Quality, above all.

CERTIFICATE OF REGISTRATION
Information Security Management System - ISO/IEC 27001:2022

The Certification Body of Schellman Compliance, LLC hereby certifies that the following organization operates an Information Security Management System that conforms to the requirements of ISO/IEC 27001:2022

ServiceNow, Inc.

for the following scope of registration

The scope of the ISO/IEC 27001:2022 certification is limited to the information security management system (ISMS) which supports ServiceNow as a provider of cloud-based solutions that define, structure, manage, and automate services across the global enterprise, as well as all supporting resources including global data center operations and infrastructure, applications, end-user services, and product development and aligned with the control implementation guidance and additional control sets of ISO/IEC 27017:2015 and ISO/IEC 27018:2019 and inclusive of the requirements, control implementation guidance, and additional control set of ISO 27701 for a PIMS, as a personally identifiable information (PII) processor, in accordance with the statement of applicability, version 14.1, dated July 30, 2025. Assets within scope of the ISMS include: internal information assets, customer data, software, hardware, functions that support the technology infrastructure, related processes, people, and physical assets to host, support, and operate the cloud-based solutions. The data centers in the following locations house the infrastructure used to deliver the cloud-based solutions: Arizona, Virginia, California, Illinois, Texas, Toronto, Calgary, Wales, London, Amsterdam, Dublin, Geneva, Zurich, Sydney, Melbourne, Singapore, Seoul, São Paulo, Rio de Janeiro, Frankfurt, Dusseldorf, Osaka, Tokyo, Mumbai, Bangalore (Bengaluru), Milan, and Rome. Additionally, ServiceNow uses Microsoft Azure, Amazon Web Services (AWS), and Google Cloud Platform (GCP) to host certain customers adhering to nation-specific data protection and residency requirements globally. Excluded from the scope are all operations of third-party data centers, Microsoft Azure, AWS, and GCP.

which includes the following in-scope location(s) on page 2 of 2

Certificate Number: **1980700-16**

Authorized by:

Danny Manimbo (signature)

Danny Manimbo
Principal, Schellman Compliance, LLC
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Tampa, Florida 33607, United States
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Issue Date	Original Registration Date	Expiration Date	Certificate Version
October 7, 2025	December 7, 2012	September 25, 2027	Version 16

CONDITIONS & LIMITATIONS:

1. The aforementioned organization has a perpetual responsibility to maintain compliance with ISO/IEC 27001:2022 during the period of certification.
2. This certificate is subject to the satisfactory completion of annual surveillance audits by Schellman Compliance, LLC
3. ISO/IEC 27001:2022 compliance audits are not designed to detect or prevent criminal activity or other acts that may result in an information security breach. As such, this certification should not be construed as a guarantee or assurance that an organization is unsusceptible to information security breaches.
4. The information in this document is provided "AS IS", without warranties of any kind. Schellman Compliance, LLC expressly disclaims any representations and warranties, including, without limitation, the implied warranties of merchantability and fitness for a particular purpose.
5. This certificate is the property of Schellman Compliance, LLC and is bound by the conditions of contract. The authenticity of this certificate can be validated by contacting Schellman Compliance, LLC

In-Scope Location(s)

Location	Function / Role
2225 Lawson Lane Santa Clara, California 95054 United States	Headquarters and Main Location of the ISMS and PIMS, Engineering, Sales, Human Resources (HR), Operations, Information Technology (IT)