and business travel). To address the emissions arising from our supply chain, Salesforce works to incorporate a set of binding contract provisions into supplier agreements through our Sustainability Exhibit. With 61% of total spend now covered by our [Sustainability Exhibit](#), we're supporting values-aligned purchasing at scale. We use Agentforce Net Zero to generate automated scorecards that assess suppliers' alignment with our sustainability expectations, which include setting science-based climate targets, reducing emissions, sharing data, and engaging collaboratively. In FY26, we enhanced data quality by capturing supplier-provided data for 59% of our total supplier footprint, up from 46% in FY25. Our efforts to operationalize sustainability in procurement and strategically engage our suppliers led to an **11% decrease in supplier-related emissions** (excluding those already captured). These insights support sustainability-informed procurement decisions and help focus our supplier enablement strategy to accelerate decarbonization in our supply chain.



In FY26, we continued to operationalize sustainability, driving measurable reductions throughout our value chain. We decarbonize through four primary business levers:



03 Business Travel

Business travel, primarily air travel, comprises **14% of Salesforce's annual market-based emissions**. We aim to balance in-person collaboration value with our climate commitments by using data-driven insights and travel policy guidelines. We provide leadership visibility into travel patterns and prioritize digital-first collaboration. In FY26, we achieved an **8% reduction in market-based travel emissions** as we continued to encourage smarter, more sustainable travel. For example, we drove a **6% shift from air to rail** on our top 10 most-traveled routes by implementing a Rail First policy for viable short-haul trips (300 miles or less) with an incentivized upgraded service class; optimizing booking platform user interface to surface rail alternatives when available; and underpinning our efforts with Tableau dashboards and analytical tools to surface real-time travel trends.



04 Offices

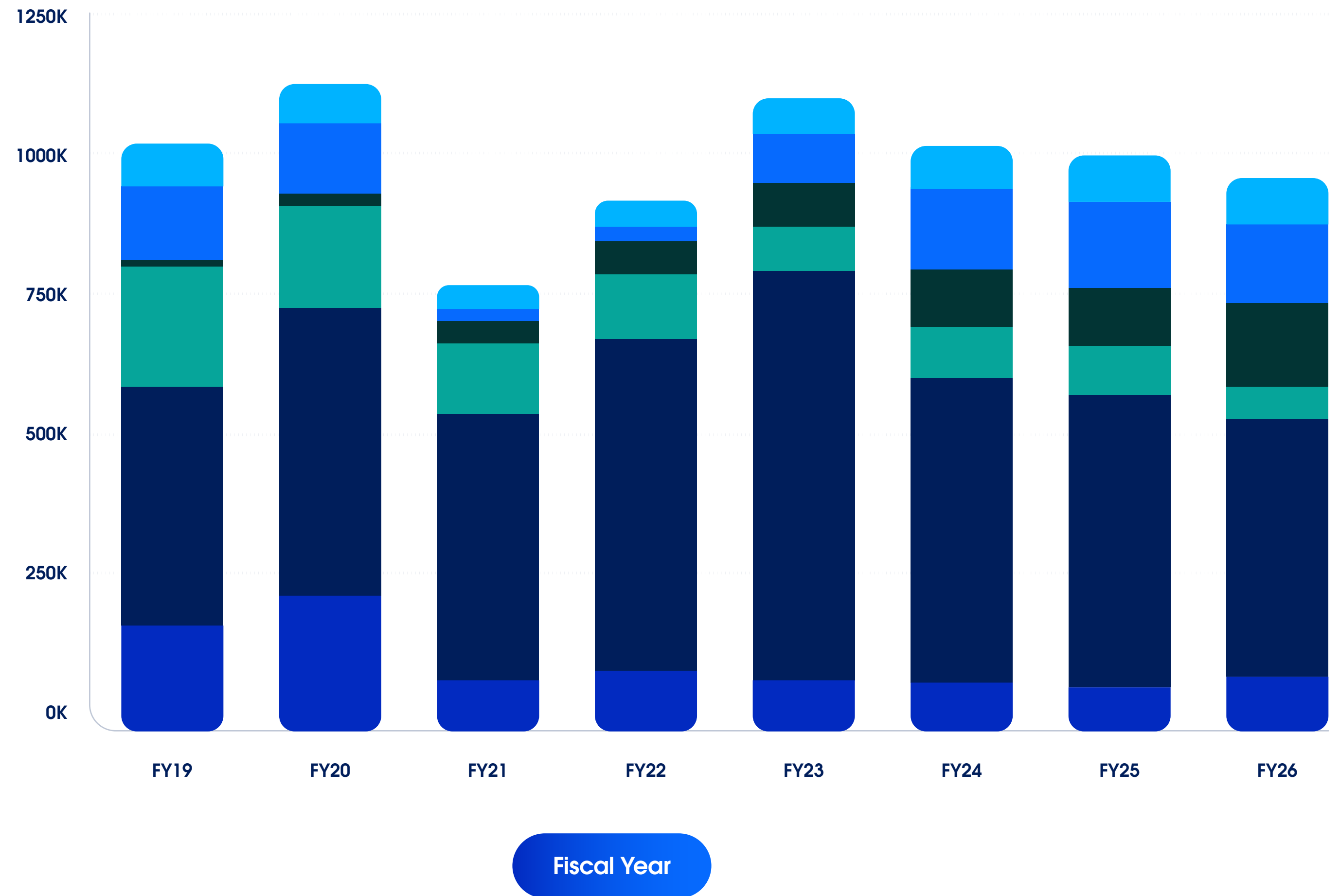
Our office portfolio accounts for **2% of our annual market-based emissions**. As the great majority of our workplaces are leased, our decarbonization strategy for real estate focuses on optimizing the spaces we occupy and collaborating with landlords to drive building-wide efficiency. Together, we're implementing energy conservation measures, pursuing high-achieving green building certifications at flagship sites, reducing embodied carbon for key materials in our design standards, implementing transportation demand management to reduce the impact of employee commutes, and using audits to establish waste-reduction baselines. In FY26, we achieved a **7% reduction in scope 1 and 2 real estate emissions** by prioritizing high-performance building standards across our global portfolio. We completed 10 office energy audits and expanded smart metering to seven additional sites this year, sharpening our energy tracking and reduction capabilities. Our commitment to a sustainable global portfolio was further evidenced by securing Zero Carbon Certification for our Sydney and Chicago offices, while our [Dublin and Sydney locations](#) achieved LEED Platinum certification.

