FEBRUARY 1, 2022 - JANUARY 31, 2023

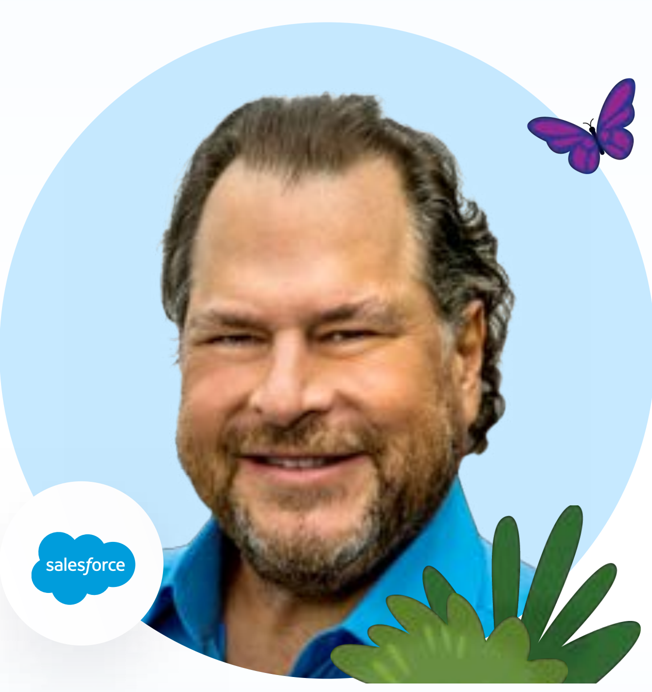
FY23 Stakeholder Impact Report Summary

Responsibly serving all stakeholders

We believe business is the greatest platform for change. Together, we are creating a more equitable and sustainable world while driving customer success. Our Customer 360 and 1-1-1 philanthropic model help our stakeholders, including shareholders, customers, employees, partners, the planet, and the communities in which we work and live to succeed.

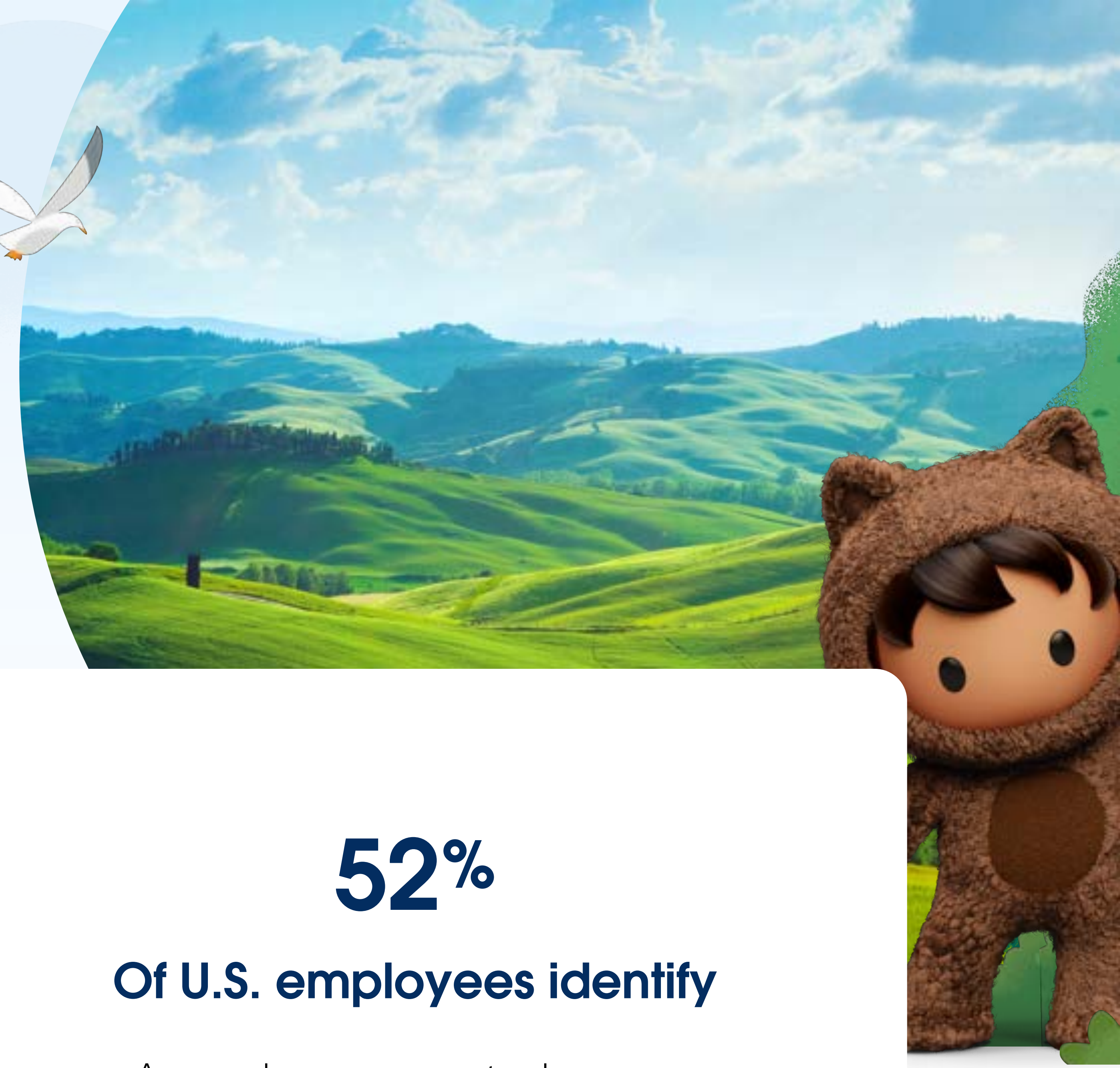
To do this, we're bringing the full power of Salesforce to build a better future that works for everyone.

Guided by our values, we work to earn the trust of our stakeholders. Transparency is key to trust, which is why for over ten years, we've published our Stakeholder Impact Report to keep our stakeholders informed and to hold ourselves accountable.



> "When we focus on stakeholder value as well as shareholder value, our companies will be more successful, our communities will be more equal, our societies will be more just, and our planet will be healthier."
>
> **Marc Benioff,** CEO and Chair

FY23 Highlights



Net zero residual emissions

Maintained

Across our full value chain

52%

Of U.S. employees identify

As underrepresented groups

(Women, Black, Latina/o/x, Indigenous, Two or more races, LGBTQ+, People with disabilities, and Veterans)

$100M+

Spent

With Black-owned businesses

100%

Renewable energy

Procured from renewable energy resources equivalent to 100 percent of the electricity we used globally

$82M+

In grants and donations

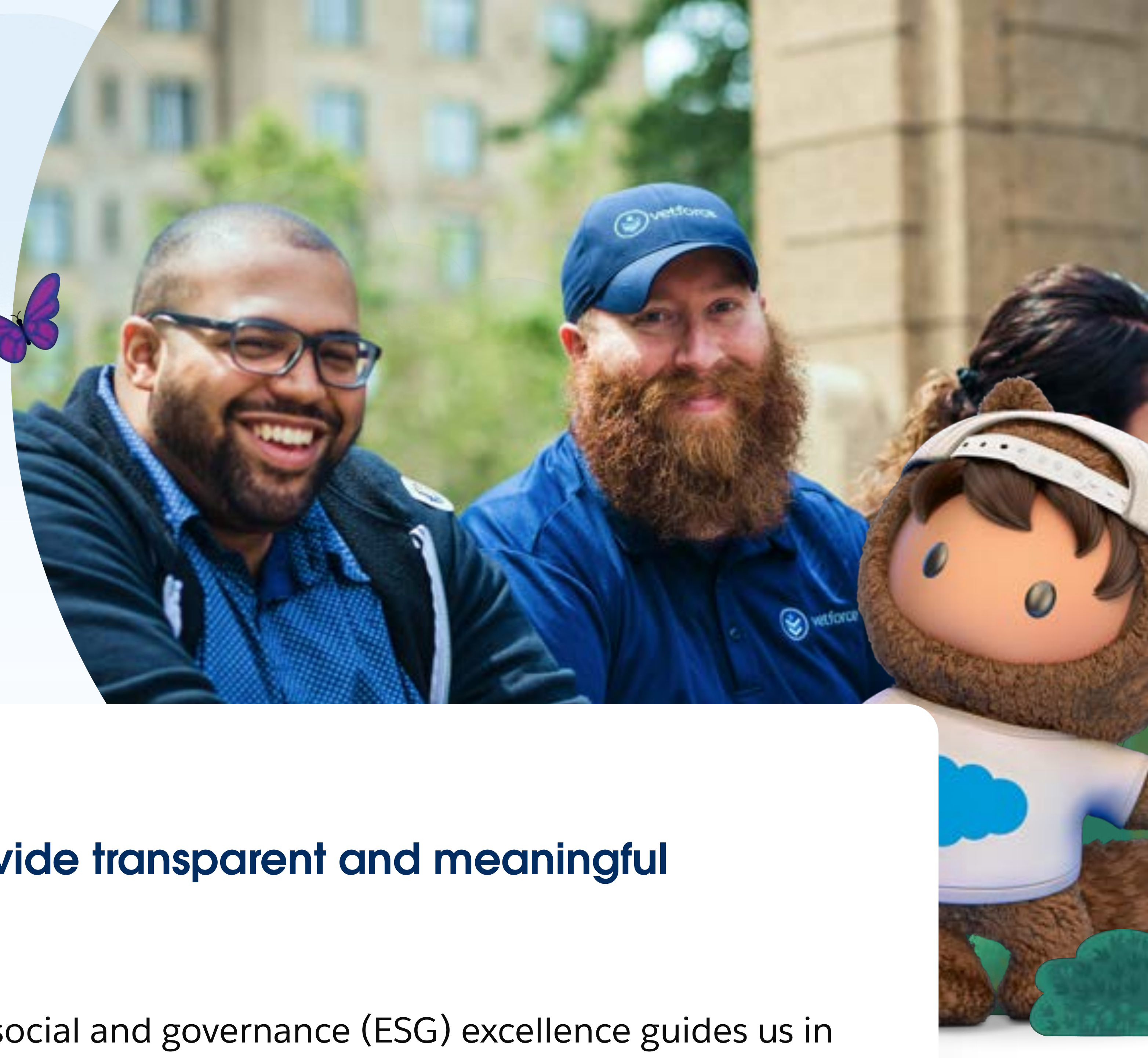
To support our partners and communities around the world

4

ESG measures

Tied to executive (EVP+) compensation

Reporting Scope and Methodology



Our core values guide us and we strive to provide transparent and meaningful disclosures to our stakeholders.

At Salesforce, we believe that focusing on environmental, social and governance (ESG) excellence guides us in being an ethical, resilient company to deliver value to our stakeholders now and in the future. Our core values of Trust, Customer Success, Innovation, Equality and Sustainability guide us as we operationalize these values across our company.

Transparency is a key pillar of our commitment to ESG excellence. We believe companies should clearly report progress and consistently communicate decision-useful information on ESG topics to their key stakeholders. It's our belief that comparable, consistent, decision-useful, and verified ESG disclosure is critical to understanding the long-term health and resilience of a business.

Reporting Framework

The contents of this report are informed by regular ESG materiality assessments, which identify key topics that are most important to our stakeholders and to our success as a business. This report is also informed by leading ESG disclosure frameworks and standards. We incorporate the Sustainable Development Goals (SDGs) into our existing reporting processes to demonstrate our active participation as a business in advancing these goals.

ESG Reporting Governance

This report is reviewed by our Legal and SEC Reporting teams to ensure it is consistent with our other SEC filings and that data contained in the report can be traced back to internal or external records. The SEC Reporting team reviews this report using the same procedures as they do with our 1934 Securities Exchange Act filings. Our ESG Steering Committee oversees our overall ESG disclosure strategy. The Salesforce Board of Directors provides oversight over ESG issues overall at the company.

Reporting Scope and Methodology

Third-Party Verification

We believe building trust with our stakeholders includes a credible ESG reporting process that will deliver actionable, transparent, consistent, re-performable, and verifiable metrics. Since FY18, we have engaged Ernst & Young LLP (EY), an independent third party, to provide a limited assurance review over selected ESG data. The scope of EY's review has expanded over time. We will continue to identify and explore opportunities for expanded third-party review.

For FY23 and historical ESG metrics with references to frameworks and standards, please see ESG Metrics and Indicators.

ESG Metrics and Indicators

We enhance the trust of our stakeholders by transparently disclosing our environmental, social, and governance (ESG) policies and metrics.

Our voluntary reporting is informed by the following frameworks:

- The Sustainability Accounting Standards Board (SASB) Sustainability Accounting Standard for the Technology & Communications Sector, Software & IT Services industry (Version 2018-10)
- The Financial Stability Board Task Force on Climate-related Financial Disclosures (TCFD)
- The Global Reporting Initiative (GRI) GRI Standards
- The Ten Principles of the United Nations Global Compact (UNGC)
- The World Economic Forum – International Business Council's Stakeholder Capitalism Metrics (SCM)

Salesforce supports the continued convergence of ESG standards, frameworks, and principles to promote increased corporate transparency and comparability.

