

Salesforce UK Limited – s172 Statement

The Company's Board of Directors (the "**Board**") considers that they have acted in the way they consider, in good faith, would be most likely to promote the success of the Company for the benefit of its members as a whole (having regard to the stakeholders and matters set out in s172 of the Companies Act 2006) during the year ended 31 January 2021.

The Board convenes board meetings on a quarterly cadence, and stakeholders from key business lines of the Company provide input into board papers, which are reviewed by the Directors in advance of the meetings. In order to supplement the Board's understanding of issues, risks and developments facing the Company, representatives/executives from the key functions of the business and advisors of the Company attend the board meetings to discuss such items and answer questions the Directors may have.

Within the group of companies of which salesforce.com, inc. is the ultimate parent company (the "**Group**"), the Group believes the business of business is to make the world a better place for all of the Group's stakeholders, including the Group's stockholders, customers, employees, partners, the planet and the communities in which the Group works and lives, as outlined in the Group's Stakeholder Impact Report¹. As part of the Group, the Company is aligned with these values. The stakeholders of the Company generally mirror those of the Group and the Board of Directors strives to thoughtfully consider these stakeholders in its decision-making process in line with Group policies and priorities.

Throughout the financial year ended 31 January 2021 the Company and its stakeholders have faced unprecedented challenges as a result of the COVID-19 global pandemic. The pandemic and related public health measures have materially affected how we and our customers are operating our businesses; the duration and extent of the future impact remains uncertain. Authorities throughout the world have implemented numerous preventative measures to contain or mitigate further spread of the virus, such as travel bans and restrictions, limitations on business activity, quarantines, work-from-home directives and shelter-in-place orders. These public health measures have caused, and are continuing to cause, business slowdowns or shutdowns in affected areas, both regionally and worldwide, which have impacted the Company's business.

Details of the Company's engagement with the key stakeholder groups of the Company in the financial year are set out below:

Stakeholder	Engagement
Workforce	<p>As a service provider, the Company's employees and workers are extremely important stakeholders in the Company's operations. Employee wellbeing and engagement are a key focus of the Company and the Group as a whole.</p> <p>The Company's culture is driven by our core values of trust, customer success, innovation and equality. The Board believes the Company culture fosters open dialogue, collaboration, recognition and a sense of family, all of which allow us to attract and retain the best talent. There is Group-wide investment in programs designed to enhance employee success and create a safe, healthy and engaging working environment - examples include:</p> <ul style="list-style-type: none">• a global annual review of salaries and bonuses to ensure everyone is paid equally for equal work, and to close any unexplained gaps. The Group and the Company are committed to promoting and delivering equal pay.

¹ The Stakeholder Impact Report is a comprehensive annual report which outlines the Group's operations, commitments and practices and policies in relation to the protection of, and engagement with, key stakeholder groups. The report includes an independent review report completed by an independent body. This report is available at www.salesforce.com/company/sustainability

	<ul style="list-style-type: none"> • employee-led and founded employee resource groups, which provide a community for underrepresented groups and their allies, offer professional development and mentoring opportunities, and empower employees to be responsive equality leaders in their community. <p>Through the Company's quarterly board meetings, the Directors are kept informed of the impact on the workforce as a result of the ever-changing business environment in which the Company operates.</p> <p>Throughout the financial year ended 31 January 2021 the Company has monitored the impact and risk of the COVID-19 global pandemic on its workforce. The safety of the Company's workforce has been of paramount importance to the Company and the Board's decision making.</p> <p>A member of the Board acted as a representative for the Regional Incident Management Team which met regularly throughout the financial year to lead decision making in response to the pandemic, guided by regional government advice. Arising from the review by the Regional Incident Management Team, all Salesforce offices, including the offices of the Company, were temporarily closed for much of the financial year. The global work-from-home operating environment has caused strain for, and has adversely impacted the productivity of, certain employees, and these conditions may persist. The COVID-19 pandemic may have long-term effects on the nature of the office environment and remote working. This may present operational and workplace culture challenges that may adversely affect our business.</p> <p>The needs of our employees and their families changed. Monthly employee wellbeing surveys helped the Company better understand where support was needed, allowing us to enhance and launch entirely new benefits programming to keep them as safe and healthy as possible. Throughout the financial year, results of such surveys were presented to the Board at the quarterly meetings and actions reviewed and approved accordingly.</p> <p>The Board also received presentations from representatives of the Company's workforce relating to the impact of the UK's departure from the European Union ("Brexit"). While Brexit has created some regulatory and operational uncertainty for the Company, the Board has been kept informed of the risks posted to the Company's workforce and have been careful to reduce and mitigate adverse impacts of Brexit on the Company's workforce. The Board believes that the Company's Brexit preparation resulted in minimal impact from Brexit on the Company's workforce.</p> <p>During the financial year ended 31 January 2021, the Company on average had more than 2000 employees. It is anticipated that the Company will continue to have an average of more than 2000 employees during the financial year starting on 1 February 2021. Therefore, in accordance with The Companies (Miscellaneous Reporting) Regulations 2018, since the end of the financial year ended 31 January 2021, the Board has approved the adoption of a corporate governance code and a corporate governance statement will be produced for the financial year starting on 1 February 2021.</p>
Customers	Customers are key stakeholders of the Company. Our subscription business model means that our success is dependent on our customers' success; customers will