Emission by Source

This chart outlines our total emissions disaggregated by major emissions sources across our business since FY19.

- Real Estate^[6]
- Business Travel
- Infrastructure (Third-Party Public Cloud)
- Infrastructure (First-Party Colocated Facilities)
- Procurement^[7]
- Other^[8]

Scope 1 and 2 Emissions (tCO₂e)



^[6] Real Estate includes emissions from corporate shuttles, employee commute, work from home, and Salesforce offices.
^[7] Procurement includes emissions from suppliers, excluding supplier emissions already accounted for in the data center and business travel categories.
^[8] This category includes emissions from all other sources as reported in our GHG inventory.

Compensation

We take responsibility for emissions we can't yet reduce by investing in high-impact climate solutions beyond our value chain. Our commitment to compensate 100% of our remaining emissions by investing in carbon markets assigns an implicit internal price on carbon, which allows us to advance climate and nature solutions.

Policies, Pledges, and Commitments

We're committed to purchasing high-quality carbon credits equivalent to 100% of the scope 1, 2, and 3 emissions that we are unable to reduce each year.^[9] All credits are certified by [ICVCM CCP](#)-aligned standards and carry high integrity ratings from at least one independent carbon credit ratings agency. Learn more about our [carbon credit portfolio](#).

Through Frontier, an advance market commitment, we added three new carbon-removal deals to our portfolio with Planetary, Arbor Energy, and Reverion this year. To further accelerate investment in the voluntary carbon market, we continue to lead within the Symbiosis, Kinetic, and LEAF coalitions, advocating for the high-integrity standards and durable sequestration required to meet global net zero goals.

Targets and Roadmap

We use a diverse portfolio of avoidance and removal credits to address 100% of our annual emissions. We aim to fully transition to using only durable carbon-removal credits equivalent to 100% of our remaining scope 1, 2, and 3 emissions annually by 2040 (FY41). Learn more about our use of the voluntary carbon market as a climate action tool in our [Salesforce on Carbon Credits report](#).

We're committed to contract for \$100 million in high-durability carbon dioxide removal (CDR) credits through long-term offtake agreements by 2030 (FY31).

To help scale investments in blue carbon ecosystems such as mangroves within carbon markets, we have a goal to contract for 1 million tons of high-quality blue carbon credits by 2030 (FY31).



[9] We define high-quality carbon credits as credits issued by an ICVCM CCP-eligible standard that have been rated as demonstrating low climate integrity risk by at least one independent ratings agency.

Adaptation

We recognize that climate impacts are already unfolding, making adaptation essential. Our strategy focuses on enhancing the resilience of the natural world, our communities, and our business to navigate a changing planet.

Pledges and Commitments

\$4.35M

Nature & Sustainability Grants

We're committed to providing \$100 million in grants by 2031 (FY32) to support nonprofits and ecopreneurs focused on climate and nature solutions. In FY26, we awarded \$4.35 million in nature and sustainability grants, including \$1.25 million in AI capacity grants dedicated to helping climate-focused nonprofits use AI to scale their environmental impact.

65M

Trees to Date

As a founding member of the [Forest Future Alliance](#) (formerly 1t.org), we're supporting resilient natural ecosystems by helping fund the conservation, restoration, and growth of 100 million trees by 2030 (FY31). We've helped fund the restoration of 65 million trees to date.

Scaling

Nature Solutions

To advance nature restoration and blue carbon as essential adaptation tools in FY26, we supported scaling the [Mangrove Breakthrough](#) globally through our role on its advisory council. In Brazil, Salesforce joined the [Brazilian Atlantic Forest Alliance](#) to restore one of the world's most threatened ecosystems. This partnership helps to secure clean water that sustains 80% of Brazil's GDP.



Water

As part of our [Nature Positive Strategy](#), we assess nature-related impacts across our value chain. Water has emerged as our most material nature-related priority, driven by increasing data center demand in water-stressed regions.

Approach

Water is a critical input to our global operations. We focus on identifying high-risk locations, improving data visibility, and working with partners to strengthen water stewardship in key regions. Our water program priorities include resilient data centers, responsible power sourcing, and watershed restoration to reduce risk, support community water needs, and enable long-term business continuity.

Identifying Priority Locations

We identify priority locations by assessing water risk across our first-party data centers, third-party hyperscalers, and offices using [World Resources Institute](#) indicators, combined with Salesforce-specific operational data such as data center energy and water use, operational timelines, and employee presence. This approach helps us focus our efforts where water-related risks are most significant to both our business and local communities.^[10]

Where We're Focused:



[10] We intend to review priority locations periodically and may shift them due to relevant local factors, such as use of alternative water sources.

