



FIGHTING AGAINST FORCED LABOUR AND CHILD LABOUR IN SUPPLY CHAINS ACT STATEMENT

2024



Fighting Against Forced Labour and Child Labour in Supply Chains Act Statement

The Fighting Against Forced Labour and Child Labour in Supply Chains Act (the “Act”) requires businesses to publish an annual statement specifying the efforts taken to prevent and reduce the risk of forced and child labor, modern slavery and human trafficking anywhere in their own business or their supply chain. This joint statement is prepared on behalf of Salesforce.com Canada Corporation (“Salesforce Canada”) and its controlling entity, SFDC Holding Co. (the “Reporting Entities”). The Reporting Entities operate within an international group of companies that are wholly owned subsidiaries of Salesforce, Inc., a publicly traded company on the New York Stock Exchange (NYSE:CRM) (collectively, “Salesforce”, “we”, “us” and “our”).

Salesforce, a global leader in Customer Relationship Management (CRM), empowers companies to connect with their customers in a whole new way. Salesforce’s Customer Success Platform includes industry-leading services that span sales, service, marketing, commerce, communities, collaboration, integration and analytics, and a single trusted cloud platform. In the past year, Salesforce powered companies ranging from small businesses to global enterprises across every industry. Salesforce is committed to a set of core values — trust, customer success, innovation, equality of every human being, and sustainability. Salesforce has a global supply chain. The policies and procedures described in this statement are implemented and administered by Salesforce, Inc. All Salesforce affiliates and subsidiaries, like the Reporting Entities, are required to comply with these global policies and procedures and they rely on Salesforce, Inc.’s administration of same.

Salesforce operates in Canada through Salesforce Canada, which employs over 3000 as of January 31, 2024 and is headquartered in San Francisco, California. The principal activities of Salesforce Canada are the sales of subscription of Salesforce products, licenses, professional services and training.

SFDC Holding Co. is a holdings company and does not engage in any commercial activities, it relies on the efforts of Salesforce Canada to monitor and assess risks in its operations and supply chain.

Steps to Prevent and Reduce the Risk of Forced and Child Labor

To assess our operational and supply chain risks, we conduct a scoping exercise that includes reviewing forced and child labor, modern slavery and human trafficking risks and potential supply chain high risk sectors with internal stakeholders responsible for procurement, procurement legal, supplier onboarding, supplier risk and compliance, and subsidiary governance and implement procedures to mitigate forced and child labor, modern slavery and human trafficking risks. Additionally, we utilize a third party supplier rating platform (“Ratings Platform”) that provides corporate social responsibility assessments of suppliers. As part of our scoping exercise, prior to the publication of this statement, we compared the top 30 countries by spend in our supply chain with the most recent, as of the date of the submission of this statement, International Trade Union Confederation (“ITUC”) Global Rights Index¹ and Global Slavery Index.² We determined that four (Brazil, India, the Philippines and the United Arab Emirates) of our top 30 countries were given a Rating 5 (No guarantee of rights) by ITUC and two (United Kingdom and the United States) of our top 30 countries were given a Rating 4 (Systematic violation of rights) by ITUC. We determined that five (Brazil, India, Mexico, the Philippines and the United Arab Emirates) of our top 30 countries were designated by the Global Slavery Index as having a modern slavery vulnerability score of 40 or more out of 100. The Ratings Platform tracks our suppliers’ policies and procedures related to child and forced labor and human trafficking and provides services to implement corrective action plans in response to identified areas of improvement. The Ratings Platform also provides monitoring services

¹ https://files.mutualcdn.com/ituc/files/2023_ituc_global_rights_index_en.pdf

² <https://www.walkfree.org/global-slavery-index/map/>

that report condemnations and controversies related to Salesforce's suppliers, including reporting on human rights violations.

Our suppliers are a critical part of the Salesforce community. Our supply chain includes data center suppliers, related third-party infrastructure providers, business process outsourcing suppliers and hardware, software, and platform providers. Our supply chains also include the provision of office services and supplies, such as cleaning and IT equipment. Transparency, trust, respect, communication, and ethical conduct are critical to all successful business endeavors. These values provide a strong foundation for Salesforce and for its relationships with suppliers.