ESG Metrics and Indicators

Company Overview

Framework Key
GRI SASB UNGC SCM

Performance Indicator	FY23	FY22	FY21	Framework
Organization name	Salesforce, Inc.			GRI 2-1
Location of headquarters	San Francisco			GRI 2-1
Countries of operations	Global Offices			GRI 2-1
Ownership, legal form and markets served	Salesforce Form 10-K			GRI 2-1, 2-6
Total revenue (in millions)	$31,352	$26,492	$21,252	GRI 2-6
Americas	68%	68%	69%	
Europe	23%	23%	21%	
Asia Pacific	9%	9%	10%	
Primary brands, products, services	Salesforce Products			GRI 2-2
R&D investment (in millions)	$5,055	$4,465	$3,598	Prosperity – Innovation in better products and services
Fiscal year (FY)	February 1, 2022 – January 31, 2023			GRI 2-3
Commitment to stakeholder capitalism	Stakeholder Capitalism			Governance – Governing Purpose
Key stakeholders	Stockholders, customers, employees, partners, the planet and the communities in which we work and live.			GRI 2-29
Report cycle	Annual			GRI 2-3
Report contact	esg-impact@salesforce.com			GRI 2-3

ESG Metrics and Indicators

Environmental

Framework Key
GRI SASB UNGC SCM

Performance Indicator	FY23	FY22	FY21	Framework
Climate Change & Energy Use				Principles 7, 8 Planet – Climate Change
Governance, risk management and strategy related to climate change	Salesforce TCFD Report			GRI 2-22 TC-SI-130a.3
Climate action and net zero strategy	Salesforce Climate Action Plan			GRI 305-5, 308-1
Environmental policy	Global Environmental Policy			
Net Zero Emissions Reduction Targets				Principle 8 Planet – Climate Change
Scope 1, scope 2 location-based methodology (LBM), and scope 3 emissions absolute reduction				
Base year	FY19			
Target year (near term/long term goal)	FY31/FY41			
Target (near term/long term goal)	50% / 90+%			
Reduction (increase)	(44.0)%	(20.3)%	(4.5)%	
Science-Based Targets				Principle 8 Planet – Climate Change
Scope 1+2 emissions reduction (market-based methodology)				
Base year	FY19			
Target year	FY31			
Target	50%			
Reduction achieved	56.4%	43.6%	47.9%	
Scope 3 - fuel & energy related activities reduction				
Base year	FY19			
Target year	FY31			
Target	50%			
Reduction achieved	31.3%	20.8%	41.7%	
Scope 3 – supplier engagement				
Target year	FY25			
Coverage	Suppliers representing 60 percent of our applicable scope 3 GHG emissions, covering purchased goods and services, capital goods, upstream transportation and distribution, waste generated in operations, and upstream leased assets.			

ESG Metrics and Indicators

Environmental

Framework Key
GRI · SASB · UNGC · SCM

Performance Indicator	FY23	FY22	FY21	Framework
Percentage of applicable scope 3 emissions covered by suppliers with Science-Based Targets (SBTs)	14.2%◆	16.0%	15.0%	
Greenhouse Gas Emissions (metric tonnes CO_2e)				GRI 305-1, 305-2, 305-3 Planet – Climate Change
Scope 1	4,000◆	6,000	1,000	
Scope 2 (LBM)	280,000◆	286,000	292,000	
Impacts of contractual instruments and MBM emission factors	(213,000)◆	(200,000)	(208,000)	
Scope 2 (MBM)	67,000◆	86,000	84,000	
Total emissions from operations (scope 1 + scope 2 MBM)	71,000◆	92,000	85,000	
Upstream scope 3 emissions				
Purchased goods and services	916,000◆	761,000	603,000	
Capital goods	97,000◆	67,000	54,000	
Fuel and energy-related activities	33,000◆	38,000	28,000	
Upstream transportation and distribution	3,000◆	4,000	3,000	
Business travel residual emissions	83,000◆	16,000	21,000	
Employee commuting	8,000◆	2,000	7,000	
Work from home	24,000◆	24,000	19,000	
Upstream leased assets	2,000◆	16,000	36,000	
Downstream scope 3 emissions				
Use of sold products	42,000◆	27,000	27,000	
Downstream leased assets	4,000◆	2,000	0	
Investments	55,000◆	47,000	34,000	
Total scope 3 emissions from value chain	1,267,000◆	1,004,000	832,000	
Total emissions from operations and value chain	1,338,000◆	1,096,000	917,000	
Removal carbon credits	(178,000)◆	(172,000)	(17,000)	
Avoidance carbon credits	(1,160,000)◆	(924,000)	(280,000)	
Net residual emissions	0◆	0	620,000	

◆ Asterisk denotes limited assurance review by Ernst & Young LLP for fiscal 2023. For additional details and methodology, please see the Schedules of Selected Environmental and Social Metrics.

ESG Metrics and Indicators

Environmental

Framework Key
GRI · SASB · UNGC · SCM

Performance Indicator	FY23	FY22	FY21	Framework
Energy				GRI 302-1, 302-2, 302-4, 305-2 Principle 8 Planet - Climate Change
Total energy consumption (MWh)	869,000	826,000	777,000	
Office energy	10%	9%	10%	
Data center energy	88%	88%	89%	
Other fuels and energy sources	2%	3%	1%	
Total electricity consumption (MWh)	819,000	771,000	746,000	
Office electricity	8%	6%	8%	
Data center electricity	92%	94%	92%	
Percentage of total global electricity procured from renewable energy resources	100%◆	100%	75%	
Average power usage effectiveness (PUE)	1.42	1.42	1.39	TC-SI-130a.1
Nature Positive				
Goal to support and mobilize the conservation and restoration of 100 million trees				Principle 8
Target year	FY31			
Current state (million trees)	45	43.5	10	
Sustainable Real Estate				
Percentage of space achieved or pursuing green building certification (1)	86%	85%	84%	
Water Management				
Withdrawal (million gallons) (2)	126	130	120	GRI 303-3, 303-5 TC-SI-130a.2 Principle 8 Planet - Fresh Water Availability

◆ Asterisk denotes limited assurance review by Ernst & Young LLP for fiscal 2023. For additional details and methodology, please see the Schedules of Selected Environmental and Social Metrics.
(1) Excludes spaces acquired through mergers & acquisitions, which over time, whether through retrofits or reallocation, we expect to bring up to our sustainable built environment design standard.
(2) We consider water consumption to be negligible, since we do not consume water for any products or processes and almost all water is discharged except for trace amounts consumed in the offices.

ESG Metrics and Indicators

Environmental

Framework Key
GRI SASB UNGC SCM

Performance Indicator	FY23	FY22	FY21	Framework
In regions with Extremely High baseline water stress (3)	3%	19%	5%	
In regions with High baseline water stress	13%	2%	5%	
Waste and Use of Resources				
Waste management practices	As a software technology company, our operational waste footprint is relatively small. We provide recycling and compost collection where local infrastructure allows. We go to great lengths to reduce as much of our single-use plastic and food waste as possible by offering reusable dishware, cups and cutlery, bulk snack options, and employee fridges for storing leftovers from catered meetings. We also periodically engage in employee-facing education campaigns on proper waste sorting and waste reduction best practices. Our electronic waste is handled by third- party recycling vendors to ensure we are able to responsibly and securely resell or recycle as much of our hardware and peripheral equipment as possible. Additionally, our local workplace services teams partner with community non-profits to donate furniture, fixtures, and equipment from our offices whenever feasible to avoid unnecessary landfill. We try to limit our footprint at our events through a variety of practices and we serve meals in compostable packaging. When developing signage and branding, we prioritize sustainable and recyclable materials, and also plan ahead for reusability. We have increasingly minimized swag to avoid items ending up in the landfill.			

(3) Regional baseline water stress calculated via WRI's Aqueduct Water Risk Atlas v3.0. https://www.wri.org/aqueduct.

ESG Metrics and Indicators

Social

Framework Key
GRI · SASB · UNGC · SCM

Performance Indicator	FY23	FY22	FY21	Framework
Diversity, Equality, and Inclusion				
Commitment to diversity, equity, and inclusion	Equality is a core value at Salesforce. Learn more about our Equality Policies and Programs and visit our equality website.			UNGC Principle 1, 6
Global employees[1]	79,390	73,541	56,606	GRI 2-7
Americas	60%	62%	64%	
Europe	18%	19%	18%	
Asia Pacific	22%	19%	18%	
Percentage of employees covered by an independent trade union or collective bargaining agreements[2]	0%	0%	0%	GRI 2-30
Representation Goals[1][3]				
Goal for women and non-binary representation in global workforce				
Representation goal	40%			
Target year	FY27			
Current representation	37.0%	35.9%	33.9%	
Goal for Underrepresented Group (URG) representation for U.S. technology workforce (Women, Black, Latinx, Indigenous, Multiracial, LGBTQ+, People with Disabilities, and Veterans)				
Target	50%			
Target year	FY24			
Current representation	52%◆	50.7%	47.4%	
Double Black leadership representation (VP+) in U.S. Workforce				
Baseline year	FY20			
Baseline percent	1.5%			
Target percent	3.0%			

◆ Asterisk denotes limited assurance review by Ernst & Young LLP for fiscal 2023. For additional details and methodology, please see the Schedules of Selected Environmental and Social Metrics.
(1) These metrics include those individuals impacted by the Company's restructuring plan announced on January 4, 2023 which includes a reduction of its current workforce by approximately 10 percent.
(2) 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.
(3) For details on our strategy to achieve these goals, visit Equality.com.

ESG Metrics and Indicators

Social

Framework Key
GRI · SASB · UNGC · SCM

Performance Indicator	FY23	FY22	FY21	Framework
Target year	FY24			
Current representation	3.7%◆	3.4%	2.3%	
50% increase in URM representation in leadership (VP+) U.S. Workforce				
Baseline year	FY20			
Baseline percent	7.4%			
Target year	FY24			
Target percent	11.1%			
Current representation	8.8%◆	8.3%	8.0%	
50% increase of underrepresented minority (Black, Indigenous, Latinx, and Multiracial) employees in U.S. Workforce				
Baseline year	FY20			
Baseline percent	10.5%			
Target year	FY24			
Target percent	15.8%			
Current representation	14.5%◆	13.5%	11.2%	
Representation Data(1)(4)				GRI 405-1 TC-SI-330a.3 People – Dignity and Equality
Global employees by gender				
Total				
Female	36.4%◆	35.7%	33.7%	
Male	63.4%◆	64.1%	66.1%	
Other/Undisclosed	0.2%◆	0.2%	0.2%	
Leadership (VP+)				
Female	29.5%◆	28.5%	25.4%	
Male	70.5%◆	71.4%	74.4%	
Other/Undisclosed	0.0%◆	0.1%	0.2%	

◆ Asterisk denotes limited assurance review by Ernst & Young LLP for fiscal 2023. For additional details and methodology, please see the Schedules of Selected Environmental and Social Metrics.

(1) These metrics include those individuals impacted by the Company's restructuring plan announced on January 4, 2023 which includes a reduction of its current workforce by approximately 10 percent.

(4) FY21 values are as of 11/2/2020.

ESG Metrics and Indicators

Social

Framework Key
GRI SASB UNGC SCM

Performance Indicator	FY23	FY22	FY21	Framework
Tech				
Female	28.4%◆	26.9%	24.3%	
Male	71.3%◆	72.8%	75.5%	
Other/Undisclosed	0.3%◆	0.3%	0.2%	
Non-Tech				
Female	44.9%◆	44.3%	41.3%	
Male	54.9%◆	55.5%	58.4%	
Other/Undisclosed	0.2%◆	0.2%	0.3%	
Global employees by age (5)				
Total				
<30	20.5%◆			
30-50	67.3%◆			
>50	12.2%◆			
Leadership (VP+)				
<30	0.1%◆			
30 - 50	57.9%◆	-	-	
>50	42.0%◆	-	-	
Tech				
<30	21.7%◆			
30 - 50	67.2%◆			
>50	11.1%◆			
Non-Tech				
<30	19.2%◆			
30 - 50	67.5%◆			
>50	13.3%◆			
Employees by ethnicity (U.S. Only)				
Total				
White	54.2%◆	55.7%	59.9%	

◆ Asterisk denotes limited assurance review by Ernst & Young LLP for fiscal 2023. For additional details and methodology, please see the Schedules of Selected Environmental and Social Metrics.
(5) FY23 was the first year this metric was assured. Prior to FY23, metrics on employees by age have not been disclosed.