WATER Targets and Roadmap

We focus on three priority areas to strengthen water resilience across our operations and value chain:

	Resilient Data Centers Water Withdrawal and Discharge	Resilient Power Supply Water Withdrawal	Resilient Watersheds Water Availability and Quality
FY31 Targets	Engage 100% of priority first- and third-party data center suppliers to address gaps in water performance expectations.	Collaborate to identify and address water risks associated with electricity used across 100% of priority data centers.	Improve water availability and quality at 100% of watersheds surrounding priority locations.
FY26-FY31 Key Actions	<ul style="list-style-type: none"> Assess water performance across first- and third-party data centers. Establish water performance and siting expectations. Engage priority cloud providers to drive improvements. 	<ul style="list-style-type: none"> Assess water risks and impacts of power supply across operations and suppliers. Collaborate to address water impacts embedded in purchased electricity. 	<ul style="list-style-type: none"> Leverage Salesforce and supplier restoration efforts in priority watersheds. Measure and communicate improvements in water availability and quality.



Improving Water Tracking with Agentforce Net Zero

In FY26, Salesforce leveraged our new Agentforce Net Zero Water Module to support our water footprint.

This tool supports our efforts to receive reported data from suppliers, model water metrics at the site level where we have gaps, and work toward calculating our total footprint. Continuing to strengthen our water footprint remains central to delivering on our environmental commitments.



Stakeholder Engagement

Our sustainability strategy relies on deep engagement across our business to drive systemic change:



Suppliers

We work directly with our infrastructure providers to align on environmental standards. By sharing best practices and providing tools like our [Sustainability Exhibit](#) and [Net Zero Toolkit](#), we help our partners and suppliers transition to more sustainable practices.

Employees

We empower our workforce to take environmental action through Earthforce, an employee-led Equality Group. Earthforce provides sustainability volunteering opportunities that help us reach our goals.

Customers

We provide technology like [Agentforce Net Zero](#) that empowers our customers to track their own footprints and transition to more-sustainable business models. We also partner with customers to assess and address the environmental impact from their Agentforce use.

Ecopreneurs

We energize the ecopreneur revolution through our [Salesforce Accelerator – Agents for Impact](#), the [World Economic Forum’s UpLink](#), the [Salesforce Ventures](#) portfolio, and our philanthropic efforts – supporting innovators focused on solving sustainability challenges.

Nonprofit Partners

We collaborate with organizations to deploy sustainability solutions that are led by and benefit local communities.






Policymakers and Industry Coalitions

We advocate for science-based sustainability policy and participate in leadership groups like the [Clean Energy Buyers Alliance](#) and [Beyond Alliance](#) to standardize and scale climate solutions.

ACTIVATING PUBLIC POLICY

Advancing Sustainability Public Policy

Salesforce works with government officials and policy advocates to champion a net zero, nature positive future. Key FY26 engagements include:

- 
U.S. Fix Our Forests Act
 Salesforce supported the bipartisan [Fix Our Forests Act \(H.R. 471/S. 1462\)](#), legislation to combat catastrophic wildfires, restore forest ecosystems, and make federal forest management more efficient and responsive.
- 
Paris AI Action Summit
 Salesforce participated alongside heads of state and industry leaders to advance global AI governance discussions, joining initiatives such as the [Coalition for Sustainable AI](#) in partnership with the French Ministry of Economy, and the [Organisation for Economic Co-operation and Development \(OECD\) Hiroshima AI Process](#) to support responsible and interoperable AI.
- 
COP30, Belém
 Salesforce convened over 200 customers, policymakers, nongovernmental organizations, and innovators across events from São Paulo to the Amazon and supported the Brazilian government’s pilot workshop of the [Global AI Academy for Climate](#) in Belém.
- 
Illinois Energy Policy
 Salesforce partnered with [Ceres](#) to convene policymakers and sustainability leaders at Salesforce Tower Chicago to discuss Illinois energy policy and building efficiency. We also collaborated with Governor Pritzker and other major companies to help advance the state’s clean energy agenda.
- 
Bay Area Public Transit
 Salesforce joined 50+ major San Francisco employers in a [coalition letter](#) advocating for \$2 billion in state funding to pull local transit agencies back from a fiscal cliff.

Dependencies

Our approach to managing environmental impacts and risks is subject to a number of key dependencies:

Grid Decarbonization

Reaching our decarbonization and water targets depends on how fast national and local energy grids transition to carbon-free sources with lower water footprints. Several factors limit our ability to relocate operations to regions with cleaner energy, including data residency requirements, customer preferences, latency, scalability to support AI-driven load growth, and cost.

Regulatory Shifts

Evolving policies, laws, and regulations on the environment could affect costs, resourcing, and prioritization of our sustainability strategies.

Supplier Alignment

Our transition to Hyperforce reduces direct control over data centers, making our goals dependent on supplier cooperation and shared sustainability priorities.

Project Availability

Our ability to support resilience and adaptation depends on the availability of high-quality, rigorous projects. The most promising adaptation efforts often exist in regions with economic and infrastructure challenges, which can complicate project development and sustained execution.

Technological Innovation

We rely on the commercial scaling and affordability of emerging technologies both to drive energy, carbon and water reductions and to mitigate residual emissions.