Salesforce is also committed to not only abide by the laws and regulations that apply to us as we conduct business around the world, but to be a leader in the areas of compliance and ethics as we've outlined in our [Stakeholder Impact Report](#).

The [Salesforce Code of Conduct](#) outlines how Salesforce and its subsidiaries conduct business and describes the company's most fundamental shared values. It provides Salesforce employees guidance on how to follow company policies, applicable laws, rules and regulations, as it is vital that all employees act with integrity and in accordance with local laws.

We partner with our suppliers and set clear expectations outlined in our [Salesforce Global Supplier Code of Conduct](#) ("Supplier Code"), which is acknowledged by our suppliers as part of our supplier on-boarding process. We expect our suppliers to establish policies and procedures to ensure compliance with the Supplier Code and all applicable laws and regulations.

Should we become aware of any policy violations or issues related to forced and child labor, modern slavery and human trafficking, we will consult with our Legal Department to ensure that appropriate measures are taken, which may include reporting this information to authorities and terminating our relationship with the supplier.

Salesforce conducts the following actions to help prevent forced and child labor, modern slavery and human trafficking:

1. Global Supplier Code of Conduct Acknowledgement
 - a. Our Supplier Code serves as a guide to ethical supplier conduct. The Supplier Code applies to all third party suppliers of products or services that are paid directly by Salesforce, including consulting firms, independent contractors, staffing agencies, agency temps, and licensors, regardless of their title or the product or service they provide ("suppliers"). Suppliers must acknowledge receipt of the Supplier Code, and agree to provide a copy of it to all supplier personnel assigned to perform services to Salesforce.

2. Supplier Agreements
 - a. All suppliers are subject to legal terms and conditions with Salesforce.
 - b. Assessments of potential suppliers are completed as part of our supplier on-boarding process.
 - c. Salesforce reviews the performance of suppliers based on their relative risk to the company, based on the assessment of cross-functional stakeholders, including the Legal Department. Suppliers deemed highest risk are audited or reviewed on a periodic basis. We work closely with suppliers to develop corrective action plans and carry out all audit findings.
 - d. We perform continuous monitoring of suppliers for changes in policies, environments, contracts and processes.
 - e. Routine supplier segmentation exercises utilizing internal subject matter experts and NGO assessments to assess high risk suppliers by category.
 - f. Continuous monitoring plan for high-risk suppliers as identified by our third party supplier rating platform.
 - g. Remediation for identified issues or termination of supplier relationship if a supplier refuses remediation measures.

3. Training

- a. Salesforce conducts Salesforce Code of Conduct training and certification annually for all Salesforce employees.
- b. We expect our suppliers to communicate the principles in the Supplier Code to their employees and third party partners through training, policy and other messaging.

We assess our effectiveness in monitoring and managing forced and child labor, modern slavery and human trafficking risks by regularly auditing our internal governance processes and by tracking the feedback received from the Ratings Platform. We implemented a corrective action plan program through the Ratings Platform and to work with suppliers to address their Ratings Platform corrective action plans.

For the fiscal year ended January 31, 2024, the Reporting Entities have not identified any instances of forced or child labor, modern slavery or human trafficking in its activities or supply chain and, therefore, they did not need to take any remedial measures. Given that no remedial measures were taken, there was also no anticipated or resulting loss of income to vulnerable families.

This report was approved pursuant to subparagraph 11(4)(b)(i) of the Fighting Against Forced Labour and Child Labour in Supply Chains Act, by the board of directors of SFDC Holding Co. and Salesforce.com Canada Corporation.

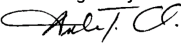
SFDC Holding Co.

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Sarah Dods
Director and President
I have the authority to bind SFDC Holding Co.

Salesforce.com Canada Corporation

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Amber Chi
Director and President
I have the authority to bind Salesforce.com Canada Corporation