ESG Metrics and Indicators

Social

Framework Key
GRI SASB UNGC SCM

Performance Indicator	FY23	FY22	FY21	Framework
Asian and Indian	26.9%◆	25.9%	26.2%	
Hispanic and Latinx/o/a	5.7%◆	5.3%	4.5%	
Black or African American	5.2%◆	4.8%	3.4%	
Two or more races	3.0%◆	2.9%	2.8%	
Hawaiian and Pacific Islander	0.3%◆	0.3%	0.3%	
American Indian and Alaska Native	0.3%◆	0.3%	0.2%	
Undisclosed	4.4%◆	4.8%	2.7%	
Leadership (VP+)				
White	68.5%◆	69.7%	72.8%	
Asian and Indian	19.6%◆	18.4%	17.3%	
Hispanic and Latinx/o/a	2.9%◆	3.0%	3.1%	
Black or African American	3.8%◆	3.5%	2.3%	
Two or more races	1.9%◆	1.7%	2.4%	
Hawaiian and Pacific Islander	0.1%◆	0.1%	0.1%	
American Indian and Alaska Native	0.1%◆	0.1%	0.1%	
Undisclosed	3.1%◆	3.5%	2.0%	
Tech				
White	43.9%◆	45.2%	48.5%	
Asian and Indian	39.3%◆	38.3%	39.0%	
Hispanic and Latinx/o/a	4.8%◆	4.5%	4.0%	
Black or African American	3.9%◆	3.5%	2.7%	
Two or more races	2.7%◆	2.6%	2.5%	
Hawaiian and Pacific Islander	0.2%◆	0.2%	0.2%	
American Indian and Alaska Native	0.2%◆	0.2%	0.2%	
Undisclosed	5.0%◆	5.5%	3.0%	
Non-Tech				
White	66.2%◆	67.5%	71.1%	

◆ Asterisk denotes limited assurance review by Ernst & Young LLP for fiscal 2023. For additional details and methodology, please see the Schedules of Selected Environmental and Social Metrics.

ESG Metrics and Indicators

Social

Framework Key
GRI · SASB · UNGC · SCM

Performance Indicator	FY23	FY22	FY21	Framework
Asian and Indian	12.5%◆	12.2%	13.9%	
Hispanic and Latinx/o/a	6.8%◆	6.2%	5.0%	
Black or African American	6.7%◆	6.1%	4.1%	
Two or more races	3.5%◆	3.3%	3.1%	
Hawaiian and Pacific Islander	0.4%◆	0.4%	0.4%	
American Indian and Alaska Native	0.3%◆	0.3%	0.2%	
Undisclosed	3.6%◆	4.0%	2.3%	
EEO-1 reports(6)	Historical EEO-1 reports are available here.			
Equal Pay				GRI 405-2 People – Dignity and Equality
Equal pay strategy	Equal Pay Strategy			
Completed thorough global equal-pay assessment(7)	Yes	Yes	Yes	
Percentage of employees globally requiring pay adjustments	<1%	8.5%	3.5%	
Adjustments due to unexplained differences among genders	25.0%	92.0%	81.0%	
Adjustments due to unexplained differences across race and ethnicities	75.0%	8.0%	19.0%	
Talent Attraction, Retention and Development				
Programs for upgrading employee skills	We offer our employees various talent development programs to create a culture of continuous learning. Learning and development opportunities include Trailhead, our learning platform available for all employees, in-person and virtual classes, guides and workbooks and more. For example, the Great Leader Pathways program is designed to support leadership development at scale to meet current and future needs of the business. In fiscal 2023, approximately 24,000 employees enrolled in Great Leader Pathways. We also encourage our employees to seek personal and professional development opportunities with external organizations and offer yearly education reimbursement to employees who wish to continue job-related education from accredited institutions or organizations.			GRI 404-2 Principle 6

◆ Asterisk denotes limited assurance review by Ernst & Young LLP for fiscal 2023. For additional details and methodology, please see the Schedules of Selected Environmental and Social Metrics.

(6) There may be discrepancies in the EEO-1 reporting data compared to data available on Equality.com due to M&A activity.

(7) To conduct the assessment, we group employees in comparable roles and analyze compensation of those groups to determine whether there are unexplained differences in pay. The global assessment considers differences in pay by gender. In the U.S., the assessment also considered differences in pay by race and ethnicity.

ESG Metrics and Indicators

Social

Framework Key
GRI | SASB | UNGC | SCM

Performance Indicator	FY23	FY22	FY21	Framework
Employees appraised via management by objectives (8)	93.0%	92.0%	100.0%	GRI 404-3
Description of organizational alignment strategy	Alignment and consistent and clear communication are a key part of our employee engagement, especially as we continue to grow. Each year, we complete a corporate V2MOM, which is an internal management tool used to align the Company on our vision, values, methods, obstacles and measures for the upcoming year. All employees are then expected to complete their own V2MOM that aligns with the corporate V2MOM. In addition, our Code of Conduct ensures that our core values remain the foundation of the Company and directly impact our ability to deliver success. We expect all of our employees to commit to acting with integrity and treating others with compassion and respect.			
Open positions filled by internal candidates	26.7%	27.0%	31.0%	
Employee engagement (9)	93.0%	94.0%	95.0%	
Employee satisfaction (10)	90.0%	90.0%	91.0%	
Employee Health, Safety, and Wellbeing				GRI 403-1 Principle 6
Programs to promote employee health, safety and wellbeing	At the heart of our holistic wellbeing program are “Benefits Essentials.” Benefits Essentials are fundamental benefits available to all employees and their families’ needs, including: healthcare; mental health support and resources; life and disability coverage; retirement; time off; guidance on unplugging and more. In addition, we provide a range of programs related to each of our wellbeing pillars, so we can support employees at every stage of their life journey. Learn more by exploring our benefits website.			
Health and safety policy	Health & Safety Policy			
Human Rights				GRI 412-1 Principle 1,4,5,6
Human rights commitment	Human Rights Principles			
Philanthropy and the 1-1-1 Model				
Philanthropic engagement	Giving back is in our DNA. We partner with organizations around the world to provide them with the resources they need to create lasting change within their communities. Learn more about our philanthropy strategy and strategic programs.			

(8) The appraisal metric is defined as the percentage of employees who participate in our V2MOM organizational alignment process. All 100% of employees are invited and encouraged to complete a V2MOM, but with our rapid growth, 100% compliance is a stretch goal.

(9) Engagement metric is based on ratings from an annual employee survey for the statement, “I am willing to give extra to get the job done.”

(10) The satisfaction metric is based on ratings from an annual employee survey for the statement, “I feel a sense of pride working at Salesforce.”

ESG Metrics and Indicators

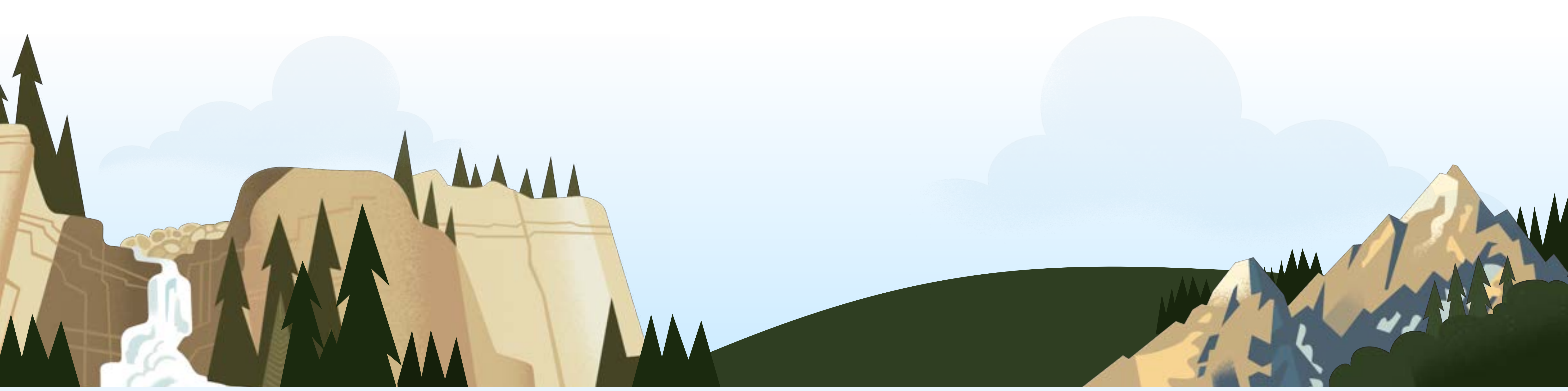
Social

Framework Key

GRI SASB UNGC SCM

Performance Indicator	FY23	FY22	FY21	Framework
Grants and donations (millions) (11)				
Annual	$82	$100	$97	
Lifetime to date (12)	$614	$532	$427	
Employee volunteer hours				
Annual	1,100,000	1,000,000	800,000	
Lifetime to date (12)	7,800,000	6,700,000	5,700,000	
Nonprofit and higher education organizations offered services for free or at a discount (13)	51,900	54,600	51,000	
Target for philanthropic investment in racial equality & justice efforts (millions)	$200			
Target date	FY26			
Progress to date (14)	$129	$87		
Target for philanthropic investment in climate justice (millions)	$100			
Target date	FY32			
Progress to date (15)	$12			

(11) Together with Salesforce Foundation, a 501(c)(3) non-profit organization.
(12) Metrics are lifetime to date as of the fiscal year end.
(13) In fiscal 2023 the Company went through a one-time process to deactivate customers that had no login activity for 2+ years which reduced the total customer count.
(14) This goal was established in FY21. Therefore, progress is reported beginning in FY22.
(15) This goal was established in FY22. Therefore, progress is reported beginning in FY23.



ESG Metrics and Indicators

Governance

Framework Key
GRI | SASB | UNGC | SCM

Performance Indicator	FY23	FY22	FY21	Framework
Responsible Governance[1]				GRI 2-9
Governance structure	Corporate Governance Guidelines			
Governance body composition	Salesforce Proxy Statement			
Board committee charters	Audit and Finance, Compensation, Nominating and Corporate Governance			GRI 2-10, 2-19, 2-20
Total executive and non-executive board members	13	13	11	
Board average tenure[2]	7.31 years	9.31 years	10.73 years	
Independent board members	77%	69%	82%	
Board diversity	54%	38%	36%	GRI 405-1
Gender diversity	31%	31%	27%	
Ethnic diversity	31%	15%	18%	
Board remuneration disclosure	Salesforce Proxy Statement			GRI 2-19
Business Integrity				
Code of Conduct	Code of Conduct			GRI 2-23 Principle 10
Percentage of employees who complete annual Code of Conduct training and certify to it[3]	98%	100%	100%	GRI 2-23 Principle 10
ESG Risk Management				
Board oversight of ESG issues	Our Nominating and Corporate Governance Committee periodically reviews our environmental, social, and governance (ESG) initiatives. The board of directors, through its committees, oversees Salesforce's privacy matters, meets regularly with Salesforce's Chief Ethical and Humane Use Officer and other members of senior management, and oversees relevant ESG matters such as executive compensation, ESG disclosures and risks, and human capital matters.			GRI 2-12
Executive compensation linked to ESG performance	To align and accelerate our ESG initiatives, all executive vice presidents, presidents and Section 16 officers have a component of their incentive compensation plans tied to equality and sustainability measures.			
Discussion of enterprise risks and business strategy	Salesforce Form 10-K			
Description of business continuity risks related to disruption of operations	Business continuity risks are discussed in our Form 10-K filed with the SEC.			TC-SI-550a.2

(1) The numbers in this section reflect the total number of executive and non-executive board members that are seeking re-election at the 2023 Annual Meeting of the stockholders, including Arnold Donald, Sachin Mehra, and Mason Morfit, who began their tenure as board members on March 1, 2023.

(2) Director tenure is measured by completed years of service from the initial month of service through the filing of the Company's annual Proxy Statement. The director tenure reported in prior fiscal years has been updated based on this methodology.

(3) As of fiscal year end.