Ecosystem Stability

Nature-based climate solutions rely on the long-term survival of restored ecosystems, which are themselves increasingly threatened by climate volatility.

Data Quality

Enhancing the availability of granular, primary data from our multitiered supply chain is critical to accurately track our carbon reduction and water-related initiatives. Our roadmap also depends on the maturation of global environmental reporting standards, which continue to evolve.

Key Achievements

In FY26, Salesforce continued advancing a net zero, nature positive world.

Emissions Reductions

Achieved a 66% absolute reduction in scope 1 and 2 market-based emissions and a 67% reduction in scope 3 market-based intensity against our FY19 baseline.

Compensation

Maintained our commitment to compensate for 100% of annual emissions with high-quality avoidance and removal carbon credits.

Clean Energy

Maintained 100% renewable energy procurement for the fifth consecutive year,^[11] anchoring our global digital infrastructure in carbon-free power through market instruments.

Catalyzing High-Durability CDR

Contracted 41,000 tons of carbon dioxide removal across six distinct pathways to help catalyze the nascent, high-integrity CDR market.

AI Model Cards

A defining moment this year was our industry-leading work in AI transparency. We developed one of the first [AI model cards](#) that included environmental data, covering pre-training, post-training, and inference. To calculate these numbers, we used the [AI Energy Score](#) standard Salesforce helped develop. Furthermore, we integrated insights into the agentic benchmark, informing over 15 global customers to better understand their AI environmental footprint.

Philanthropy

Helped fund 65 million trees (all-time) toward our 100 million tree goal, and deployed \$4.35 million in grants which is projected to unlock over \$9 million in follow-on funding for innovative solutions across nature, clean energy, and ecopreneurship.



[11] Procured electricity or renewable energy certificates from renewable energy resources were equivalent to 100% of the electricity we used globally.

Key Achievements

In FY26, Salesforce continued advancing a net zero, nature positive world.



Watershed Resilience

Initiated implementation of our new water program, including Salesforce's first three investments into watershed resilience out of our 13 priority locations. For example:



In Brazil, we're supporting Conservation International's Conservador das Águas project in the Jaguari River Basin – an essential water source for nearly 9 million people in São Paulo. The initiative is restoring springs and freshwater ecosystems, increasing native vegetation cover, and creating ecological corridors to reduce forest fragmentation and surface runoff, improve water quality, and strengthen the resilience of the watershed.



In Mexico, we're supporting interconnected watershed restoration efforts: Conservation International's restoration of the Xochimilco wetland and the Arbor Day Foundation and Nación Verde's reforestation of the Cutzamala and Moctezuma watersheds – both critical to Mexico City's water supply.

Salesforce Ventures

[Salesforce Ventures](#) invests in technology companies, including those addressing the intersection of AI growth and energy system resilience. With U.S. data center power consumption projected to reach up to 132 GW (up to 12% total supply) by 2028, the FY26 Salesforce Ventures investment thesis focused on AI-related energy demand through three key investments:



[Base Power](#) builds distributed energy systems, including battery storage to support grid reliability. Base has delivered 1.62 years of backup power for its Texas customers, improving grid stability across the state.



[Crusoe](#) develops infrastructure that converts otherwise wasted natural gas into compute power. Its 1.2-gigawatt site in Abilene, Texas, was recognized as the 2025 North American Data Center Project of the Year.



[Emerald AI](#) provides a platform to optimize AI workloads and reduce energy use during peak grid stress. Its technology can reduce Graphics Processing Unit (GPU) energy consumption by 25% while maintaining performance.

Appendix

Salesforce obtained limited assurance conducted by Ernst & Young LLP for select environmental and employee metrics. **For more information**, refer to the [Independent Third-Party Reports](#).

Metrics Tables

Company Overview

Framework Key ● GRI ● SASB

Metric	FY26	FY25	FY24	Framework
Company Overview^[1]				
Total revenue (billions)	\$41.5	\$37.9	\$34.9	● 201-1
Americas	65%	66%	67%	
Europe	25%	24%	23%	
Asia Pacific	10%	10%	10%	
Grants and donations (millions)				
Annual	\$101	\$98	\$86	
Lifetime to date	\$899	\$798	\$700	
Board of Directors^[2]				
Total executive and nonexecutive board members	13	12	13	● 2-9, 405-1
Board average tenure (years)	8.0	9.25	8.38	
Independent board members	77%	75%	77%	
Board diversity	54%	50%	54%	
Gender diversity	31%	25%	31%	
Ethnic diversity	38%	33%	31%	
Business Integrity				
Percentage of employees who read and acknowledged the Code of Conduct ^[3]	99%	99%	98%	● 205-2
Employee confidence in business integrity ^[4]	91%	90%	89%	● 2-23, 205-2

[1] Learn more in [our quarterly results](#).

[2] These metrics do not include Maynard Webb, who served as a director of Salesforce faithfully and with distinction since 2006, as he did not stand for reelection and his service on the Board of Directors ceased as of the 2026 Annual Meeting of Stockholders.

[3] This is determined as of the fiscal year end.

[4] This metric is based on a composite of responses from an annual all-staff survey that measures employee opinions of ethical integrity and conduct at the company.