	<p>only renew their business with the Company if we continue to provide value to them, and renewals are essential to our long-term business prospects.</p> <p>To ensure that the customers' priorities and concerns inform Company business decisions, we periodically solicit customer feedback principally through customer surveys and engagement with the Company's advisory boards which meet with leadership delegates of customers of the Company. In particular, an EMEA Advisory Board has been set up by the Group together with delegates from the Group's largest customers in order to seek feedback and perspectives from our customers. In addition, an annual survey was disseminated to customers to solicit feedback on our performance and services. The results are considered by the Company's leadership in the decisions made relating to how our services are managed.</p> <p>In response to the COVID-19 pandemic, the Group and the Company offered temporary financial flexibility to some customers in the first quarter of 2021 and changed customer invoicing frequencies for many customers throughout the financial year.</p> <p>Feedback received from customers is taken into account in strategic decisions about how we develop our products and manage our services to promote long-term customer success. The impact of the COVID-19 pandemic changed many of our customers' needs and requirements. The Group and Company had to act quickly to develop new products and adapt existing products to meet the needs of our customers. Examples of how the Company and Group have adapted to help customers throughout the financial year include:</p> <ul style="list-style-type: none"> ● the development of Salesforce Care solutions, including employee, health and other support systems to help customers adapt to the change to mass working from home; ● the development of the Tableau COVID-19 Data hub which allows anyone to stay up to date with the most impactful COVID-19 data visualizations for their region, industry or response initiatives; and ● the collaboration with Salesforce partners for the development of solutions to help customers address the COVID-19 crisis through the AppExchange COVID-19 Resource Center. <p>The implementing strategy of the Company is guided by the policies of the Group and the Board is kept informed of the service provision by the Company through presentations provided from key parts of the business to the Board in the quarterly board meetings.</p> <p>As the Company provides services to other entities within the Group the customers of the Company also include other Group companies. All relationships with other Group companies are governed by intercompany agreements on arms-length terms. All intercompany agreements are reviewed and approved by the Directors and the terms of the intercompany agreements are routinely reviewed to ensure that they are at arms-length.</p>
Suppliers	<p>Our suppliers are a critical part of the Company's community.</p> <p>The Company aims to work with suppliers that share our core values and operate with integrity, respect, and transparency. The Board believes that partnering with small businesses and diverse suppliers is not just the right thing to do; it is smart business. The Group and the Company partner with industry leaders and organisations that are shifting the standards of supplier diversity and supporting the certification, growth and development of diverse business enterprises. The Group has committed to spending \$100 million with Black-owned businesses and \$100</p>

	<p>million in capital to Black and underrepresented minority founders by 2023. The Supplier Diversity initiative is expanding globally, and the Company has joined Minority Supplier Development UK.</p> <p>The Board is focused on ensuring the Company treats suppliers fairly, and has received regular presentations on the payment practices of the Company and in particular the transparent implementation of the requirements of the Payment Practices Regulations 2017. The Board also receives summaries of feedback obtained from suppliers.</p> <p>The Board is also committed to ensuring that there is no slavery and human trafficking anywhere in the business or supply chain of the Company. The Company aligns its stance against modern slavery and human trafficking, and the Board reviews and approves a statement detailing the actions of the Company and the Group in accordance with the provisions of the Modern Slavery Act 2015.</p>
<p>Environment and Community</p>	<p>The Group and the Company consider the environment to be one of our key stakeholders and are committed to harnessing Salesforce’s culture of innovation to improve the state of the world. To that end, the Group and the Company are working to play a meaningful role in creating a sustainable, low-carbon future by integrating sustainability into their business operations. This includes not only managing Salesforce’s own environmental footprint as it continues to grow, but also participating in initiatives to help others drive impactful climate action. The Board believes that improving its environmental footprint and addressing sustainability risks contributes to the long-term benefit of the Company, and its stakeholders.</p> <p>For example, the Group and the Company have achieved net zero operations, deliver all customers a carbon neutral cloud and are committed to complete reliance on renewable energy for our global operations by 2022. There is Group-wide investment in programs designed to mitigate the environmental risk posed by the Group - examples include:</p> <ul style="list-style-type: none"> • the setting of an internal price on carbon by offsetting all of our Scope 1 and 2 emissions, as well as the parts of our Scope 3 (indirect emissions) related to delivering a carbon neutral cloud. This includes emissions from employee commuting and business travel, the data centre supply chain (such as the manufacture of servers, production, and distribution of energy use at our data centres), and the impact of our customers using Salesforce on their personal devices. • the Group committed to set 1.5 degree Celsius science-based emissions targets, which includes a commitment to have 60% of our suppliers operate under emissions set science-based targets of their own to prevent the damaging effect of climate change. <p>In particular, the Board discussed compliance with the UK Energy Savings Opportunity Scheme and the Company’s obligations in relation to the same. The Board was advised during the quarterly meetings that the Company is fully compliant with the requirements for the financial year ended 31 January 2021.</p> <p>In addition, within the Group we believe that businesses can be powerful platforms for social change, and we have championed causes we believe have a positive impact on our communities. We began as a different kind of company, focused on integrating philanthropy into our DNA with the 1-1-1 model, which pledges 1% of</p>

our employees' time, 1% of our revenue and 1% of our product to the community, and continue with this as one of our core values.

During the fiscal year ended 31 January 2021 the Group provided approximately \$1.5 billion in social value through grants, donations, and free and highly discounted technology delivered to the non-profit and education sectors, with over 51,000 non-profits, higher education organizations and philanthropies currently using Salesforce technology today. This Group-wide initiative has been implemented by the Company, including through the Salesforce Care Grants Programme that the Company introduced to offer small UK businesses grants to aid recovery from the impact of the COVID-19 pandemic.

The Company is committed to improving social mobility and during the financial year the Company issued a grant to The Diana Award to Improve Social Mobility Through Mentoring. The Group also continues to offer free to use learning platforms to enable individuals to learn in-demand skills to build and progress their careers without the expense of conventional learning.