ESG Metrics and Indicators

Governance

Framework Key
● GRI ● SASB ● UNGC ● SCM

Performance Indicator	FY23	FY22	FY21	Framework
Description of systems for managing workforce and risk prevention	With a highly-distributed global workforce, we are able to deliver the highest levels of performance, availability, and security. Leveraging our own technology and other tools, we can coordinate, collaborate, and create effectively across borders. We recognize the diversity in our global workforce, and ensure we create a strong corporate culture based on our core values: Trust, Customer Success, Innovation, Equality and Sustainability. We operationalize these values through specific measurable actions around accountability, alignment, transparency, integrity, and experience. Our employee code of conduct, goal planning process, employee surveys, town halls, workforce analytics initiatives, and more allow us to manage and measure our culture and workforce, at scale, while developing local talent pools and reducing risks related to visa controls, relocations, and other business factors that we would face with a workforce tied to a single country or region. Our government affairs teams are also engaged at the local, state, and country levels to lobby for policies that are aligned to our values and business continuity. 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.			● TC-SI-330a.1
Data Privacy and Security				
Commitment to performance and cybersecurity	Customers entrust us with their most sensitive data, and they expect us to protect it using security risk management practices and advanced systems that respond to the changing security landscape and emerging threats. We have made and will continue to make substantial investments in our cybersecurity programs. We provide an overview of our program, training, best practices for our customers, and information on system status, security issues, and compliance certificates on our Trust website.			
Compliance certifications and attestations	Compliance website			
Number of data breaches, percentage involving personally identifiable information (PII), number of users affected	Any material losses would be disclosed in our 10-K filing with the SEC. In FY23, there were none.			● TC-SI-230a.1
Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Cybersecurity risk management practices at Salesforce are based on widely adopted industry risk management frameworks and standards (NIST, ISO, etc.) which include identification, assessment, internal reporting, monitoring, and management of risks.			● TC-SI-230a.2
Number of performance issues and service disruptions; total customer downtime	We provide transparency around service availability and performance for Salesforce products.			● TC-SI-550a.1
Commitment to customer privacy	Our customers trust us to help them build meaningful relationships with their own customers. The privacy of the data that we are entrusted to protect is a top priority. Our customer agreements and our privacy policies (which are publicly available on our website) describe how we safeguard data with an effective privacy and security program. We also offer resources to help our customers operate globally in compliance with privacy laws such as General Data Protection Regulation and the California Consumer Privacy Act.			● GRI 418-1 ● TC-SI-220a.1 ● Principle 1

ESG Metrics and Indicators

Governance

Framework Key
GRI SASB UNGC SCM

Performance Indicator	FY23	FY22	FY21	Framework
Policies & practices related to user privacy	Privacy Homepage			TC-SI-220a.1
Number of users whose information is used for secondary purposes	Salesforce does not use user information for reasons other than those described in our customer agreements and our privacy policies (templates of which are publicly available on our website).			TC-SI-220a.2
Total amount of monetary losses as a result of legal proceedings associated with user privacy	Any material losses would be disclosed in our 10-K filing with the SEC. In FY23, there were none.			TC-SI-220a.3
Number of law enforcement requests for user information, number of users whose information was requested, percentage disclosed	Salesforce describes its principles for government requests for customer data in this publicly available paper. The number of requests for user information that we've received (and percentage disclosed) is described in our Transparency Report, available on our Privacy Resources page.			TC-SI-220a.4
List of countries where core products or services are subject to government-required monitoring, blocking, content filtering or censoring	Salesforce complies with U.S. regulations related to embargoed countries and regions. More information is available on Salesforce's legal compliance page.			TC-SI-220a.5
Responsible and Sustainable Technology				
Ethical use of technology strategy	In addition to building ethics and inclusion into our internal processes and products, we have a responsibility to understand how our products are used and the direct impacts our technologies have in the world. Our Office of Ethical and Humane Use of technology strives to create ethical use policies that ensure the responsible use of our products and services and reflect our commitment to building trust with our customers and users. Learn more here.			GRI 2-23 Principle 1,2
Impact investing strategy	The Salesforce Ventures Impact Fund invests in the growth of cloud companies addressing some of today's most pressing needs, including access to education and reskilling, climate action, and diversity, equity, and inclusion. We invest in diverse founders that understand the needs of their communities and to increase access to capital for traditionally underserved founders. Learn more here.			
Supply Chain Management				
Commitment to responsible sourcing and ethical supplier conduct	We outline our global supply chain expectations in our Global Supplier Code of Conduct, which serves as a guide to ethical supplier conduct. We require all third-party suppliers of products or services that are paid directly by Salesforce to acknowledge our Supplier Code of Conduct. Should we become aware of any policy violations, Salesforce would ensure that appropriate measures are taken, which may include reporting this information to authorities and terminating our relationship with the supplier. For more information on our supply chain programs, including our commitments to sustainability and diversity within our supply chain, please visit our supplier legal page.			Principle 1,4,5,6
Scope 3 emissions - supplier engagement target	Please see information in the "Environmental" section of this table.			

ESG Metrics and Indicators

Governance

Framework Key
GRI · SASB · UNGC · SCM

Performance Indicator	FY23	FY22	FY21	Framework
Target for spend with Black-owned businesses (millions) (4)	$100			
Target date	FY24			
Progress to date (millions) (5)	$167	$65		
Public Policy and Advocacy				
Public policy practices & political engagement	Salesforce published its public policy priorities on the corporate website. This includes the semi-annual Political Engagement Report. View the Public Policy page.			GRI 415-1

(4) Spend with Black-owned businesses is defined as total spend on U.S. businesses that have certified or classified (self-identified) that the business is at least 51% owned by an individual or group who self identify as Black or African American. A third-party data enrichment provider reviews and verifies the certification or classification of each business.

(5) This goal was established in FY21. Therefore, progress is reported beginning in FY22.

Forward-Looking Statements

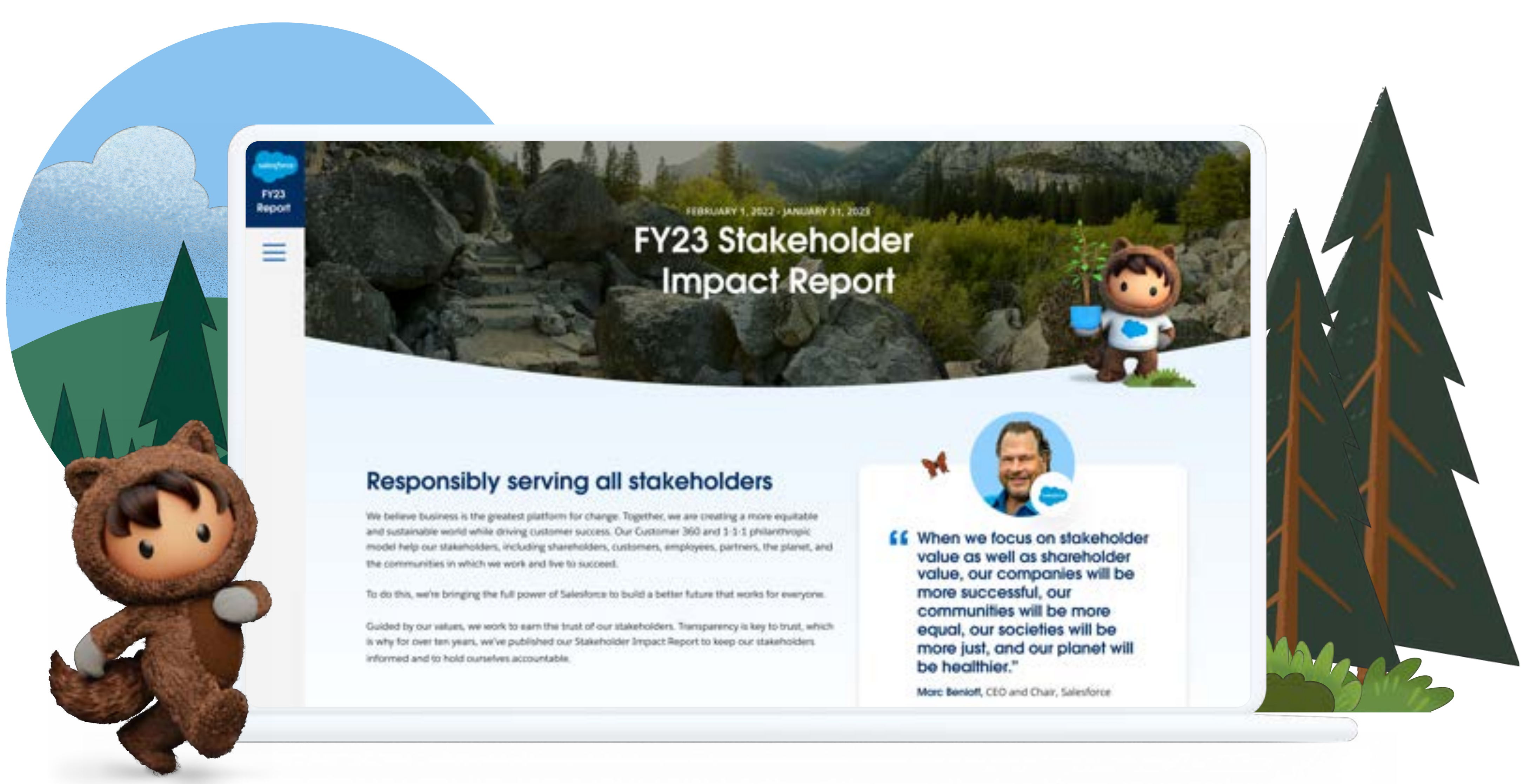
This report contains words such as “expects,” “anticipates,” “aims,” “projects,” “intends,” “plans,” “believes,” “estimates,” “seeks,” “assumes,” “may,” “should,” “could,” “would,” “foresees,” “forecasts,” “predicts,” “targets,” “commitments,” “goals,” variations of such words and similar expressions. These words are intended to identify such forward-looking statements, which may consist of, among other things, trend analyses and statements regarding future events, future financial performance, anticipated growth, industry prospects, our business plans and growth strategy, our commitments, goals, aims or aspirations regarding environmental, social and governance matters, including climate change and diversity and inclusion, our strategies, expectations or plans regarding our investments, including strategic investments or future acquisitions, our beliefs or expectations regarding our competition, our intentions regarding use of future earnings or dividends, our expectations regarding attrition rates, our expectations regarding the Restructuring Plan, including with respect to timing or costs, our expectations regarding investing in human capital and technology or our beliefs or expectations regarding working capital, capital expenditures, debt maintenance or commitments. These forward-looking statements are based on current expectations, estimates and forecasts, as well as the beliefs and assumptions of our management, and are subject to risks and uncertainties that are difficult to predict. The achievement or success of the matters covered by such forward-looking statements involves risks, uncertainties and assumptions. We continually review emissions quantification methodologies and are committed to implementing best practice quantification methodologies. These and other risks and uncertainties may cause our actual results to differ materially and adversely from those expressed in any forward-looking statements. Readers are directed to risks and uncertainties 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 8, 2023, for additional detail regarding factors that may cause actual results to be different than those expressed in our forward-looking statements. Except as required by law, we undertake no obligation to revise or update publicly any forward-looking statements for any reason. The contents of the various websites referenced throughout this report are not incorporated by reference and do not constitute a part of any filing we have made or will make with the SEC. Further, we undertake no obligation to revise or update the information included in the links to websites referenced throughout this report.

Salesforce, Inc. assumes no obligation and does not intend to update these forward-looking statements, except as required by law.

Take a deeper dive.

See how Salesforce is improving the state of the world. Our business is built on trust and trust starts with transparency. Read about our progress toward creating a more sustainable and equitable future.

salesforce.com/stakeholder-impact-report



Schedules of Selected Environmental and Social Metrics

Salesforce, Inc.

Salesforce Tower
415 Mission Street, 3rd Fl
San Francisco, California 94105

Index to Schedules of Selected Environmental and Social Metrics

FORWARD LOOKING INFORMATION

These schedules of Selected Environmental and Social Metrics contains words such as "expects," "anticipates," "aims," "projects," "intends," "plans," "believes," "estimates," "seeks," "assumes," "may," "should," "could," "would," "foresees," "forecasts," "predicts," "targets," "commitments," "goals," variations of such words and similar expressions. These words are intended to identify such forward-looking statements, which may consist of, among other things, trend analyses and statements regarding future events, future financial and climate performance and achievement of stated goals, performance, anticipated growth, industry prospects, our business plans and growth strategy, our commitments, goals, aims or aspirations regarding environmental ,social and governance matters, including climate change and diversity and inclusion, our strategies, expectations or plans regarding our investments, including strategic investments or future acquisitions, our beliefs or expectations regarding our competition, our intentions regarding use of future earnings or dividends, our expectations regarding the Restructuring Plan, including with respect to timing or costs, our expectations regarding investing in human capital and technology or our beliefs or expectations regarding working capital, capital expenditures, debt maintenance or commitments. These forward-looking statements are based on current expectations, estimates and forecasts, as well as the beliefs and assumptions of our management, and are subject to risks and uncertainties that are difficult to predict, including: potential economic downturn and climate change. The achievement or success of the matters covered by such forward-looking statements involves risks, uncertainties and assumptions. We continually review emissions quantification methodologies and are committed to implementing best practice quantification methodologies. Any changes in methodology may result in material changes to our calculations and may result in the current and previous periods, including our base year, to be adjusted. These and other risks and uncertainties may cause our actual results to differ materially and adversely from those expressed in any forward-looking statements. Readers are directed to risks and uncertainties identified in the "Risk Factors" section and elsewhere in our Annual Report on Form 10-K ("Form 10-K"), filed with the Securities and Exchange Commission ("SEC") on March 8, 2023, for additional detail regarding factors that may cause actual results to be different than those expressed in our forward-looking statements. Except as required by law, we undertake no obligation to revise or update publicly any forward-looking statements for any reason.

MANAGEMENT'S DISCUSSION OF SELECTED ENVIRONMENTAL AND SOCIAL METRICS

Purpose of this document

Salesforce ("we", "us", "our") believes that values drive value, and that along with our Profitable Growth strategy of driving sustainable top line and bottom line progression, effectively managing our priority Environmental, Social, and Governance ("ESG") topics will help create long-term value for our investors. Our core values of Trust, Customer Success, Innovation, Equality and Sustainability guide us as we operationalize these values across our company. Transparency is a key pillar of our commitment to ESG excellence. We believe companies should clearly report progress and consistently communicate decision-useful information on ESG topics to their key stakeholders. It's our belief that comparable, consistent, decision-useful, and verified ESG disclosure is critical to understanding the long-term health and resilience of a business.

The purpose of this document is to report on and provide transparency into our calculation methodologies for selected ESG metrics, some of which are subject to a limited assurance third party review by Ernst & Young LLP ("EY") (see Independent Accountants' Review Report at pg. 7) and to provide a brief commentary on our results relative to our key Environmental and Equality goals. Metrics included in this document have been determined based on our overall core values of equality and sustainability. We have structured this document in a manner similar to our Form 10-K, which includes a brief overview of our key programs and goals, selected schedules detailing our key metrics, and footnotes that provide transparency into our calculation methodology.