People

Framework Key ● GRI ● SASB

Metric	FY26	FY25	FY24	Framework
Global Workforce				
Global employees ^[1]	83,334	76,453	72,682	● 2-7

Metric	FY26 ^[2]				Framework
Representation Data	Total	Tech	Non-Tech	VP+	● 405-1 ● TC-SI-330a.3
Global employees by gender					
Women	35.2%	27.5%	41.1%	29.3%	
Men	63.3%	71.8%	58.6%	70.5%	
Other Genders	0.2%	0.4%	0.1%	0.0%	
Undisclosed	1.3%	0.3%	0.2%	0.2%	
Total	100%	100%	100%	100%	
Employees by ethnicity (U.S. only)					
White	51.1%	37.2%	62.1%	61.7%	
Asian	29.5%	46.6%	15.8%	25.5%	
Hispanic or Latinx	5.8%	4.6%	6.7%	2.5%	
Black or African American	4.8%	3.3%	6.1%	3.5%	
Multiracial	2.9%	2.6%	3.2%	2.1%	
Middle Eastern/North African	0.8%	0.8%	0.9%	1.2%	
Native Hawaiian or Other Pacific Islander	0.3%	0.2%	0.4%	0.1%	

[1] None of our employees in the United States are represented by a labor union. However, employees of certain foreign subsidiaries are represented by works councils or labor unions.
 [2] Denotes limited assurance review by EY for FY26. For additional details and methodology, please see the Schedules of Selected Employee Metrics on our [reports and policies page](#).

People

Framework Key ● GRI ● SASB

Metric	FY26 ⁽²⁾				Framework
	Total	Tech	Non-Tech	VP+	
Representation Data (continued)					
Employees by ethnicity (U.S. only)					● 405-1 ● TC-SI-330a.3
Indigenous American or Alaska Native	0.2%	0.1%	0.2%	0.2%	
Undisclosed	4.6%	4.6%	4.6%	3.2%	
Total	100%	100%	100%	100%	
Additional Representation Disclosure					
LGBTQ+	3.4%				
People with disabilities	3.0%				
Veterans	2.1%				

Metric	FY26	FY25	FY24	Framework
Talent Management and Engagement				
Employees appraised via management by objectives ^[3]	97%	99%	94%	● 404-3
Open positions filled by internal candidates	38%	31%	32%	
Employee engagement ^[4]	81%	80%	75%	● TC-SI-330a.2
Employee Volunteer Hours				
Annual	900,000	900,000	900,000	
Lifetime to date	10,500,000	9,600,000	8,700,000	

[2] Denotes limited assurance review by EY for FY26. For additional details and methodology, please see the Schedules of Selected Employee Metrics on our [reports and policies page](#).

[3] The appraisal metric is defined as the percentage of employees who participate in our V2MOM alignment process. One hundred percent of employees who meet the eligibility criteria are invited and encouraged to complete a V2MOM, but with our rapid growth, 100% compliance is a stretch goal.

[4] Conducted twice a year, the Great Insights Survey is our internal employee listening survey that surfaces data and insights to improve the employee experience. We use survey feedback to understand how we are doing as a company and to provide managers and leaders with action plans. The employee engagement index represents seven outcomes of an engaged employee at Salesforce, such as feeling a sense of pride and personal accomplishment. Individual feedback is confidential, and results are shared in aggregate only.

Planet

Framework Key ● GRI ● SASB

Metric	Target	FY26	Base Year (FY19)	Framework
Science-Based Targets				● 102-4
Near-term 2030 (FY31) targets				
Scope 1 and 2 emissions (market-based methodology ^[1])		63,000	187,000	
Increase (reduction) from base year	(67%)	(66%)		
Scope 3 emissions intensity ^[2]		29.30	89.41	
Increase (reduction) from base year	(68%)	(67%)		
Long-term 2040 (FY41) targets				
Scope 1 and 2 emissions (market-based methodology ^[1])		63,000	187,000	
Increase (reduction) from base year	(90%)	(66%)		
Scope 3 emissions intensity		29.30	89.41	
Increase (reduction) from base year	(97%)	(67%)		

Metric	FY26 ⁽³⁾	FY25	FY24	Framework
Greenhouse Gas Emissions (tCO₂e)^(4,5,6)				● 305-1, 305-2, 305-3
Scope 1	9,000	6,000	3,000	
Scope 2 (location-based methodology)	221,000	293,000	315,000	
Scope 2 (market-based methodology ^[1])	54,000	78,000	75,000	
Total emissions from operations ^[7] (location-based methodology)	230,000	299,000	318,000	

[1] Market-based emissions differ from location-based emissions (which estimate emissions based on the average emissions of the applicable local grid) in that they reflect purchasing environmental attributes like renewable energy certificates as reductions in reported emissions. As a result, this method, which represents contractual electricity purchasing and claims, may be different from the actual physical emissions or electricity use of our operations and supply chain.
 [2] Scope 3 emissions intensity is defined as market-based emissions per dollar of gross profit.
 [3] Denotes limited assurance review by Ernst & Young LLP (EY) for FY26. For additional details and methodology, please see the Schedules of Selected Environmental Metrics on our [reports and policies page](#).

[4] In FY26, the company acquired Informatica, Inc. ("Informatica"), which will be incorporated into the reporting boundary beginning in FY27.
 [5] Prior-year values have been recast to reflect changes in methodology and have not been subject to limited assurance review by EY.
 [6] Due to prior-year recasting, the number of applied carbon credits for prior years exceeds total market-based emissions; however, we display net residual emissions of zero.
 [7] Total emissions from operations reflect the sum of Scope 1 and Scope 2 emissions.

