Activate ESG Across your Enterprise

Drive ESG impact and value as you serve stakeholders

The race is on to build a more sustainable, equitable, and ethical world. More bright ideas are turning into compelling products and services as stakeholders and regulators push for impact and long-term change. A 2021 C-suite survey found that 81% saw environmental, social, and governance (ESG) assessment and management as a top responsibility.[1]

However, while most organizations perform ESG activities, few have a cohesive, enterprise-wide planning and operational model or technology foundation to help them achieve their ESG goals as demands increase.

Support the scope, scale, and pace of the ESG imperative

ServiceNow® can help you mobilize your ESG strategy, build transparency that leads to trust and a positive reputation, and create value and impact to support business performance. ServiceNow, partner, and custom workflows operationalize the ESG pillars of your program. They interact with operational controls for strategizing, managing, governing, and reporting ecosystem-wide.

This silo-defying approach aligns your investments with your goals. It meshes ESG efforts with other corporate priorities and processes for optimal results.

ESG Operational Control

As more issues become material to your ESG impact, ServiceNow offers an efficient, reliable process to prioritize investments, roll out capabilities, and design in visibility, metrics, and evidence to support governance and disclosures.

Connect strategy with ESG workflows to drive ESG trust, impact, and long-term value.

ServiceNow for ESG

Challenges
- Siloed data, tools, and teams
- Processes of varying maturity, often manual and ad hoc
- Limited and lagging visibility
- Unreliable data and tracking
- Low employee engagement

Solutions
- Integrated operations for ESG-wide planning, management, governance, and reporting
- Flexible, automated workflows from ServiceNow and partners
- Low-code development platform to innovate easily
- Integration of ESG activities into daily work
- Single data model and scalable cloud architecture
- Partners and programs to bring your strategy to life

Benefits
- Streamlined, verifiable reporting and disclosures
- Consistent and efficient processes
- Improved speed and scale
- Easy support for expanding scope and regulations
- Ethical, transparent, and secure business practices
- Loyal employees and customers

Outcomes
- Convert your ESG vision and goals into meaningful action
- Enhance reputation and trust
- Create long-term value and impact

The ServiceNow ESG Management and Reporting product integrates with our Integrated Risk Management (IRM/GRC) and Project And Portfolio Management for a modular end-to-end solution.

Plan
- Document and review material topics
- Align with frameworks and disclosures
- Assess ESG risks and tie to goals
- Create strategy, roadmap, budgets
- Set goals, targets, and key metrics
- Set policies, controls, and governance

Manage
- Centralize understanding of status
- Create and collect metrics
- Measure performance against targets
- Track activities, resources, and costs
- Monitor disclosure requests

Govern
- Integrate ESG with other policies, processes, and risk frameworks
- Monitor controls, compliance, risks, and issues
- Collect evidence and support audits
- Review material topics and evolve

Report
- Provide digital dashboards and weekly stakeholder updates
- Generate ESG disclosures and reports

Helping ESG work flow everywhere

This integrated ESG operational control solution helps you drive and monitor the workflows enabling ESG results, such as privacy, responsible sourcing, e-waste management, and workplace safety.

Many ESG capabilities – now and down the road – will come from ServiceNow and our partners. Our low-code development environment helps you bring other ideas to life to support agility.

The difference is in the platform

Our platform started in IT, but now supports customers, employees, and developers. We call it a "platform of platforms," since it works with your existing systems – like ERP, manufacturing, cloud infrastructure, and HR – to create a system of action. A common data model and architecture connect these systems and external data via workflows to optimize processes and extract more value from your investments.

Activate ESG across your enterprise

Contact your ServiceNow sales team or platform champion to get started.

servicenow.com/esgsolutions

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Our ambition is to become the defining enterprise software company of the 21st century—one that helps our employees, customers, shareholders, and communities thrive and create positive impact on the world.

– Bill McDermott
CEO, ServiceNow

[1] ESI ThoughtLab/ServiceNow research conducted Spring 2021.

ServiceNow ESG Building Blocks					
Operational Control Solution	**ESG Management and Reporting**	Elevate your ESG program with on-demand dashboards, accurate data collection, and automated reporting	**Hardware Asset Management**	Reduce e-waste and encourage reuse of hardware and consumable assets
	Integrated Risk Management	Integrate ESG into enterprise-wide risk, privacy, and compliance management for better results and resilience	**Safe Workplace Apps**	Deliver and maintain a safe, employee-ready workplace for everyone
	Project and Portfolio Management	Drive your ESG roadmap with strategy, planning, and budgeting tools to track costs, resources, and results	**App Engine**	Build low-code apps and safely scale cross-enterprise experiences
	Vendor Risk Management	Support responsible sourcing and manage third-party risk with automated assessments, reports, and consistent remediation	**Integration Hub**	Quickly connect ServiceNow workflows to critical business systems and simplify cross-enterprise automation
	Business Continuity Management	Prepare for and recover from crises, disruptions, and disasters effectively and efficiently	**Customer Service Management**	Improve service operations, engage customers, proactively address issues, and automate requests

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