This document should be read in conjunction with our existing disclosures on our longstanding ESG programs, which include more comprehensive reporting of our risks, overall strategy, governance structures, goals and results, and can be found either on our website, or in our annual Stakeholder Impact Report, our Task Force on Climate-Related Financial Disclosures ("TCFD") report, our Climate Action Plan, our Form 10-K and our Proxy Statements. This document is not incorporated and does not constitute a part of our SEC filings.

Environment Overview

Salesforce envisions a net zero, nature positive future for all. We leverage the full power of Salesforce to accelerate the world to net zero, lead the nature positive movement, and energize the ecopreneur revolution. We operationalize sustainability into core business decisions, supported by rigorous data, to drive efficiency and innovation. Our integrated sustainability strategy can found at salesforce.com/sustainability.

During the fiscal year ended January 31, 2023, we maintained our achievement of two key targets; we had net zero residual emissions across our full value chain, and we procured electricity from renewable energy resources equivalent to 100 percent of the electricity we used globally, calculated based on the methodology described in Notes 7 and 8 to the Consolidated Statements of Environmental Metrics, respectively. In addition, we met our goal of reducing scope 1 & 2 market-based method ("MBM") emissions by 50 percent ahead of our fiscal 2031 target. We also made progress against a number of other environmental targets included below.

Absolute Emissions Reduction and Science-Based Targets:

In fiscal year 2019, we set science-based targets ("SBTs") formally with the Science-Based Targets Initiative ("SBTi") covering our greenhouse gas ("GHG") emissions. These targets are intended to be consistent with reductions required to keep global warming to 1.5°C and include:

1. Reduce our scope 1 and scope 2 MBM GHG emissions by 50 percent by fiscal 2031 from a fiscal 2019 base year.
2. Reduce our scope 3 GHG emissions from fuel and energy-related ("FERA") activities by 50 percent by fiscal 2031 from a fiscal 2019 base year.
3. Ensure that suppliers representing 60 percent of our applicable scope 3 GHG emissions, covering purchased goods and services, capital goods, upstream transportation and distribution, waste generated in operations, and upstream leased assets will set science-based targets by fiscal 2025.

In fiscal 2022, within our Climate Action Plan, we announced our intentions to reduce our absolute emissions, defined as scope 1, scope 2 location-based method ("LBM"), and scope 3 emissions, as quickly as possible from a fiscal 2019 baseline, with science-based goals of a 50 percent reduction in absolute emissions by fiscal 2031 and 90 percent reduction in absolute emissions by fiscal 2041.

In fiscal 2023, our progress towards our selected environmental targets were as follows (emissions figures in metric tons carbon dioxide equivalent ("mt CO_2e")):

		Fiscal year ended January 31,		
	Target	**2023**	**2022**	**2019 (Base Year) (3)**
Net zero residual emissions target (1)				
Net residual emissions	0	0	0	610,000
100 percent renewable energy target				
Percentage of total global electricity procured from renewable energy resources	100%	100.0 %	100.0 %	55.0 %
Absolute emissions reduction goal by fiscal 2031 (2)				
Scope 1 emissions		4,000	6,000	5,000
Scope 2 LBM emissions		280,000	286,000	281,000
Scope 3 emissions		1,267,000	1,004,000	791,000
Total absolute emissions		1,551,000	1,296,000	1,077,000
Increase (reduction) from 2019 base year	(50)%	44.0 %	20.3 %	N/A
Science-based targets:				
Scope 1 & 2 MBM reduction target by fiscal 2031				
Scope 1 and 2 MBM emissions		71,000	92,000	163,000
Reduction from 2019 base year	(50)%	(56.4)%	(43.6)%	N/A
Scope 3 FERA reduction target by fiscal 2031				
FERA emissions not included in scope 1 and 2		33,000	38,000	48,000
Increase (reduction) from 2019 base year	(50)%	(31.3)%	(20.8)%	N/A

	Target	Fiscal year ended January 31, 2023	2022	2019 (Base Year) (3)
Scope 3 supplier engagement target by fiscal 2025				
Percentage of applicable scope 3 emissions from suppliers with set SBTs (4)	60%	14.2 %	16.0 %	1.3 %

(1) Our net zero residual emissions calculation methodology does not currently align with SBTi's definition of Net-Zero. See Note 7 for details on our methodology.

(2) The absolute emissions reduction goal of 50 percent is the near term fiscal 2031 target. The long term goal is 90 percent reduction in absolute emissions by fiscal 2041. Both of these goals are calculated from a 2019 base year and are only achievable with additional innovation and investment. See Climate Action Plan for more details.

(3) The fiscal 2019 base year has not been updated to reflect the Tableau or Slack acquisitions. These emissions are included in fiscal 2023.

(4) In fiscal 2023, we updated our supplier engagement target language with the SBTi. This adjustment to our language did not change our methodology.

In fiscal 2023 and 2022 we achieved 100 percent renewable energy and net zero residual emissions. Our net zero residual emissions calculation is based on the methodology described in Note 7 to the Consolidated Statements of Environmental Metrics and does not currently align with the SBTi's definition of Net-Zero as published in October 2021, which outlines that in order for a company to claim net zero GHG emissions they must (1) set and achieve various short and long term emissions targets aligned with 1.5°C global average temperature warming and (2) neutralize all residual emissions through carbon dioxide removals (carbon credits associated with projects that remove carbon dioxide from the atmosphere) once the short and long term emissions targets are achieved.

We support the SBTi's efforts and plan to achieve our near and long term absolute emissions reduction targets by fiscal year 2031 and 2041, respectively, ten years earlier than recommended by the SBTi, and by transitioning our carbon offset portfolio from avoidance to removal carbon credits over the long term. This transition may result in increased costs and present challenges due to our expectation that there will be limited availability of high quality removal carbon credits relative to demand from corporate buyers.

In fiscal 2023 and 2022, we reported an increase in absolute emissions as compared to our base year of 44.0 percent and 20.3 percent, respectively. These increases are largely due to the continued growth of our business. Specifically, approximately 75.3 percent of our absolute emissions are calculated using the spend-based approach. As we grow, our spend and corresponding emissions have grown. As we migrate to supplier-specific data, we expect emissions to decrease given continued engagement with our supply chain as demonstrated below in our scope 3 supplier engagement SBT. However, our ambitious absolute emissions reduction goals remain challenging given the reliance on systemic global decarbonization. Refer to our Climate Action Plan for details on how we are working to catalyze these changes through education, mobilization, innovation, regulation, and policy.

In fiscal 2023 and 2022, we reported the percentage of applicable scope 3 emissions from suppliers with set SBTs as 14.2 and 16.0 percent, respectively. While our progress towards our target may look low, when we consider both suppliers with set and suppliers committed to setting SBTs, our progress is 45.3 percent for fiscal 2023. Additionally, despite continuing to increase the number of high-impact suppliers that have set SBTs, progress against the SBT metric was hampered by the overall increase in total scope 3 emissions. We intend to assess the methodology for tracking this metric in fiscal 2024. We remain focused on supplier engagement as we strive to meet the target by fiscal 2025.

Environmental Metrics - Including Looking Forward to Fiscal 2024 and Beyond

We continually review emissions quantification methodologies and are committed to implementing best practice quantification methodologies. For example, in fiscal 2023, we revised our methodology for calculating emissions associated with our business travel (scope 3, category 6) utilizing DEFRA's well-to-tank ("WTT") emission factors in addition to the previously utilized U.S. EPA and DEFRA combustion factors. This update expands our scope 3 emissions from business travel to include the upstream emissions associated with extracting, refining, and transporting aviation fuel to the airplanes before take-off. This modification has also allowed us to support the emerging market for sustainable aviation fuel by partnering with select airlines to procure sustainable aviation fuel certificates ("SAFc").

As a result of refinements to our calculation methodology and classification determinations for certain categories, we will occasionally update our previously presented emissions.

Changes in fiscal 2024 and beyond may include:

- Scope 3 emissions – For specific suppliers and categories, such as purchased goods and services and business travel, we expect to migrate away from the spend-based method using environmentally extended input-output (EEIO) data quantification approach to a hybrid approach using emissions data obtained directly from our suppliers as more information becomes readily available. This will improve the quality of data in our scope 3 emissions disclosures and could affect prior period disclosures.
- Base year recalculations - We will continue to assess the need to incorporate emissions from recent acquisitions Tableau and Slack into the base year.
- Emissions factors – We will review the emissions factors applied to calculate emissions as updated, reliable and localized emissions factors become available.

These expected changes in methodology may result in material changes to our calculations and may result in the current and previous periods, including our base year, to be adjusted.

Equality Overview

Our goal is to build the kind of workplace that reflects the diverse communities in which we live and work. We continue to hold ourselves accountable to expand inclusion efforts across hiring, advocating, promoting, retaining, and increasing access and opportunities for all. Our key equality initiatives include: investing in our future leaders, inclusive hiring and leadership trainings, equal pay for equal work, employee-led resource groups and a focus on accessibility in our products and workspaces.

Our Representation Goals

As of January 31, 2023, we have continued to achieve our target of ensuring at least 50 percent of our U.S. employees are made up of underrepresented groups ("underrepresented groups" or "URG"), which we define as employees who identify as Women, Black, Latina/o/x, Indigenous, Two or more races, LGBTQ+, People with Disabilities, and Veterans. We have also achieved our goal of doubling the U.S. representation of Black employees in leadership (VP+) positions, from October 2019 baseline.

In fiscal 2023, our progress towards our selected equality goals, all of which have a target year of fiscal 2024, were as follows:

	Target	**Progress**	**January 31, 2023**	**Baseline (3)**
U.S. Only				
50% of workforce made of URG	**50 %**	n/a	52.0 %	n/a
50% increase in URM (1)	**50 %**	38.0 %	14.5 %	10.5 %
50% increase in URM leadership (VP+)	**50 %**	18.9 %	8.8 %	7.4 %
Double Black leadership (VP+) (2)	**100 %**	146.6 %	3.7 %	1.5 %

(1) Underrepresented minorities ("URM") is defined as employees who identify as Black, Latina/o/x, Indigenous, and Two or more races.

(2) Black leadership includes those employees who identify as Black or African American and who hold vice president roles and higher.

(3) Baseline period for URM workforce and URM in leadership (VP+) is as of July 31, 2019. Baseline period for Black leadership (VP+) representation is as of October 31, 2019. All measurements without a baseline are a point in time measurement as opposed to a change.

Equality Metric Measurement

We continually review our equality metric measurement and are committed to implementing best practice disclosures. For example, in fiscal 2023, our disclosure of equality and diversity metrics included all metrics as defined by GRI disclosure component 405-1b, disclosing the percentage of employees by level and function across gender, age, and ethnicity.

Independent Accountants' Review Report

To the Board of Directors and Management of Salesforce, Inc.

We have reviewed Salesforce, Inc.'s ("Salesforce") Consolidated Statements of Environmental Metrics and Consolidated Statements of Social Metrics (collectively the "Consolidated Statements"), and the related Notes to the Consolidated Statements (the "Subject Matter") included in Salesforce's Schedules of Selected Environmental and Social Metrics as of and for the year ended January 31, 2023 and certain base year Social Metric data as of October 31, 2019 and July 31, 2019 in accordance with the criteria set forth in the Notes to the Consolidated Statements (the "Criteria"). Salesforce's management is responsible for the Subject Matter in accordance with the Criteria. Our responsibility is to express a conclusion on the Subject Matter based on our review.

Our review was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants (AICPA) AT-C section 105, *Concepts Common to All Attestation Engagements*, and AT-C section 210, *Review Engagements*. Those standards require that we plan and perform our review to obtain limited assurance about whether any material modifications should be made to the Subject Matter in order for it to be in accordance with the Criteria. The procedures performed in a review vary in nature and timing from and are substantially less in extent than, an examination, the objective of which is to obtain reasonable assurance about whether the Subject Matter is in accordance with the Criteria, in all material respects, in order to express an opinion. Accordingly, we do not express such an opinion. Because of the limited nature of the engagement, the level of assurance obtained in a review is substantially lower than the assurance that would have been obtained had an examination been performed. As such, a review does not provide assurance that we became aware of all significant matters that would be disclosed in an examination. We believe that the review evidence obtained is sufficient and appropriate to provide a reasonable basis for our conclusion.

We are required to be independent of Salesforce and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements related to our review engagement. Additionally, we have complied with the other ethical requirements set forth in the Code of Professional Conduct and applied the Statements on Quality Control Standards established by the AICPA.

The procedures we performed were based on our professional judgment. Our review consisted principally of applying analytical procedures, making inquiries of persons responsible for the subject matter, obtaining an understanding of the data management systems and processes used to generate, aggregate and report the Subject Matter and performing such other procedures as we considered necessary in the circumstances.

As described in the Notes to the Consolidated Statements, the Subject Matter is subject to measurement uncertainties resulting from limitations inherent in the nature and the methods used for determining such data. The selection of different but acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary. Furthermore, Scope 3 emissions are calculated based on a significant number of estimations and management assumptions due to the inherent nature of the Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard criteria.