Planet

Framework Key ● GRI ● SASB

Metric	FY26 ⁽³⁾	FY25	FY24	Framework
Greenhouse Gas Emissions (tCO₂e)^(4,5,6)				● 305-1, 305-2, 305-3
Total emissions from operations ^[7] (market-based methodology ^[1])	63,000	84,000	78,000	
Upstream scope 3 emissions (location-based methodology)				
Purchased goods and services	833,000	786,000	776,000	
Capital goods	116,000	139,000	122,000	
Fuel and energy-related activities	58,000	69,000	80,000	
Upstream transportation and distribution	2,000	2,000	1,000	
Business travel	130,000	148,000	145,000	
Employee commuting	38,000	38,000	19,000	
Work from home	17,000	19,000	13,000	
Upstream leased assets	6,000	1,000	0	
Downstream scope 3 emissions (location-based methodology)				
Use of sold products	37,000	30,000	39,000	
Downstream leased assets	5,000	6,000	12,000	
Franchises	1,000	0	0	
Investments	62,000	51,000	49,000	
Total scope 3 emissions (location-based methodology)	1,305,000	1,289,000	1,256,000	
Total emissions from operations and value chain (location-based methodology)	1,535,000	1,588,000	1,574,000	

[1] Market-based emissions differ from location-based emissions (which estimate emissions based on the average emissions of the applicable local grid) in that they reflect purchasing environmental attributes like renewable energy certificates as reductions in reported emissions. As a result, this method, which represents contractual electricity purchasing and claims, may be different from the actual physical emissions or electricity use of our operations and supply chain.
 [3] Denotes limited assurance review by Ernst & Young LLP (EY) for FY26. For additional details and methodology, please see the Schedules of Selected Environmental Metrics on our [reports and policies page](#).

[4] In FY26, the company acquired Informatica, Inc. ("Informatica"), which will be incorporated into the reporting boundary beginning in FY27.
 [5] Prior-year values have been recast to reflect changes in methodology and have not been subject to limited assurance review by EY.
 [6] Due to prior-year recasting, the number of applied carbon credits for prior years exceeds total market-based emissions; however, we display net residual emissions of zero.
 [7] Total emissions from operations reflect the sum of Scope 1 and Scope 2 emissions.

Planet

Framework Key ● GRI ● SASB

Metric	FY26 ⁽³⁾	FY25	FY24	Framework
Greenhouse Gas Emissions (tCO₂e)^(4,5,6)				● 305-1, 305-2, 305-3
Upstream scope 3 emissions (market-based methodology ⁽¹⁾)				
Purchased goods and services	507,000	501,000	555,000	
Capital goods	113,000	136,000	119,000	
Fuel and energy-related activities	27,000	32,000	35,000	
Upstream transportation and distribution	2,000	2,000	1,000	
Business travel	130,000	148,000	145,000	
Employee commuting	38,000	38,000	19,000	
Work from home	17,000	19,000	13,000	
Upstream leased assets	6,000	1,000	0	
Downstream scope 3 emissions (market-based methodology ⁽¹⁾)				
Use of sold products	37,000	30,000	39,000	
Downstream leased assets	5,000	6,000	12,000	
Franchises	1,000	0	0	
Investments	62,000	51,000	49,000	
Total scope 3 emissions (market-based methodology ⁽¹⁾)	945,000	964,000	987,000	
Total emissions from operations and value chain (market-based methodology ⁽¹⁾)	1,008,000	1,048,000	1,065,000	
Removal carbon credits	266,000	164,000	294,000	
Avoidance carbon credits	742,000	892,000	906,000	
Net emissions	0	0	0	

[1] Market-based emissions differ from location-based emissions (which estimate emissions based on the average emissions of the applicable local grid) in that they reflect purchasing environmental attributes like renewable energy certificates as reductions in reported emissions. As a result, this method, which represents contractual electricity purchasing and claims, may be different from the actual physical emissions or electricity use of our operations and supply chain.
 [3] Denotes limited assurance review by Ernst & Young LLP (EY) for FY26. For additional details and methodology, please see the Schedules of Selected Environmental Metrics on our [reports and policies page](#).

[4] In FY26, the company acquired Informatica, Inc. ("Informatica"), which will be incorporated into the reporting boundary beginning in FY27.
 [5] Prior-year values have been recast to reflect changes in methodology and have not been subject to limited assurance review by EY.
 [6] Due to prior-year recasting, the number of applied carbon credits for prior years exceeds total market-based emissions; however, we display net emissions of zero.

Planet

Framework Key ● GRI ● SASB

Metric	FY26	FY25	FY24	Framework
Energy				● 302-1
Total energy consumption (MWh)	765,000	954,000	945,000	● TC-SI-130a.1
Offices	14%	13%	8%	
Data centers	81%	85%	91%	
Other fuels and energy sources	5%	2%	1%	
Total electricity consumption (MWh)	702,000	900,000	913,000	● TC-SI-130a.1
Offices	12%	10%	6%	
Data centers	88%	90%	94%	
Average power usage effectiveness (PUE)	1.43	1.43	1.42	● TC-SI-130a.1
Percentage of total global electricity procured from renewable energy ^[8] resources	100%	100%	100%	

[8] Procured electricity or renewable energy certificates from renewable energy resources equivalent to 100% of the total electricity consumption (MWh) is calculated by dividing the total renewable electricity procured (including renewable energy certificates) by total global electricity usage, measured in megawatt-hours (MWh). Renewable energy resources include utility renewable energy tariffs; supplier-provided renewable energy; renewable energy certificate purchases; and indirect, large offsite purchases including virtual power purchase agreements (VPPA). The company's total global electricity usage includes electricity consumed at all of its global facilities (offices, data centers, and electric vehicles) under its operational control.

