



THE CUSTOMER SUCCESS PLATFORM

14th November 2018

Sir,

Birthdays are an opportunity to both reflect and to look forward. On the occasion of your 70th birthday, I would like to take the opportunity to say how inspired I am by Your Royal Highness's continued commitment to addressing the monumental risks that climate change poses to our society. Your Royal Highness's work in elevating this issue in public debate over the years and in convening the business community has had a profound impact on me, Salesforce and the finance community at large.

At the A4S CFO dinner earlier this year, Your Royal Highness spoke passionately about the implications of climate change, urging the world to take immediate action for the sake of future generations -- generations that include Your Royal Highness's own grandchildren and my children too. As a father and business leader, it was abundantly clear to me our values on this topic are aligned and I was inspired to consider what that requires of senior finance leaders everywhere.

A healthy society and environment must underpin our economies. The future of business, and our planet, depends on our ability to rethink and evolve our business models. More simply put, investing in sustainability just makes good business sense.

I first became involved in Salesforce's sustainability initiatives through our clean energy program which looked at the risks and opportunities associated with renewable energy contracts. It quickly became clear that a relationship between sustainability and finance is critical. With that partnership established, we were able to expand our commitments to include Net-Zero Greenhouse Gas Emissions and source 100% renewable energy for our global operations. We embraced the recommendations of the Task Force on Climate-related Disclosures (TCFD) and joined the A4S community.

We have since made it our mission to transform our financial decision making and communicate our environmental commitment not only to our shareholders, but all of our stakeholders. We know our long-term success as a business is reliant on the health of our environment. In service to that belief, we performed a climate risk analysis and increased our levels of environmental disclosure within public filings, including our Annual Report and Proxy and were recently recognized by A4S when we received its Communicating Integrated Thinking award.

Our work is not over. The challenge of climate change can only be met through global multi-stakeholder collaboration. To that end, we announced the Step Up Declaration in partnership with Mission 2020 which focuses on new strategic climate initiatives to curb global greenhouse gas emissions.

There is no finish line when it comes to sustainability. And as we look to the future, we continue to believe business is the greatest platform for change. As part of A4S, I am thankful and excited to be part of an engaged community of like-minded business leaders ready to disrupt the status quo. Your Royal Highness has my commitment to bring the power of the A4S Network to the United States and lead the development of the first US Chapter, as well as my deepest gratitude for continuing to inspire global action on such a pressing matter.

Yours sincerely,

A handwritten signature in blue ink that reads "Mark J. Hawkins".

Mark J. Hawkins
President & CFO Salesforce