The information included in Salesforce's Schedules of Selected Environmental and Social Metrics, other than the Subject Matter, has not been subjected to the procedures applied in our review and, accordingly, we express no conclusion on it.

Based on our review, we are not aware of any material modifications that should be made to Consolidated Statements of Environmental Metrics, Consolidated Statements of Social Metrics and the related Notes to the Consolidated Statements as of and for the year ended January 31, 2023 and the base year Social Metric data as of October 31, 2019 and July 31, 2019 in order for it to be in accordance with the Criteria.

Ernst + Young LLP

San Francisco, California

March 23, 2023

Salesforce, Inc.
Consolidated Statements of Environmental Metrics
(in metric tons carbon dioxide equivalent)

	Fiscal year ended January 31,		
	2023	**2022 (3)**	**2019 (Base Year) (4)(5)**
Emissions from operations:			
Scope 1 (1)	4,000	6,000	5,000
Scope 2 market-based method ("MBM") (Note 4)	67,000	86,000	158,000
Emissions from operations	71,000	92,000	163,000
Emissions from value chain:			
Scope 3 upstream emissions	1,166,000	928,000	760,000
Scope 3 downstream emissions	101,000	76,000	31,000
Emissions from value chain (Note 2)	1,267,000	1,004,000	791,000
Emissions from operations and value chain	1,338,000	1,096,000	954,000
Neutralization and compensation adjustments: (Note 6)			
Removal carbon credits	(178,000)	(172,000)	0
Avoidance carbon credits	(1,160,000)	(924,000)	(344,000)
Net residual emissions (Note 7)	0	0	610,000
Percentage of total global electricity procured from renewable energy resources (Note 8)	100 %	100 %	55 %
Percentage of applicable scope 3 emissions from suppliers with SBTs (Note 9)	14.2 %	16.0 %	1.3 %
Percentage of applicable scope 3 emissions from suppliers committed to setting SBTs (Note 9) (2)	31.1 %	n/a	n/a

(1) For fiscal 2023, 65 metric tons of CO_2 emissions from combusting biodiesel were excluded from the GHG inventory in alignment with the GHG protocol.

(2) Fiscal year ended January 31, 2023 was the first year this metric was reported.

(3) For the fiscal year ended January 31, 2022 the Consolidated Statements of Environmental Metrics were subjected to limited assurance. Refer to the Independent Accountants' Review Reports dated April 8, 2022.

(4) For the fiscal year ended January 31, 2019 scope 1 and scope 2 MBM emissions and the percentage of total global electricity procured from renewable energy resources were subjected to limited assurance. Refer to the Independent Accountants' Review Reports dated March 6, 2019.

(5) Fiscal 2019 base year has not been updated to reflect the Tableau or Slack acquisitions. Emissions from these acquisitions are included in fiscal 2023.

See accompanying Notes to Consolidated Statements of Environmental Metrics.

Salesforce, Inc.
Notes to Consolidated Statements of Environmental Metrics

1. Summary of Business and Significant Accounting Policies

Description of Business

Salesforce, Inc. (the "Company") is a global leader in customer relationship management technology that brings companies and customers together. With the Customer 360 platform, the Company delivers a single source of truth, connecting customer data across systems, apps and devices to help companies sell, service, market and conduct commerce from anywhere. Since its founding in 1999, Salesforce has pioneered innovations in cloud, mobile, social, analytics and artificial intelligence, enabling companies of every size and industry to transform their businesses in the all-digital, work-from-anywhere era. In March 2022, the Company changed its corporate name from salesforce.com, inc. to Salesforce, Inc.

The Company's fiscal year ends on January 31. References to fiscal 2023, for example, refer to the fiscal year ending January 31, 2023. Fiscal year 2019 has been set as the Company's base year (see Note 3).

Rounding

Figures in the Consolidated Statements of Environmental Metrics and accompanying footnotes have been rounded to the nearest thousand.

Basis of Presentation

Scope 1 emissions information has been prepared in accordance with the World Resources Institute ("WRI") / World Business Council for Sustainable Development's ("WBCSD") The Greenhouse Gas ("GHG") Protocol: A Corporate Accounting and Reporting Standard, Revised.

Scope 2 indirect emissions information, calculated using the location-based and market-based methods, have been prepared in accordance with the WRI WBCSD GHG Protocol: A Corporate Accounting and Reporting Standard, Revised and the WRI WBCSD GHG Protocol Scope 2 Guidance: An amendment to the GHG Protocol Corporate Standard.

Scope 3 GHG emissions information has been prepared in accordance with the WRI WBCSD Corporate Value Chain (Scope 3), Accounting and Reporting Standard and where applicable, the Information and Communication Technology ("ICT") Sector Guidance 'Built on the GHG Protocol' Product Life Cycle Accounting and Reporting Standard.

Collectively, the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard, Revised, the GHG Protocol Scope 2 Guidance: An amendment to the GHG Protocol Corporate Standard, the GHG Protocol Corporate Value Chain (Scope 3), Accounting and Reporting Standard, and the ICT Sector Guidance are collectively referred to as the "GHG Protocol" in this document.

GHG emissions included in inventory

The following GHGs are included as part of the Company's scope 1 and 2 inventory: carbon dioxide (CO_2) methane (CH_4) nitrous oxide (N_2O) and hydrofluorocarbons (HFCs). Other GHGs, including perfluorocarbons (PFCs), sulphur hexafluoride (SF_6), and nitrogen trifluoride (NF_3), are not included in the Company's inventory as they do not generate material scope 1 or scope 2 emissions as part of the Company's operations. The Company's scope 3 inventory includes all seven GHGs covered by the Kyoto Protocol.

The Company does not present all of these gases separately, and instead converts all emissions to carbon dioxide equivalents (CO_2e) for reporting. CO_2 is the only significant greenhouse gas for the Company, making up 99 percent of total emissions. Other gases, including CH_4, N_2O, and refrigerants make up the remaining 1 percent.

Use of Estimates

The Company bases its estimates and methodologies on historical experience, available information, and on various other assumptions that it believes to be reasonable.

Environmental and energy use data used in the preparation of the Consolidated Statements of Environmental Metrics are subject to measurement uncertainties resulting from limitations inherent in the nature and the methods used for determining such data. The selection of different but acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary. As the Company updates its methodologies and as new information becomes available, the Company may continue to revise its estimates, assumptions and emissions factors used to calculate its emissions in scope 1, 2 and 3.

Acquisitions

Scope 1, 2 and 3 emissions from acquisitions made by the Company are generally accounted for in the fiscal year following the acquisition date. For example, on July 21, 2021, the Company acquired Slack Technologies, Inc. ("Slack") for approximately $27.1 billion. The Company excluded the impact of the Slack acquisition in its fiscal 2022 and 2019 scope 1, 2 and 3 emission calculations, but has included the impact of the Slack acquisition in fiscal 2023 calculations. Slack emissions were immaterial in the current fiscal year and the Company is continuing to evaluate and assess the inclusion of acquisition-related emissions in its base year.

2. Organizational and Operational Boundaries

The Company utilizes the operational control approach, which means it accounts for GHG emissions from operations over which it has control. This approach covers the Company's global operations. The Company defines operational control as having the authority to introduce and implement operational policies over an asset or a location and reports on all emissions for the Company and its wholly owned subsidiaries.

All known activities within the Company's supply chain but outside of the Company's direct control as defined GHG Protocol Scope 3 Categories are recorded within the scope 3 indirect emissions.

Scope 1

Direct emissions from the combustion of fuel from sources that are owned or controlled by the Company and include:

Emissions Source	Salesforce Boundary Description
Stationary Combustion	Combustion of natural gas from stationary sources such as boilers and generators occurring within owned and occupied buildings.
Mobile Combustion	Combustion of fuel from corporate jets contracted by the Company and Company shuttles contracted by the Company. Fuel burn rates for corporate jets are obtained from external sources and are based on the actual jet types used.

Scope 2

Indirect emissions are emissions occurring outside of the Company's organizational boundaries to produce electricity or heat purchased for use at the Company's locations under the Company's operational control and include:

Emissions Source	Salesforce Boundary Description
Purchased Electricity	Purchased electricity for all owned and leased offices and data centers.
Heat/Steam	Purchased natural gas, diesel, fuel oil and district steam for all leased offices and data centers.
Fugitive Emissions	Fugitive emissions from refrigerant leaks at all leased offices and data centers that have cooling systems with active refrigerants.

Scope 3

Indirect value chain emissions include emissions from the Company's upstream or downstream value chain activities. In accordance with the WRI/WBCSD Corporate Value Chain (Scope 3) Standard, the Company evaluates the 15 Categories of emissions as follows, noting that all reported scope 3 emissions are calculated within the minimum boundaries for the respective category. Where optional emissions outside of the minimum boundary are included they are noted as "***optional***."

Scope 3 Category	Salesforce Boundary Description
Category 1: Purchased goods and services	Upstream emissions associated with purchases of products and services used in operations. Relevant spend categories include but are not limited to: cloud computing platform services provided by third parties, non-capitalized technology and real estate costs, consulting services, marketing and event-related products and services.
Category 2: Capital goods	Buildings and other fixed asset purchases, data center infrastructure and equipment purchases and financial leases, such as purchased servers and storage and other data center related peripherals such as cabling, properties and equipment that are treated as assets on the Company's consolidated financial statements, leasehold improvements, or build-outs or modifications made to leased property, and enterprise software and perpetual software licenses.
Category 3: Fuel- and energy-related emissions not included in scope 1 or 2	MBM emissions related to the production of fuels and energy purchased and consumed, not covered in scope 1 and 2. Emissions from fuel and energy-related activities ("FERA") includes all upstream activities required to produce the fuels and electricity consumed by the Company. This includes activities such as extraction, production, and transportation of fuels used for combustion or electricity generation as well as transmission and distribution losses.
Category 4: Upstream transportation and distribution	Data center shipping and freight activities, third-party transportation services between the Company's own facilities and the transportation of products or materials paid for by the Company.
Category 5: Waste generated in operations	Emissions associated with recycling services and garbage collection and disposal, including emissions from transportation of waste. Emissions from this category are immaterial and are not disclosed.
Category 6: Business travel	Employee business travel, including full time and part time employees, paid for by the Company. The Company calculates emissions from commercial air travel, car rentals, personal car travel, rail travel, taxi, limousine, and car sharing. The Company also includes emissions from the ***optional*** category of hotel stays.
Category 7: Employee commuting	Emissions resulting from commuting by full-time employees. Any contractors, customers, and third-party vendors are not included. This category also includes the ***optional*** emissions from employees who work remotely for any period of time over the course of the reporting period. The optional "work from home" subcategory was established in fiscal 2021 as a result of the COVID-19 pandemic when the majority of the Company's employees shifted to working from home.
Category 8: Upstream leased assets	***Optional*** embodied emissions from manufacturing, production and transportation of leased technology assets as these products are considered integral to the Company's operations. The emissions from direct energy use for leased assets are included in scope 2 emissions, with the exception of virtual offices and executive suites, which are included in this Category.
Category 9: Downstream transportation and distribution	This category has been identified as non-relevant as the Company does not produce any physical products that require downstream transportation.
Category 10: Processing of sold products	This category has been identified as non-relevant as the Company does not produce any physical products that require further processing.
Category 11: Use of sold products	Emissions resulting from electricity usage to power customers' end user devices when accessing and using the Company's intangible software-as-a-service (SaaS) products. Based on a model that assumes that the duration of each instance of use of the SaaS product constitutes the useful life of that instance and calculates emissions based on actual annual usage.
Category 12: End-of-life treatment of sold products	The Company has concluded the end-of-life emissions related to tangible items sold, which include items branded with the Company logo, are negligible and thus immaterial.

Category 13: Downstream leased assets	Energy use and fugitive emissions, using the MBM, in spaces that the Company currently subleases and, therefore, does not maintain operational control including sublease agreements with third-party entities in which monthly payments are received.
Category 14: Franchises	This category has been identified as non-relevant as the Company does not operate any franchises.
Category 15: Investments	Emissions associated with and energy used by the Company's strategic investment portfolio investee companies. The Company excludes emissions related to cash and cash equivalents and marketable securities.

3. Base Year (unreviewed)

In fiscal 2019, the Company set science-based targets ("SBTs") covering selected components of its GHG emissions. Verifiable emissions data was available and the measurements against fiscal 2019 were meaningful to its company targets. Therefore, the Company has deemed fiscal 2019 as the base year for the Company. Emissions data is assessed against data from the base year to track and communicate performance.

The emissions base year is subject to recalculation or adjustment should a material change in emissions be identified, including as a result of changes in calculation methodology, changes due to data accuracy and structural changes. This would not include organic growth and decline. The Company has determined that adjustments will be made for changes impacting prior period results by 5% or more.

In fiscal 2022 and 2023, the Company chose to include its acquisitions, Slack and Tableau, respectively, in its emissions calculations. While these changes would usually require that the base year also be restated, the Company did not make any adjustments to its base year emissions calculations. The Company is continuing to evaluate and assess the inclusion of acquisition related emissions in its base year.