Planet

Framework Key ● GRI ● SASB

Metric	FY26	FY25 ⁽⁹⁾	FY24	Framework
Water				● 303-1, 303-3, 303-5 ● TC-SI-130a.2
Total water withdrawal (kL) ^[10]	473,000	474,000	579,000	
In regions with Extremely High baseline water stress	21%	18%	5%	
In regions with High baseline water stress	25%	30%	30%	
Total water consumption (kL) ^[11]	115,000			
In regions with Extremely High baseline water stress	18%			
In regions with High baseline water stress	20%			
Improve water availability and quality at 100% of watersheds surrounding priority locations by FY31 ^[11]	23%			

Metric	FY26	FY25	FY24	Framework
Nature Positive				
Fund the conservation, restoration, and growth of 100 million trees by FY31	65	56	52	

Metric	FY26	FY25	FY24 ^[12]	Framework
Nature and Sustainability Philanthropy				
Provide \$100 million in grants to support nonprofits and ecopreneurs focused on climate and nature solutions (millions) by FY32	\$26	\$22	\$13	

[9] FY25 water withdrawal and dependent metrics have been restated to reflect improvements in methodology, data accuracy, and reported data.

[10] Regional baseline water stress is calculated via the World Resources Institute's Aqueduct Water Risk Atlas.

[11] Salesforce began disclosing this metric in FY26.

[12] FY24 figures have been restated from the amount reported in our FY25 Stakeholder Impact Report. The restatement reflects the removal of certain grants from the total, which were initially included in error.

Glossary of Terms

1-1-1 Model: Salesforce's foundational corporate philanthropic framework that gives back 1% of the company's equity, 1% of its product, and 1% of its employee time to community organizations.

Accessibility Agent: An AI-powered tool that helps developers identify and address accessibility issues earlier in the development process through automated testing and in-workflow recommendations, supporting more consistent and inclusive user experiences.

Agentblazer: An individual with a strategic mindset, capable of harnessing the power of agentic AI to redefine what's possible in the workplace. Agentblazers develop the skills and vision necessary to transform how work gets done when humans collaborate with agents.

Agentic: Agentic means AI with agency; AI is capable of acting independently within a trusted environment to achieve a specific goal. This capability drives the Agentic Era.

Agentic Enterprise: An organization operating in the new era of human-AI collaboration, leveraging autonomous AI agents and data to drive productivity and customer success.

Agentforce: Agentforce is the agentic layer of Agentforce 360 for building and deploying autonomous AI agents across any organizational function.

Agentforce 360: Salesforce's complete portfolio powering the Agentic Enterprise and enabling companies of all industries, sizes, and locations to build business workflows, applications, and AI agents on a single, comprehensive platform to help automate processes, boost efficiency, increase productivity, and reduce information technology costs.

Agentforce Net Zero: A sustainability management platform which enables companies to manage their environmental, social, and governance initiatives, generate accurate and auditable disclosure reports aligned with various frameworks and regulations, and leverage AI-powered insights and unified data to drive strategic sustainability action across their value chain.

All-Time: All-time represents a cumulative figure that spans from the earliest recorded data point up to the present moment (in this case, the end of FY26).

Blue Carbon: Carbon that is naturally captured, drawn down, and durably stored from the earth's atmosphere by marine and coastal ecosystems, such as mangrove forests, tidal marshes, and seagrass meadows.

Carbon Credits: A market-based instrument representing the reduction, avoidance, or direct removal of one metric ton of greenhouse gas emissions to offset residual footprints. Avoidance credits prevent emissions from occurring (e.g., forest preservation), whereas removal credits actively extract carbon from the atmosphere.

Customer Zero: Salesforce uses its own products and technology internally before its customers do, testing, launching, and running on the tools it sells.

Data 360: A unified, real-time data platform that ingests, harmonizes, and unifies fragmented enterprise data into a single, comprehensive customer profile.

Ecopreneur: An environmentally minded entrepreneur, activist, or innovator who places nature, climate action, and sustainability at the core of their business models and solutions.

Employee Agent: An internal autonomous AI agent that helps employees find information, resolve issues, develop careers, and connect to engagement opportunities. For new hires, the Employee Agent also acts as a personalized, Slack-first onboarding concierge.

Equality Group: Salesforce's employee resource groups – known internally as Equality Groups – are employee-led organizations (such as Indigenousforce, Abilityforce, and Earthforce) built to foster inclusion, allyship, and leadership across the diverse communities to which Salesforce employees belong.

High-Durability Carbon Dioxide Removal (CDR): Technological, engineered, or enhanced biological pathways (such as mineralization or direct air capture) that actively extract carbon dioxide directly from the atmosphere and permanently isolate it inside secure formations to prevent re-emission over long timescales.

Hyperforce: Salesforce's next-generation infrastructure architecture, built for the public cloud. Hyperforce infrastructure is composed of code rather than hardware, so that the Salesforce platform and applications can be delivered rapidly and reliably to locations worldwide, giving customers more choice and control over data residency.

Manager Agent: An internal autonomous AI agent designed to give people leaders personalized, 360-degree access to team data across promotions, leave, compensation, and performance management, which frees up time for coaching and developing high-performing teams.

