



Sustainability at salesforce.com

Environmental Policy Statement

At salesforce.com we make responsible choices with our technology and operations to drive sustainability excellence across our business. We do this by setting guidelines for how we manage and grow our business with the support of our employees, customers, partners and suppliers. The following highlights the commitments we've made to achieve the highest standards of sustainable business operations:

Real Estate

- Meets Leadership in Energy and Environmental Design (LEED) Silver ratings¹ (at a minimum) for new office expansions, renovations, and locations.
- Seeks to gain agreement with all our landlords on access to utility data, to obtain rebates for initiatives we take to make our offices more energy-efficient, and to secure other financial incentives for greener real estate practices.
- Invests in alternative work arrangements such as at hoteling and flex workspace that have financial, environmental, and employee benefits.
- Evaluates the environmental profile of the furniture and fixtures we buy, favoring suppliers and products that have better environmental profiles.
- Reduces office waste through expanded reduction, recycling, and composting programs.
- Shares real estate best practice across our global offices via our internal Web site (intranet).

Data Centers

- Procures the most energy-efficient servers and equipment that meet our business requirements.
- Explicitly includes environmental criteria—co-location providers' environmental policies and initiatives—in the consideration of new co-location facilities through the RFP process.
- Includes environmental considerations in renegotiated leases with our existing co-location providers, where possible.
- Implements environmental monitoring tools to measure our use of power in our co-location facilities.
- Conducts reviews of our co-location vendors' Computational Fluid Dynamics (CFD) modeling and analysis to pinpoint problem areas in the data center and root causes.
- Considers the potential regulatory, operational, and reputation risks from environmental issues—particularly climate change—in locating, owning, and designing our data centers.
- Responsibly manages (reuses, recycles, properly disposes of) all leased and owned IT equipment at the end of their useful lives with salesforce.com. For leased IT equipment, obtains written assurance from our major suppliers that the equipment is responsibly managed when returned at end of lease. For owned equipment, partners with a certified electronic waste vendor and obtains the same written assurance.
- Engages in industry initiatives and groups that strive to improve the environmental footprint of data centers.

¹ Under the Commercial Interiors Certification Standard

Travel and Events

- Works with our travel agency suppliers to measure, analyze, and report business travel information, including GHG emissions.
- Educates employees on the environmental impacts of travel and events and offers green tips, tools, and solutions via our internal website.
- Engages our travel and event suppliers (hotels, conference centers, rental cars agencies) to share salesforce.com's environmental policy and identify greener choices for our travel and events.
- Where relevant and appropriate and supported by the business owners, includes environmental considerations in our RFPs and contracts; shows preference to those suppliers that can meet our business requirements in environmentally preferable ways.
- Reduces non-essential business travel where feasible through the use of technologies such as videoconferencing.

Supply Chain

- Notifies our suppliers about our environmental policy and our expectation that they comply with all applicable environmental regulations wherever they do business.
- Includes environmental criteria in our supplier selection process and gives preference to suppliers with better environmental performance (assuming they meet our business requirements).
- Procures the most energy-efficient IT equipment, provided that it meets our business requirements; gives particular preference to products carrying reputable certifications or labels such as Energy Star or EPEAT.
- Procures environmentally preferable office products, with a preference for products carrying reputable certifications or labels such as FSC.
- Increases our sourcing of sustainable, healthier foods and beverages for our offices, with a preference for organically and locally grown products; minimizes packaging in the sourcing of our food and beverages
- Where relevant and consistent with the above obligations, includes our environmental expectations in our Supplier Code of Conduct, master service agreements, and contracts.

Customer Success

- Engages our customers and partners to understand how our products and platform can help meet their sustainability objectives.
- Explores how our platform can be used to develop and promote applications that deliver sustainability benefits.
- Conducts further research into the relative environmental impacts of cloud computing versus on-premises computing.

Employee Success

- Educates our employees about environmental issues and salesforce.com's impacts, policy, and initiatives; provides resources to ensure customer success in this area.
- Provides our employees with tools and incentives to manage their environmental impacts, including helping them to reduce business and commuter travel.
- Provides opportunities through our integrated 1/1/1 philanthropy that contribute to our employees' ability to be engaged with environmental organizations and initiatives that support our local communities.

Reporting and Engagement

As part of our environmental efforts, the Corporate Sustainability Department, in collaboration with internal environmental stakeholders, will report periodically on our performance against this policy. We'll monitor regulatory requirements for disclosure and respond appropriately. Over time, we'll also partner with external stakeholders including environmental groups, academics, policy makers, customers, and partners that can offer insight and expertise to help advance our environmental efforts.

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Forward Looking Statements – Certain statements in this document may be forward-looking statements which are subject to safe harbors under the Securities Act of 1933, as amended, and the Securities Exchange Act of 1934, as amended. These forward-looking statements involve risks and uncertainties, and our actual results, performance, or achievements could differ materially from those expressed or implied by the forward-looking statements on the basis of several factors.