4. Emissions Factors and Global Warming Potentials

The global warming potentials for each GHG are sourced from the Intergovernmental Panel on Climate Change Fourth or Fifth Assessment Report, Appendix A: Global Warming Potentials.

Emissions factors applied by scope are as follows:

Scope 1

Emission Source Type	**Emission Factor Employed**
Stationary Combustion	The Company uses emissions factors provided by the Environmental Protection Agency ("EPA") Emission Factors for Greenhouse Gas Inventories 2022.
Mobile Combustion	The Company uses emissions factors provided by the EPA Emission Factors for Greenhouse Gas Inventories 2022.

Scope 2

The Company discloses GHG emissions factors using both the location-based methodology ("LBM") and the market-based methodology ("MBM"), in accordance with the GHG protocol. The LBM quantifies scope 2 emissions based on average energy generation emission factors for defined geographic locations, including local, subnational, or national boundaries whereas the MBM quantifies scope 2 emissions based on GHG emissions emitted by the generators from which the reporter contractually purchases electricity bundled with contractual instruments, or contractual instruments on their own.

The following additional factors are used to calculate scope 2 MBM emissions, in accordance with the GHG Protocol scope 2 MBM Emission Factor Hierarchy:

- Energy attribute certificates obtained from virtual power purchase agreements and other sources;
- Renewable energy procured by entering into contracts with the Company's suppliers to directly procure renewable energy; and
- Renewable energy procured as result of rate adjustments or tariffs charged by the Company's utility suppliers for renewable energy products.

The following is a reconciliation of scope 2 indirect emissions - LBM to scope 2 indirect emissions - MBM, for each of the fiscal years presented (in metric tons CO_2e):

	Fiscal year ended January 31,		
	2023	**2022**	**2019 (Base Year)**
Scope 2 indirect emissions – LBM	280,000	286,000	281,000
Impacts of contractual instruments and MBM emission factors	(213,000)	(200,000)	(123,000)
Scope 2 indirect emissions – MBM	67,000	86,000	158,000

Emission Source Type	Emission Factor Employed
Purchased electricity - LBM	Environmental Protection Agency Emissions & Generation Resource Integrated Database 2020 (“eGRID”) and 2022 International Energy Agency (“IEA”)
Purchased electricity - MBM	2020 eGRID, 2022 IEA, and 2021 Association for Issuing Bodies (“AIB”) European Residual Mixes. Residual mix emission factors adjusted to account for voluntary purchases are not available for electricity consumption outside of Europe
Heat/Steam - LBM & MBM	2022 EPA Emission Factors for Greenhouse Gas Inventories
Fugitive Emissions - LBM & MBM	2022 Department for Environment, Food and Rural Affairs (“DEFRA”)

Over 94 percent of the Company’s scope 1 and 2 emissions are based on actual consumption data. For those circumstances where actual data could not be obtained, such as when new facilities are added to the Company’s portfolio in the fiscal year, the utility consumption data for electricity, steam, diesel, fuel oil, natural gas and refrigerants, using type HFC-134a, are extrapolated using the Company’s square footage data and energy intensity factors from both internal historical data based on fiscal year 2023 data and the 2012 Commercial Buildings Energy Consumption Survey (“CBECS”) data.

The fiscal 2022 office facility intensity factors were adjusted to account for the impacts of COVID-19 based on fiscal year 2021 actual data. For fiscal 2023, the energy consumption at offices compared to fiscal 2020 showed little to no significant reductions. Therefore, the intensity factor adjustment has been removed and will not be applied going forward.

Scope 3

The following table includes scope 3 GHG emissions based on the recommended categories in the GHG protocol scope 3 guidance that are material and relevant to the Company's overall GHG emissions for each of the fiscal years presented (in metric tons CO_2e).

	Fiscal year ended January 31,		
	2023	2022	2019 (Base Year) (unreviewed)(3)
Upstream scope 3 emissions:			
Purchased goods and services	916,000	761,000	421,000
Capital goods	97,000	67,000	72,000
Fuel and energy-related activities not included in scope 1 or 2	33,000	38,000	48,000
Upstream transportation and distribution	3,000	4,000	2,000
Business travel (Note 5)	83,000	16,000	129,000
Employee commuting	8,000	2,000	26,000
Work from home (1)	24,000	24,000	0
Upstream leased assets	2,000	16,000	62,000
Upstream scope 3 emissions	1,166,000	928,000	760,000
Downstream scope 3 emissions:			
Use of sold products	42,000	27,000	18,000
Downstream leased assets (2)	4,000	2,000	0
Investments	55,000	47,000	13,000
Downstream scope 3 emissions	101,000	76,000	31,000
Scope 3 emissions from value chain	1,267,000	1,004,000	791,000

(1) Work from home emissions were first calculated in fiscal 2021 and were not calculated for fiscal 2019.

(2) Emissions from downstream leased assets, including offices subleased by the Company to third parties, are not reported for base year.

(3) Fiscal 2019 base year has not been updated to reflect the Tableau or Slack acquisitions. Emissions from these acquisitions are included in fiscal 2023.

As described in the tables below, when calculating all relevant scope 3 emissions, the Company used the following relevant factors:

- Environmentally extended input-output ("EEIO") emission factors data published by the U.S. Environmental Protection Agency ("EPA") Office of Research and Development ("ORD") and adjusted for inflation in calendar 2022 using the U.S. Bureau of Labor Statistics ("BLS") Chained Consumer Price Index ("CPI") data "U.S. EPA Supply Chain (EEIO)";
- 2022 Department for Environment, Food and Rural Affairs ("DEFRA");
- 2022 EPA Emission Factors for Greenhouse Gas Inventories ("U.S. EPA");
- 2022 International Energy Agency ("IEA");
- U.S. Emissions & Generation Resource Integrated Database 2020 ("eGRID");
- Association of Issuing Bodies European Residual Mixes 2021 ("AIB");

- Actual data and vendor-provided Life Cycle Analysis (“LCA”);
- Non-use phase emission factors; and
- Internally developed emissions factors

The Company applies the following calculation methodology to the relevant scope 3 categories:

Scope 3 upstream emissions:

Emissions type	Percent calculated with supplier data	Emission factors applied	Emissions calculation methodology
Category 1: Purchased goods and services	0%	U.S. EPA Supply Chain (EEIO)	Calculated utilizing annual spend with suppliers and EEIO data to convert spending into estimated emissions based on the type of good or service purchased (“Spend based EEIO approach”).
Category 2: Capital goods	10%	Capital Goods: U.S. EPA Supply Chain (EEIO) Leasehold Improvements: Custom Life Cycle Analysis (“LCA”)	Capital goods, other than leasehold improvements, are calculated using the Spend based EEIO approach. Leasehold improvements are calculated using the square footage of the leased space multiplied by a custom LCA factor derived from an analysis of the embodied emissions of the Company’s typical fit out for leased office space.
Category 3: FERA not included in scope 1 or 2	0%	DEFRA well to tank (“WTT”) Generation DEFRA WTT Transmission & Distribution (“T&D”) 2021 IEA Generation 2021 IEA T&D	Average-data method applied to fuels and electricity purchased, less applicable renewable energy purchases applied in accordance with the GHG Protocol Scope 2 Guidance.
Category 4: Upstream transportation and distribution	0%	U.S. EPA Supply Chain (EEIO)	Spend based EEIO approach
Category 5: Waste generated in operations	0%	U.S. EPA Supply Chain (EEIO)	Spend based EEIO approach. Emissions from this category are immaterial and are not disclosed.
Category 6: Business travel	75%	Air travel, hotel stay, personal mileage: DEFRA reimbursement; Rail and taxi: U.S. EPA Supply Chain (EEIO); and Rental car, personal mileage reimbursement: U.S. EPA Well-to-tank factors: DEFRA	Air travel, car rentals, and personal car travel use the distance-based method as reported by third-party travel agencies. Rail travel and taxi, limousine, and car sharing use the spend based EEIO approach. Hotel stays are based on the number of nights in a hotel as reported by third-party travel agencies.

Emissions type	Percent calculated with supplier data	Emission factors applied	Emissions calculation methodology
Category 7: Employee commuting & Work from home	0%	Employee commute - DEFRA and Average U.S. EPA Work from home - U.S. EPA, IEA and DEFRA	Employee commute is calculated by multiplying the distance employees commute by the percent per transportation mode. Then, the emission factor for each transportation mode is applied to the calculated commute miles. Work from home is calculated using the basic survey approach in the Anthesis White Paper, "Estimating Energy Consumption & GHG Emissions for Remote Workers." Specifically, the Company leverages an employee commuting and a work from home survey to determine the emissions profile of the Company's employee commutes and remote work. Incremental energy consumption is calculated based on the results of the employee survey. Then, emission factors are applied based on the fuel type and electricity grid location, less applicable employee renewable energy.
Category 8: Upstream leased assets	17%	Environmental Product Declaration LCA, U.S. EPA, eGRID, IEA, U.S. EPA Supply Chain (EEIO)	Emissions for operational leased data center assets are calculated using cradle-to-gate LCA emission factors for servers. Where LCA data for a server make and model is not available, an average LCA factor is applied. An energy-based calculation methodology is utilized for other leased data center equipment. The Company recognizes the entire embodied emissions of IT equipment in the first fiscal year of possession. Emissions for all other upstream leased assets in this category are calculated using a spend based EEIO approach and are captured as part of the scope 3 category 2 emissions.
Category 9: Downstream transportation and distribution	n/a	Not applicable.	Not relevant or calculated.
Category 10: Processing of sold products	n/a	Not applicable.	Not relevant or calculated.

Scope 3 downstream emissions:

Emissions type	Percent calculated with supplier data	Emission Factors Applied	Emissions Calculation Methodology
Category 11: Use of sold products	0%	IEA Environmental Product Declaration LCA	Energy use from end user devices from the use of the Company's offerings is calculated through the Monthly Active User report or equivalent estimates for all offerings. The total number of user hours in the current fiscal year for all products are multiplied by the energy consumption of end user devices. A global energy emissions factor is then applied. The Company's product use emissions are calculated based on the assumption that users are utilizing products on a laptop computer and that 100% of the laptop usage load is attributed to the product in use. As such, battery watts per hour and battery life data is based on publicly available information for a laptop which the Company deems as a reputable proxy for laptop power usage.
Category 12: End-of-life treatment of sold products	n/a	Not applicable.	Not relevant or calculated.
Category 13: Downstream leased assets	0%	Electricity: IEA, eGRID, and AIB; Fuel: EPA; and Refrigerants: DEFRA	Energy use and fugitive emissions in subleased spaces are calculated by identifying the total space ("SQFT") in sublease arrangements with third-parties and prorating the total energy use from the scope 1 and 2 MBM quantification method for offices with the subleased SQFT and with renewable energy applied, if applicable.
Category 14: Franchises	n/a	Not applicable.	Not relevant or calculated.
Category 15: Investments	0%	Custom EEIO	The Company utilizes a methodology based on the average-data approach from the GHG Protocol Scope 3 Calculation Guidance which utilizes company revenue to obtain the estimated emissions from investments. Revenue data is not available for all portfolio companies, therefore the Company uses its own fiscal year 2019 scope 1, 2 LBM and 3 emissions data and average market cap to create a custom EEIO factor in MT CO_2e/$market value which is then applied to the total average carrying value of the Company's strategic investment portfolio during the fiscal year as a proxy of emissions.

5. Sustainable Aviation Fuel

Sustainable Aviation Fuel certificates (“SAFc”) represents one metric ton CO_2e purchased directly from the supplier. SAFc are purchased from airlines in support of their production and use of sustainable aviation fuel. The Company purchased 1,346 mtCO_2e in SAFc in fiscal 2023, however these SAFc are excluded from the Company’s calculation of net zero residual emissions.

In fiscal 2023, as a result of the Company’s desire to support and expand the use of SAFc, its calculation of business travel emissions was adjusted to include the use of DEFRA’s well-to-tank (“WTT”) emission factors in addition to the previously utilized combustion U.S. EPA and DEFRA factors. This update expands the Company’s scope 3 emissions from business travel to include the upstream emissions associated with extracting, refining, and transporting aviation fuel to the airplanes before take-off. The Company did not recalculate business travel emissions using DEFRA’s WTT emission factors for prior years.

6. Carbon Credits

The Company currently uses both removal and avoidance carbon credits to achieve net zero residual emissions. The Company determines the classification of each carbon credit based on the definition from the Taskforce on Scaling Voluntary Carbon Markets:

- Removal projects capture, remove or store CO_2 from the atmosphere, including through nature-based sequestration and technology-based removal.
- Avoidance projects reduce emissions from current sources, such as by funding the implementation of low carbon technologies such as renewable energy, and avoiding practices that cause emissions such as by reducing deforestation.

Carbon credits purchased by the Company support projects that lower atmospheric CO_2 and have compelling positive social and environmental benefits. These carbon credits must be certified under either the Gold Standard, the Verified Carbon Standard (“VCS”), American Carbon Registry (“ACR”), United Nations Framework Convention on Climate Change Clean Development Mechanism (“UNFCCC CDM”), or the Climate Action Reserve (“CAR”). In addition, many of the Company’s projects have also been credited to the Climate, Community and Biodiversity Standard. All carbon credits are retired on a public registry at the amount equal to the Company’s scope 1, scope 2 MBM, and scope 3 GHG emissions.

