

SFDC EMEA Data Centre 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 regular 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.

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 live, 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>

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"> ● 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. ● 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>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>The Board also received guidance 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 has 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>
Customers	<p>As the Company provides services to other entities within the Group the customers of the Company are other Group companies. All relationships with other Group companies are governed by intercompany agreements on arm’s-length terms. All intercompany agreements are reviewed and approved by the Directors and the terms of the intercompany agreements are routinely discussed in Board meetings and reviewed to ensure that they are at arm’s-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 million in capital to Black and underrepresented minority founders by 2023. The Supplier Diversity initiative is expanding globally.</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>
Environment and Community	<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</p>

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.

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 of this include:

- 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.

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 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 31st 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.

The Group and the Company work to integrate sustainability into all aspects of our operations. We value transparency and trust, and are committed to complying with all local environmental legislation. We have specific functions and goals concerning data centres, which include to:

- Promote market reform, improved access to renewable energy, and the proliferation of low carbon energy sources
- Design, build, and maintain energy, and resource, efficient data centres
- Consider our environmental impacts when siting data centres
- Make environmental requirements clear to infrastructure partners, consistent with the Corporate Colocation and Cloud Buyers' Principles

	<ul style="list-style-type: none">• Drive utilisation to minimise environmental impact• Aim to achieve zero-waste data centres in accordance with the Zero Waste International Alliance
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