Market-Based Methodology: A greenhouse gas accounting method that quantifies Scope 2 greenhouse gas emissions from purchased electricity based on the specific environmental attributes of the energy a company intentionally chooses to procure via utility contracts, green tariffs, or energy attribute certificates (EACs).

Nature Positive: A term used to describe a world where nature is being restored and is regenerating rather than declining. A nature positive future is a world in balance, where the cycles that sustain life are robust, leading to healthy ecosystems and, by extension, healthy and thriving humans and businesses.

Slackbot: Slackbot is a built-in AI assistant and automated chatbot in the Slack messaging platform.

Trailhead: Salesforce's free online learning platform designed to skill up the workforce for the future from anywhere by providing gamified, self-paced learning paths, credentials, and certifications.

V2MOM: Salesforce's internal management and strategic alignment framework – standing for Vision, Values, Methods, Obstacles, and Measures – used to align high-level corporate governance directly with individual performance goals.

Volunteer Time Off: A corporate benefit providing employees with paid leave to volunteer for eligible nonprofit organizations of their choice. Salesforce employees get seven paid days of volunteer time off (VTO) each year.

Additional Notes and Forward-Looking Statements

Note to Readers on Reporting Scope and Limitations

The statements in this report represent the current opinions of management. The statements in the report are made as of the publication date of the report, unless otherwise indicated, and we undertake no obligation to update them. Graphics, infographics, and text boxes are designed to be read within the context of the report as a whole. This report, and the information and data contained herein, including regarding Salesforce's greenhouse gas emissions, has been developed based on current information, estimates, and beliefs, using models, methodologies, and standards that are evolving rapidly and subject to assumptions and inherent limitations, including the inherent difficulty of predicting climate and other future matters; limitations in the availability and quality of data and historical context; as well as future contingencies, dependencies, risks, and uncertainties, including legislative, judicial, fiscal, technological, and regulatory developments and measures addressing climate change. As our standards, models, and data sources evolve, the data presented in any future reports may be different than that presented in this report.

Among other topics, the report provides information regarding Salesforce's emissions targets and greenhouse gas reduction claims, including how we measure progress, for purposes of the California Voluntary Carbon Market Disclosures Act, codified at Section 44475.2 of the California Health and Safety Code. Information regarding Salesforce's purchase and use of voluntary carbon offsets may be found in our separate [Carbon Credit Portfolio disclosure](#).

Unless otherwise stated, the information and data in this report have not been audited or assured.

Some of the information and data in this report may have been obtained from public or other third-party sources and has not been independently verified. Any opinions or views of third parties contained in this document are those of the third parties identified and not Salesforce. Salesforce makes no representation or warranty as to its quality, accuracy, or completeness and expressly disclaims any responsibility or liability for this material and for any decisions or actions that readers may take and for any damage or losses you may suffer from your use of or reliance on this material.

Cautionary Note Regarding Forward-Looking Statements

This report contains forward-looking statements within the meaning of Section 21E of the Securities Exchange Act of 1934, as amended, and the United States Private Securities Litigation Reform Act of 1995. Words such as 'will,' 'aim,' 'expects,' 'expectations,' 'progress,' 'estimate,' 'anticipates,' 'intends,' 'looks,' 'believes,' 'vision,' 'commitment,' 'target,' 'seek,' 'goal,' 'plan,' 'potential,' 'try,' 'work toward,' 'future,' 'become,' 'introduce,' 'transform,' 'outcome,' 'project,' 'projections,' 'deliver,' 'evolve,' 'develop,' 'forward,' 'pioneer,' 'going to,' 'prospective,' 'long-term,' 'objective,' 'achievement,' and variations of such words and other similar expressions are intended to identify such forward-looking statements. Forward-looking statements include, but are not limited to, statements regarding our sustainability targets; goals, including those for emissions reduction; commitments; programs; and other business plans, initiatives, and objectives. These forward-looking statements are inherently uncertain and based upon current expectations, estimates, and forecasts, as well as the beliefs and assumptions of our management regarding anticipated developments and other factors affecting Salesforce. They are not historical facts, nor are they guarantees of future performance or outcomes. Goals and targets described in the report are aspirational and subject to change and are not guarantees or promises that all goals and targets will be met. The achievement or success of the matters covered by such forward-looking statements involves risks, uncertainties, and assumptions that are difficult to predict, and actual results could differ materially from those anticipated due to risks and uncertainties, including as the result of changes in circumstances; assumptions not being realized; the evolving regulatory landscape related to environmental, social, and governance matters; shifts in consumer demand for various products and services; scientific or technological developments; the competitive nature of our industry; economic and other global, national, and regional conditions and events; evolving industry-specific needs; and regulations or requirements regarding energy and environmental topics. We urge readers to consider all of the risks, uncertainties, and factors identified in this note or discussed elsewhere in this document, such as those under the heading Dependencies in the Planet topic, as well as those identified in the Risk Factors section and elsewhere in our Annual Report on Form 10-K, filed with the Securities and Exchange Commission (SEC) on March 2, 2026. These forward-looking statements speak only as of the date of this report, and readers are cautioned not to place undue reliance on the forward-looking statements. Except as required by any applicable law or regulation, Salesforce expressly disclaims any obligation or undertaking to release publicly any updates or revisions to any forward-looking statements contained herein to reflect any change in Salesforce's expectations or any change in events, conditions, or circumstances on which any such statement is based. The contents of the various websites referenced throughout this report, including Salesforce's website, are provided for informational purposes and the reader's convenience. The information or data included in those websites is not incorporated by reference and does not constitute a part of this report.