Carbon Credits purchased by suppliers

In each of the fiscal years ended January 31, 2023 and 2022, suppliers purchased carbon credits on behalf of the Company which make up more than five percent of the total carbon credits applied in each year. These credits are included in the total reported avoidance carbon credits for the same fiscal years. The fiscal 2019 base year does not include carbon credits purchased by suppliers on behalf of the Company.

7. Net residual emissions

The Company calculates its net residual emissions as its total scope 1, scope 2 (MBM) and scope 3 emissions less its avoidance and removal carbon credits. In fiscal 2023, the Company reported net residual emissions of zero, which the Company refers to as net zero residual emissions.

8. Percentage of total global electricity procured from renewable energy resources

The Company calculates the percentage of total global electricity procured from renewable energy resources by dividing total renewable electricity procured from renewable energy resources by total global electricity usage. The Company includes all electricity procured from renewable energy resources in its calculation regardless of the market in which the renewable energy was consumed.

Percentage of total global electricity procured from renewable energy resources is measured in Megawatt Hours (“MWh”). Renewable energy resources include utility renewable energy tariffs, supplier-provided renewable energy, indirect large offsite purchases including virtual power purchase agreements (“VPPAs”) and grid-mix renewable energy content. Grid-mix renewable energy content was not included fiscal 2023, as enough renewable energy resources were actively procured to reach the 100 percent renewable electricity target. The Company does not consider electricity produced from hydropower as a renewable energy resource.

The Company’s total global electricity usage includes electricity consumed, measured in MWh, at all of its global facilities including offices and data centers under its operational control.

9. Scope 3 Supplier Engagement target

The Company calculates the percentage of applicable scope 3 emissions from suppliers with SBTs as follows (in metric tons CO2e):

	Fiscal year ended January 31,		
	2023	2022	2019 (Base Year) (unreviewed)
Scope 3 emissions from suppliers with SBTs	168,000	149,000	10,000
Applicable scope 3 emissions	1,184,000	931,000	778,000
Percentage of applicable scope 3 emissions from suppliers with SBTs	14.2 %	16.0 %	1.3 %

The percentage of applicable scope 3 emissions from suppliers with SBTs is calculated by dividing the emissions from suppliers with SBTs by the applicable scope 3 emissions for the year.

Suppliers with SBTs represents suppliers who either obtained a validation from the SBTi on their near-term science-based emissions reductions targets in line with a well-below 2°C or a 1.5°C scenario or have provided an attestation to the Company that they have set science-based emissions reductions targets in line with the SBTi criteria above. The Company only includes suppliers across purchased goods and services, capital goods, upstream transportation and distribution, waste generated in operations, and upstream leased assets.

Applicable scope 3 emissions is calculated by subtracting Category 7 work from home, Category 13 downstream leased assets and Category 15 investments from the Company's scope 3 emissions from value chain. These categories were not included in the original base year submission and are not included in calculating the target.

Additionally, the Company calculates the percent of suppliers who have committed to setting an SBT. The percentage of applicable scope 3 emissions from suppliers committed to setting SBTs is calculated by dividing the emissions from suppliers committed to setting SBTs by the applicable scope 3 emissions for the year.

Suppliers committed to setting SBTs represents suppliers who have formally committed to develop and submit targets to the SBTi and are recognized as "committed" with the SBTi on their near-term science-based emissions reductions targets as of the fiscal year end. These organizations are recognized by the SBTi as having made a public commitment to set a science-based target aligned with the SBTi's target-setting criteria within 24 months. The Company has not confirmed that these committed targets are in line with a well-below 2°C or a 1.5°C scenario. However, this measure is only used to further inform the Company's progress towards our 60 percent target. Suppliers are not included in the performance metric until their SBTs have been independently validated by the SBTi, or the supplier provides the Company with an alternative form of attestation.

Applicable scope 3 emissions are the same as the those used in calculating the percentage of applicable scope 3 emissions from suppliers with SBTs.

	Fiscal year ended January 31,		
	2023 (1)	2022 (unreviewed)	2019 (Base Year) (unreviewed)
Scope 3 emissions from suppliers who have committed to setting SBTs	369,000	n/a	n/a
Percentage of applicable scope 3 emissions from suppliers who have committed to setting SBTs	31.1 %	n/a	n/a

(1) Fiscal 2023 is the first year of measurement for suppliers committed to setting SBTs.

In fiscal 2023, the Company updated their target language with the SBTi to better reflect the intent of the initial target submissions. This adjustment did not result in a change in methodology year over year.

Salesforce, Inc.
Consolidated Statements of Social Metrics

	As of January 31, 2023				
	Tech	Non-Tech	Non-VP+	VP+	Total
Employees by Gender					
Women	28.4 %	44.9 %	36.6 %	29.5 %	36.4 %
Men	71.3	54.9	63.2	70.5	63.4
Other/Undisclosed	0.3	0.2	0.2	0.0	0.2
Total	100 %	100 %	100 %	100 %	100 %
Employees by Age					
<30	21.7 %	19.2 %	21.1 %	0.1 %	20.5 %
30-50	67.2	67.5	67.6	57.9	67.3
>50	11.1	13.3	11.3	42.0	12.2
Total	100 %	100 %	100 %	100 %	100 %
Employees by Ethnicity (U.S. Only)					
White	43.9 %	66.2 %	53.6 %	68.5 %	54.2 %
Asian and Indian	39.3	12.5	27.2	19.6	26.9
Hispanic and Latinx/o/a	4.8	6.8	5.8	2.9	5.7
Black or African American	3.9	6.7	5.2	3.8	5.2
Two or more races	2.7	3.5	3.1	1.9	3.0
Hawaiian and Pacific Islander	0.2	0.4	0.3	0.1	0.3
American Indian and Alaska Native	0.2	0.3	0.3	0.1	0.3
Undisclosed	5.0	3.6	4.5	3.1	4.4
Total	100 %	100 %	100 %	100 %	100 %

	As of January 31, 2022 (1)				
	Tech	Non-Tech	Non-VP+ (unreviewed)	VP+	Total
Employees by Gender					
Women	26.9 %	44.3 %	35.9 %	28.5 %	35.7 %
Men	72.8	55.5	63.9	71.4	64.1
Other/Undisclosed	0.3	0.2	0.2	0.1	0.2
Total	100 %	100 %	100 %	100 %	100 %
Employees by Ethnicity (U.S. Only)	(unreviewed)	(unreviewed)	(unreviewed)	(unreviewed)	
White	45.2 %	67.5 %	55.2 %	69.7 %	55.7 %
Asian and Indian	38.3	12.2	26.2	18.4	25.9
Hispanic and Latinx/o/a	4.5	6.2	5.4	3.0	5.3
Black or African American	3.5	6.1	4.8	3.5	4.8
Two or more races	2.6	3.3	3.0	1.7	2.9
Hawaiian and Pacific Islander	0.2	0.4	0.3	0.1	0.3
American Indian and Alaska Native	0.2	0.3	0.3	0.1	0.3
Undisclosed	5.5	4.0	4.8	3.5	4.8
Total	100 %	100 %	100 %	100 %	100 %

(1) For the fiscal year ended January 31, 2022, Employees by age was not calculated. In efforts to include metrics as defined by GRI 405-1b, it has been added for FY23.

		As of		
	Progress	January 31, 2023	January 31, 2022	Baseline (3)
U.S. Only				
Underrepresented Groups	n/a	52.0 %	50.7 %	n/a
Underrepresented Minorities (2)	38.0 %	14.5 %	n/a	10.5 %
Underrepresented Minorities in leadership (VP+)(2)	18.9 %	8.8 %	n/a	7.4 %
Black leadership (VP+) representation (1)	146.6 %	3.7 %	3.4 %	1.5 %

(1) Black leadership includes those employees who identify as Black or African American and who hold vice president roles and higher.

(2) Fiscal year ended January 31, 2023 was the first year this metric was reported.

(3) Baseline period for Underrepresented Minorities and Underrepresented minorities in leadership (VP+) is as of July 31, 2019. Baseline period for Black leadership (VP+) representation is as of October 31, 2019. The URG measurement does not have a baseline value because it is a point in time measurement as opposed to a change.

See accompanying Notes to Consolidated Statements of Social Metrics.

Salesforce, Inc.
Notes to Consolidated Statements of Social Metrics

1. Summary of Business and Significant Accounting Policies

Refer to the Notes to Consolidated Statements of Environmental Metrics for a description of the business and fiscal year.

Use of Estimates

Non-financial diversity and equality information is subject to measurement uncertainties resulting from limitations inherent in the nature and the methods used for determining such data, such as the reliance on individuals to self report their information in our human capital management system. The selection of different but acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary.

Rounding

Figures in the Consolidated Statements of Social Metrics have been rounded to the nearest tenth of a percentage.

Employees and Impact from Acquisitions

The Company includes both full time and part time employees in its diversity and equality calculations. The Company includes employee data from any acquisition or divestiture made by the Company at the earlier of: the one year anniversary of the acquisition or the date of harmonization of employees from the acquisition. All employees that have joined the Company through acquisition are included in the Company's fiscal 2023 results. On January 4, 2023 the Company announced a restructuring plan which includes a reduction to its current workforce of approximately 10 percent. The January 31, 2023 metrics include individuals impacted by the restructuring plan who remained on the workforce as of that date.

Basis of Presentation

The Consolidated Statements of Social Metrics are prepared as defined by GRI 405-1b and include employees by gender, employees by age, and employees by ethnicity. The Company excludes the other criteria included in GRI 405-1, for example, percentage of individuals within governance bodies. This information is included in the Company's annual proxy filing and is not subject to assurance. Reported progress against established goals within the company follow custom criteria and those goals and measurements are explained below. The Company's reporting of social metrics aligns with its fiscal year ended January 31, 2023.

2. Criteria

Employees by Gender

For presentation purposes, "women" represent individuals whose biological sex is "female," "men" represent individuals whose biological sex is "male" in the Company's human resource management system. If employees are listed with biological sex other than "male" or "female," they have been presented as "Other/Undisclosed."

Employee Category

GRI 405-1b establishes that a Company must disclose percentage of employees by employee category in alignment with gender, age, and other indicators of diversity where relevant. Employee category is required to encompass both level and function.

Level

The Company has concluded that level be split between those employees who are in leadership positions and those who are not. The Company defines leadership for the purpose of presentation as vice president roles and higher.

Function

The Company has concluded that function is best disaggregated between those employees in technology roles and those who are not. The Company defines technology roles as all technical occupations in computing and information technology, all occupations that require deep technical specialization and knowledge, as well as managers, directors, and executives who oversee technical employees and the development and delivery of technical products. Additionally, the workforce is defined by position, not department.

Other indicators of diversity

GRI 405-1b(iii) establishes that a Company report the percentage of employees by employee category by other indicators of diversity. The Company defines "other indicators of diversity" as employee ethnicity in the U.S. Employees who did not self-disclose their ethnicity are included in the "undisclosed" ethnicity category. There are no other indicators of diversity for global employees.

Underrepresented Group

The Company defines an underrepresented group ("URG") as Women, Black, Latina/o/x, Indigenous, Two or more races, LGBTQ+, People with Disabilities, and Veterans. URG is defined to include gender, ethnic, and other groups that are historically underrepresented within the U.S. technology industry. As such, women have been included as a URG and Asian and Indian ethnicities are not included as an URG.

Employees who did not self-disclose as one of the URGs were assumed to be unaffiliated with any URG. If an employee self identifies as multiple URGs, they are only included once for the purposes of the calculation. The Company calculates this metric for U.S. employees only.

URG representation is calculated by dividing the number of U.S. employees identified under at least one of the URGs by the total number of U.S. employees.

Underrepresented Minority and Underrepresented Minority in leadership

The Company defines an underrepresented minority ("URM") as Black, Latina/o/x, Indigenous, and individuals who identify with two or more races. URM is defined to include ethnicities that are historically underrepresented within the U.S. technology industry.

Employees who did not self-disclose as one of these ethnicities were assumed to be unaffiliated with any URM. If an employee self identifies as multiple URMs, they are only included once for the purposes of the calculation. The Company calculates this metric for U.S. employees only.

URM representation is calculated by dividing the number of U.S. employees identified under at least one of the URMs by the total number of U.S. employees.

Progress against baseline is calculated by dividing the current year URM representation percentage less the base year URM representation percentage by the base year URM representation percentage.

URM leadership representation (U.S. only) is calculated by dividing the number of U.S. employees in leadership positions (VP+) who identified under at least one of the URMs by the total number of U.S. employees in leadership positions.

Progress against baseline is calculated by dividing the current year URM leadership representation percentage less the base year URM leadership representation percentage by the base year URM leadership representation percentage.

Black Leadership

Black leadership representation (U.S. only) is calculated by dividing the number of U.S. employees in leadership positions (VP+) who self-identified as Black or African American by the total number of U.S. employees in leadership positions.

Progress against baseline is calculated by diving the current year Black leadership representation percentage less the base year Black leadership representation percentage by the base year Black leadership representation percentage.